



Telford & Wrekin
C O U N C I L

Addenbrooke House Ironmasters Way Telford TF3 4NT

CABINET

Date **Thursday, 23 March 2017** Time **5.00pm**
Venue **Meeting Rooms G3/4, Addenbrooke House, Ironmasters Way, Telford, TF3 4NT**

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Cabinet Members:

Councillor S Davies	Leader of the Council
Councillor R A Overton	Deputy Leader and Cabinet Member for Housing, Leisure & Health
Councillor L D Carter	Council Finance, Partnerships & Commercial Services
Councillor E A Clare	Culture, Sports, Parks & Green Spaces
Councillor A R H England	Adult Social Care & Older People
Councillor A D McClements	Transport, Customer & Neighbourhood Services
Councillor G C W Reynolds	Education, Employment & Regeneration
Councillor H Rhodes	Public Protection, Safety & Enforcement
Councillor P R Watling	Children, Young People & Communities

Invitees

Councillor A J Eade	Conservative
Councillor W L Tomlinson	Liberal Democrat/Independent

AGENDA

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CABINET

Decision Notices and Minutes of a meeting of the Cabinet held on Thursday, 23 March 2017 at 5.00pm at Addenbrooke House, Ironmasters Way, Telford

PUBLISHED ON WEDNESDAY, 29 MARCH 2017

(DEADLINE FOR CALL-IN: MONDAY, 3 APRIL 2017)

Present: Councillors R A Overton (Vice Chair in the Chair), L D Carter, E A Clare, A R H England, A D McClements, G C W Reynolds, H Rhodes and P R Watling.

Also Present: Councillors A J Eade (Conservative Group Leader) and W L Tomlinson (Liberal Democrat/Independent Group Leader).

CB-070 Apologies for Absence

Councillor S Davies

CB-071 Declarations of Interest

Cllr R A Overton declared an interest in minute number CB-074 and indicated that he would withdraw from the meeting during determination thereof.

CB-672 Minutes

RESOLVED – that the minutes of the meeting held on 23 February 2017 be confirmed and signed by the Chair.

CB-073 Telford Central Footbridge Replacement

Key Decision identified as **Telford Central Footbridge Replacement** in the Notice of Key Decisions published on 22 February 2017.

The Cabinet Member for Transport, Customer & Neighbourhood Services presented the report of the Assistant Director: Customer & Neighbourhood Services. The report was seeking formal authorisation and delegations to the relevant Cabinet Member and Assistant Directors to enable to delivery of the new bridge by summer 2018, and to seek authorisation to award contracts and implement all other agreements to ensure the delivery of the project.

The Footbridge Replacement Project was part of the Telford Town Centre Connective Package and had secured £10.3m of funding though the Department for Transport's Highways Maintenance Challenge Funding.

The existing footbridge was over 30 years old, expensive to maintain and a poor gateway to the Borough.

The proposed replacement footbridge would span two dual carriageways and the Shrewsbury to Wolverhampton railway line. Detailed designs were being progressed and these would be overseen by the Governance Board, attended by all key stakeholders.

The Cabinet Members supported the proposal, stating that the development would enhance the gateway to the Borough.

RESOLVED – that

- (a) **the Council should take any required procedural steps, enter into any required legal agreements, deeds and land transfers and to take any required actions to reconstruct the bridge, implement station changes, install facilities and alter the public highway and other approaches to provide connectivity with the new bridge and the station to deliver the Project as described in the report**
- (b) **the Assistant Director: Governance, Procurement and Commissioning and the Assistant Director Customer & Neighbourhood Services be authorised to take any required procedural steps, enter into any necessary legal agreements, deeds and land transfers and to take any required actions to reconstruct the bridge, implement station changes, install facilities and alter the public highway and other approaches to provide connectivity with the new bridge and the station to deliver the Project as described in the report**
- (c) **the Assistant Director: Customer & Neighbourhood Services and the Assistant Director: Governance, Procurement and Commissioning, in consultation with the lead Cabinet Member for Transport, Customer & Neighbourhood Services, be authorised to award the construction and other necessary contracts to reconstruct the bridge, implement station changes, install facilities and alter the public highway and other approaches to provide connectivity with the new bridge and the station**
- (d) **the Assistant Director, Customer & Neighbourhood Services and the Assistant Director: Governance, Procurement and Commissioning, in consultation with the lead Cabinet Member for Transport, Customer & Neighbourhood Services to be authorised to vary the Project where required and exercise the Council's power to implement the Project (as varied) in accordance with a) to c) above.**

CB-074 **Selective Licensing**

In accordance with his previous declaration of interest Councillor R A Overton vacated the Chair before this item of business, with Councillor L D Carter taking the Chair.

Key Decision identified as **Selective Licensing** in the Notice of Key Decisions published on 22 February 2017.

The Cabinet Member for Public Protection, Safety & Enforcement presented the report of the Assistant Director: Customer & Neighbourhood Services. The report sought formal authorisation to consult on a selective licensing scheme for properties within four residential zones, which met the criteria for this scheme, identified in the following wards: Hadley & Leegomery, The Nedge, Malinslee & Dawley Bank, Brookside, Woodside, Madeley & Sutton Hill.

The Selective Licensing Scheme was a discretionary scheme, which required all private landlords (with certain exemptions) who operated within the designated zones to operate under the terms of the license awarded by the Local Authority. The conditions of the license typically included a range of requirements aimed at ensuring the properties were safe and managed in a satisfactory way.

The proposals had been discussed at the Customer, Community and Partnership Scrutiny Committee on the 23rd January 2017, where it was agreed the scheme was a welcomed step forward.

The Cabinet Members noted that the report was seeking authorisation for a consultation, which would involve landlords, tenants, residents of the areas, town and parish councils and stakeholders. Members noted that in general, a scheme of accreditation was accepted by landlords, however, concerns were raised regarding enforcement.

The Conservative Group Leader stated that the scheme would penalise good landlords. He stated that the proposed scheme would increase the costs for tenants, as landlords would pass along the cost of the license to their tenants. The scheme would force bad and criminal landlords underground and there would be an increased risk of anti-social behaviour.

The Cabinet Member: Children, Young People and Communities, stated that the scheme was standing up for vulnerable people. The scheme would not penalise landlords but would raise standards in the area. The consultation would be positive and would be the opportunity to get the scheme right.

RESOLVED – that:

- (a) The consultation with residents, private landlords, town and parish councils, businesses and other stakeholders within the potential licensing zones to designate a selective licensing scheme within the geographical areas highlighted in the report and outlined in the business case, at Appendix A to the report, take place.**
- (b) Subject to the outcome of satisfactory consultation authority be delegated to the Assistant Director: Customer & Neighbourhood Services in consultation with the Lead Cabinet Member for Public Protection, Safety & Environment to approve the designation of the four selective licensing zones identified in the report and make arrangements to implement the new scheme.**
- (c) The Licensing fee of £160 for a 5 year license as outlined in the business case attached as Appendix A to the report and within that report**

itemised in Appendix 1, page 55, be approved and the late application fee of £860, which will apply to landlords who fail to apply for a license within the three month deadline be approved.

- (d) The re-launch of the Telford & Wrekin Landlord Accreditation Scheme be approved, and authority be delegated to the Assistant Director: Commercial Services in consultation with the Lead Cabinet Member: Housing, Leisure and Health to make any arrangements on behalf of the council to implement this resolution.

Following determination of this agenda item Councillor R A Overton resumed his position of Chair.

CB-075 Business Rates Discretionary Relief

Non-Key Decision

Councillor L D Carter, Cabinet Member: Council Finance, Partnerships & Commercial Services, presented the report of the Assistant Director: Finance & HR, which proposed refreshed guidelines for the awarding of discretionary Council tax discount and the granting of discretionary rate relief for businesses.

From April 2013, 49% of business rates were retained locally by the Council, the Discretionary Relief Guidelines (last updated in January 2014) had been reviewed to take account of the Government changes to rate relief from April 2017.

The Government were introducing Local Newspaper Relief and an additional 50% rural rate relief from April 2017. Any discretionary awards would be fully compensated by the Government to the Council by a S31 Grant.

In the Chancellors Spring Budget, it was announced that there would be further assistance to businesses in the following areas;

- £1000 discount for pubs with a rateable value below £100,000
- A discretionary relief system to provide targeted support to the most hard pressed ratepayers as a result of the revaluation
- A supporting small businesses rate relief which limited the increase in business rates per year to £600 (or £50 per month) to those who had lost small business rate relief or rural rate relief as a result of revaluation.

A Government Consultation paper was out on some of the proposals and further guidance would be issued. This would be brought back to Cabinet.

RESOLVED – that

The proposed guidelines for awarding discretionary rate relief for businesses be approved as detailed in Appendix A to the report.

CB-076 Annual Public Health Report

Non-Key Decision

The statutory Director of Public Health presented her Annual Report for 2016/17 – Community-centred approaches, a copy of which was appended to the agenda.

The Report focussed on community-centred approaches within the following areas – doing things differently – the case for change, making it real – our local commitment and ambition, what are community-centred approaches to health and wellbeing? Facilitating stronger communities, growing volunteer and peer roles, maturing collaborations and partnerships, improving access to community resources and assets. It was acknowledged that when people were connected and contributing to their communities, both communities and individuals became stronger and more resilient, leading to better outcomes.

One of the priorities of the Health & Wellbeing Strategy was to strengthen communities and community based support. This was a strategic ambition and commitment between the Council and the local NHS to build community resilience.

The Report contained a number of recommendations that Cabinet was asked to support. The recommendations would be used to ensure that the Health & Wellbeing Board took a systematic and comprehensive approach to community-centred approaches.

The report was interactive in style and included a video clip and infographic links. The document and its messages had been promoted through a social media campaign.

The Cabinet Members welcomed the report.

RESOLVED – that the 2016/17 Annual Health Report be endorsed, and that the following recommendations be supported:

Recommendation 1: Health & Wellbeing partner organisations in Telford & Wrekin should consider how community-centred approaches, which build on individual and community assets, become an integral part of our action plans and work programmes put in place to deliver the aspirations of the health and wellbeing strategy.

Recommendation 2: Local commissioners of health improvement and preventative services in the CCG and Council should consider the use of community-centred approaches more systematically through their commissioning frameworks, using best practice evidence to: strengthen communities, build the volunteer workforce as agents of change and co-design local services.

Recommendation 3: Health & Wellbeing partners and Community Voluntary Services organisations in Telford & Wrekin should collectively celebrate and support formal and informal volunteering, through a variety of ways, such as: providing organisational support, commissioning services, awarding grants, offering training and raising awareness through marketing and publicity.

Recommendation 4: Health & Wellbeing partners in Telford & Wrekin, should work collectively with local Community Voluntary Sector organisations to ensure a Borough-wide evaluation programme is developed for our local community-centred approaches in order to determine their impact. This

evaluation should aim to share local learning with others and contribute to the national body of best practice evidence.

Recommendation 5: Commissioners of health and wellbeing services in Telford & Wrekin, as part of their duty to reduce inequalities in health, should proactively engage people at risk of social isolation in the design and delivery of solutions to narrow inequities.

Recommendation 6: As part of the neighbourhood working approach an organisational development programme should be put in place so Health & Wellbeing partners in Telford & Wrekin are able to up skill the local workforce to confidently and effectively deliver person and community centred approaches.

The meeting ended at 5.35pm.

Signed for the purposes of the Decision Notices

Jonathan Eatough
Assistant Director: Governance, Procurement & Commissioning
Date: 29th March 2017

Signed:

Date:

CABINET**Decision Notices and Minutes of a meeting of the Cabinet held on
Thursday, 23 February 2017 at 5.00pm at Addenbrooke House, Ironmasters
Way, Telford****PUBLISHED ON WEDNESDAY, 1 MARCH 2017****(DEADLINE FOR CALL-IN: MONDAY, 6 MARCH 2017)**

Present: Councillors S Davies (Leader and Chair), L D Carter, E A Clare, A R H England, A D McClements, R A Overton, G C W Reynolds, H Rhodes and P R Watling.

Also Present: Councillors A J Eade (Conservative Group Leader) and W L Tomlinson (Liberal Democrat/Independent Group Leader).

CB-064 Apologies for Absence

None.

CB-065 Declarations of Interest

None.

CB-66 Minutes

RESOLVED – that the minutes of the meeting held on 2 February 2017 be confirmed and signed by the Chair.

CB-067 2016/17 Financial Management Report

Key Decision identified as **Financial Management Report** in the Notice of Key Decisions published on 18 January 2017.

The Assistant Director: Finance & Human Resources was invited to present the report which provided Members with the latest financial monitoring information for 2016/17.

The strength of financial management was reflected in the projected year end position which was now estimated to be around £3.1m underspent which was an improvement of £0.4m compared to the position previously reported. This placed the Council in a good position to move into 2017/18 and demonstrated an ability to evolve and improve despite financial challenges. The Council's aim was to sustain this position over the final few weeks of the year and to look to make further improvements where possible.

The net projected outturn position was after applying £1.9m available in central contingencies, pending any further commitments in the rest of the year; and after using the specific contingency of £2.5m earmarked in the 2016/17 budget strategy

for Early Help & Support pressures and the one off service balances totalling £0.5m for Children's Safeguarding.

Children's Safeguarding and Early Help & Support continued to be key areas of pressure and both had cost improvement plans in place to reduce costs and deliver savings. Those plans were monitored on a regular basis both by senior managers and Cabinet Members.

There were a number of variations from the approved budget, including a benefit of £3.5m relating to Treasury Management activities, a one off benefit of £0.6m following the final winding-up of Transforming Telford Ltd; a one off benefit of £0.7m from updating sinking fund requirements for Private Finance Initiative commitments; Early Help & Support are currently projecting an overspend of £4.2m, mainly relating to the cost of care packages; Children's Safeguarding also continues to be a key pressure with an overspend of £4.1m being reported, the majority relating to the cost of Children in Care placements.

The capital programme totalled £87m, which included all approvals since the budget was set. Spend was currently standing at around 96% of the budget allocation. There were some new allocations, virements and slippage identified which would be included in the capital programme to be presented to full Council on 2 March 2017 as part of the Service & Financial Planning reports.

In total £1.7m more cash from Council Tax, Sales Ledger outstanding debt and business rates had been collected to the end of December 2016 compared to the same point the previous year. However, collection rates for Council Tax, Sales Ledger outstanding debt and business rates were slightly behind the challenging targets set for the year.

Councillor L D Carter, Cabinet Member: Council Finance, Partnerships & Commercial Services echoed the comments of the Assistant Director: Finance & Human Resources and noted an emerging pattern household budgets were becoming increasingly burdened.

RESOLVED – that

- (a) it be noted that 2016/17 revenue spending is currently projected to be within budget and work will continue with the Senior Management Team to sustain this position;**
- (b) the position in relation to capital spend be noted; and**
- (c) the collection rates for NNDR, council tax and sales ledger be noted.**

CB-068 Service and Financial Planning 2017/18 to 2019/20

Key Decision identified as **Service & Financial Planning Report** in the Notice of Key Decisions published on 18 January 2017.

Recommendation to Council - not subject to Call-In

The Chairman of the Finance & Enterprise Scrutiny Committee, Cllr S A W Reynolds, presented the comments of the Committee on the budget proposals. She noted that a lot of the savings proposals in the budget agreed in March 2016 were to be delivered over a two year period and that Scrutiny had provided a detailed response to the proposals last year. As a result, there were relatively few new savings proposals for consideration this year and with less time for scrutiny of the budget, the Committee had focussed on the key issue for consultation which was the options for applying the adult social care precept. The Committee had also considered the alternative budget proposals, the response to which would be presented to Council.

The Committee had considered the pressures on the adult care budget and the impact of grant reductions, and discussed the new operating model being implemented together with some of the new approaches being developed to reduce demand for high cost care. Having carefully weighed the options the Committee made the difficult decision to recommend to Cabinet that the precept should be applied at the rate of 2% per year for 3 years.

As set out in the written response, there were some differences of opinion on some of the issues considered by the Committee during scrutiny of the budget and Councillor Reynolds drew attention to these as follows:-

- Investment in housing and commercial property to generate income
- Proposals to make a small on-going contribution to the Street Pastors from the base budget
- The allocation of the Local Council Tax Support grant to Town and Parish Councils
- Increase in the price of school meals and a concern about how it would affect struggling families.

Councillor L D Carter, Cabinet Member: Council Finance, Partnerships & Commercial Services, presented a series of reports of the Managing Director, the Chief Financial Officer, the Director for Customer, Neighbourhood & Wellbeing Services and the Assistant Director: Customer & Neighbourhood. The reports, detailing the Revenue Budget, Capital Programme, the Treasury Management Strategy and Prudential Indicators, formed the Council's overall Medium Term Service & Financial Planning framework, and identified the service priorities and budget for 2017/18. Most of the savings required in 2017/18 were approved by Council in March 2016 as part of a two year strategy. However, the report included details of some additional savings proposals and investments for 2017/18 and set out the Cabinet's approach to developing the further savings that would be required through to 2019/20.

The Overview and Revenue Budget report set out the severe financial challenges facing the Council. By the end of this financial year, the Council would have made savings of £96m per annum, meaning that every year there was now £1,300 less to spend delivering services to each household in the Borough. The Council had sought to do this in ways that protected front line services as far as possible and

where services to the public were affected to do this in as compassionate a way as possible.

However, despite the financial challenges, the Council was continuing to invest to create jobs and promote growth in the Borough, in line with the Administration's key priorities, whilst seeking to protect priority front-line services and working co-operatively with residents and partners to deliver these.

Following the publication of its draft budget proposals in early January, and a one month consultation period, Cabinet had confirmed its key budget strategy proposals for 2017/18 as:

- Managing a further reduction of 25.9% to the Revenue Support Grant from Government the following year.
- Dealing with the reduction in Revenue Support Grant from Government whilst maintaining the Cabinet's commitment to continue its existing policy of transferring grant to Town & Parish Councils in respect of Local Council Tax Support.
- A Council tax increase for 2017/18 of 1.2% in line with the medium term strategy agreed the previous year.
- To again implement the Government's assumed "Adult Social Care Precept" in line with the Government's original plans, equivalent to a further council tax increase of 2%.
- To continue implementing the package of savings and efficiency measures agreed in March 2016 but with the additional savings and efficiency measures for 2017/18 set out in Appendix 1 to the report.
- To develop detailed savings proposals for 2018/19 and 2019/20 to cover the expected budget shortfall of £15 - £20m over this two year period. The approach was explained in more detail in sections 10.2- 10.4 of the report.
- An updated proposed medium term capital programme (2016/17 to 2019/20) totalling over £280m was included in the Capital Programme report which detailed proposed capital investments.
- Use of funding from a rigorous review of one-off resources to fund some one-off investments of a revenue nature, including investment in the Pride Programme, making available additional funding of £4.959m for Children's safeguarding in 2017/18 compared to what was originally planned and making available £2.122m more funding in 2017/18 than originally planned for Early Help & Support services to help phase in the cuts that the Council was forced to make. Funds of £2.5m had been set aside to provide a "draw-down budget" for Early Help and Support services in 2017/18 through to 2019/20 to protect and support vulnerable adults.
- Investment of £275,000 one-off resources over 2 years starting in 2017/18 in Destination Telford initiatives.
- £500k of one-off resources would be added to £195k previously identified to create a new £695k Partnership Capacity Fund to support the extension of new approaches to joint working with voluntary sector and other community groups aligned to the achievement of ongoing savings.
- In addition £1.5m of one-off resources would be transferred to supplement the Invest to Save/Capacity fund.

- £250k of one-off resources would be earmarked to fund organisation development initiatives.
- The Council contribution to the Food Bank was now budgeted on an ongoing basis rather than from time limited funding recognising the critical support that this organisation provides to many local people.

Attached to the report were a number of appendices, including savings proposals, Impact Assessments of the savings proposals, the Pay Policy Statement 2017/18, analysis of base budget movements, and details of Reserves and Balances.

As the majority of savings for 2017/18 were agreed in March 2016 the focus of the Cabinet's consultation activity this year related to communicating and seeking views on priorities, such as protecting front-line services to vulnerable adults and children, helping residents to become healthier, feel safer and develop more skills to get better jobs. The consultation also sought feedback on investments in infrastructure, community funding and vulnerable adults and children and implementation of the Adult Social Care precept. The communication and engagement plan outlined in Appendix 13 to the report provided more detail on the first phase of budget engagement during January and February 2017. Opportunities for people to give their views included attendance at a variety of forum meetings such as the Parish Forum and Senior Citizen's Forum, on-line and paper based surveys to the wider community and community panel, and communication via social media. Direct email communication was sent to a wide range of partners and information including a budget 'video' was included on the Council's website. As outlined in paragraph 10.2 of the report, this was the first phase of engagement in relation to the financial strategy for 2018/19 and 2019/20.

The final settlement had still not been received for central government but limited change was anticipated. Any changes required to reflect the final settlement would be made by adjusting the additional contingency set aside within the strategy to cover any reduction whilst if additional funding was received adult social care would be prioritised. The Council would continue to make cuts on an unprecedented scale with a cut of around 25.9% in its (provisional) Revenue Support Grant the following year alone.

An equality impact analysis of the overall impact of the budget was appended to the report, along with environmental and economic impact assessments.

The Council's Chief Financial Officer was required to give a view on the robustness of the Council's financial strategy, including the use of balances, and this was appended to the report. This had concluded that the Council was pursuing a sound financial strategy in the context of the most prolonged and challenging financial position it had ever faced due to the combined effect of Government grant cuts and increased service pressures.

The report on the Capital Programme presented the Council's Capital Strategy for 2016/17 – 2019/20 and later years and a capital programme of £281.740m that included the proposed investments contained in the overall budget strategy. It also set out the Council's Asset Management Plan and planned building maintenance

programme, particularly focusing on 2017/18, and the three year Highways and Transport capital investment programme.

The report on the Treasury Management Strategy detailed the Treasury Strategy to be adopted for 2017/18. The Strategy was set within the parameters of the latest guidance and accounting standards. It was expected the Council would borrow up to £39.8m in 2017/18 based on the current capital programme plans, and would adopt a flexible approach to borrowing. The report also provided an update on the treasury management activities during 2016/17. The weighted average return on internal investments at the end of December 2016 was 0.29% compared to a benchmark return for the period of 0.24%. The report also included the Council's Minimum Revenue Provision (MRP) Statement, which had been updated to state the exact policy in use for each borrowing type and would apply from 2016/17. Overall the policy was broadly in line with that previously agreed, however it was being extended to include the purchase of investment properties. There would be a lower MRP charged on investment properties for 2017/18 onwards to reflect the nature of the asset.

The report on Prudential Indicators sought approval of the prudential indicators for 2017/18 to 2019/20 required under the Prudential Code of Capital Finance in Local Authorities.

Recommendations by Cabinet would be considered at full Council on 2 March 2017 as full Council was responsible for setting the overall revenue and capital budget framework. At that meeting full Council would also set the Council Tax for 2017/18.

The Leader, Councillor S Davies, stated his belief in a moral obligation to campaign for a fair funding deal for the Borough and urged colleagues and partners to unite to make the case to demand a fair deal from government. He noted that the Council was a leader in seeking investment from commercial projects with many other Councils asking how to bring this commercial drive to their own areas.

RESOLVED – to RECOMMEND to COUNCIL on 2 March 2017:

- (i) Overview and Revenue Budget 2017/18 – 2019/20**
- (a) that the feedback from consultation summarised in Appendix 14 and from Scrutiny in Appendix 12 be considered**
- (b) that the Impact Assessments contained in Section 23 and Appendices 2 and 15 of the report be noted**
- (c) that the overall service and financial planning strategy set out in the report and the base budget in Appendix 7 of the report be approved**
- (d) that a Council Tax increase of 3.2% for 2017/18 (including the new 2% Adult Social Care precept assumed by the Government) and a medium term strategy of increases at the same level for the two years from 2018/19 to 2019/20 to match the period of the CSR and 4 year settlement be approved**

- (e) that the additional savings and pressures detailed in Appendix 1 of the report be approved**
- (f) that the commitment to continue to work with partner organisations, including Town & Parish Councils and Voluntary Sector and Community Groups to seek to identify ways to mitigate the impact of some of the cuts to services that we can no longer afford and the creation of the £695,000 Partnership Capacity Fund approved by Cabinet on 5 January 2017 be noted**
- (g) that in order to support the discussions with partner organisations, the transfer of £1.5m to the Invest to Save/Capacity Fund approved by Cabinet on 5 January 2017 which will provide further transitional funding for a Partnership Support Programme in line with the delegations and principles approved by full Council in March 2016 be noted.**
- (h) that the policy framework for Reserves and Balances outlined in Appendix 9 of the report be noted.**
- (i) that the revenue implications of the medium term capital programme for the period 2015/16 - 2018/19 set out in the Capital Programme report be approved.**
- (j) that the Managing Director be authorised after consultation with the Cabinet Member for Council Finance, Partnerships and Commercial Services to allocate funding from the Destination Telford and Organisational Development reserves.**
- (k) that the Pay Policy for 2017/18 shown at Appendix 3 of the report and which has been recommended by Personnel Committee be approved**
- (l) that the Assistant Director Business, Development & Employment be authorised to agree the final details of the Telford Land Deal – including agreement of the Transfer of Liability/Residual Land package after consultation with the Cabinet Member for Council Finance, Partnerships and Commercial Services.**
- (m) that the Assistant Director: Governance, Procurement & Commissioning be authorised to execute all necessary contract documentation including the affixing of the common seal of the council as appropriate to enable the Council to finalise the Telford Land Deal – including documents required to give effect to the agreement for the transfer of HCA liability/residual land, after consultation with the Cabinet Member for Council Finance, Partnerships and Commercial Services.**
- (n) that the Assistant Director: Finance & Human Resources be authorised to action any virements required following the final allocation of the**

Dedicated Schools Grant and other related Grants as long as they are within the budget and policy framework.

- (o) that the Assistant Director: Early Help & Support be authorised, in consultation with the Cabinet Member: Adult Social Care, to enter into appropriate Section 256 and Section 75 Agreements under the NHS Act 2006 (as amended).
- (p) that the Assistant Director: Governance, Procurement & Commissioning be authorised to execute all necessary contract documentation including the affixing of the common seal of the council as appropriate to enable the council to enter into appropriate Section 256 and Section 75 Agreements under the NHS Act 2006.
- (q) that a further £2.9m of available one-off resources be transferred to the one-off contingency fund approved by Cabinet on 5 January 2017 to provide a total amount of £9.8m.
- (r) that should any late changes be announced as part of the final Revenue Support Grant settlement, authority to adjust the level of the £9.8m contingency fund to compensate be delegated to the Chief Financial Officer after consultation with the Cabinet Member for Council Finance, Partnerships and Commercial Services.
- (s) that this suite of service and financial planning reports serve as the Council's Efficiency Strategy for 2017/18 to enable new capital receipts generated in the three year period starting 1 April 2016 to be used to fund the revenue costs of reform as assumed throughout these reports.
- (t) that the CFO's robustness statement contained at Appendix 11 of the report be noted.
- (ii) **Capital Programme**
 - (a) that the report and associated capital estimates for 2016/17 and 2017/18 – 2019/20, which incorporates the Capital Strategy, the Capital Programme (Annex I), the Planned Building Maintenance Programme (Annex II), and Asset Management Plan (Annex III) and the three year Highways and Transport capital investment programme (Annex IV), be approved
 - (b) that the Assistant Director: Development, Business & Employment be authorised to deliver the planned programme of works within the Asset Management Plan and that the Assistant Director: Neighbourhood & Customer Services be authorized to deliver the Highways and Transport capital investment programme in line with the approved budgets with any variations or changes to schemes in these programmes, that remain within overall approved budgets, after consultation with the appropriate Cabinet Members.

(iii) **2016/17 Treasury Strategy and Treasury Update**

- (a) that the treasury management activities for the first half year be noted;
- (b) the Treasury Management Policy Statement as shown at Appendix A of the report be noted; and
- (c) the Treasury Strategy, including the Annual Investment Strategy for 2017/18 together with the associated treasury Prudential Indicators and the Minimum Revenue Provision Statement, which will apply from 2016/17 onwards be approved.

(iv) **Prudential Indicators**

- (a) that the prudential indicators as proposed in the report as part of setting the budget for 2017/18 be approved.

CB-069 **Re-designation of Attendance Areas**

Key Decision identified as **Proposed consultation on school organisation including re-designation of attendance areas** in the Notice of Key Decisions published on 25 January 2017.

The Assistant Director: Education & Corporate Parenting was invited to present the report which provided Cabinet with feedback following public consultation on changes to existing attendance areas as outlined in the Cabinet report presented in November 2016 in order to determine whether the proposals should be implemented from September 2018.

The Council had a statutory duty to ensure that there were sufficient school places in the area, promote high educational standards, ensure fair access to educational opportunity and promote the fulfilment of every child's educational potential. It was also obligated to ensure that there were sufficient schools in the area, promote diversity, and increase parental preference.

In recent years the Borough had experienced an increase in the primary school population, which had in part been due to larger year groups starting school and smaller year groups leaving at the end of year 6. This had also been affected by a higher number of completions of new homes within the Borough over the last few years. These higher cohort numbers were now also impacting on secondary schools and this, combined with new housing development yielding additional pupils, meant that the overall secondary surplus was decreasing and that in some areas of the borough there was a need to rationalise secondary school places.

National guidelines specified that Local Authorities should aim to identify a school place for all pupils within three miles of their home address, although it was recognised that in some rural areas this might not be possible. In Telford and Wrekin planning for school places, based on the projections of pupil numbers and growth in housing development, aimed to achieve this goal. Due to the opening of a new secondary school, Telford Priory, and with the proposed adjustment to school

catchment areas, it was now possible for this aim to be achieved for pupils living in the Muxton area.

The proposals set out in the report were:-

- Lilleshall Primary Attendance Area would give priority to Lilleshall residents
- Muxton Primary Attendance Area would give priority to Muxton residents
- Lawley residents would have a shared attendance area to include both Ercall Wood Technology College and Telford Langley School
- Burton Borough attendance area would be redrawn to include Newport, the rural villages and Lilleshall
- Telford Priory School attendance area would be redrawn to include Muxton residents

Consultation had been over a period of six weeks and included an online survey and an invitation to the public to respond by email or by writing to the Council directly. A number of stakeholders had written direct to their local Councillor and these responses had also been included in the feedback summary presented to Cabinet. Headteachers and Chairs of governing bodies of all school involved, Shropshire and Staffordshire County Councils, Lichfield and Hereford dioceses, local MPs and the Department for Education had all been directly invited to respond.

Cabinet Members were pleased to note that the first three proposed changes listed above received approval from the majority of respondents. However, Cabinet noted that a large number of residents in Muxton had participated in the consultation exercise and parents had expressed concerns about the latter two proposals.

The Assistant Director: Education & Corporate Parenting referred to the comprehensive summary in the report of the main issues that had been raised and the actions that could be introduced to ensure that the proposals could be successfully implemented from September 2018. As set out in the report, concerns included:-

- The distance from Muxton to Telford Priory School
- The safety of the walking route from Muxton to Telford Priory School
- Subsidised transport to Burton Borough School
- Parental choice
- Shared Catchment Area
- School standards and quality of education
- Negative parental views of Telford Priory School
- Unpredictable rate of completion of consented housing in the Newport area

The Cabinet Members noted these concerns and the responses set out in the report, particularly that the proposals did not remove the right of parents to express a preference for a school other than their attendance area school. It was also noted that current year 6 pupils would not be affected by the proposals and younger children currently attending Muxton School would be able to apply for places under the school admission code which meant that the sibling of any children currently attending Burton Borough would be given a higher priority than others living outside the attendance area. All pupils in Muxton and currently attending Burton Borough

School would continue to receive transport until the end of their statutory education. This would also apply to any pupil offered a place at Burton Borough School and due to start in September 2017.

The Conservative Group Leader criticised the proposals and the impact on Muxton residents, in particular citing the perceived impact on parental preference, the safety of the walking route from Muxton to Telford Priory, the quality of education at Telford Priory in contrast to Burton Borough, and the financial benefits from ceasing provision of related home to school transport. He urged Cabinet to reconsider the proposals in light of the overwhelming response to the consultation and engage with Muxton residents to find alternative solutions.

Cllr G C W Reynolds, Cabinet Member: Education, Employment & Regeneration reiterated that the proposals sought to increase local residents' access to schools and that there would be no impact on parental preference. The Cabinet was committed to improving school performance and would work with all schools and academies to reach good or outstanding status. With regard to the safety of the route from Muxton to Telford Priory, she noted that the route was already in use by students from the Humbers and that the route was also served by local buses. She noted that the proposals were not due for implementation for 18 months which gave sufficient time for any additional improvements to the route, eg the addition of a cycle path, to be implemented.

Following a number of questions around the requirement to admit a relatively large number of pupils from the Stafford area to Burton Borough School, the Leader committed to writing to the Secretary of State for Education and local MPs to seek reconsideration of the rules around the admission of pupils from outside the authority area. The Cabinet were also advised that any savings from a reduced requirement for subsidised home to school transport would not materialise until the 2022/23 academic year.

RESOLVED – that

- (a) all the information relating to the consultation on the changes to attendance areas contained within the report be noted and that the following changes to attendance areas be approved for implementation from September 2018:**
 - (i) Lilleshall Primary School attendance area will give priority to Lilleshall residents**
 - (ii) Muxton Primary School attendance area will give priority to Muxton residents**
 - (iii) Lawley residents will have a shared attendance area to include both Ercall Wood Technology College and Telford Langley School**
 - (iv) Burton Borough attendance area will be redrawn to include Newport, the rural villages and Lilleshall**

- (v) Telford Priory School attendance area will be redrawn to include Muxton residents**

- (b) the Assistant Director: Education & Corporate Parenting, in consultation with the Lead Cabinet Member for Education, Employment and Regeneration, be authorised to take all required actions and exercise all the Council’s relevant powers to enable the re-designation of attendance areas.**

The meeting ended at 6.15pm

Signed for the purposes of the Decision Notices

Jonathan Eatough
Assistant Director: Governance, Procurement & Commissioning
Date: 1 March 2017

Signed:

Date:

TELFORD & WREKIN COUNCIL

CABINET

23rd MARCH 2017

TELFORD CENTRAL FOOTBRIDGE REPLACEMENT

REPORT OF ASSISTANT DIRECTOR: CUSTOMER & NEIGHBOURHOOD SERVICES

LEAD CABINET MEMBER – CLLR ANGELA McCLEMENTS

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

This report is seeking to gain the required formal authorisations and delegations to the relevant Cabinet Member and Assistant Directors involved to enable successful delivery of the new station bridge project within the challenging timescales for this complex project, including arrangements for the necessary land transfer and agreements with Network Rail / London Midland and to seek authorisation to award contracts and implement all other arrangements necessary to deliver the scheme by Summer 2018

2. RECOMMENDATIONS

a) that the Council should take any required procedural steps, enter into any required legal agreements, deeds and land transfers and to take any required actions to reconstruct the bridge, implement station changes, install facilities and alter the public highway and other approaches to provide connectivity with the new bridge and the station to deliver the Project as described in this report

b) that the Assistant Director: Governance, Procurement and Commissioning and the Assistant Director Customer & Neighbourhood Services be authorised to take any required procedural steps, enter into any necessary legal agreements, deeds and land transfers and to take any required actions to reconstruct the bridge, implement station changes, install facilities and alter the public highway and other approaches to provide connectivity with the new bridge and the station to deliver the Project as described in this report

c) that the Assistant Director: Customer & Neighbourhood Services and the Assistant Director: Governance, Procurement and Commissioning, in consultation with the lead Cabinet Member for Transport, Customer & Neighbourhood Services, be authorised to award the construction and other necessary contracts to reconstruct the bridge, implement station

changes, install facilities and alter the public highway and other approaches to provide connectivity with the new bridge and the station.

d) that the Assistant Director, Customer & Neighbourhood Services and the Assistant Director: Governance, Procurement and Commissioning, in consultation with the lead Cabinet Member for Transport, Customer & Neighbourhood Services be authorised to vary the Project where required and exercise the Council's powers to implement the Project (as varied) in accordance with a) to c) above

SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes/No	Contributes to all by improving access within the Borough but specifically "ensure that neighbourhoods are safe, clean and well maintained".
	Will the proposals impact on specific groups of people?	
	Yes/No	Short term (approx 12 months) disruption to pedestrians, cyclists, train users and the local highway network during the construction works. Upon completion pedestrians, cyclists and train users will benefit from the new construction which includes the installation of lifts on the platform.
TARGET COMPLETION/DELIVERY DATE	Vegetation clearance work – January/February 2017 Mobilisation – April/May 2017 Construction main bridge – June-December 2017 Bridge lift – December 2017 - January 2018 Final completion and finishes – Summer 2018	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes/No	The replacement footbridge is one of a number of projects included as part of a Telford Town Centre Connectivity Package, which also includes the dualling of Rampart Way and Hall Park Way. The package has an approved budget of £12.3m, funded £10.3m through the Department for Transport's Highways Challenge Fund and £2.0m through Section 106/local contributions. Full finance

		support will be provided as the project progresses. (DR – 27.01.17)
LEGAL ISSUES	Yes/No	<p>The Council has powers under Sections 91 and 92 Highways Act 1980 to construct and reconstruct bridges which are highways maintainable at the public expense. Section 92 enables the Council to reconstruct a bridge either on the same site or on a new site within 200 yards of the old one. The new bridge at Telford Central Station is going to be within 200 yards of the current one.</p> <p>The Council has powers under the Town & Country Planning Act 1990 to divert and extinguish rights of way if that is necessary to enable development to be carried out. The bridge project is the subject of planning permission and the necessary alterations to reflect the adjustment in the line of the way carried by the bridge and the changes to the ramps, stairs and the connecting rights of way can be processed as required. In addition, if appropriate, the Council can make extinguishment orders, diversion orders, creation orders and enter into agreements with third party landowners under the Highways Act 1980 to address these highways/ rights of way matters.</p> <p>The arrangements with the station owners, particularly regarding the public access, are being discussed and legal advice will be provided on this as well as on the other matters relating to the implementation of this project. (IR – 26.01.17)</p>
OTHER IMPACTS, RISKS & OPPORTUNITIES	Yes/No	<p>There are many project risks, the key ones being around budget constraints and third party involvement. An Early Contractor Involvement approach has been adopted and regular meetings are held with the design team to maximise design and buildability</p>

		efficiencies. A Project Board has been convened to strategically steer the project which includes the Cabinet Member for Transport, customer and Neighbourhood Services. The completed scheme will benefit the local residents and businesses and visitors to the area in the long term in providing improved connectivity between the train station and town centre.
IMPACT ON SPECIFIC WARDS	Yes/No	The site area lies within Ketley and Overdale ward. However, the traffic diversion works necessary to deliver the project will also impact the immediately surrounding wards.

PART B) – ADDITIONAL INFORMATION

3. INFORMATION

Telford continues to face the need for continuing investment into infrastructure to support our residents and communities and to make the Borough attractive for securing inward investment, helping to create new jobs. The footbridge replacement project is part of a Telford Town Centre Connectivity Package and one of the principal highway and transport infrastructure improvement schemes. This project has secured £10.3m of funding through the Department for Transport's Highways Maintenance Challenge Funding.

The existing footbridge links the existing footpath cycleway networks either side of the A442 dual carriageway and provides the footbridge link between the platforms at Telford Central train station. The existing footbridge is over 30yrs old, is expensive to maintain and is a poor gateway for the Borough, particularly for those arriving at Telford Central Station.

This is a complex project and the bridge spans two dual carriageways and the Shrewsbury to Wolverhampton rail line. Detailed designs are now being progressed and will be overseen by the Governance Board chaired by the Assistant Director Neighbourhood & Customer Services and attended by the Cabinet Member for Transport, Customer & Neighbourhood Services and attended by all key stakeholders including network rail and London Midland representatives.

4. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

5.1 Community Impact

The construction phase of the project will inevitably have impacts on footbridge users and the surrounding transport network. The works will be managed in a way which looks to eliminate and minimise the impacts. The design has been prepared on a separate alignment to the existing bridge to allow the current bridge to remain open until the new one is constructed.

The preferred contractor will operate within the industries “Considerate Contractors” scheme and have a designated public liaison officer to specifically coordinate with local stakeholders throughout the project. As one of the Midlands Highway Alliance framework contractors, there is also a requirement on the preferred contractor to support local employment and apprentice schemes.

5.2 Equalities Impact

The new design will improve access including new lifts to Telford Central train station platforms. In doing so, the scheme will support the Council’s Local Transport Plan objective of improving accessibility.

5. PREVIOUS MINUTES

N/A

6. BACKGROUND PAPERS

N/A

**Report prepared by Colin Pitcher, Senior Engineering Geologist and Dominic Proud, SDM for Highways, Transport & Engineering Services
Telephone: 01952 384 697**

TELFORD & WREKIN COUNCIL

CABINET – 23rd March, 2017

Re: Adoption of Selective Licensing in Telford & Wrekin



REPORT OF: Assistant Director – Customer & Neighbourhood Services
CABINET MEMBERS – Councillor Hilda Rhodes Lead Cabinet Member for Public Protection, Safety & Enforcement. Councillor Richard Overton- Deputy Leader & Cabinet Member for Housing, Leisure and Health

1. SUMMARY OF MAIN PROPOSALS

- 1.1 Whilst the Council acknowledges that many landlords provide decent well-managed and well maintained accommodation there are examples in our borough where properties are poorly managed and have a negative impact on the local community.
- 1.2 Recently concerns have been raised by a number of key stakeholders including the Police that Telford & Wrekin has a number of neighbourhoods which have a high proportion of privately rented properties, where there is low housing demand and demonstrable evidence of anti-social behaviour and crime. These areas exist despite the council and our partners using our enforcement powers and providing guidance and assistance to the private rented sector landlords to improve standards over many years.
- 1.3 In order to address this challenge this report is recommending the Council adopts a Selective licensing scheme in addition to the mandatory Houses of Multiple Occupation (HMO's) licensing scheme already in operation. The Selective licensing scheme is a discretionary one, which requires all private landlords (with certain exemptions) operating within a designated zone to operate under the terms of a licence awarded by the local authority. Licence conditions typically include a range of requirements aimed at ensuring that properties are safe and are managed in a satisfactory way.
- 1.4 Such a scheme provides the local authority with an additional tool to help better regulate privately rented accommodation and to uplift standards of management within the area. This improvement in standards supports wider initiatives and plans to help uplift and regenerate areas. Selective license schemes last for five years and there is a fee payable to apply for the licence which covers the cost of the administration and implementation of the scheme, including any required enforcement activity for non-compliance.
- 1.5 This report is seeking approval to consult on a selective licensing scheme for properties within four zones who meet the criteria for this type of licensing scheme identified in the following wards: Hadley & Leegomery, The Nedge, Malinslee & Dawley Bank, Brookside, Woodside, Madeley & Sutton Hill. More detail can be found in Section 7.0 of this report and within the full business case for Selective Licensing attached as **Appendix A**.

1.6 A presentation on the proposal for a Selective Licensing scheme within the Borough was made to the Customer, Community & Partnership Scrutiny Committee on 23rd January 2017. The presentation covered a number of key areas including the proposed zones and the criteria necessary to designate a selective licensing scheme. Members of the scrutiny committee agreed that consideration of a Selective Licensing scheme was a welcomed good step forward and that they would like to see Cabinet endorse the proposed consultation

2. RECOMMENDATIONS

2.0 Cabinet to approve consultation with residents, private landlords, town and parish councils, businesses and other stakeholders within the potential licensing zones to designate a selective licensing scheme within the geographical areas highlighted in this report and outlined in the business case, **Appendix A**.

2.1 Subject to the outcome of satisfactory consultation delegate authority to the Assistant Director Customer & Neighbourhood Services in consultation with the Lead Cabinet Member for Public Protection, Safety & Enforcement to approve the designation of the four selective licensing zones identified in this report and make arrangements to implement the new scheme.

2.2 To approve the Licensing fee of £610 for a 5 year license as outlined in the business case attached as **Appendix A and within that report itemised in Appendix 1 page 55** . It is proposed that there will also be a late application fee of £860. This fee will be applied to landlords, who were landlords of properties within the four zones at the start of the selective licensing scheme, but who failed to apply for a license within the three month deadline. The increased fee reflects the additional work that the Council would have to undertake to ensure a licence application is ultimately submitted by the landlord in question.

2.3 To approve the re-launch of the Telford & Wrekin Landlord Accreditation Scheme and to delegate authority to the Assistant Director: Commercial Services in consultation with the Lead Cabinet Member: Housing, Leisure and Health to make any arrangements on behalf of the Council to implement this recommendation. **See Appendix A and within that report itemised in Appendix 2**

3.0 SUMMARY IMPACT ASSESSMENT

Community Impact	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	Protect and support our vulnerable children and adults Ensure that neighbourhoods are safe, clean and well maintained. Improve the health and wellbeing of our communities and address health inequalities Regenerate those Neighbourhoods in need and work to ensure that local people have access to suitable housing.
	Will the proposals impact on specific groups of people?	
	Yes	Private sector landlords who have properties within the four zones identified in the following wards :- Hadley & Leegomery, The Nedge, Malinslee & Dawley Bank, Brookside, Woodside, Madeley & Sutton Hill

Target Completion/ Delivery Date	Start date for the selective licensing scheme will be three months on from designation date therefore anticipated to go live November 2017 subject to the outcome of consultation. The relaunch of the revised landlord accreditation scheme will commence from April 2017.	
Financial/ Value for Money Impact	Yes	<p>The fee for each individual selective license has been calculated at £610 for a 5 year period on a full cost recovery basis. Research has shown that there are approximately 2,000 properties that would be eligible for a selective license in the Borough. If 100% of the eligible properties applied for a license this would result in additional income of £1.2million for the Council. If only 75% of properties applied then income would be reduced to £900,000.</p> <p>Additional staff resources would be required to be employed in the Licensing Team in order to administer and enforce this scheme. The costs of the additional resources total £812k over a 5 year period. This can be met from the additional income generated from selective licenses as outlined above. It should be noted that 1,331 licenses would need to be issued at a minimum in order to cover these additional costs.</p> <p>Landlords will be given the option of spreading the £610 fee over the five year period. In calculating an annual fee there will be an additional administration fee to cover increased invoicing and collection costs of £30 and it is recommended that interest is charged to the annual fee at the current PWLB loan rate of 1.75%. This would result in an annual charge of £130 per property for each year of the five year period.</p> <p>Existing landlords needing to apply for a selective licence will be required to do so within a 3 month period as set out in this report. Those that do not apply for a licence before the deadline will be charged an additional £250 late payment fee per licence on top of the £610 licence fee to cover additional officer time within Public Protection and also Legal costs. This would result in a total fee of £860.</p> <p>It is estimated that Nuplace will have 100 properties who would require a selective licence.</p> <p>Section 12 of this covering report refers to a one off £50 discount being offered for the landlord accreditation scheme for those landlords holding a selective license. This will be given as a reduction in the landlord accreditation fee payable. The discount will be funded from the additional income generated from selective licence fees.</p> <p>The costs of the consultation exercise will be met from budgets held by Public Protection.</p> <p>MLB 02.03.17</p>

<p>Legal Issues</p>	<p>Yes</p>	<p>The Housing Act 2004 ('the 2004 Act') deals with housing conditions including the enforcement of housing standards, service of notices and enforcement actions. The Council being a local housing authority under the 2004 Act has a duty to review the housing conditions in their area with a view to identifying any action that may need to be taken in relation to defined matters, which includes licensing selective licensing. The 2004 Act provides for houses to be licensed by the local housing authority where they are within an area which is designated as a selective licensing area.</p> <p>Every local housing authority has a general duty to make arrangements to secure the effective implementation in their district of the licensing regime and to ensure that all applications for licences and other issues falling to be determined by the authority are determined within a reasonable time.</p> <p>The 2004 Act provides that the local housing authority may designate either the whole of their district or an area in their district to be subject to selective licensing in one of two cases, namely:</p> <ol style="list-style-type: none"> 1 the area is, or is likely to become, an area of low housing demand and that making a designation will, when combined with other measures taken in the area by the local housing authority contribute to the improvement of the social or economic conditions in the area; OR 2 that the area is experiencing a significant and persistent problem caused by anti-social behaviour; that some or all of the private sector landlords who have let premises in the area (whether under leases or licences) are failing to take action to combat the problem that it would be appropriate for them to take; and that making a designation will, when combined with other measures taken in the area by the local housing authority, or by other persons together with the local housing authority, lead to a reduction in, or the elimination of, the problem. <p>The rules in respect of selective licensing schemes require local housing authorities to obtain approval from the Secretary of State where any such scheme would cover more than 20% of their geographical area or if it would affect more than 20% of privately rented homes in the local authority area. As the proposed selective licensing scheme does not exceed the threshold levels then this Authority can give its own general approval as permitted by and in accordance with the requirements of the 2004 Act.</p> <p>In terms of authority to designate selective licensing areas the decision is an executive function ordinarily exercised by the Leader and Cabinet however this may be delegated to Officers. It should be noted that the proposed implementation of selective licensing areas is a key decision, being significant in terms of its effects on communities living or working in an area comprising two or more</p>
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		<p>wards in the Borough and is therefore subject to the requirements in respect of key decisions in the Council's Constitution.</p> <p>The Authority will have to be satisfied that the consultation process is done in accordance with the DCLG guidance before proceeding to designate any area.</p> <p>This report sets out the framework for the consultation which it is proposed to undertake.</p>
Other Impacts, Risks & Opportunities	Yes	<p>There is a risk of budget shortfall if the scheme does not receive applications and fees from the anticipated number of licensable premises. This has been mitigated by working budgets assuming only 75% of affected properties apply within the 5 year period. If take up of the scheme is not as anticipated then additional resources required to support the scheme would be reviewed and reduced as necessary in order to offset the shortfall in income levels.</p> <p>Selective Licensing offer's a real opportunity to enhance the standard of the private rental sector in these areas and to achieve a major reduction in environmental crime and ASB and to reduce the level of turnover of tenants through improved standards</p> <p>Additional enforcement may place additional workload for Legal Service colleagues however the income from the scheme can be used to enhance capacity within the legal services team as required to support all enforcement activity including prosecution.</p> <p>An equalities impact assessment of the proposed scheme has been completed and is available for review. The main risk is that the landlord passes the cost of the license fee onto the tenant however as many tenants who will be living in these areas will potentially qualify for Housing Benefit there is a cap on the amount of rent that a landlord can charge.</p>
Impact on Specific Wards	Yes	<p>This report has implications for the following wards :</p> <p>Hadley & Leegomery The Nedge Malinslee & Dawley Bank Brookside Woodside Madeley & Sutton Hill</p>

PART B – ADDITIONAL INFORMATION

4.0 Background

- 4.1 In Telford and Wrekin the private rented sector has more than doubled over the period 2001 to 2011. In 2011 the privately rented sector accommodated around 16.2% of households.
- 4.2 Historically, intervention with problem tenants and properties often linked to HMO's has been focussed on criminal enforcement methods, which tackle the individual problem at the time, rather than the area as a whole. By ensuring landlords have an investment in their communities, as well as the properties they own, we hope to influence and enable a reduction in ASB incidents. In a similar way, reactive housing enforcement to complaints about poor housing standards and landlord/tenant relationships can only have a limited and short term impact in areas with entrenched problems.
- 4.3 In October, 2016 DCLG consulted on making changes to the extension of the existing mandatory licensing of larger HMO's that have 5 or more people from more than 2 families. This is expected to become legislation around October of this year. Any premises that are covered by an existing license will not be subject to selective licensing. However regardless of this proposed change to legislation, with regard to HMO's in the proposed designated areas, there will be properties not covered. The problems that have been identified when compiling the business case for adopting selective licensing are a private rented sector problem and not just a HMO problem.

5.0 Selective Licensing Proposed Areas

- 5.1 In order to introduce a selective licensing scheme within the borough a number of criteria must be met as set out in the [Housing Act 2004](#) and [Department for Communities and Local Government Guide](#).
- 5.2 The law states that a local authority may make a selective licensing designation if an area meets one or more of the following conditions:-
- that the area is, or is likely to become, an area of low housing demand (low demand being indicated by the value of residential premises compared to the value of other similar premises; the turnover of occupiers of residential premises; the number of premises available to buy or rent and the general appearance of the locality)
 - a significant and persistent problem caused by anti-social behaviour
 - poor property conditions
 - high levels of migration
 - high levels of deprivation
 - high levels of crime

For an area to be considered for selective licensing scheme it must also have a high level of private rented housing. A 'high level' is defined as being above average and currently the national average is 19.6%.¹

¹ [English Housing Survey 2014 to 2015 – published February 2016](#)

6.0 Methodology

- 6.1 A wide range of data has been analysed to produce a geographical appraisal identifying those areas within the borough that would be most likely to benefit from the introduction of a selective licensing scheme.
- 6.2 Areas of Telford and Wrekin were assessed against the conditions of low housing demand, anti-social behaviour, poor property conditions and levels of crime. Data has been analysed to a Lower Super Output Area (LSOA) geography. These areas are defined by the Office of National Statistics and have an average of approximately 1,500 residents and 650 households.
- 6.3 There are 108 LSOAs within Telford & Wrekin. From this analysis an assessment was made as to which LSOAs or group of LSOAs have a proportion of privately rented properties above the national average and most closely met the following criteria and should therefore be considered for a selective licensing scheme:
- Were likely to be or become an area of low housing demand based on
 - Have high levels of anti-social behaviour
 - Are experiencing poor property conditions
 - Have high levels of recorded crime

A full breakdown of the data analysis is included at **Appendix A pages 6-33** of the business case.

The datasets used in the analysis are refreshed on a regular basis. This would enable the impact of selective licensing on the borough to be monitored throughout the lifetime of the scheme and allow a full evaluation to be made on completion after five years.

7.0 Proposed areas for selective licensing

Based on this analysis it is proposed that four zones are created in the borough for inclusion in a selective licensing scheme.

Figure 1 shows the locations of the four proposed zones

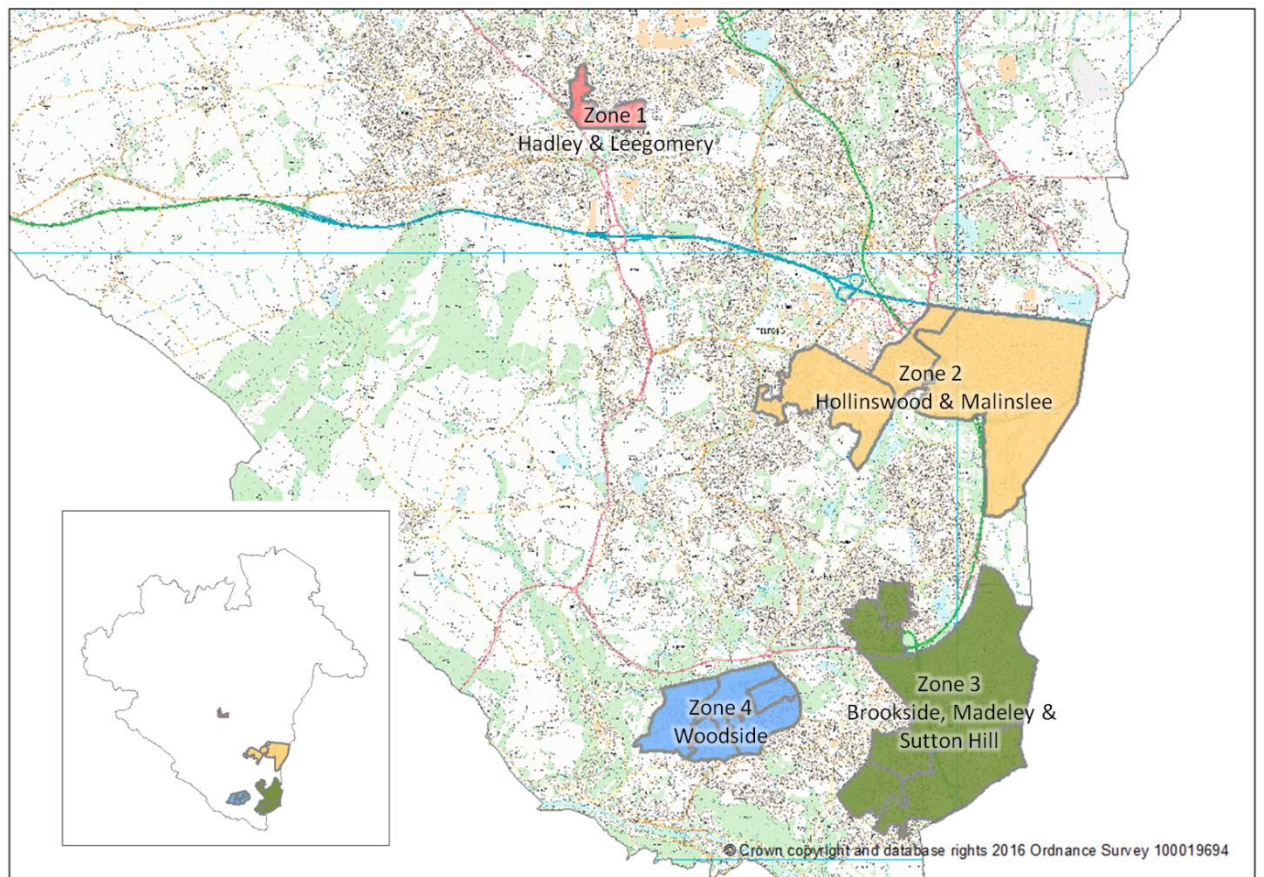


Figure 1: Proposed areas for selective licensing

- 7.1 **Zone 1** would include the area covered by LSOA 009D in the Hadley and Leegomery area only. This zone would cover approximately 500 properties. The total private rental proportion of this area from the 2011 census was 19%.
- 7.2 **Zone 2** would comprise LSOA 017D in Malinslee and LSOAs 018A and 018B in the Hollinswood area. This proposed zone would cover approximately 1,900 properties. The total private rental proportion for the areas covered by this zone from the 2011 census was 25%.
- 7.3 **Zone 3** is proposed to consist of LSOAs 020C and 020E in Brookside and 023A, 023B and 023D in Sutton Hill one single zone. Zone 3 would cover approximately 3,200 properties. The total private rental proportion from the 2011 census for the five LSOAs covered by this zone was 23%.
- 7.4 **Zone 4** would consist of all five LSOAs covering the Woodside area. Zone 4 would cover approximately 2,950 properties with a total private rental proportion from the 2011 census of 26%.
- 7.5 In total the four zones would cover approximately 8,550 properties of which in the region of 2,000 are estimated to be privately rented.
- 7.6 Based on the 2011 census, the number of private rented properties in these proposed zones accounted for 19.2% of total private rented properties in the Borough and is therefore below the 20% threshold that would require the scheme to

be submitted to the Secretary of State for Communities and Local Government for confirmation.

7.7 The proposed zones cover 1,104 hectares. This equates to 3.8% of the geographical area of the borough and is also below the 20% of geographical area threshold that would require approval from the Secretary of State.

7.8 The proposed zones only include the residential areas and whilst the LSOA may have industrial and commercial areas within them, these areas are excluded from the scheme as detailed in **Annex B Page 32 of the Business Case**

8.0 Fees

8.1 The Council proposes to set the fee for the license at a level that ensures full cost recovery for the scheme and is a balance between a reasonable cost for landlords, whilst also seeking to ensure the scheme is successful, properly funded and appropriately resourced. The proposed fee is £610 and covers the full 5 years of the licence and has been benchmarked against other license fees across the country. It is proposed that the ability to pay the fee in instalments should be part of the scheme to provide flexibility for landlords. A late payment fee of £250 will also be charged to existing Landlords that do not apply for a selective licence within the given timeframe. Benchmarking information is contained on **Page 56 of the Business Case in Appendix 1.**

9.0 Consultation

9.1 In order to designate these areas as selective licensing areas the Council has to undertake a full consultation. The consultation will include local residents, landlords and managing agents, members of the community who live or operate businesses or provide services within the proposed designed areas. The consultation should also include residents and businesses within the areas surrounding the designation. The consultation should last for a minimum of 10 weeks.

9.2 Once the consultation has been completed the results will be published along with a summary of the responses received and how these responses have been acted upon.

9.3 Once designated the scheme cannot come into force, in line with national guidance, until three months after it is made, therefore it is anticipated the scheme will go live around November of this year.

9.4 The Secretary of State has recently commended Nottingham Council for the approach to consultation regarding their selective licensing scheme and Telford will be adopting the same approach and adopting best practice.

10.0 Application Process

10.1 Applications for the new licence would need to be made on line as part of our digital access strategy. Those wishing to apply using a traditional paper application form would be charged an additional £100 administration fee. Support to apply on line

can be provided from any of the Councils libraries along with free access to computers.

- 10.2 Following an application each property to be licensed will receive a compliance visit from officers working in the council's Public Protection Team who will be managing the scheme. The new license holder will receive a set of licensing conditions contained within the business case available on page 45. These new conditions will also be adopted for all HMO's subject to mandatory licensing across our borough. The conditions will be monitored through the administration of both the mandatory HMO licensing scheme and the selective licensing scheme. In some cases appropriate enforcement action in the form of prosecution will be undertaken where landlords either fail to licence their properties or fail to comply with the license conditions. A landlord found guilty of failing to licence a property can be fined up to £20,000. Landlords found guilty of not complying with licence conditions can be fined up to £5,000 per offence. All enforcement action will be taken in accordance with Public Protection's Enforcement Policy.

11.0 Selective and HMO licensing Conditions

- 11.1 The conditions can be found in Appendix 1 of the business case attached. There are 60 individual conditions which cover a whole host of requirements about the property condition, requirements for the landlord to take responsibility for addressing fly tipping, waste, pests and other aspects of ASB occurring at their property. Other conditions include the need to supply maintenance and compliance certificates for gas, electrics, appliance's as well as providing alarms for fire and carbon monoxide. There is a requirement for the landlord to gain tenant references, provide emergency out of hour's contacts and undertake weekly checks of communal areas specifically for HMO's. The conditions will be subject to consultation and have been compiled having reviewed the very best of other conditions required by other councils across the country that already operate a selective licensing scheme.

12.0 Landlord Accreditation Scheme

- 12.1 In conjunction with the proposal to introduce selective licensing, we are also proposing to relaunch an enhanced Telford & Wrekin Landlord Accreditation Scheme. The original scheme was introduced in July 2014 and has seen an annual membership of circa 140 landlords and letting agents. The Landlord Accreditation Scheme is a voluntary scheme that welcomes applications from all landlords and letting agents and is another element of our strategy to improve standards in the private rented sector, designed to complement enforcement and licensing powers. Accredited landlords and letting agents sign up and agree to adhere to a code of conduct to ensure their properties are up to Housing Health and Safety Rating System (HHSRS) standards and that they will act as a responsible landlord. In return, they benefit from training on legislation, free tenancy advice, refuse collection passes, leads of tenants requiring properties and the ability to promote to prospective tenants that they are accredited. The scheme aims to develop relationships with landlords and letting agents to encourage better working partnerships.
- 12.2 Following consultation with a number of the members and listening to some of the key issues raised around private rented properties, we propose to relaunch and

enhance the Landlord Accreditation Scheme to include two options of membership for landlords and a separate scheme with two options for letting agents. The revised scheme offers additional benefits to encourage more landlords to become accredited (**see Appendix 2 within the Business Case for full membership details**).

- 12.3 As an added incentive for landlords who apply and are accepted under this proposed selective licensing scheme, we will offer an initial discount of £50 from the landlord accreditation membership.

13.0 PREVIOUS MINUTES

No Previous Minutes.

14.0 BACKGROUND PAPERS

Legislation

Housing Act 2004

http://www.legislation.gov.uk/ukpga/2004/34/pdfs/ukpga_20040034_en.pdf

The Selective Licensing of Houses (Specified Exemptions) (England) Order 2006

<http://www.legislation.gov.uk/uksi/2006/370/memorandum/contents>

The Selective Licensing Houses (Additional Conditions) (England) Order 2015

<http://www.legislation.gov.uk/uksi/2015/977/contents/made>

Anti- Social Behaviour, Crime and Policing Act 2014

<http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>

Town and Country Planning (Use Classes Order) (England)

Guidance

Selective Licensing in the private rented sector – A Guide for Local Authorities

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/418551/150327_Guidance_on_selective_licensing_applications_FINAL_updated_isbn.pdf

Reference

Extending mandatory licensing of Houses in Multiple Occupation

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/560777/HMO_Tech_Disc_RESPONSE_DOC.pdf

Strategic Housing Market Assessment 2016

http://www.telford.gov.uk/downloads/file/3977/strategic_housing_market_assessment_report_2016

Public Protection Enforcement Policy

http://www.telford.gov.uk/info/20187/trading_standards/817/public_protection_enforcement_policy

Report prepared by Nicky Minshall Service Delivery Manager, Public Protection and Damion Clayton, Senior Research & Intelligence Officer, Organisational Delivery and Development

Telford & Wrekin Council

**Business Case for Selective Licensing
March 2017**

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Introduction

Whilst the council acknowledges that many landlords provide decent well-managed and well maintained accommodation, which do not cause any problems for the local community, there are properties that are poorly managed, suffer from overcrowding, or provide unsafe accommodation. These properties have a negative effect on their local area.

In Telford and Wrekin the private rented sector has more than doubled over the period 2001 to 2011. In 2011 the privately rented sector accommodated around 16.2% of households. Stakeholder consultation reported strong and increasing demand for private rented dwellings but highlighted stock condition as an issue. The general view amongst stakeholders in the 2016 Strategic Housing Market Assessment was that the condition of the majority of the stock available was of a “non-decent standard”.¹

Recently concerns have also been raised that Telford and Wrekin has a number of neighbourhoods which have a high proportion of privately rented properties where there is low housing demand, Anti-Social Behaviour (ASB) and crime. These areas exist despite the Council using its enforcement powers and providing guidance to Private Rented Sector (PRS) housing landlords to improve standards over many years.

Historically, intervention with problem tenants and properties has been focussed on criminal enforcement methods, which tackle the individual problem at the time, rather than the area as a whole. By ensuring landlords have an investment in their communities, as well as the properties they own, we will influence and enable a reduction in ASB incidents. In a similar way, reactive housing enforcement to complaints about poor housing standards and landlord/tenant relationships can only have a limited and short term impact in areas with entrenched problems.

Because of the concerns and the limited impact other interventions have had in these neighbourhoods, the use of selective licensing under the Housing Act 2004 is being considered as a means of ensuring private sector landlords manage their properties and that tenants fulfil their responsibilities to the communities they live and work in . We want to transform the private rented sector in the borough by using a number of tools i.e. joint partnership working with Police, landlords, agents, tenants and enforcement powers. We want to encourage best practice to improve landlords' and agents management of properties and ensure that accommodation is managed effectively, thus regenerate the area.

This report is a Business Case for setting up a five year Selective Licensing scheme to tackle these issues which impact on the quality of life of the wider community and can bring a perception of destabilisation into the neighbourhood. There are four distinct proposed zones. These zones have been selected following analysis of data which has shown that they experience low housing demand, have a high percentage of privately rented properties and have a high incidence of reported ASB and crime

¹ The Strategic Housing Market Assessment (2016)

What is Selective Licensing?

Selective licensing is a discretionary licensing scheme, which requires all private landlords (with certain exemptions)² operating within a designated zone to operate under the terms of a licence awarded by the local authority. Licence conditions typically include a range of requirements aimed at ensuring that properties are safe and are managed in a satisfactory way. Such a scheme provides the local authority with an additional tool to help better regulate privately rented accommodation and to uplift standards of management within the area. This improvement in standards supports wider initiatives and plans to help uplift and regenerate areas.

Costs associated with the administration of a Selective Licensing scheme are recouped via fees charged to landlords. Typically fees range from £600 to £1000 depending on the size of the property. The proposed fee for this scheme is £610. Appendix 3 details the fees proposed and the benchmarking that was undertaken.

Selective licensing was introduced within the Housing Act 2004 under Part 3, Section 80 and allows local housing authorities to designate areas suffering from either significant and persistent anti-social behaviour and/or low housing demand. Initially local authorities were required to apply to the Secretary of State in order to have an area designated for selective licensing. This changed in 2010 when a general consent order was introduced allowed local authorities to make their own designations (subject to certain criteria being met) without Secretary of State Approval.

However in March 2015, guidance was clarified to state that “local authorities will have to seek confirmation from the Secretary of State for any selective licensing scheme which would cover more than 20% of their geographical area or would affect more than 20% of privately rented homes in the local authority area.”

Where the designated area is less than 20% of the geographical area or less than 20% of the privately rented properties the Council must consult fully with and persons it suspects will be affected by the scheme. The consultation should be for at least 10 weeks and should be widely publicised. On completion of the consultation process the Council should publish the results and make them available to the community

Under section 80 of the Act, in order to introduce selective licensing the Council has to demonstrate the area it is proposing to license satisfies one or more of the following criteria:

- Low housing demand
- A significant and persistent problem caused by anti social behaviour
- Poor property conditions
- High levels of migration
- High levels of deprivation
- High levels of crime

In reaching a decision on whether Selective Licensing is appropriate the Council is required to consider what other courses of action are available that might provide an effective method of achieving the same objectives and that it considers the introduction will significantly assist it in achieving those objectives. Where Selective Licensing is introduced it should form part of a coordinated approach to tackling the problems and not be used in isolation.

² The Selective Licensing of Houses (Specified Exemptions) (England) Order 2006

Section 1: Evidence to support a selective licensing scheme

Evidence requirements

In order to introduce a selective licensing scheme within the borough a number of criteria must be met as set out in the [Housing Act 2004](#) and [Department for Communities and Local Government Guide](#).

The law states that a local authority may make a selective licensing designation if an area meets one or more of the following conditions:

- that the area is, or is likely to become, an area of low housing demand (low demand being indicated by the value of residential premises compared to the value of other similar premises; the turnover of occupiers of residential premises; the number of premises available to buy or rent and the general appearance of the locality)
- a significant and persistent problem caused by anti-social behaviour
- poor property conditions
- high levels of migration
- high levels of deprivation
- high levels of crime

For an area to be considered for a selective licensing scheme it must also have a high level of private rented housing. A 'high level' is defined as being above average and currently the national average is 19.6%.³

Methodology

A wide range of data has been analysed to produce a geographical appraisal identifying those areas within the borough that would be most likely to benefit from the introduction of a selective licensing scheme.

Areas of Telford and Wrekin were assessed against the conditions of low housing demand, anti-social behaviour, poor property conditions and levels of crime, with the following datasets used for each condition:

Low Housing Demand

- Empty properties 2016 (source: Telford & Wrekin Council – Council Tax records)
- Occupier turnover between 2015 and 2016 (source: Telford & Wrekin Council – Council Tax records)
- Housing tenure type (source: ONS 2011 census)
- Lower quartile house prices rolling year to Q1 2016 (source: ONS)

Anti-Social Behaviour

- Incidents of ASB reported to the Council – noise complaints, rubbish accumulations, vehicle related nuisance and smoke/bonfire nuisance 2016 (source: Telford & Wrekin Council – Customer Relationship Management system (CRM))
- Fly tipping reports 2016 (source: Telford & Wrekin Council – CRM)
- Police recorded anti-social behaviour 2016 (source: West Mercia Police)

Property conditions

- Housing disrepair reports and landlord complaints 2016 (source: Telford & Wrekin Council – CRM)

³ [English Housing Survey 2014 to 2015 – published February 2016](#)

Crime

- Recorded crime 2016 (source: West Mercia Police)

The datasets used in the analysis can be refreshed on a regular basis. This would enable the impact of selective licensing on the borough to be monitored throughout the lifetime of the scheme and allow a full evaluation to be made on completion after five years.

Following the example of other local authorities who have implemented selective licensing schemes data has been analysed to Lower Super Output Area (LSOA) geography. These areas are defined by the Office of National Statistics and have an average of approximately 1,500 residents and 650 households. There are 108 LSOAs within Telford and Wrekin, and to aid identification within this analysis they are listed against the electoral ward which includes all or the majority of that LSOA.

Stage 1

The first stage was to identify those LSOAs in the borough with a proportion of private rented households in excess of the national average that are also experiencing low housing demand, anti-social behaviour and poor housing conditions.

Analysis was therefore undertaken to identify those LSOAs with a high proportion of privately rented properties that were also in the borough upper quartile for each of the following datasets held by the Council:

- The number of empty properties as a proportion of all housing stock
- Occupier turnover rate per 1,000 households
- ASB (reported to the Council) rate per 1,000 population
- Fly tipping report rate per 1,000 population
- Rate of housing disrepair reports per 1,000 population

Stage 2

To determine the geographical extent of potential selective licensing areas, the LSOAs most closely meeting the criteria of high private rent, Council ASB, poor housing conditions and low housing demand were then considered along with their Middle Layer Super Output (MSOA) neighbours against all stage 1 datasets and the following additional datasets:

- Lower quartile house prices
- Rate of recorded crime per 1,000 population
- Rate of Police recorded ASB per 1,000 population

Stage 3

From this analysis an assessment was made as to which LSOAs or group of LSOAs most closely met the criteria and should be considered for a selective licensing scheme.

Stage 1 Data Analysis

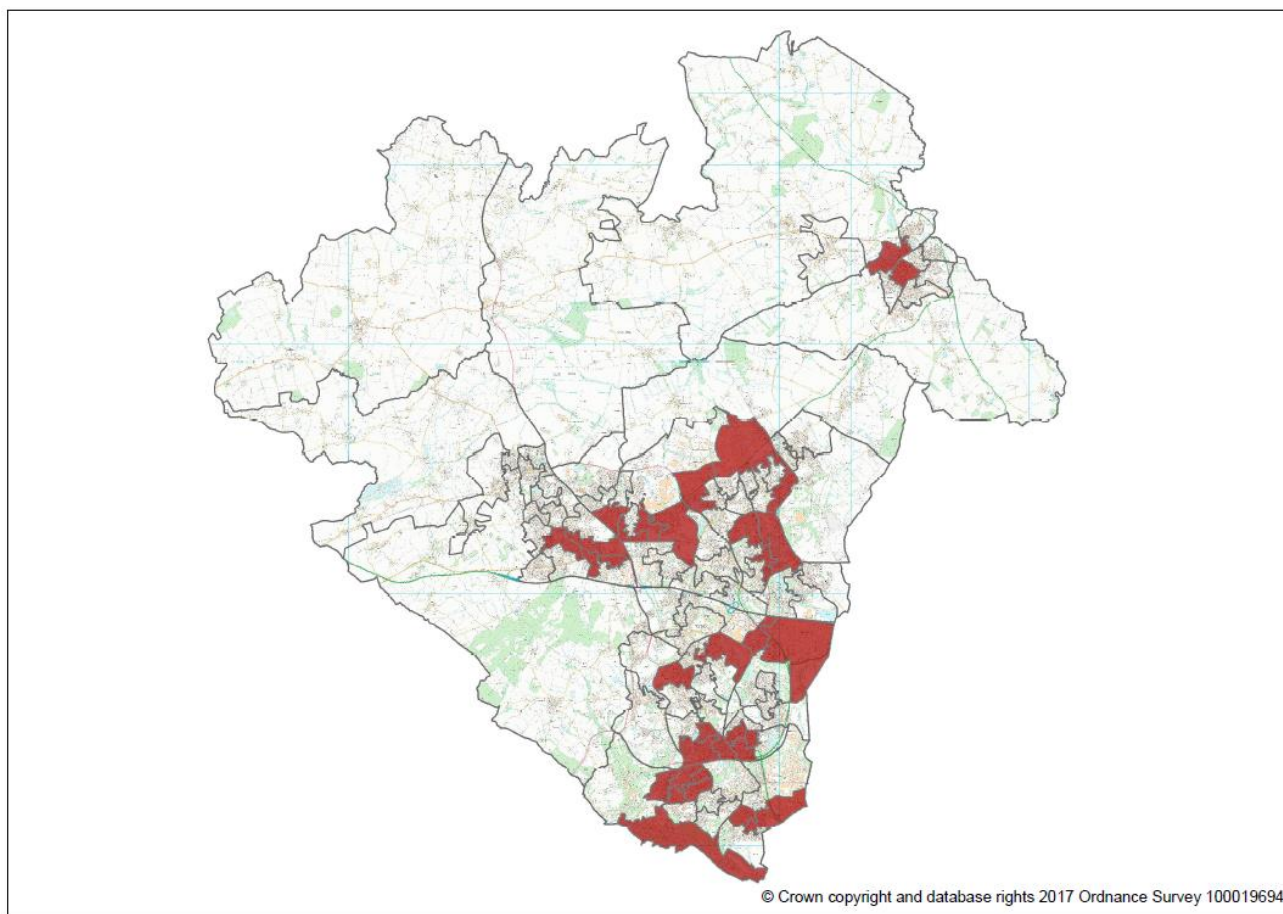
Privately Rented Housing

In considering whether to designate an area for selective licensing the local housing authority may only make a designation if the area has a high proportion of property in the private rented sector. ⁴

The DCLG guidance states that if the proportion in an area is in excess of the national average then it can be considered as having a high proportion of privately rented properties. ⁵

Latest data for 2014-15 shows the national average to be 19.6%; however comparable data at an LSOA level for Telford and Wrekin is not available for the same time period. The most recent comparable data is from the 2011 Census at which point the national average was 16.8%. In 2011, 31 of Telford & Wrekin's 108 LSOAs had a proportion of privately rented housing that was greater than the national average.

Figure 1 shows the location of the 31 high PRS LSOAs in Telford and Wrekin. These LSOAs are located across the main urban areas of the borough, with high PRS LSOAs located in Newport, Donnington, Hadley, Leegomery, Wellington, St Georges, Priorslee, Hollinswood, Malinslee, Dawley, Sutton Hill, Brookside and Ironbridge. The highest concentration is in the Woodside area, where in 2011 all five of the LSOAs covering the area had a PRS proportion greater than the national average.



⁴ [The Selective Licensing of Houses \(Additional Conditions\) \(England\) Order 2015 – Article 3](#)

⁵ https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/418551/150327_Guidance_on_selective_licensing_applications_FINAL_updated_isbn.pdf

Figure 1: LSOAs with a proportion of PRS greater than national average (2011 Census)

Table 1 shows the 31 LSOAs to be considered in detail at Stage 1 along with the electoral ward they cover ranked by proportion of privately rented properties.

LSOA name	Ward	Private rent %
Telford & Wrekin 019D	Dawley & Aqueduct	33.7
Telford & Wrekin 023D	Madeley & Sutton Hill	32.2
Telford & Wrekin 020E	Brookside	31.7
Telford & Wrekin 003D	Newport North & West	31.7
Telford & Wrekin 021E	Woodside	30.8
Telford & Wrekin 020C	Brookside	29.9
Telford & Wrekin 021D	Woodside	29.6
Telford & Wrekin 018A	The Nedge	29.3
Telford & Wrekin 021C	Woodside	27.8
Telford & Wrekin 021A	Woodside	25.2
Telford & Wrekin 015D	Priorslee	25.0
Telford & Wrekin 012D	Haygate	23.8
Telford & Wrekin 011C	College	22.9
Telford & Wrekin 018B	The Nedge	22.9
Telford & Wrekin 023A	Madeley & Sutton Hill	22.6
Telford & Wrekin 009C	Oakengates & Ketley Bank	22.2
Telford & Wrekin 007D	Hadley & Leegomery	22.0
Telford & Wrekin 005E	Donnington	21.9
Telford & Wrekin 017D	Malinslee & Dawley Bank	20.0
Telford & Wrekin 009D	Hadley & Leegomery	19.3
Telford & Wrekin 010B	Ironbridge Gorge	19.0
Telford & Wrekin 008C	Wrockwardine Wood & Trench	18.9
Telford & Wrekin 001C	Newport North & West	18.6
Telford & Wrekin 017A	Dawley & Aqueduct	18.5
Telford & Wrekin 013B	St Georges	18.0
Telford & Wrekin 011B	Arleston	17.5
Telford & Wrekin 021B	Woodside	17.5
Telford & Wrekin 020A	Brookside	17.2
Telford & Wrekin 005D	Donnington	17.2
Telford & Wrekin 009E	Hadley & Leegomery	16.9
Telford & Wrekin 013C	St Georges	16.9

Table 1: Proportion of privately rented properties 2011 Census

Empty Properties

One of the indicators of low housing demand is the number of empty properties in an area and the length of time for which they remain unoccupied. Bringing empty homes back into use can help to tackle homelessness and support regeneration of neighbourhoods.

In the last quarter of 2016 there were 1,480 unoccupied properties in the borough, this equates to 2.0% of total housing stock in the borough. Of these, 142 (10%) had been empty for 18 months or more.

Analysis shows a moderate positive correlation between areas with high PRS and the proportion of empty properties.

16 of the LSOAs (shaded grey) identified as having a high PRS also had a proportion of unoccupied properties that was in the upper quartile for the borough (2.3% and above).

Table 2 shows the 31 LSOAs ranked by proportion of empty properties as at November 2016.

LSOA name	Ward	% empty properties (% empty for 18mths +)
Telford & Wrekin 021D	Woodside	5.8 (0.0)
Telford & Wrekin 009D	Hadley & Leegomery	4.8 (13.0)
Telford & Wrekin 021E	Woodside	4.3 (0.0)
Telford & Wrekin 020C	Brookside	4.2 (10.7)
Telford & Wrekin 011B	Arleston	4.0 (10.3)
Telford & Wrekin 003D	Newport North & West	3.8 (8.3)
Telford & Wrekin 012D	Haygate	3.6 (17.1)
Telford & Wrekin 019D	Dawley & Aqueduct	3.6 (3.7)
Telford & Wrekin 023D	Madeley & Sutton Hill	3.5 (0.0)
Telford & Wrekin 013B	St Georges	3.0 (5.3)
Telford & Wrekin 018A	The Nedge	2.9 (4.5)
Telford & Wrekin 010B	Ironbridge Gorge	2.8 (20.0)
Telford & Wrekin 017D	Malinslee & Dawley Bank	2.6 (0.0)
Telford & Wrekin 009C	Oakengates & Ketley Bank	2.4 (5.7)
Telford & Wrekin 011C	College	2.3 (14.3)
Telford & Wrekin 020E	Brookside	2.3 (7.7)
Telford & Wrekin 021A	Woodside	2.2(6.3)
Telford & Wrekin 021C	Woodside	2.1 (7.7)
Telford & Wrekin 008C	Wrockwardine Wood & Trench	2.0 (20.0)
Telford & Wrekin 005E	Donnington	2.0 (0.0)
Telford & Wrekin 001C	Newport North & West	2.0 (6.7)
Telford & Wrekin 013C	St Georges	1.9 (7.1)
Telford & Wrekin 015D	Priorslee	1.9 (0.0)
Telford & Wrekin 023A	Madeley & Sutton Hill	1.8 (0.0)
Telford & Wrekin 017A	Dawley & Aqueduct	1.7 (14.3)
Telford & Wrekin 020A	Brookside	1.6 (10.0)
Telford & Wrekin 021B	Woodside	1.6 (0.0)
Telford & Wrekin 007D	Hadley & Leegomery	1.4 (11.1)
Telford & Wrekin 018B	The Nedge	1.0 (0.0)
Telford & Wrekin 005D	Donnington	1.0 (11.1)
Telford & Wrekin 009E	Hadley & Leegomery	0.8 (20.0)

Table 2: Proportion of empty properties Nov 2016

Occupier Turnover

A further indicator of low housing demand is the turnover of occupiers in an area. A proxy indicator for this has been derived from looking at the number of changes in registered Council Tax account holder per household between 2015 and 2016. Data shows that between these dates there was an average of 132.0 changes in Council Tax account holder for every 1,000 households across the borough.

There is a very strong positive correlation between high PRS and occupier turnover. All of the 31 LSOAs identified as having a high proportion of PRS also had a rate of occupier turnover that was above the borough average, with 20 (shaded grey) having a rate in the upper quartile for the borough (251.3 and above).

The highest rates of occupier turnover in high PRS areas were found in the centre and south of the borough where four of the 31 LSOAs had rates greater than 400 per 1,000 properties.

Table 3 shows the 31 LSOAs ranked by rate of changes in occupier.

LSOA name	Ward	Changes in occupier per 1,000 households
Telford & Wrekin 020C	Brookside	516.5
Telford & Wrekin 018A	The Nedge	432.9
Telford & Wrekin 019D	Dawley & Aqueduct	423.8
Telford & Wrekin 021D	Woodside	416.5
Telford & Wrekin 023D	Madeley & Sutton Hill	391.1
Telford & Wrekin 021E	Woodside	382.8
Telford & Wrekin 012D	Haygate	368.1
Telford & Wrekin 017A	Dawley & Aqueduct	359.0
Telford & Wrekin 011C	College	353.6
Telford & Wrekin 009C	Oakengates & Ketley Bank	341.3
Telford & Wrekin 020E	Brookside	336.8
Telford & Wrekin 021C	Woodside	326.5
Telford & Wrekin 003D	Newport North & West	323.9
Telford & Wrekin 009D	Hadley & Leegomery	303.2
Telford & Wrekin 005E	Donnington	299.3
Telford & Wrekin 021B	Woodside	298.6
Telford & Wrekin 007D	Hadley & Leegomery	291.6
Telford & Wrekin 023A	Madeley & Sutton Hill	282.6
Telford & Wrekin 021A	Woodside	278.0
Telford & Wrekin 017D	Malinslee & Dawley Bank	271.1
Telford & Wrekin 011B	Arleston	250.8
Telford & Wrekin 018B	The Nedge	240.3
Telford & Wrekin 013B	St Georges	233.3
Telford & Wrekin 001C	Newport North & West	220.6
Telford & Wrekin 009E	Hadley & Leegomery	204.4
Telford & Wrekin 010B	Ironbridge Gorge	196.4
Telford & Wrekin 013C	St Georges	195.9
Telford & Wrekin 020A	Brookside	193.3
Telford & Wrekin 008C	Wrockwardine Wood & Trench	186.0
Telford & Wrekin 015D	Priorslee	176.8

Table 3: Rate of occupier change per 1,000 households 2015 - 2016

Anti-Social Behaviour

The selective licensing guidance recommends that authorities should consider whether incidents of ASB are caused by tenants or visitors to privately rented properties. Data to this level is not available from the Council's Customer Relationship Management System. Therefore the ASB data used in this analysis can only be taken as an indication of general levels of ASB in those areas and cannot be directly attributed to privately rented properties.

In 2016 there was an average of 11.5 reports of nuisance noise, rubbish accumulations, vehicle related nuisance and smoke/bonfire nuisance per 1,000 population across the borough. 15 of the LSOAs identified as having a high proportion of PRS (shaded grey) also had a rate of Council ASB that was in the upper quartile for the borough (16.1 and above). Three of the five LSOAs covering Woodside Ward had rates that were in the upper quartile with one falling just outside, indicating that anti-social behaviour is a particular issue in this part of the borough.

Table 4 shows the 31 LSOAs ranked by rate of ASB reports per 1,000 population.

LSOA name	Ward	Council ASB reports per 1,000 population
Telford & Wrekin 020C	Brookside	33.9
Telford & Wrekin 020E	Brookside	32.1
Telford & Wrekin 021E	Woodside	30.4
Telford & Wrekin 018A	The Nedge	27.3
Telford & Wrekin 023D	Madeley & Sutton Hill	26.7
Telford & Wrekin 017D	Malinslee & Dawley Bank	23.9
Telford & Wrekin 018B	The Nedge	23.2
Telford & Wrekin 021A	Woodside	22.0
Telford & Wrekin 011B	Arleston	19.7
Telford & Wrekin 019D	Dawley & Aqueduct	18.7
Telford & Wrekin 021B	Woodside	18.4
Telford & Wrekin 023A	Madeley & Sutton Hill	18.0
Telford & Wrekin 009E	Hadley & Leegomery	17.6
Telford & Wrekin 017A	Dawley & Aqueduct	17.4
Telford & Wrekin 009D	Hadley & Leegomery	16.7
Telford & Wrekin 021C	Woodside	16.0
Telford & Wrekin 013B	St Georges	15.5
Telford & Wrekin 011C	College	15.4
Telford & Wrekin 003D	Newport North & West	13.4
Telford & Wrekin 008C	Wrockwardine Wood & Trench	13.0
Telford & Wrekin 021D	Woodside	12.9
Telford & Wrekin 012D	Haygate	11.9
Telford & Wrekin 020A	Brookside	10.4
Telford & Wrekin 007D	Hadley & Leegomery	10.2
Telford & Wrekin 010B	Ironbridge Gorge	9.8
Telford & Wrekin 013C	St Georges	9.4
Telford & Wrekin 009C	Oakengates & Ketley Bank	9.2
Telford & Wrekin 005D	Donnington	7.8
Telford & Wrekin 005E	Donnington	6.8
Telford & Wrekin 015D	Priorslee	6.0
Telford & Wrekin 001C	Newport North & West	5.5

Table 4: ASB report rate per 1,000 population 2016

Fly Tipping

Levels of fly tipping are an indication of the general appearance of an area and further evidence of anti-social behaviour. The most frequently fly tipped items are household items including furniture, mattresses, white goods, black bags of domestic waste and abandoned refuse bins.

Table 5 shows the rate of fly tipping reports per 1,000 population for the 31 LSOAs for the 12 months ending October 2016 during which time the average across the borough was 35.8 reports per 1,000 population.

The data shows that the rates were highest in those areas that also had a high proportion of privately rented properties. Eight of the ten LSOAs with the highest fly tipping rates in the borough are also in the 31 LSOAs with the highest proportion of privately rented households. In total, 17 of the high private rent LSOAs also had an upper quartile for the borough (46.3 and above).

LSOA name	Ward	Fly tipping reports per 1,000 population
Telford & Wrekin 020E	Brookside	200.5
Telford & Wrekin 020C	Brookside	190.0
Telford & Wrekin 021A	Woodside	123.8
Telford & Wrekin 023D	Madeley & Sutton Hill	118.1
Telford & Wrekin 023A	Madeley & Sutton Hill	106.8
Telford & Wrekin 021E	Woodside	100.4
Telford & Wrekin 018A	The Nedge	89.0
Telford & Wrekin 021B	Woodside	82.1
Telford & Wrekin 017D	Malinslee & Dawley Bank	81.0
Telford & Wrekin 021C	Woodside	70.4
Telford & Wrekin 017A	Dawley & Aqueduct	64.1
Telford & Wrekin 009D	Hadley & Leegomery	63.0
Telford & Wrekin 005E	Donnington	60.8
Telford & Wrekin 018B	The Nedge	59.2
Telford & Wrekin 021D	Woodside	52.6
Telford & Wrekin 011C	College	52.3
Telford & Wrekin 007D	Hadley & Leegomery	49.1
Telford & Wrekin 020A	Brookside	48.0
Telford & Wrekin 009C	Oakengates & Ketley Bank	41.8
Telford & Wrekin 011B	Arleston	41.2
Telford & Wrekin 012D	Haygate	40.0
Telford & Wrekin 019D	Dawley & Aqueduct	28.0
Telford & Wrekin 015D	Priorslee	19.8
Telford & Wrekin 009E	Hadley & Leegomery	19.0
Telford & Wrekin 008C	Wrockwardine Wood & Trench	15.4
Telford & Wrekin 010B	Ironbridge Gorge	14.0
Telford & Wrekin 013C	St Georges	12.1
Telford & Wrekin 013B	St Georges	12.0
Telford & Wrekin 005D	Donnington	11.3
Telford & Wrekin 003D	Newport North & West	10.9
Telford & Wrekin 001C	Newport North & West	5.5

Table 5: Fly tipping reports rate per 1,000 population 2016

Housing Disrepair

The number of housing disrepair reports and complaints received by the Council's Housing Team are an indication of general housing standards within an area.

In 2016 there was an average across the borough of 2.3 housing disrepair reports per 1,000 population. The rate was highest amongst those LSOAs with a high PRS with analysis showing a strong positive correlation between high PRS areas and rates of housing disrepair reports. Of the 31 LSOAs identified as having a high proportion of privately rented properties, 19 (shaded grey) also had a rate of housing disrepair reports that was in the upper quartile for the borough (3.3 and above). In total, 25 of the 31 high PRS LSOAs also had a rate of housing disrepair reports greater than the borough average.

Table 6 shows the 31 LSOAs ranked by rate of housing disrepair reports.

LSOA name	Ward	Housing disrepair reports per 1,000 population
Telford & Wrekin 023D	Madeley & Sutton Hill	18.6
Telford & Wrekin 020C	Brookside	11.0
Telford & Wrekin 020E	Brookside	10.0
Telford & Wrekin 023A	Madeley & Sutton Hill	9.4
Telford & Wrekin 009D	Hadley & Leegomery	8.7
Telford & Wrekin 021E	Woodside	7.8
Telford & Wrekin 017A	Dawley & Aqueduct	6.8
Telford & Wrekin 021B	Woodside	6.7
Telford & Wrekin 021C	Woodside	6.3
Telford & Wrekin 021D	Woodside	6.1
Telford & Wrekin 021A	Woodside	5.3
Telford & Wrekin 013B	St Georges	4.9
Telford & Wrekin 018B	The Nedge	4.9
Telford & Wrekin 019D	Dawley & Aqueduct	4.4
Telford & Wrekin 011C	College	4.2
Telford & Wrekin 017D	Malinslee & Dawley Bank	4.0
Telford & Wrekin 003D	Newport North & West	3.8
Telford & Wrekin 005E	Donnington	3.4
Telford & Wrekin 018A	The Nedge	3.3
Telford & Wrekin 008C	Wrockwardine Wood & Trench	3.2
Telford & Wrekin 020A	Brookside	3.2
Telford & Wrekin 015D	Priorslee	3.0
Telford & Wrekin 009C	Oakengates & Ketley Bank	2.9
Telford & Wrekin 007D	Hadley & Leegomery	2.7
Telford & Wrekin 011B	Arleston	2.3
Telford & Wrekin 010B	Ironbridge Gorge	2.1
Telford & Wrekin 001C	Newport North & West	2.0
Telford & Wrekin 005D	Donnington	1.7
Telford & Wrekin 012D	Haygate	1.6
Telford & Wrekin 013C	St Georges	1.3
Telford & Wrekin 009E	Hadley & Leegomery	0.0

Table 6: Housing disrepair reports rate per 1,000 population 2016

Summary

Of the 31 LSOAs with a higher than national average PRS, seven were in the borough upper quartile in all five Stage 1 indicators and therefore can be considered to match most closely the criteria of low housing demand, anti-social behaviour and poor housing conditions.

Six of the seven LSOAs are located in Wards in the centre and south of the borough (two in Brookside, and one each in Madeley & Sutton Hill, Malinslee & Dawley Bank, The Nedge and Woodside). Only LSOA 009D in Hadley & Leegomery is located to the north of Telford Town Centre.

Figure 2 shows the location of the seven LSOAs that met all of the Stage 1 criteria. As the map shows there are two pairs of contiguous LSOAs, with LSOA 017D and 018A covering parts of Malinslee & Dawley Bank and The Nedge Wards and 020C and 020E both in Brookside.

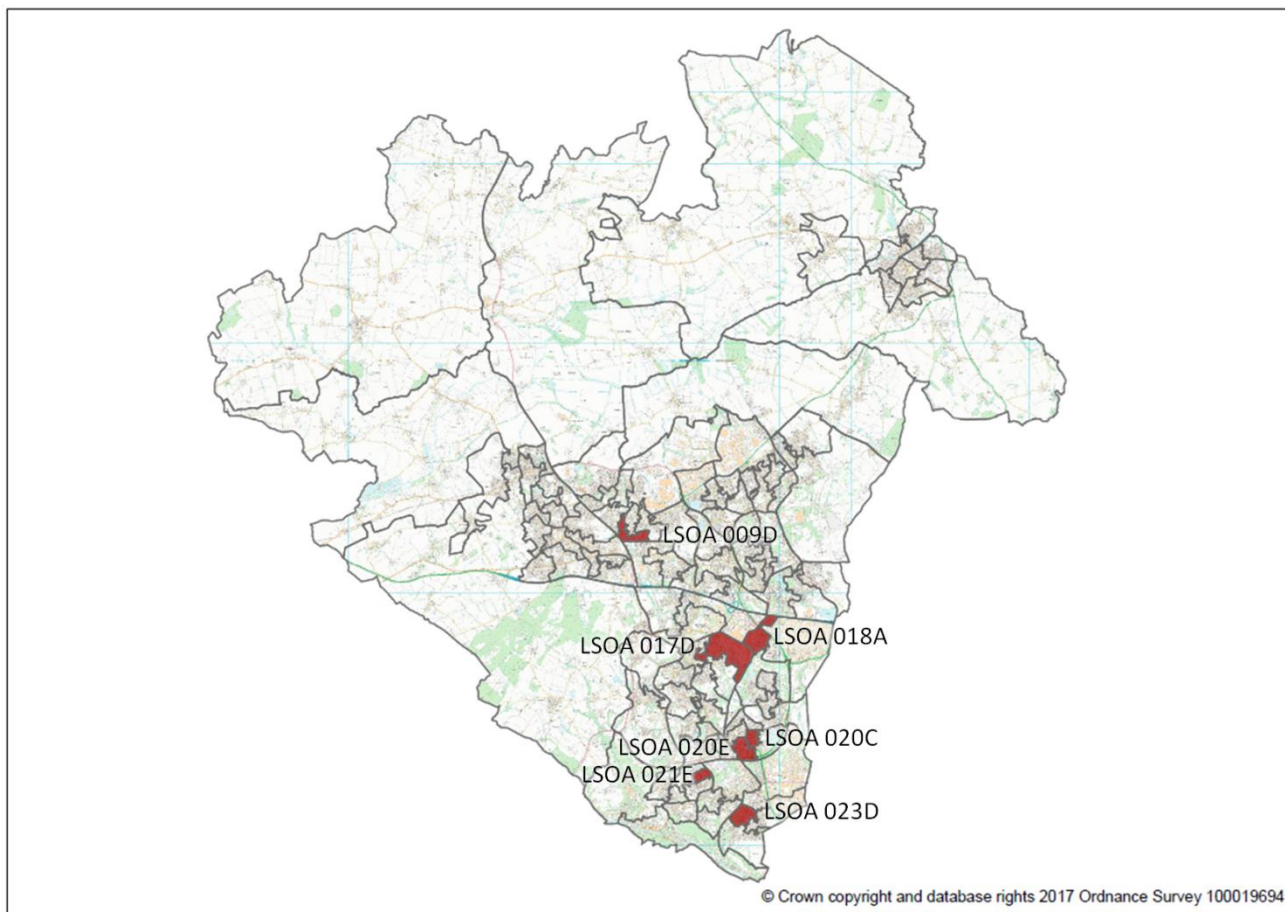


Figure 2: LSOAs meeting all stage 1 criterion

Table 7 shows the LSOAs ranked by the number of upper quartile indicators met.

As well as the seven LSOAs meeting all five criteria, a further seven LSOAs met the criteria in four of the five indicators. The greatest concentration of LSOAs meeting multiple criteria was in Woodside where four of the five LSOAs met the criteria in four or more indicators

Of the 14 high PRS LSOAs meeting four or more criteria, all but two are located in the centre and south of the borough.

By contrast all but two of the 13 high PRS LSOAs meeting two or fewer criteria are located in the north of the borough.

This indicates that LSOAs in the centre and south of the borough with a high PRS are more likely to also be experiencing high rates of ASB, empty properties, occupier turnover, fly tipping and housing disrepair than high PRS LSOAs in other parts of the borough.

LSOA name	Ward	Upper quartile for					Total upper quartile
		Empty Properties	Occupier Turnover	Council ASB	Fly Tipping	Housing Disrepair	
Telford & Wrekin 023D	Madeley & Sutton Hill	✓	✓	✓	✓	✓	5
Telford & Wrekin 020C	Brookside	✓	✓	✓	✓	✓	5
Telford & Wrekin 020E	Brookside	✓	✓	✓	✓	✓	5
Telford & Wrekin 009D	Hadley & Leegomery	✓	✓	✓	✓	✓	5
Telford & Wrekin 021E	Woodside	✓	✓	✓	✓	✓	5
Telford & Wrekin 017D	Malinslee & Dawley Bank	✓	✓	✓	✓	✓	5
Telford & Wrekin 018A	The Nedge	✓	✓	✓	✓	✓	5
Telford & Wrekin 023A	Madeley & Sutton Hill		✓	✓	✓	✓	4
Telford & Wrekin 021D	Woodside	✓	✓		✓	✓	4
Telford & Wrekin 021A	Woodside		✓	✓	✓	✓	4
Telford & Wrekin 019D	Dawley & Aqueduct	✓	✓	✓		✓	4
Telford & Wrekin 011C	College	✓	✓		✓	✓	4
Telford & Wrekin 017A	Dawley & Aqueduct		✓	✓	✓	✓	4
Telford & Wrekin 021B	Woodside		✓	✓	✓	✓	4
Telford & Wrekin 021C	Woodside		✓		✓	✓	3
Telford & Wrekin 005E	Donnington		✓		✓	✓	3
Telford & Wrekin 018B	The Nedge			✓	✓	✓	3
Telford & Wrekin 003D	Newport North & West	✓	✓			✓	3
Telford & Wrekin 011B	Arleston	✓		✓			2
Telford & Wrekin 012D	Haygate	✓	✓				2
Telford & Wrekin 009C	Oakengates & Ketley Bank	✓	✓				2
Telford & Wrekin 007D	Hadley & Leegomery		✓		✓		2
Telford & Wrekin 013B	St Georges	✓				✓	2
Telford & Wrekin 020A	Brookside				✓		1
Telford & Wrekin 010B	Ironbridge Gorge	✓					1
Telford & Wrekin 009E	Hadley & Leegomery			✓			1
Telford & Wrekin 008C	Wrockwardine Wood & Trench						0
Telford & Wrekin 015D	Priorslee						0
Telford & Wrekin 001C	Newport North & West						0
Telford & Wrekin 013C	St Georges						0
Telford & Wrekin 005D	Donnington						0

Table 7: Stage 1 upper quartile summary

Stage 2 Data Analysis

Council data was used at Stage 1 to identify the high PRS LSOAs in the borough that most closely met the criteria of low housing demand, anti-social behaviour and poor housing conditions and would potentially form the basis of a selective licensing scheme.

Stage 2 involved looking at data from outside of the Council to see whether values from house sales were also indicating low housing demand in the high PRS areas.

In addition to this, data from the police was also considered at this stage to determine if high levels of crime and police reported ASB are also an issue in the areas being considered for selective licensing.

The focus for this stage was the seven LSOAs that met all of the Stage 1 criteria. However, given the number of neighbouring LSOAs meeting four or more indicators in Stage 1 (particularly in Woodside and in Madeley & Sutton Hill) the spatial extent for this stage was broadened to include all LSOAs in the Middle Layer Super Output Area (MSOA) to which each of the seven LSOAs belongs to determine the geographical extent of any proposed selective licensing areas.

The seven LSOAs are located within six of the borough's 23 MSOAs. Figure 3 shows the geographical area covered by the MSOAs considered for Stage 2. In total these six MSOAs are comprised of 30 LSOAs.

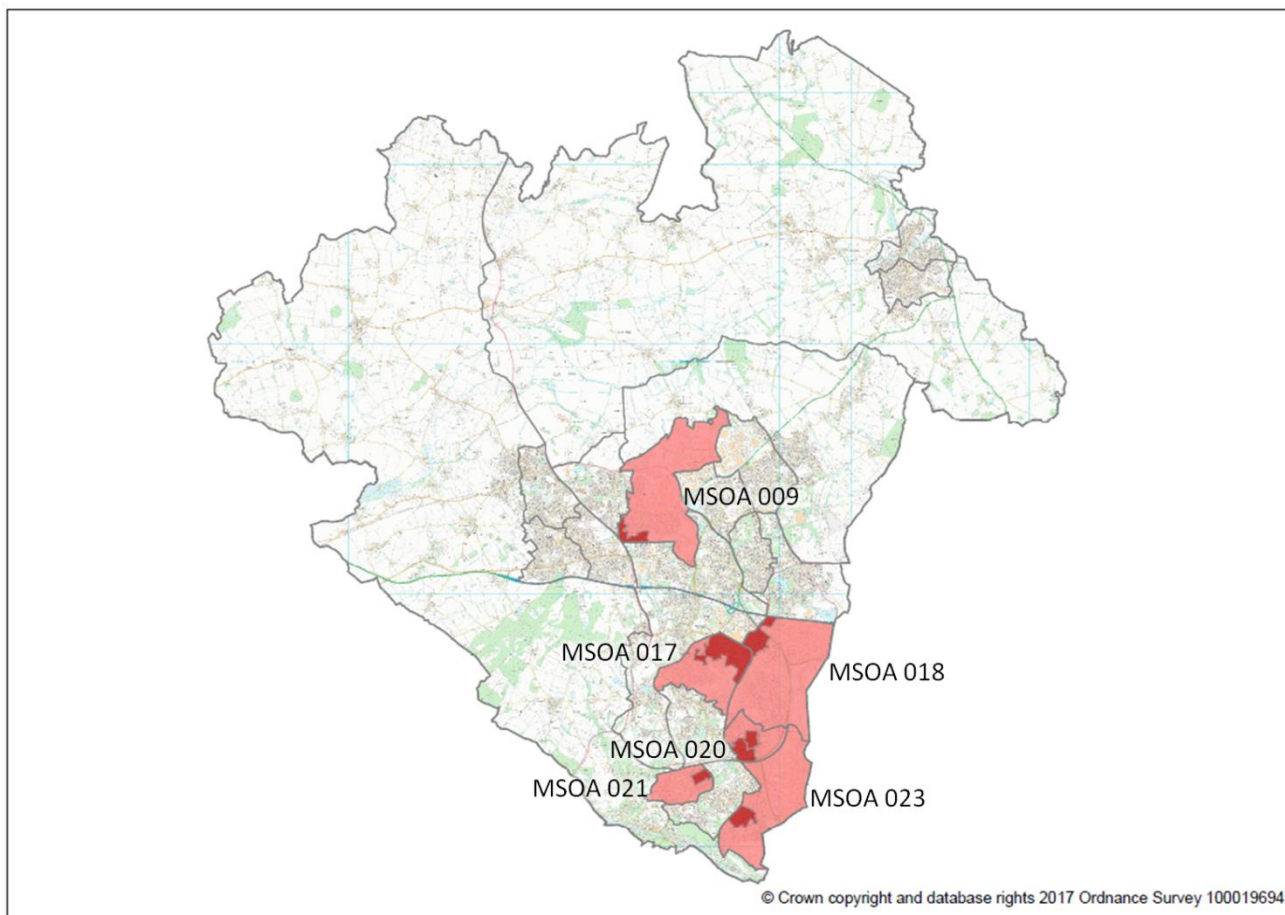


Figure 3: Stage 2 MSOAs

Table 8 shows the 30 LSOAs grouped by MSOA and the number of borough upper quartile Stage 1 indicators.

LSOA name	Ward	High PRS	Upper quartile for					Total upper quartile
			Empty Properties	Occupier Turnover	Council ASB	Fly Tipping	Housing Disrepair	
Telford & Wrekin 009A	Hadley & Leegomery	No			✓			1
Telford & Wrekin 009B	Hadley & Leegomery	No						0
Telford & Wrekin 009C	Oakengates & Ketley Bank	Yes	✓	✓				2
Telford & Wrekin 009D	Hadley & Leegomery	Yes	✓	✓	✓	✓	✓	5
Telford & Wrekin 009E	Hadley & Leegomery	Yes			✓			1
Telford & Wrekin 017A	Dawley & Aqueduct	Yes		✓	✓	✓	✓	4
Telford & Wrekin 017B	Malinslee & Dawley Bank	No			✓	✓		2
Telford & Wrekin 017C	Malinslee & Dawley Bank	No		✓				1
Telford & Wrekin 017D	Malinslee & Dawley Bank	Yes	✓	✓	✓	✓	✓	5
Telford & Wrekin 017E	Malinslee & Dawley Bank	No			✓	✓		2
Telford & Wrekin 018A	The Nedge	Yes	✓	✓	✓	✓	✓	5
Telford & Wrekin 018B	The Nedge	Yes			✓	✓	✓	3
Telford & Wrekin 018C	The Nedge	No						0
Telford & Wrekin 018D	The Nedge	No			✓	✓	✓	3
Telford & Wrekin 018E	The Nedge	No						0
Telford & Wrekin 018F	The Nedge	No						0
Telford & Wrekin 020A	Brookside	Yes				✓		1
Telford & Wrekin 020B	Brookside	No						0
Telford & Wrekin 020C	Brookside	Yes	✓	✓	✓	✓	✓	5
Telford & Wrekin 020D	The Nedge	No			✓	✓	✓	3
Telford & Wrekin 020E	Brookside	Yes	✓	✓	✓	✓	✓	5
Telford & Wrekin 021A	Woodside	Yes		✓	✓	✓	✓	4
Telford & Wrekin 021B	Woodside	Yes		✓	✓	✓	✓	4
Telford & Wrekin 021C	Woodside	Yes		✓		✓	✓	3
Telford & Wrekin 021D	Woodside	Yes	✓	✓		✓	✓	4
Telford & Wrekin 021E	Woodside	Yes	✓	✓	✓	✓	✓	5
Telford & Wrekin 023A	Madeley & Sutton Hill	Yes		✓	✓	✓	✓	4
Telford & Wrekin 023B	Madeley & Sutton Hill	No	✓	✓		✓		3
Telford & Wrekin 023C	Madeley & Sutton Hill	No				✓		1
Telford & Wrekin 023D	Madeley & Sutton Hill	Yes	✓	✓	✓	✓	✓	5

Table 8: Stage 2 LSOAs summary of Stage 1 upper quartile indicators

Lower quartile house prices

One of the indicators of low housing demand set out in the selective licensing guidance is the value of residential premises in the area, in comparison to the value of similar premises in other areas which the authority considers to be comparable (whether in terms of type of housing, local amenities, availability of transport)

ONS produce data on lower quartile prices paid broken down to MSOA level but not LSOA. Table 9 shows the lower quartile house prices for the rolling year ending quarter 1 2016 for the 23 MSOAs in the borough.

The data shows that house prices are lowest in those MSOAs in the centre and south of the borough which also include some of the highest PRS LSOAs.

Five of the six MSOAs (marked with an asterisk) containing the seven low housing demand, high ASB LSOAs also have the lowest lower quartile house prices in the borough (shaded grey). MSOA 009 which includes LSOA 009D identified at Step 1 has lower quartile house prices that are above the borough average of £114,000. It must however be noted that data on recent house sales shows prices for properties in streets within LSOA 009D to be considerably lower than the average for MSOA 009 and comparable to MSOAs in the lower quartile.⁶

MSOA name	Ward (s) covered	Lower quartile house price
Telford & Wrekin 023*	Madeley & Sutton Hill	£65,000
Telford & Wrekin 020*	Brookside, The Nedge	£73,000
Telford & Wrekin 021*	Woodside	£76,000
Telford & Wrekin 018*	The Nedge	£83,000
Telford & Wrekin 017*	Dawley & Aqueduct, Malinslee & Dawley Bank	£85,000
Telford & Wrekin 011	Arleston, College	£87,500
Telford & Wrekin 005	Donnington	£95,250
Telford & Wrekin 013	St Georges	£105,000
Telford & Wrekin 019	Dawley & Aqueduct	£105,000
Telford & Wrekin 022	Ironbridge Gorge, Madeley & Sutton Hill	£105,000
Telford & Wrekin 008	Wrockwardine Wood & Trench	£109,500
Telford & Wrekin 014	Ketley & Overdale, Oakengates & Ketley Bank	£114,873
Telford & Wrekin 012	Ercall, Haygate	£115,000
Telford & Wrekin 009*	Hadley & Leegomery, Oakengates & Ketley Bank	£116,500
Telford & Wrekin 006	Dothill, Park, Shawbirch	£124,500
Telford & Wrekin 007	Apley Castle, Hadley & Leegomery	£133,000
Telford & Wrekin 016	Horsehay & Lightmoor, Ketley & Lightmoor	£149,000
Telford & Wrekin 003	Newport South & East, Newport North & West	£149,950
Telford & Wrekin 004	Church Aston & Lilleshall, Muxton	£155,000
Telford & Wrekin 010	Ironbridge Gorge, Admaston & Bratton, Wrockwardine	£155,000
Telford & Wrekin 001	Newport South & East, Newport North & West	£158,000
Telford & Wrekin 015	Priorslee	£160,000
Telford & Wrekin 002	Church Aston & Lilleshall, Edgmond & Ercall Magna	£205,000

Table 9: ONS Lower quartile house prices rolling year to Quarter 1 2016

⁶ www.rightmove.co.uk

Recorded Crime

In 2016 there was an average across the borough of 82.4 recorded crimes per 1,000 population.

The data shows a positive correlation between areas with a high PRS and rates of recorded crime and shows that upper quartile crime rates affect more than half of the LSOAs considered at Stage 2.

Six of the seven high PRS, low housing demand, high ASB LSOAs identified at Stage 1 (marked with an asterisk) also had rates of recorded crime that were in the borough upper quartile (98.2 and above).

Four of the five LSOAs in Woodside were in the upper quartile with the fifth having a rate above the borough average. Three of the four LSOAs in the Sutton Hill area or Madeley & Sutton Hill Ward were also in the upper quartile.

Table 10 shows the 30 LSOAs considered at Stage 2 ranked by recorded crime rate.

LSOA name	Ward	Police recorded Crime per 1,000 population 2016	Upper quartile in 2015
Telford & Wrekin 017D*	Malinslee & Dawley Bank	214.5	Yes
Telford & Wrekin 020C*	Brookside	212.8	Yes
Telford & Wrekin 020E*	Brookside	205.2	Yes
Telford & Wrekin 023D*	Madeley & Sutton Hill	192.6	Yes
Telford & Wrekin 021B	Woodside	180.9	Yes
Telford & Wrekin 023A	Madeley & Sutton Hill	179.7	Yes
Telford & Wrekin 018F	The Nedge	177.9	Yes
Telford & Wrekin 021A	Woodside	177.8	Yes
Telford & Wrekin 023B	Madeley & Sutton Hill	167.5	Yes
Telford & Wrekin 021E*	Woodside	141.6	Yes
Telford & Wrekin 017A	Dawley & Aqueduct	140.5	Yes
Telford & Wrekin 018B	The Nedge	138.0	Yes
Telford & Wrekin 009D*	Hadley & Leegomery	118.1	Yes
Telford & Wrekin 017C	Malinslee & Dawley Bank	116.6	Yes
Telford & Wrekin 009E	Hadley & Leegomery	115.1	Yes
Telford & Wrekin 021D	Woodside	98.2	No
Telford & Wrekin 017B	Malinslee & Dawley Bank	93.9	No
Telford & Wrekin 021C	Woodside	90.5	No
Telford & Wrekin 018C	The Nedge	86.1	No
Telford & Wrekin 009A	Hadley & Leegomery	81.4	No
Telford & Wrekin 009C	Oakengates & Ketley Bank	74.8	No
Telford & Wrekin 018D	The Nedge	71.5	No
Telford & Wrekin 023C	Madeley & Sutton Hill	69.8	No
Telford & Wrekin 020D	The Nedge	66.8	No
Telford & Wrekin 017E	Malinslee & Dawley Bank	66.6	No
Telford & Wrekin 018A*	The Nedge	65.5	No
Telford & Wrekin 020A	Brookside	55.8	No
Telford & Wrekin 009B	Hadley & Leegomery	55.7	No
Telford & Wrekin 018E	The Nedge	32.9	No
Telford & Wrekin 020B	Brookside	30.7	No

Table 10: Recorded crime rate per 1,000 population 2016

Police Recorded ASB

Similar to rates of recorded crime, some of the highest rates in the borough of police recorded ASB are from LSOAs considered in this section. In 2016 there was an average of 45.9 incidences of ASB reported to the Police (nuisance, personal and environmental) per 1,000 population.

Six of the seven high PRS, low housing demand, high ASB LSOAs identified at Stage 1 (marked with an asterisk) also had rates of Police recorded ASB that were in the borough upper quartile (56.1 and above). In total, 17 of the Stage 2 LOSAs had a rate of Police recorded ASB that was in the borough upper quartile.

As with recorded crime, there was a concentration of upper quartile LSOAs in MSOA 021 covering Woodside. Four of the five LSOAs in MSOA 017 (Dawley & Aqueduct, and Malinslee & Dawley Bank) were in the upper quartile. The three LSOAs in Sutton Hill with upper quartile rates of recorded crime also had upper quartile rates of police recorded ASB.

Table 11 shows the 30 LSOAs considered at Stage 2 ranked by Police recorded ASB.

LSOA name	Ward	Police recorded ASB per 1,000 population
Telford & Wrekin 017D*	Malinslee & Dawley Bank	154.7
Telford & Wrekin 020C*	Brookside	135.5
Telford & Wrekin 021A	Woodside	125.2
Telford & Wrekin 020E*	Brookside	115.0
Telford & Wrekin 023A	Madeley & Sutton Hill	107.5
Telford & Wrekin 023D*	Madeley & Sutton Hill	89.8
Telford & Wrekin 021E*	Woodside	89.5
Telford & Wrekin 017C	Malinslee & Dawley Bank	86.6
Telford & Wrekin 009D*	Hadley & Leegomery	84.1
Telford & Wrekin 017A	Dawley & Aqueduct	81.5
Telford & Wrekin 023B	Madeley & Sutton Hill	80.8
Telford & Wrekin 018B	The Nedge	71.8
Telford & Wrekin 021B	Woodside	71.2
Telford & Wrekin 018F	The Nedge	66.8
Telford & Wrekin 020D	The Nedge	63.6
Telford & Wrekin 021D	Woodside	62.5
Telford & Wrekin 017B	Malinslee & Dawley Bank	60.8
Telford & Wrekin 009E	Hadley & Leegomery	50.8
Telford & Wrekin 018A*	The Nedge	48.0
Telford & Wrekin 021C	Woodside	47.0
Telford & Wrekin 009A	Hadley & Leegomery	43.8
Telford & Wrekin 018D	The Nedge	42.1
Telford & Wrekin 017E	Malinslee & Dawley Bank	40.1
Telford & Wrekin 009B	Hadley & Leegomery	38.1
Telford & Wrekin 009C	Oakengates & Ketley Bank	36.8
Telford & Wrekin 018C	The Nedge	25.9
Telford & Wrekin 023C	Madeley & Sutton Hill	24.7
Telford & Wrekin 020A	Brookside	20.1
Telford & Wrekin 018E	The Nedge	16.1
Telford & Wrekin 020B	Brookside	13.1

Table 11: Police recorded ASB rate per 1,000 population 2016

Stage 3 Proposed areas for selective licensing

Table 12 shows the values for all indicators for the 30 LSOAs considered at Stage 2. Grey shading indicates where the LSOA has a high proportion of privately rented properties or is in the borough upper quartile (lower quartile for house prices). For reference, values for all LSOAs are included in table 13.

LSOA name	Ward	Private Rent %	Empty Property %	Turnover rate	Council ASB rate	Fly Tipping rate	Housing Disrepair	House Prices	Crime rate	Police ASB rate
Telford & Wrekin 009A	Hadley & Leegomery	11.8	1.9	185.0	16.3	15.0	0.0	£116,500	81.4	43.8
Telford & Wrekin 009B	Hadley & Leegomery	16.8	1.8	218.7	12.5	30.1	2.9	£116,500	55.7	38.1
Telford & Wrekin 009C	Oakengates & Ketley Bank	22.2	2.4	341.3	9.2	41.8	2.9	£116,500	74.8	36.8
Telford & Wrekin 009D	Hadley & Leegomery	19.3	4.8	303.2	16.7	63.0	8.7	£116,500	118.1	84.1
Telford & Wrekin 009E	Hadley & Leegomery	16.9	0.8	204.4	17.6	19.0	0.0	£116,500	115.1	50.8
Telford & Wrekin 017A	Dawley & Aqueduct	18.5	1.7	359.0	17.4	64.1	6.8	£85,000	140.5	81.5
Telford & Wrekin 017B	Malinslee & Dawley Bank	16.7	1.5	240.6	33.1	116.2	1.4	£85,000	93.9	60.8
Telford & Wrekin 017C	Malinslee & Dawley Bank	8.1	1.6	306.6	10.0	41.8	1.8	£85,000	116.6	86.6
Telford & Wrekin 017D	Malinslee & Dawley Bank	20.0	2.6	271.1	23.9	81.0	4.0	£85,000	214.5	154.7
Telford & Wrekin 017E	Malinslee & Dawley Bank	15.3	1.4	245.1	16.8	46.5	1.9	£85,000	66.6	40.1
Telford & Wrekin 018A	The Nedge	29.3	2.9	432.9	27.3	89.0	3.3	£83,000	65.5	48.0
Telford & Wrekin 018B	The Nedge	22.9	1.0	240.3	23.2	59.2	4.9	£83,000	138.0	71.8
Telford & Wrekin 018C	The Nedge	13.3	0.8	199.7	8.4	41.5	2.4	£83,000	86.1	25.9
Telford & Wrekin 018D	The Nedge	13.1	1.7	219.6	17.4	61.5	3.3	£83,000	71.5	42.1
Telford & Wrekin 018E	The Nedge	9.4	0.7	136.6	4.2	34.3	0.7	£83,000	32.9	16.1
Telford & Wrekin 018F	The Nedge	12.0	0.8	214.6	9.6	46.2	3.2	£83,000	177.9	66.8
Telford & Wrekin 020A	Brookside	17.2	1.6	193.3	10.4	48.0	17.2	£73,000	55.8	20.1
Telford & Wrekin 020B	Brookside	7.2	1.4	120.7	5.3	30.7	7.2	£73,000	30.7	13.1
Telford & Wrekin 020C	Brookside	29.9	4.2	516.5	33.9	190.0	29.9	£73,000	212.8	135.5
Telford & Wrekin 020D	The Nedge	15.8	0.8	210.0	31.0	77.4	15.8	£73,000	66.8	63.6
Telford & Wrekin 020E	Brookside	31.7	2.3	336.8	32.1	200.5	31.7	£73,000	205.2	115.0
Telford & Wrekin 021A	Woodside	25.2	2.2	278.0	22.0	123.8	5.3	£76,000	177.8	125.2
Telford & Wrekin 021B	Woodside	17.5	1.6	298.6	18.4	82.1	6.7	£76,000	180.9	71.2
Telford & Wrekin 021C	Woodside	27.8	2.1	326.5	16.0	70.4	6.3	£76,000	90.5	47.0
Telford & Wrekin 021D	Woodside	29.6	5.8	416.5	12.9	52.6	6.1	£76,000	98.2	62.5
Telford & Wrekin 021E	Woodside	30.8	4.3	382.8	30.4	100.4	7.8	£76,000	141.6	89.5
Telford & Wrekin 023A	Madeley & Sutton Hill	22.6	1.8	282.6	18.0	106.8	9.4	£65,000	179.7	107.5
Telford & Wrekin 023B	Madeley & Sutton Hill	16.2	2.6	262.9	14.2	51.9	2.9	£65,000	167.5	80.8
Telford & Wrekin 023C	Madeley & Sutton Hill	8.7	0.4	98.4	2.6	51.1	2.6	£65,000	69.8	24.7
Telford & Wrekin 023D	Madeley & Sutton Hill	32.2	3.5	391.1	26.7	118.1	18.6	£65,000	192.6	89.8

Table 12: Stage 2 LSOAs all indicator values

Analysis of these six MSOAs shows that in addition to the seven high PRS, low housing demand, high ASB LSOAs identified at Stage 1, a number of their neighbouring LSOAs also share similar issues.

Based on analysis of the data it is proposed that four zones are created in the borough for inclusion in a selective licensing scheme. Figure 4 shows the locations of the four proposed zones.

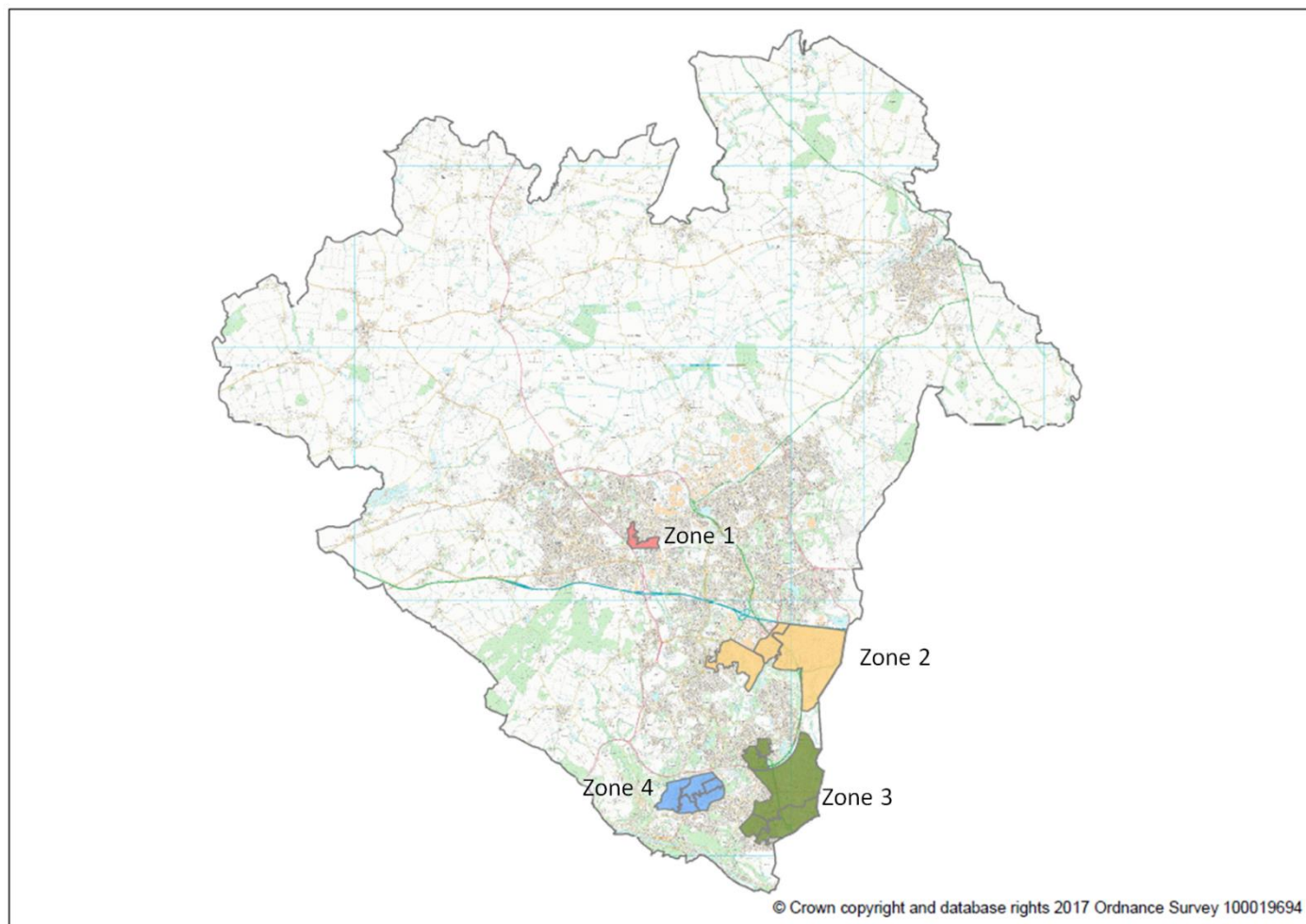


Figure 4: Proposed areas for selective licensing

Zone 1

Zone 1 would include the area covered by LSOA 009D in Hadley and Leegomery only. This LSOA has an above average proportion of privately rented properties and meets the criteria in all indicators with the exception of house prices. Although the proportion of privately rented properties is higher in neighbouring LSOA 009C, the data indicates that anti-social behaviour and property disrepair are less of an issue than in other parts of the borough. It is therefore recommended that LSOA 009C is not included in Zone 1. This zone would cover approximately 500 properties. The total private rental proportion of this area from the 2011 census was 19.3%.

Figure 5 shows the area covered by Zone 1. A list of the streets that would be wholly or partially included in this zone is available at Annex B.

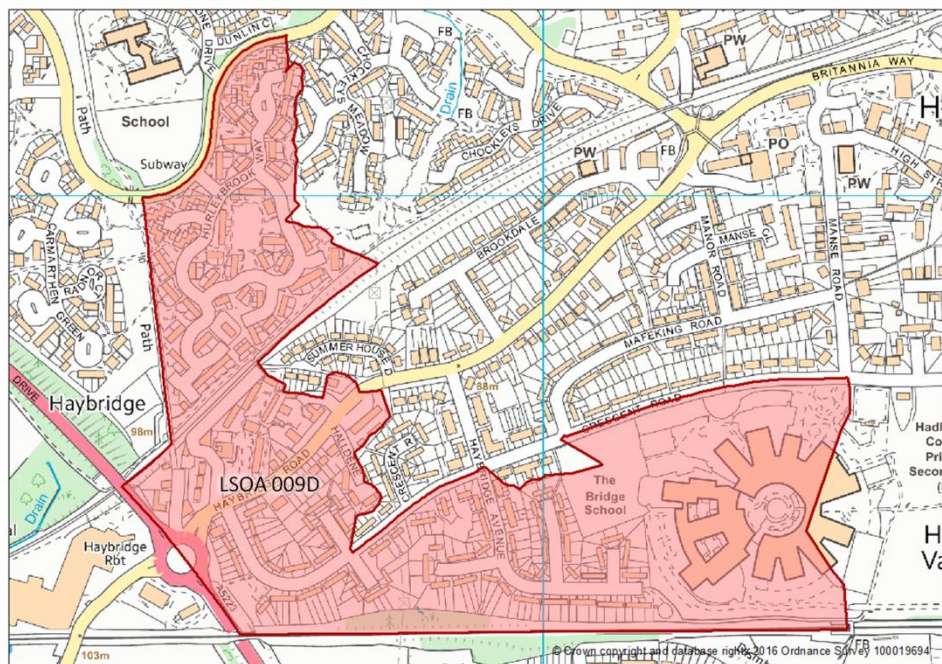


Figure 5: Zone 1

Zone 2

Zone 2 would comprise LSOA 017D in Malinslee from MSOA 017 and LSOAs 018A and 018B in the Hollinswood area from MSOA 018.

LSOA 017D and LSOA 018A are contiguous and both have a higher than average proportion of privately rented properties and met all the upper quartile criteria for all indicators in Step 1. LSOA 17D also met all of the Step 2 criteria whilst LSOA 18A met the criteria for house prices, but was not in the upper quartile for crime or police ASB

Of the remaining LSOAs in MSOAs 017 and 018, only LSOA 017A and 018B have levels of privately rented properties and also meet the criteria in a sufficient number of indicators to warrant further consideration.

It is proposed that LSOA 018B is included rather than LSOA 017A because LSOA 018B has a higher proportion of privately rented properties than LSOA 017A and at the time of the 2011 census already exceeded the 2014/15 England average. LSOA 018B is also contiguous to LSOA 018A and like its neighbouring LSOA has upper quartile rates of Council ASB and fly tipping, whilst rates of housing disrepair reports are higher.

This proposed zone would cover approximately 1,900 properties. The total private rental proportion for the areas covered by this zone from the 2011 census was 25%.

Figure 6 shows the area covered by Zone 2. Much of the area covered by the LSOAs in this zone is taken up by the Stafford Park industrial estate (LSOA 018B) or Telford Town Park (LSOA 017D). The darker shaded areas indicate the two residential areas covered by this zone. A list of the streets that would be wholly or partially included in this zone is available at Annex B.

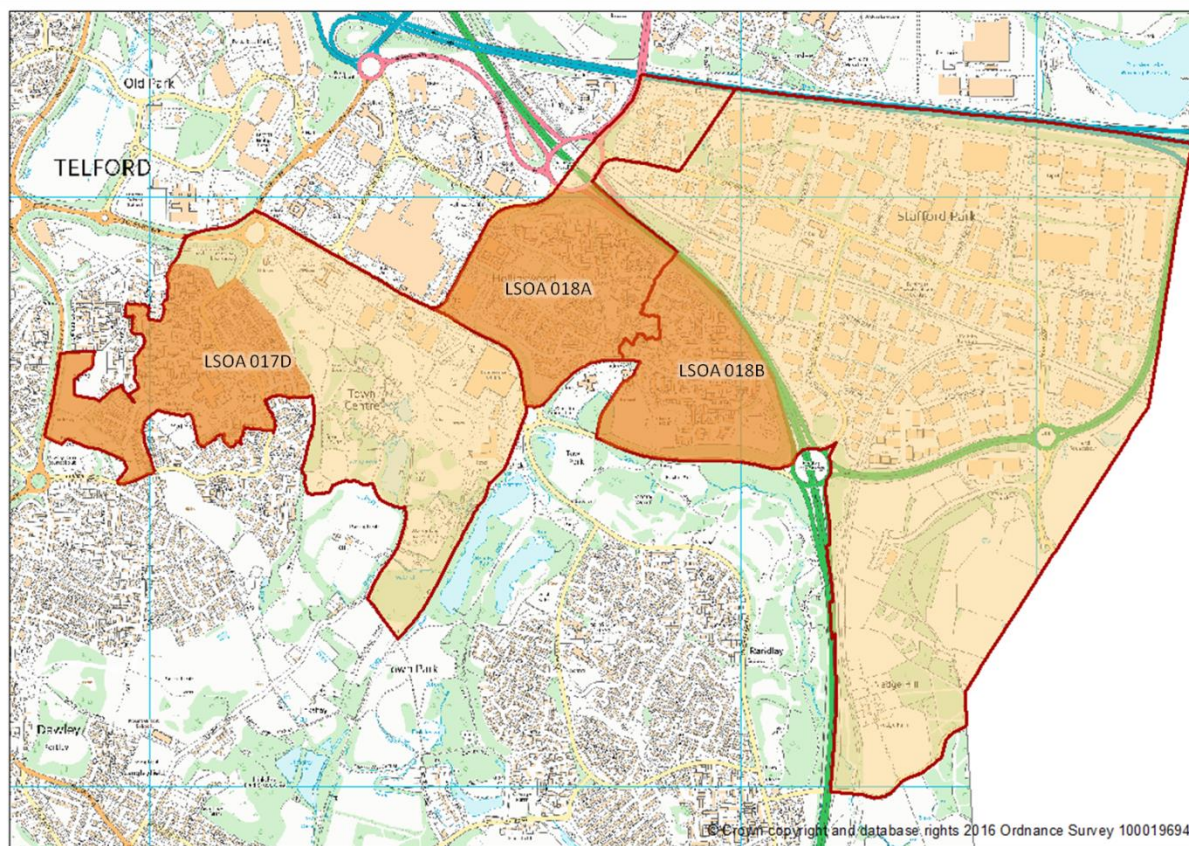


Figure 6: Zone 2

Zone 3

Zone 3 is proposed to consist of LSOAs 020C and 020E in Brookside from MSOA 020 and 023A, 023B and 023D in Madeley and Sutton Hill from MSOA 023 in one single zone.

LSOAs 020C, 020E and 023D are to be included as they meet the upper (or lower) quartile criteria in all indicators.

LSOA 023A is included because it has a high proportion of privately rented properties, upper quartile rates of ASB, crime, fly tipping, occupier turnover and housing disrepair with lower quartile house values. It is also contiguous to LSOA 023D.

It is proposed that LSOA 023B is included because it meets the criteria in six of the eight indicators and although not upper quartile for Council ASB, the rate is above the borough average.

Zone 3 would cover approximately 3,200 properties. The total private rental proportion from the 2011 census for the five LSOAs covered by this zone was 23%.

Figure 7 shows the area covered by the LSOAs comprising Zone 3. As with Zone 2 much of the geographical area of the LSOAs in this zone is taken up by industrial areas (LSOA 023A and 023B).

The darker shaded areas indicate the residential areas covered by this zone. A list of the streets that would be wholly or partially included in this zone is available at Annex B.

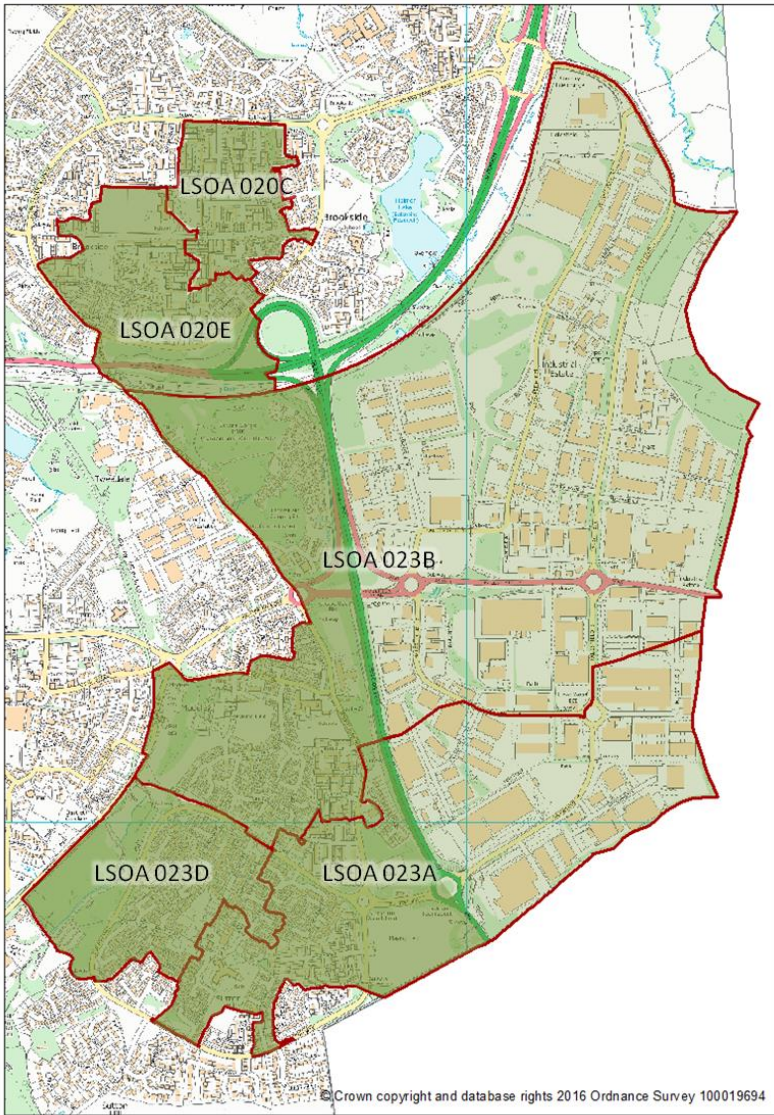


Figure 7: Zone 3

Zone 4

Zone 4 would consist of all five LSOAs from MSOA 021 covering the Woodside area.

All five LSOAs have a high proportion of privately rented properties. LSOA 021E meets the upper or lower quartile criteria for all eight indicators with LSOA 021A, 021B and 021D meeting seven.

LSOA 021C meets four of the indicators. It is proposed that this is included because of its high proportion of privately rented properties (the sixth highest in the borough), upper quartile rates of occupier turnover, fly tipping and housing disrepair. It also shares a boundary and streets with LSOAs 021B and 021D.

Zone 4 would cover approximately 2,950 properties with a total private rental proportion from the 2011 census of 26%.

Figure 8 shows the area covered by the LSOAs comprising Zone 4. A list of the streets that are wholly or partially included in this zone is available at Annex B.

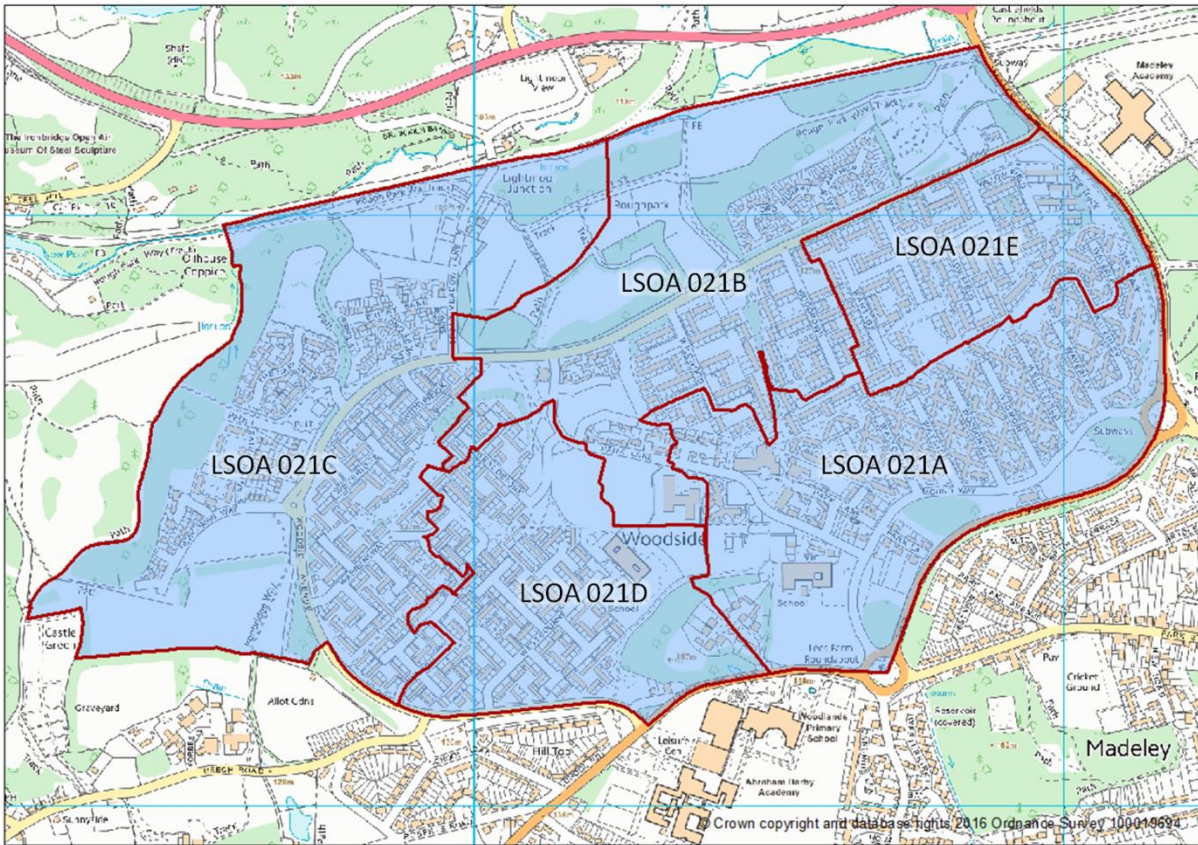


Figure 8: Zone 4

Summary

In total the four zones would cover approximately 8,550 properties of which in the region of 2,000 are estimated to be privately rented.

Based on the 2011 census the number of private rented properties in these proposed zones accounted for 19.2% of total private rented properties in the Borough and is therefore below the 20% threshold that would require the scheme to be submitted to the Secretary of State for Communities and Local Government for confirmation.

The proposed zones cover 1,104 hectares. This equates to 3.8% of the geographical area of the borough and is also below the 20% of geographical area threshold that would require approval from the Secretary of State.

Annex A: All LSOA indicator values

LSOA name	Ward	Private Rent %	Empty Property %	Turnover rate	Council ASB rate	Fly Tipping rate	Housing Disrepair	House Prices	Crime rate	Police ASB rate
Telford & Wrekin 001A	Newport South & East	14.7	2.3	224.8	4.9	1.4	0.7	£158,000	57.6	40.1
Telford & Wrekin 001B	Newport South & East	10.6	2.2	168.8	2.2	4.5	0.0	£158,000	26.7	12.6
Telford & Wrekin 001C	Newport North & West	18.6	2.0	220.6	5.5	5.5	2.0	£158,000	46.4	26.6
Telford & Wrekin 001D	Newport North & West	6.6	0.8	129.0	0.6	1.9	0.0	£158,000	12.6	11.4
Telford & Wrekin 002A	Church Aston & Lilleshall	9.9	2.1	127.2	2.4	38.6	0.0	£205,000	17.8	13.1
Telford & Wrekin 002B	Edgmond & Ercall Magna	11.6	2.0	109.7	6.0	16.3	0.0	£205,000	24.0	7.7
Telford & Wrekin 002C	Edgmond & Ercall Magna	7.3	0.7	76.8	4.6	13.0	0.0	£205,000	23.2	2.8
Telford & Wrekin 002D	Edgmond & Ercall Magna	13.6	2.6	145.1	1.6	34.1	0.8	£205,000	32.5	13.8
Telford & Wrekin 003A	Newport South & East	10.3	2.5	189.5	9.7	7.1	0.0	£149,950	69.7	54.7
Telford & Wrekin 003B	Newport South & East	13.9	1.8	152.1	10.4	7.6	3.5	£149,950	57.7	20.2
Telford & Wrekin 003C	Newport North & West	10.8	1.7	196.3	3.8	10.0	0.0	£149,950	23.0	10.8
Telford & Wrekin 003D	Newport North & West	31.7	3.8	323.9	13.4	10.9	3.8	£149,950	142.1	114.0
Telford & Wrekin 004A	Church Aston & Lilleshall	11.7	0.7	113.7	3.1	40.6	1.2	£155,000	25.0	14.4
Telford & Wrekin 004B	Muxton	10.2	1.1	188.3	6.4	42.8	0.0	£155,000	34.9	29.0
Telford & Wrekin 004C	Muxton	9.0	1.7	114.6	4.3	3.6	0.0	£155,000	24.9	20.6
Telford & Wrekin 004D	Muxton	5.9	0.6	130.4	5.4	2.7	0.0	£155,000	17.4	12.0
Telford & Wrekin 005A	Donnington	10.0	1.8	227.2	18.7	17.3	4.0	£95,250	66.0	46.0
Telford & Wrekin 005B	Donnington	10.6	6.7	204.5	4.2	20.3	0.6	£95,250	85.6	35.3
Telford & Wrekin 005C	Donnington	12.4	5.3	208.1	15.4	17.7	1.7	£95,250	99.3	51.9
Telford & Wrekin 005D	Donnington	17.2	1.0	158.0	7.8	11.3	1.7	£95,250	64.9	43.3
Telford & Wrekin 005E	Donnington	21.9	2.0	299.3	6.8	60.8	3.4	£95,250	148.2	53.4
Telford & Wrekin 006A	Dothill	9.0	0.2	181.4	6.8	9.4	0.9	£124,500	34.1	31.5
Telford & Wrekin 006B	Dothill	12.8	1.0	209.9	2.8	16.3	0.0	£124,500	39.0	21.3
Telford & Wrekin 006C	Park	7.4	0.7	97.0	7.8	13.0	0.9	£124,500	51.3	37.4
Telford & Wrekin 006D	Park	8.0	1.5	146.0	5.3	14.4	1.5	£124,500	27.2	31.0
Telford & Wrekin 006E	Shawbirch	14.3	1.5	198.7	7.5	46.9	0.0	£124,500	42.9	27.2
Telford & Wrekin 006F	Shawbirch	7.1	0.3	156.8	1.8	9.8	0.0	£124,500	19.0	23.2
Telford & Wrekin 007A	Apley Castle	12.3	1.1	146.9	7.7	15.4	1.1	£133,000	60.9	41.1
Telford & Wrekin 007B	Apley Castle	9.3	0.4	183.3	4.1	17.1	0.0	£133,000	26.1	22.8
Telford & Wrekin 007C	Hadley & Leegomery	10.6	3.0	219.4	14.3	19.1	0.0	£133,000	51.2	29.4
Telford & Wrekin 007D	Hadley & Leegomery	22.0	1.4	291.6	10.2	49.1	2.7	£133,000	48.4	34.1
Telford & Wrekin 008A	Wrockwardine Wood & Trench	9.1	1.0	130.5	10.4	3.7	0.0	£109,500	29.6	7.4
Telford & Wrekin 008B	Wrockwardine Wood & Trench	14.9	1.8	186.0	8.8	8.0	1.6	£109,500	52.5	27.9

LSOA name	Ward	Private Rent %	Empty Property %	Turnover rate	Council ASB rate	Fly Tipping rate	Housing Disrepair	House Prices	Crime rate	Police ASB rate
Telford & Wrekin 008C	Wrockwardine Wood & Trench	18.9	2.0	186.0	13.0	15.4	1.6	£109,500	61.7	51.1
Telford & Wrekin 008D	Wrockwardine Wood & Trench	8.2	1.5	150.4	16.4	9.0	3.3	£109,500	98.2	71.2
Telford & Wrekin 008E	Wrockwardine Wood & Trench	14.6	1.6	146.6	4.1	21.4	0.7	£109,500	58.0	18.6
Telford & Wrekin 009A	Hadley & Leegomery	11.8	1.9	185.0	16.3	15.0	0.6	£116,500	81.4	43.8
Telford & Wrekin 009B	Hadley & Leegomery	16.8	1.8	218.7	12.5	30.1	2.9	£116,500	55.7	38.1
Telford & Wrekin 009C	Oakengates & Ketley Bank	22.2	2.4	341.3	9.2	41.8	2.9	£116,500	74.8	36.8
Telford & Wrekin 009D	Hadley & Leegomery	19.3	4.8	303.2	16.7	63.0	5.1	£116,500	118.1	84.1
Telford & Wrekin 009E	Hadley & Leegomery	16.9	0.8	204.4	17.6	19.0	0.0	£116,500	115.1	50.8
Telford & Wrekin 010A	Edgmond & Ercall Magna	13.9	2.6	168.9	3.7	4.9	1.2	£155,000	26.8	12.8
Telford & Wrekin 010B	Ironbridge Gorge	19.0	2.8	196.4	9.8	14.0	2.1	£155,000	69.4	39.3
Telford & Wrekin 010C	Ironbridge Gorge	14.9	2.9	186.8	6.8	20.3	0.0	£155,000	92.1	41.7
Telford & Wrekin 010D	Wrockwardine	13.3	1.6	212.0	8.5	119.7	0.0	£155,000	43.7	21.4
Telford & Wrekin 010E	Admaston & Bratton	9.1	2.1	133.3	3.1	13.7	0.0	£155,000	26.2	8.1
Telford & Wrekin 010F	Admaston & Bratton	14.1	2.3	155.0	5.1	12.3	0.5	£155,000	22.5	12.3
Telford & Wrekin 011A	Arleston	12.0	1.7	168.2	11.2	62.9	1.8	£87,500	149.4	32.9
Telford & Wrekin 011B	Arleston	17.5	4.0	250.8	19.7	41.2	2.3	£87,500	90.2	46.2
Telford & Wrekin 011C	College	22.9	2.3	353.6	15.4	52.3	4.2	£87,500	203.7	118.2
Telford & Wrekin 011D	College	16.5	2.8	211.1	11.2	11.9	0.0	£87,500	50.8	36.9
Telford & Wrekin 012A	Ercall	11.6	2.3	265.5	10.2	15.2	0.0	£115,000	63.8	45.7
Telford & Wrekin 012B	Ercall	6.6	2.3	126.2	3.9	8.6	0.0	£115,000	28.1	10.9
Telford & Wrekin 012C	Haygate	10.2	1.2	205.4	13.2	16.5	3.3	£115,000	76.5	39.6
Telford & Wrekin 012D	Haygate	23.8	3.6	368.1	11.9	40.0	1.6	£115,000	312.3	123.2
Telford & Wrekin 013A	St Georges	13.9	1.9	246.5	11.6	8.5	4.9	£105,000	73.8	54.3
Telford & Wrekin 013B	St Georges	18.0	3.0	233.3	15.5	12.0	4.9	£105,000	45.2	29.7
Telford & Wrekin 013C	St Georges	16.9	1.9	195.9	9.4	12.1	1.3	£105,000	48.6	44.5
Telford & Wrekin 013D	St Georges	15.2	1.4	182.8	5.2	15.0	0.7	£105,000	39.2	11.8
Telford & Wrekin 014A	Oakengates & Ketley Bank	13.6	2.7	196.9	5.6	21.1	0.0	£114,873	57.6	24.2
Telford & Wrekin 014B	Oakengates & Ketley Bank	12.2	2.0	272.0	10.8	28.3	4.0	£114,873	70.0	63.3
Telford & Wrekin 014C	Oakengates & Ketley Bank	7.3	0.8	203.3	7.4	21.5	2.5	£114,873	51.5	41.7
Telford & Wrekin 014D	Oakengates & Ketley Bank	15.9	2.4	253.1	11.5	18.7	3.3	£114,873	133.4	85.6
Telford & Wrekin 014E	Ketley & Overdale	13.5	1.8	213.8	4.4	22.4	0.5	£114,873	54.7	36.1
Telford & Wrekin 014F	Ketley & Overdale	11.4	1.3	196.2	26.2	25.1	2.3	£114,873	84.9	41.6
Telford & Wrekin 015A	Priorslee	13.9	1.4	185.4	4.1	8.6	0.5	£160,000	22.3	8.6
Telford & Wrekin 015B	Priorslee	10.2	1.0	161.6	2.4	10.4	0.8	£160,000	24.7	15.2
Telford & Wrekin 015C	Priorslee	7.6	0.6	121.7	7.6	4.4	0.6	£160,000	35.3	17.7

LSOA name	Ward	Private Rent %	Empty Property %	Turnover rate	Council ASB rate	Fly Tipping rate	Housing Disrepair	House Prices	Crime rate	Police ASB rate
Telford & Wrekin 015D	Priorslee	25.0	1.9	176.8	6.0	19.8	3.0	£160,000	53.5	20.4
Telford & Wrekin 016A	Horsehay & Lightmoor	10.4	1.9	193.1	7.5	31.7	0.8	£149,000	50.2	24.5
Telford & Wrekin 016B	Horsehay & Lightmoor	13.8	2.2	221.6	6.3	18.9	0.4	£149,000	63.4	21.7
Telford & Wrekin 016C	Ketley & Overdale	16.8	2.0	274.6	29.2	23.8	3.3	£149,000	85.8	60.4
Telford & Wrekin 016D	Ketley & Overdale	11.9	0.8	199.6	8.0	28.0	0.0	£149,000	494.0	218.0
Telford & Wrekin 016E	Ketley & Overdale	12.8	1.6	213.4	16.7	30.9	0.6	£149,000	99.1	43.8
Telford & Wrekin 017A	Dawley & Aqueduct	18.5	1.7	359.0	17.4	64.1	6.8	£85,000	140.5	81.5
Telford & Wrekin 017B	Malinslee & Dawley Bank	16.7	1.5	240.6	33.1	116.2	1.4	£85,000	93.9	60.8
Telford & Wrekin 017C	Malinslee & Dawley Bank	8.1	1.6	306.6	10.0	41.8	1.8	£85,000	116.6	86.6
Telford & Wrekin 017D	Malinslee & Dawley Bank	20.0	2.6	271.1	23.9	81.0	4.0	£85,000	214.5	154.7
Telford & Wrekin 017E	Malinslee & Dawley Bank	15.3	1.4	245.1	16.8	46.5	1.9	£85,000	66.6	40.1
Telford & Wrekin 018A	The Nedge	29.3	2.9	432.9	27.3	89.0	3.3	£83,000	65.5	48.0
Telford & Wrekin 018B	The Nedge	22.9	1.0	240.3	23.2	59.2	4.9	£83,000	138.0	71.8
Telford & Wrekin 018C	The Nedge	13.3	0.8	199.7	8.4	41.5	2.4	£83,000	86.1	25.9
Telford & Wrekin 018D	The Nedge	13.1	1.7	219.6	17.4	61.5	3.3	£83,000	71.5	42.1
Telford & Wrekin 018E	The Nedge	9.4	0.7	136.6	4.2	34.3	0.7	£83,000	32.9	16.1
Telford & Wrekin 018F	The Nedge	12.0	0.8	214.6	9.6	46.2	3.2	£83,000	177.9	66.8
Telford & Wrekin 019A	Dawley & Aqueduct	7.5	1.5	154.7	14.7	31.9	0.6	£105,000	48.5	36.8
Telford & Wrekin 019B	Dawley & Aqueduct	7.7	0.8	216.1	12.5	23.2	0.6	£105,000	89.0	44.2
Telford & Wrekin 019C	Dawley & Aqueduct	8.1	0.9	189.1	9.5	8.7	1.5	£105,000	45.1	23.3
Telford & Wrekin 019D	Dawley & Aqueduct	33.7	3.6	423.8	18.7	28.0	4.4	£105,000	75.9	45.4
Telford & Wrekin 019E	Dawley & Aqueduct	13.6	1.4	182.0	7.3	12.5	0.0	£105,000	37.6	24.4
Telford & Wrekin 020A	Brookside	17.2	1.6	193.3	10.4	48.0	3.2	£73,000	55.8	20.1
Telford & Wrekin 020B	Brookside	7.2	1.4	120.7	5.3	30.7	1.8	£73,000	30.7	13.1
Telford & Wrekin 020C	Brookside	29.9	4.2	516.5	33.9	190.0	11.0	£73,000	212.8	135.5
Telford & Wrekin 020D	The Nedge	15.8	0.8	210.0	31.0	77.4	6.5	£73,000	66.8	63.6
Telford & Wrekin 020E	Brookside	31.7	2.3	336.8	32.1	200.5	10.0	£73,000	205.2	115.0
Telford & Wrekin 021A	Woodside	25.2	2.2	278.0	22.0	123.8	5.3	£76,000	177.8	125.2
Telford & Wrekin 021B	Woodside	17.5	1.6	298.6	18.4	82.1	6.7	£76,000	180.9	71.2
Telford & Wrekin 021C	Woodside	27.8	2.1	326.5	16.0	70.4	6.3	£76,000	90.5	47.0
Telford & Wrekin 021D	Woodside	29.6	5.8	416.5	12.9	52.6	6.1	£76,000	98.2	62.5
Telford & Wrekin 021E	Woodside	30.8	4.3	382.8	30.4	100.4	7.8	£76,000	141.6	89.5
Telford & Wrekin 022A	Madeley & Sutton Hill	11.8	2.1	211.2	25.5	14.8	2.5	£105,000	105.3	62.6
Telford & Wrekin 022B	Madeley & Sutton Hill	11.6	1.1	158.6	3.9	11.8	0.0	£105,000	59.8	26.8
Telford & Wrekin 022C	Ironbridge Gorge	10.4	0.5	95.0	7.9	32.5	0.0	£105,000	57.0	38.6

LSOA name	Ward	Private Rent %	Empty Property %	Turnover rate	Council ASB rate	Fly Tipping rate	Housing Disrepair	House Prices	Crime rate	Police ASB rate
Telford & Wrekin 022D	Madeley & Sutton Hill	16.3	5.4	270.9	25.2	41.9	5.2	£105,000	245.2	144.5
Telford & Wrekin 023A	Madeley & Sutton Hill	22.6	1.8	282.6	18.0	106.8	9.4	£65,000	179.7	107.5
Telford & Wrekin 023B	Madeley & Sutton Hill	16.2	2.6	262.9	14.2	51.9	2.9	£65,000	167.5	80.8
Telford & Wrekin 023C	Madeley & Sutton Hill	8.7	0.4	98.4	2.6	51.1	2.6	£65,000	69.8	24.7
Telford & Wrekin 023D	Madeley & Sutton Hill	32.2	3.5	391.1	26.7	118.1	18.6	£65,000	192.6	89.8

Table 13: All LSOA indicator values

Annex B: Residential streets included in the proposed selective licensing zones.

The following residential streets are included either wholly or partially within the proposed selective licensing zones

Zone 1: Hadley & Leegomery

- Crescent Road
- Hall Gardens
- Haybridge Avenue
- Haybridge Road
- Halldene
- Hurleybrook Way

Zone 2: Hollinswood & Malinslee

- Alma Avenue
- Coachwell Close
- Daddlebrook
- Dale Acre Way
- Dalelands
- Dalford Court
- Dallamoor
- Danesford
- Deepdale
- Deercote
- Delbury Court
- Dinchope Drive
- Dinthill
- Doddington
- Downemead
- Downton Court
- Duffryn
- Dunsheath
- Dunstone
- Farm Lodge Grove
- Prince Charles Crescent
- Prince Edward Crescent
- Queen Elizabeth Way
- St Leonards Place

Zone 3: Brookside, Madeley & Sutton Hill

- Admaston Close
- Beaconsfield
- Bembridge
- Bishopdale
- Blakemore
- Brackenfield
- Brereton
- Bridgwood
- Brindleyford
- Brockton close
- Broseley Close
- Burford
- Burnside
- Burtondale
- Chillcott Gardens
- Coalport Close
- Cottage Close
- Cuckoo Oak green
- Farm Close
- Harley Close
- Hilda Hooke Close
- Hills Lane Drive
- Jackfield Close
- Kemberton Close
- Kemberton Drive
- Levins Court
- Little Dawley Close
- Madebrook Close
- Maythorne Close
- Meadow Close
- Mount Pleasant Road
- Mounts Close
- Norton Close
- Pool Side
- Poplar Close
- Queen Street
- Queens Court
- Ryton Close
- Sandcroft
- Scott Close
- Selbourne
- Selkirk Drive
- Shakespeare Way
- Shawfield Close
- Singleton
- Smallwood
- Solway Drive
- Southfield
- Southgate
- Spring Meadow
- Springhill Close
- Springhill Crescent
- Stanwyck
- Stebbings
- Stonedale
- Summerhill
- Sunnymead
- Tweedale Drive
- Worfield Close

Zone 4: Woodside

- Armstrong Close
- Arthur Way
- Brick Kiln Bank
- Briery Bank
- Broad Meadow Lane
- Drummond Close
- Fair View Court
- Gooch Close
- Hollybush Road
- Long Lane Drive
- Lord Murray Drive
- Midland Court
- Minton Close
- Newcomen Way
- Orient Court
- Park Lane
- Robins Drive
- Stanier Drive
- The Crofts
- The Keep
- The Saplings
- Trevithick Close
- Walney court
- Waltondale
- Wantage
- Warrensway
- Waverley
- Wayside
- Wealdstone
- Wellsfield
- Wenlock Court
- Wensley Green
- Westbourne
- Weybridge
- Wigmores
- Wildwood
- Willowfield
- Wilmere Court
- Wilton Court
- Withybrook
- Woodcroft
- Woodrows
- Woverley Court
- Wyvern

Section 2: Proposals for a selective licensing scheme

Proposals for a selective licensing scheme

Once determined each designated selective licensing zone would require that all privately rented properties (subject to statutory exemptions)⁷ be licensed for up to five years.

Each licence holder will receive a standard set of conditions. These conditions will be monitored through the administration of the scheme. A set of proposed licence conditions are included in **Appendix 1** for consideration and for use in Public consultation.

The Council is very much committed to ensuring that the introduction of selective licensing delivers meaningful improvements to the designated areas. Along with other interventions the aim of the licensing would be to raise standards within the private rented sector with a view to improving the overall social and economic conditions in the area to create a strong, healthy and vibrant neighbourhood. In order to achieve this, a number of area objectives have been identified

- To reduce the turnover of occupants to create stable communities.
- To reduce the number of empty properties and the length of time they remain unoccupied
- To reduce levels of anti-social behaviour.
- To reduce the amount of environmental crime
- To improve the physical conditions of the housing stock to ensure that they are free from category 1 hazards as defined in the Housing Act 2004 so as to protect the health, safety and welfare of the occupants.
- To improve the management of properties in the area.
- To increase the number of landlords who are fit and proper and manage their properties well.
- To increase the number of tenants who manage their tenancy well.
- To support the private rented sector in its provision of well-managed properties and tenancies and assist those seeking to live and currently living in private rented accommodation. Landlords and agents will be more accountable for property management.
- Clear explicit standards for landlords, agents and tenants in a properly regulated sector.
- Landlords and agents operating in the area are fit and proper and have the ability to manage property
- Landlords and agents will benefit from a properly regulated sector, good public image and confidence in housing management.
- Bad landlords and agents will be forced to improve or will be forced out of the area.
- The provision of a framework for support, education and guidance services for landlords and tenants.
- Landlords and agents will be more accountable for the tenants who reside in their property.
- Landlords and agents will become more visible.
- Tenants will become more aware of their responsibilities for maintaining their tenancy
- Tenants will become more aware that they must act in a responsible manner and not be associated with anti-social behaviour.
- Tenants will be made aware that failure to conform to standards will lead to eviction.
- Tenants are reference checked prior to occupation of property in the area.
- A positive impact on tenants' behaviour, following an awareness of the difficulty in acquiring further accommodation coupled with improved standards of accommodation.
- Tenants will benefit from a guarantee of safe, healthy and well managed housing.
- Exclusion of a licensee where there is evidence of harassment and illegal eviction.
- The profile and public image of the area and the sector is raised encouraging tenants into the market and reputable investment.

The selective licensing scheme is consistent with the Council's Strategic Housing Market Assessment (2016) which recognised that local authorities have an important role in ensuring that the privately rented sector meets requirements of the housing market.

⁷ The Selective Licensing of Houses (Specified Exemptions) (England) Order 2006

The messages about the privately rented sector identified in the Strategic Housing Marketing Assessment (2016) , stakeholders identified the following:

- ✓ The private rented sector has a role to play in the housing market to meet a growing need;
- ✓ The growing need to have stronger private sector regulation to police unscrupulous landlords and to promote good and effective management of this sector;
- ✓ The need for effective regulatory regimes to ensure adequate stock maintenance, fair rental levels and effective management of landlords. This is particularly important in relation to HMOs; and
- ✓ The condition of the housing stock available needs to be addressed.

Similarly selective licensing supports a key priority within the **Community Safety Partnership Plan: 2017-18**: which is ” **risk and vulnerability linked to high areas of deprivation / demand / private let housing.**”

The proposed selective licensing scheme is consistent with the delivery of these goals and priorities.

It is anticipated that the introduction of selective licensing is likely in the short term to increase the level of housing related enforcement. This is based on evidence from other council’s that have adopted a selective licensing scheme. Enforcement may be needed where landlords either fail to licence their properties or fail to comply with licence conditions. It is anticipated that there may be increased enforcement activity around anti-social behaviour and environmental crime.

Partnership working across all council teams and partner organisations is key to the success of the scheme. A key element in ensuring the success of the scheme is the oversight from Senior Management and in particular the Assistant Director for Community and Neighbourhood Services. Additional oversight and governance of the scheme will occur through the Community Safety Partnership and the Cabinet Member leading on enforcement.

Other Actions to improve the private rented sector

As part of the process of deciding whether or not Selective Licensing should be introduced there is a need to assess whether there are alternative approaches that may achieve the same objectives.

Over the past few years the Council has introduced a range of different initiatives across the borough and within the designated zones. Whilst these initiatives have all had some impact it is recognised that on their own they have been insufficient to bring the lasting improvements needed.

Interventions have included:

The introduction of Target Intervention Areas

Our Pride in your community initiative to tackle environmental crime and amenity issues

Major regeneration programmes within Woodside and Brookside

Community engagement through Street Champions and the development of local voluntary groups such as BIG in Brookside

Mandatory licensing scheme for larger HMO’s

The introduction of our local landlord accreditation scheme

Alternatives to the introduction of a selective licensing scheme

Use of Article 4 planning Powers

Planning legislation has a role to play in HMOs. The Town and Country Planning (Use Classes Order) England (April 2016) sets out different classes of development and allows some classes of use to change between each other without the need for planning permission, i.e. they are “permitted development”, whereas other changes are not permitted and always require planning permission.

Non-residential buildings always need planning permission to change to any residential use, whether it's to a single dwelling or any kind of HMO. An existing dwellinghouse (Use Class C3) will need planning permission to change to a large HMO for more than 6 people (*sui generis*). But an existing residential property (use class C3) does not always need planning permission to change to a small HMO (Use Class C4) as the change is deemed “permitted development”. If this is the case the Council has no involvement in the process - unless it makes an Article 4 Direction.

An Article 4 Direction can be formally set up under the Town and Country Planning (General permitted Development) Order 1995 under articles 5(13) and 4(1) to withdraw these ‘permitted development’ rights so that planning permission is needed to change between a dwelling (Class C3) and a small HMO (Class C4).

It is important to note that an Article 4 Direction does not prevent change to a small HMO, but ensures a planning application is submitted hence allowing the Council to appropriately consider the application through the planning process.

An Article 4 Direction could be used to prevent the change from Class C3 (dwellinghouse) to C4 (small HMOs). However, the difference between these uses is slim when one compares who can occupy a dwelling house under Class C3. A group of six unrelated people (such as students or young professionals) could live together as single household sharing facilities such as a bathroom and kitchen. Under Class C4 a group of six unrelated individuals (such as students or young professionals) could live together sharing facilities such as a bathroom and kitchen. The main difference would be in how they live together i.e. they may each have a separate lease with the landlord and each pay their own bills. Both groups of people could be antisocial or have lots of cars. But from the outside of the property, there is no material difference, and one would not necessarily know the use. And on appeal some Inspectors have found that even if there is a change of use, it's not “material”.

The setting up of a an Article 4 Direction needs careful consideration as it takes time (it can take over a year to bring into effect after the Council has agreed to set one up) and has cost implications (either for extensive public consultation or possible payable compensation for loss of permitted development rights to property owners). It can only be set up where there are exceptional circumstances and where evidence suggests that allowing permitted development and changes between the particular uses would cause significant harm to local amenity or the proper planning of an area. An Article 4 Direction can be applied borough-wide or to a specific geographical area.

Planning officers consider that setting up an Article 4 Direction would not necessarily address the type of issues that the Council seeks to tackle with the Selective Licensing mechanism, and would not necessarily bring any significant additional benefits however there are differing views held within the Council and this requires further consideration.

Using existing powers under Housing Act 2004

As an alternative to licensing for ensuring minimum standards are met by landlord for the safety of properties, it would be possible for additional and targeted Housing health and safety rating system inspections to take place. However, without the requirement to register there is no way of knowing where privately rented properties exist. Licensing would ensure that the rented property in these areas is identified, subject to regulation and initial licensing inspections and tenants are more aware of their rights and what they should expect from landlords.

Extension to Mandatory Licensing of HMO's

The DCLG in October 2016 sent out consultation papers on the extension of the existing mandatory licensing of larger HMO's to all HMO's that have 5 or more people from more than 2 families. This is expected to become legislation in 2017. Any premise that is covered by an existing licence will not be subject to selective licensing. It is felt that even with the proposed definition change to legislation with regard to HMO's in the designated area there will be properties that are not covered. The problems that have been identified are a private rented sector problem and not just a HMO problem.

Interventions that will run concurrent with the Selective Licensing Scheme

Integrated Community Management Model

The Anti-Social Behaviour, Crime and Policing Act 2014 was introduced in March 2014 and introduces powers to tackle Anti-Social Behaviour (ASB) and offers a more focussed multi agency approach in putting the victims first and the impact ASB has on victims, families and communities. The council is working in partnership with the Police and Town/Parish councils and have created a multi functional team drawn from different agencies who work together to tackle issues of crime, disorder and quality of life issues within our towns and communities. Through the use of this Integrated Community Management model (ICM), combined objectives and common values are drawn together to share information and intelligence that will be tasked and resolved at a Town/Parish level, putting this process at the heart of the community.

The ICM team will also act as a multi agency access point enabling members of the community and partner agencies to report community and crime issues to the Town/Parish offices as a single point contact.

There are 4 key actions identified within this model:

- Establish collaborations, partnerships and Jointly agreed enforcement powers
- Signpost access to community resources
- Strengthen communities
- Promote volunteering and peer roles

The impact of poor quality and badly managed accommodation is very negative to the local neighbourhood. Problems such as anti-social behaviour, high rates of crime and low demand can blight the area and lead to low property values and lack of investment in the area. Poor housing conditions and excessively cold and damp properties have significant health impacts on these occupiers, in addition to the physical safety risks to tenants of poorly maintained properties.

To effectively tackle the problems associated with low housing demand it is necessary to ensure that all stakeholders take their share of responsibility in the areas in which they live, work and invest.

Historically, intervention with problem tenants and properties has been focussed on criminal enforcement methods, which tackle the individual problem at the time, rather than the wider community as a whole. Tackling anti-social behaviour is a priority for Telford & Wrekin and the Community Safety Partnership.

By ensuring landlords have an investment in their communities, as well as the properties they own will influence the ability to reduce ASB incidents. In a similar way, reactive housing enforcement to complaints about poor housing standards and landlord/tenant relationships can only have a limited and short term impact in areas with entrenched problems.

The ICM model will provide a coordinated approach to tackle ASB; it is an effective model that has demonstrated the importance of engaging with communities is an effective way to reduce anti-social behaviour and the perception of anti-social behaviour in the longer term. Evidence highlights the importance of having a clear referral criteria and process in place, with multi-agency support and operational capacity to respond within agreed timescales. We see Selective Licensing as one of the key tools to tackle the problems of poor quality and poorly managed accommodation in the private rented sector and also address anti-social behaviour in a neighbourhood. Ultimately it will also be important in helping to uplift and regenerate these areas and de-risk current and future investment in the residential, commercial and leisure sectors in the locality.

Landlord Accreditation

The current landlord accreditation scheme managed by the council was launched in July 2014 following from the closure of Choose Your Home (the choice based lettings scheme run by the Wrekin Housing Trust) and was part of a strategy to improve standards in the private rented sector. Landlords who become accredited benefited from training on legislation, free tenancy advice, refuse collection passes, leads of tenants requiring properties and was able to promote to prospective tenants that they were accredited.

The current landlord accreditation scheme is at a cost of £50 for landlords and £100 for letting agents on an annual charge. This was never intended to cover the cost of the service and fees were set to encourage landlords and letting agents to become accredited as this is a voluntary scheme as no compulsory scheme is in place. Landlords and Letting agents sign up and agree to adhere to the code of conduct set out in the accreditation which says they will ensure their properties are up to Housing Health and Safety Rating System (HHSRS standard). Those landlords who have vacancies and wish to advertise their properties on the Telford HomeFinder website can do so and many of these properties house clients that are either homeless or facing homelessness.

Through consultation with our accredited landlords and the experience of working closer with landlords and letting agents over the last two years we are proposing several changes to the landlord accreditation scheme. Landlords and letting agents want different things from the landlord accreditation, depending on their circumstances and we have changed our offer to provide different packages to allow landlords to sign up to the most relevant scheme for them (**see Appendix 2**). Those who are within our selective licensing zones will be given a discount on the cost of joining the landlord accreditation scheme,

Empty homes grant

The launch of the empty properties programme in July 2013 provides a pro-active approach to tackling empty properties. Through the identification of empty properties through council tax records and resident and service area notifications, the empty property officer contacts the owners of long term empty properties (those over 6 months empty) and those that are about to become a long term empty property to identify the reasons why they are empty, what they propose to do with the property, explain the issues around having an empty property and offer a package of support which includes:

- Identifying repairs needed to bring the property back into use
- Engaging with estate agents to identify sale prices
- Working with accredited landlords if the owner wishes a quick sale
- Providing them with a service through Telford HomeFinder if they wish to rent the property.
- A loan of up to £20,000 to bring the property back into a habitable condition for sale or rent

If the owner of the property does not engage and there are clear issues that warrant enforcement action then this would be carried out. Where the property involved has a charge lodged against the property and the owner is not working towards a solution to bring the property back into use we would look at proceeding towards an enforced sale.

Section 3: Delivery and Administration of Selective Licensing

Delivery and Administration

The introduction of selective licensing in the four zones detailed in this business case will bring approximately 2,000 privately rented properties into the selective licensing framework over a five year period. It is proposed that the licensing resources should be located within the Public Protection Service area. This service area already has expertise on the administration of licences and of monitoring housing standards and dealing with public nuisances, accumulations and waste issues.

The proposed scheme will operate on the basis of a landlord submitting an application to Telford and Wrekin Council. An application will only be processed if it contains all the necessary information and documentation.

The applicant will be required to provide a basic disclosure certificate from Disclosure Scotland. The disclosure should be no more than three months old at the time of application.

https://www.disclosurescotland.co.uk/disclosureOnline/BDO_Instr.htm. This is to determine that the applicant is a fit and proper person to hold a licence.

In line with our digital strategy it is desirable that all applications are completed on line through our new 'My Telford citizens portal'. This will allow for automated processing which in turn reduces the processing time for applications. This will enable the staffing costs for administering the scheme to also be kept to a minimum. Those wishing to apply using a paper application form will be allowed to do so however they is an additional charge of £100 on top of the licensing fee. Assistance to use our on line services can be provided through our 4 main libraries, Southwater, Madeley, Newport and Wellington along with free access to computers.

On application the properties will receive a compliance visit. Assuming the conditions have been met the licence will be issued. Further compliance visits will be made during the five year period. It is anticipated that a small percentage of properties will require an enhanced number of visits. This has been accounted for within the proposed fee. This is in line with the decision of the First Tier Tribunal Property Chamber (Residential Chamber) decision in case Crompton v Oxford City 2013

In some cases appropriate enforcement action may be needed, where landlords either fail to licence their properties or fail to comply with licence conditions. In addition it is anticipated that other wider issues regarding poor housing, anti social behaviour and fly-tipping are likely to be brought to the attention of Telford & Wrekin Council as an outcome of the new licensing scheme. The cost of this enforcement is not contained within the proposed licence fee.

Prior to the start of the scheme webpages and information packs will be developed by the selective licensing team to help landlords ensure that they fully understand the new licence conditions before they apply

Resources Required to operate the scheme

The Council will need to charge a fee to cover the costs of running the scheme. The administration, compliance monitoring and support for the scheme will be financed solely through the Licence fees received.

The proposed staffing levels are as follows:

Job Title	Role
Selective Licensing Programme Lead	Manage and oversee the administration and management of the scheme. Responsible for the operational duties of the Selective licensing EHO's.
Selective Licensing EHO's x2	Housing technical specialists to undertake compliance visits to ensure that properties meet the licence conditions, to be able to advise and support landlords to achieve compliance, or if necessary ensure that the appropriate enforcement action is taken.

Support Officer	Administration of the licence applications , processing of payments, support for landlord events
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Proposed Fees

	Fee	Comments
Selective Licensing Fee	£610	See details in Appendix 3
Late Application	£ 860	Any landlord who is found to be renting a property without having made a valid application three months after the start date of the scheme.
Paper Application Form	Additional £100	To process a paper application rather than an application submitted on line
Part 1 Housing Act 2004	Up to a max of £350 per notice (hourly rate) Under review	Not all costs can be recovered from the licence fee. Under Part 1 of the Housing Act 2004 the Council can charge for the relevant costs linked to enforcement works
Application to vary a licence	No Fee	Includes application to change the manager, address, number of occupants

The Council proposes to set the fee at a level that ensures full cost recovery for the scheme and is a balance between a reasonable costs for landlords, whilst also seeking to ensure the scheme is successful, properly funded and appropriately resourced. The fee has been calculated using a bespoke spreadsheet (Appendix 3) This spreadsheet calculates the following elements as suggested by the LGA in their November 2015 publication 'Open for Business: Local Government Association Guidance on locally set fees' and is based on the number of licensable houses. They include the following:

- **Administration** – the actual costs of producing the licence; staff costs, photocopying, paper, postage
- **Initial Visits** – time spent inspecting the premises including travel to and from
- **Additional Monitoring inspection visits** – as above an additional visit during the course of the five year licence.
- **On costs** – e.g. accommodation, heating, lighting, supplies and services, IT services and equipment, Finance and Legal Support and training
- **Management cost** – where appropriate to the administration of the licence

The income from the licence fee will not be received uniformly over the five year period as it will be paid when the licence is applied for. As the fee covers a five year period the income will be accounted for across those five years within the Council's accounts i.e. it will be spread across the five years to which it relates. This will mean that sufficient income will fall in each year to cover the staffing costs incurred for selective licensing in that year. A budget for selective licensing will be created for both income and expenditure to ensure the staffing costs are covered.

There will be a late application fee of £860. This fee will be applied to landlords who were landlords of properties within the four zones at the start of the selective licensing scheme but nevertheless have failed to submit an application within the 3 month application deadline.. The increased fee reflects the additional work that the Council would have to undertake to ensure a licence application is made

Landlords will be given the option of spreading the £610 fee over the five year period. In calculating an annual fee there will be an additional administration fee to cover increased invoicing and collection costs of £30 and it is recommended that interest is charged to the annual fee at the current PWLB loan rate of 1.75%. This would result in an annual charge of £130 per property for each year of the five year period.

Appendices

Appendix 1 Proposed Licence Conditions for all Licensed Premises

Mandatory Conditions Schedule 4 of the Housing Act 2004

Mandatory Conditions as per Schedule 4 of the Housing Act 2004

1. If gas is supplied to the premises, the licence holder, and / or their nominated representative, must produce to Telford and Wrekin Council annually for their inspection a gas safety certificate obtained in respect of the premises which is dated within the last 12 months;
2. The licence holder, and / or their nominated representative, must keep electrical appliances and furniture made available by them in the house in a safe condition; as a minimum, a visual check of the appliances must be routinely undertaken and upon each change in any tenancy. Written records of such checks must be maintained.
3. The licence holder, and / or their nominated representative, must supply to the authority, on demand, with a declaration as to the safety of such appliances and furniture referred to in Condition 2.

Advisory Note

A Portable Appliance Test (PAT) can be utilised to comply with this requirement or alternatively, the licence holder / manager must keep their own written records of checks with action taken.

4. The licence holder, and / or their nominated representative, must ensure that the property is fitted with an operable fire detection system which conforms to the current British Standard and must include as a minimum at least one smoke alarm on each storey of the premises on which there is a room used wholly or partly as living accommodation.

Advisory Note

The standards outlined in the Landlords guidance document titled "housing fire safety standards" will apply to all properties licensed by Telford and Wrekin Council, based on the property size, type and nature of occupancy" (to be made available on website)

5. The licence holder must keep all smoke and heat detectors referred to in Condition 4 in proper working order;
6. The licence holder must supply the Authority, on demand, with a declaration as to the condition and positioning of the smoke and heat detectors detailed in Condition 4.
7. The licence holder must ensure that a carbon monoxide (CO) alarm, which conforms to the relevant British Standard, is installed in any room in the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance;
8. The licence holder must keep any such alarm referred to in Condition 7 in proper working order; and
9. The licence holder must supply the Authority, on demand, with a declaration as to the condition and position of any such alarm referred to in Condition 7.
10. The licence holder must obtain references from persons who wish to occupy the property prior to granting a tenancy as to previous tenancy conduct and behaviour. You will not be permitted to charge the proposed tenant for reference requests and you will not be permitted to charge any third parties who contact you for references for a property which is located in the selective licensing area. References and pre-let checks must also be available upon request by the Local Authority

Additional Conditions

General

11. The licence holder, and / or their nominated representative, must notify all existing tenants and the local Authority immediately, in writing, regarding any change of their contact details which includes telephone contact number(s), correspondence address and email address which have been previously supplied with the Licence Application.
12. The licence holder, and / or their nominated representative, must be permanent UK residents.
13. The licence holder, and / or their nominated representative, are required to have in place suitable emergency and other management arrangements in the event of their temporary / short term absence. The new name and contact details of the temporary emergency contact must be supplied to the Local Authority in writing for their verification prior to the absence of the licence holder and manager. Once confirmed as acceptable by Public Protection, the temporary contact details must be provided in writing to all existing tenants together with details of the duration of the temporary cover. In the case of a House in Multiple Occupation, the temporary contact details must also be clearly displayed in a communal areas. The temporary management cover must comply with all fit and proper person requirements as stated in the Licence Conditions and S.66 and S.89 of the Housing Act 2004.
14. The licence holder, and / or their nominated representative, must allow the Council to undertake compliance checks of the property. Council Officers will give the licence holder, and / or their nominated representative, a minimum of 24 hours notice of these checks and produce valid authorisation at the time of visit. These compliance inspections are non-negotiable.
15. Authorised Council Officers may inspect the property without giving 24 hours notice where there is a justified reason for doing so, such as potential breaches of licence conditions, in emergency situations, where the licence holder and / or manager cannot be contacted or where the property is subject to enforcement action under Housing Act 2004.
16. The licence holder, and / or their nominated representative, must ensure that all tenants have the right to reside in the UK and undertake all necessary "Right to Rent" checks in accordance with National Guidance and the Immigration Act 2014.

Provision of Information

17. A copy of the licence, including the conditions must be provided to each tenant at the start of their tenancy. In the case of a House in Multiple Occupation (HMO) a copy of the licence and conditions must also be clearly displayed in a communal area.
18. The manager of the property must provide their name, address and contact details to each tenant at the start of their tenancy. In the case of a House in Multiple Occupation (HMO) these details must also be displayed in the communal area.
19. The licence holder, and / or their nominated representative, must supply to the occupiers of the premises a written statement of the terms on which they occupy it. This must include the following minimum details:-
 - a. The landlord, complete with a postal contact address for service & contact telephone number
 - b. The amount of rent payable and frequency of payment
 - c. Method in which rent is payable
 - d. Breakdown of utilities or other charges included / excluded in the rent
 - e. Responsibility for the payment of Council Tax
 - f. Responsibility for the payment of utilities and arranging the provision of such
 - g. Explanation of the repairing responsibilities between the landlord and the tenant together with a reporting mechanism in which the tenant can report defects / problems

- h. Details of any deposit paid and information relating to the scheme under which this has been protected which must be one of the following: - Deposit Protection Service; MyDeposits or Tenancy Deposit Scheme. The prescribed information must be provided to the tenant within 30 days of payment of the deposit. Where the deposit is initially paid in cash, the tenant must be given a receipt in the interim period until the deposit is protected which states the amount paid and details of the person who received the deposit payment from them.
 - i. In the case of a House in Multiple Occupation, details of the room(s) which the tenant has exclusive occupancy of; which must correspond to the property plan attached to this licence
20. Each tenant must be provided with a copy of the "How to Rent Guide" and associated documentation referred to therein which is applicable to each specific rental agreement. Evidence must be supplied to the Local Authority on demand to confirm that the "How to Rent Guide" has been provided to each tenant at the start of their tenancy.
21. Unless a tenant pays rent via direct debit or similar bank transfer, the tenant must be supplied with a receipt upon payment of rent which details the amount paid, the date of payment and the recipient of the payment, whether this is the manager, licence holder or agent for other relevant party. The receipt must be provided at the time the payment is made.

Anti-social behaviour

22. The licence holder and or their representative must take reasonable and practicable steps to prevent or reduce anti-social behaviour and prevent the use of the premises for illegal purposes by any persons occupying or visiting the premises. The following steps must be implemented as a minimum control measure in this regard:-
- a. Provide a written action plan to Telford and Wrekin Council outlining the procedures for dealing with anti-social behaviour at the time of the application. This must be reviewed annually and submitted to the Council upon request.
 - b. Co-operate with Telford and Wrekin Council, West Mercia Police and other agencies and organisations in resolving complaints of anti-social behaviour and / or illegal activity. The licence holder, and / or their nominated representative, will be required to undertake an investigation of any complaints regarding their tenants and any problems occurring within the curtilage or within close proximity to the curtilage of the licensed property. Written records of these investigations must be undertaken and provided to Telford and Wrekin Council upon request.
 - c. In the case of a House in Multiple Occupation (HMO) the licence holder, and / or their nominated representative, must undertake checks of the communal areas, communal rooms and external areas within the boundary of the property, at least weekly, to ensure that the property is in a decent state of repair and that the occupiers are not in breach of tenancy terms and conditions. Written records must be maintained of these checks with details of any action taken recorded and remedial works completed satisfactorily.
 - d. Ensure that each tenant is made aware that they are responsible for their own behaviour, their children's behaviour and the behaviour of their visitors. Tenants must be made aware that if they, other occupiers, or their visitors:-
 - i. Cause nuisance or annoyance to neighbours; or
 - ii. Use abusive or threatening language or behaviour to neighbours; or
 - iii. Fail to store or dispose of refuse properly; or
 - iv. Cause damage to fixtures, fittings, fire prevention or alarm equipment or installations, or
 - v. Cause damage to the fabric of the premises; or
 - vi. Fail to give access to the landlord or his agent for the purpose of maintaining communal areas or, upon reasonable notice, to inspect or undertake works within their accommodation,

they will be liable to enforcement action which may include possession proceedings either under the terms of the tenancy, pursuant to s.21 of the Housing Act 1988 or pursuant to Grounds 13 or 14 of Schedule 2 to the Housing Act 1988.

- e. Upon request from the Local Authority, the licence holder, and / or their nominated representative, must provide, in writing, a list of the current occupiers of the property. In the case of a House in Multiple Occupation (HMO) this will also include details of the room which they occupy.
- f. If a Licence holder, and / or their nominated representative, receives a reference request for a current or former tenant for the purposes of an application to rent a property from another landlord he must respond to the request in writing within a reasonable period and either i) decline the request for a reference ; or ii) when giving a reference state whether or not he is aware of any allegations of anti-social behaviour made against the tenant and if such allegations have been made give details of the same including details of whether (to his knowledge) the allegations have been admitted or have been found proven in any court or tribunal.

Property Condition and Management

- 23. In the case of a House in Multiple Occupation the licence holder, and / or their nominated representative, must ensure that the number of bathrooms and the provision of food preparation, storage and cooking areas are sufficient for the number of tenants

Advisory Note

The standard that will apply to this condition is the Telford and Wrekin Local Amenity Standards for Houses in Multiple Occupation (to be put on website)

- 24. The licence holder, and / or their nominated representative, must ensure that if accommodation is provided on a furnished basis all items are in a sound condition and in the case of electrical equipment instruction on use or the user manual is provided to tenants at the start of their tenancy or when a new piece of equipment is provided.
- 25. The Licence holder, and / or their nominated representative, must provide an Electrical Installation Condition Report (EICR) detailing the condition of the fixed electrical installation at the house, at no more than 5 year intervals or more frequently where damage or substantial alterations of the system has taken place. The EICR must be undertaken by a person competent to complete such works and undertaken to the current British Standard.
- 26. The licence holder, and / or their nominated representative, must provide annual certification for the testing, inspection and maintenance of fire precaution equipment including smoke & heat alarms, emergency lighting installation and sprinkler system undertaken by a person competent to complete such works in accordance with the relevant British Standards.
- 27. In the case of a House in Multiple Occupation the licence holder, and / or their nominated representative, must undertake manual checks and testing of the fire detection system and precaution equipment at the premises on a weekly basis, which includes the fire alarm system, emergency lighting and condition of the emergency escape route. All routine checks must be recorded in writing with any remedial action implemented immediately to resolve the disrepair as soon as possible. These records must be kept for a minimum of two years and made available to officers from the Local Authority upon request.
- 28. In the case of a House in Multiple Occupation the licence holder, and / or their nominated representative, must ensure the means of escape / protected route is kept clear of obstructions and all fire doors are kept in good working order.
- 29. In the case a House in Multiple Occupation the licence holder, and / or their nominated representative, must not permit smoking to take place in the communal and circulation areas of the premises by any person.

30. In the case of a House in Multiple Occupation, this licence has been granted based on the property layout and use of rooms as detailed on the plan attached to the licence. The layout, structure, provision of amenities, use and size of rooms must not be altered without prior consultation and written approval of the Local Authority. Room numbers / letters for identification purposes as contained on the floor plan must also remain in place for the duration of the licence period.
31. The Licence Holder, and / or their nominated representative, must ensure that rooms other than bedrooms are not used for sleeping purposes. The Licence Holder, and /or their nominated representative, must not allow the property to become overcrowded.
32. In the case of a House in Multiple Occupation, the maximum permitted occupancy of each bedroom has been stipulated on the licence which must be complied with at all times. Where a room is deemed suitable for 2 people, this is based upon the room being occupied by a co-habiting couple only.
33. In the case of a House in Multiple Occupation the licence holder, and / or their nominated representative, must make suitable arrangements for the cleaning of all common parts, communal areas and shared facilities on a regular basis. This must be organised, managed and paid for by the licence holder, and / or their nominated representative.
34. Prior to re-letting individual bedrooms / bedsits / the whole property, the licence holder, and / or their nominated representative must make suitable arrangements for a deep clean to be undertaken to the room / bedsit / whole property and ensure that all facilities and furniture are in clean, working order. This must be organised, managed and paid for by the licence holder, and / or their nominated representative.
35. Where previous tenants have not surrendered keys, the licence holder, and / or their nominated representative, will arrange for a lock change to be undertaken prior to new tenants moving in, ensuring that all current tenants are provided with a new key for all affected locks. The lock change must include the communal entrance doors as well as individual bedroom doors in the case of a House in Multiple Occupation.
36. The licence holder, and / or their nominated representative, must notify the Local Authority in writing of any fires or incidents at the property which involve the Police or Fire and Rescue within 24 hours of the incident occurring, or the next working day, i.e. Monday morning if the event occurred on a Friday / Saturday / Sunday.
37. The licence holder, and / or their nominated representative, must ensure that a Legionella Risk Assessment is undertaken for the premises and reviewed annually. A copy of the risk assessment must be provided to the Local Authority upon demand.

Advisory Note

Guidance can be found on the HSE website

38. The Licence holder, and / or their nominated representative, must ensure that appropriate instruction and / or training is given to each tenant at the beginning of their occupancy, regarding all fire precautions and equipment provided in the dwelling. This must include, but not limited to, understanding the alarm systems, the importance of the fire doors, and protecting the escape route, keeping the escape route free of obstructions and the use of fire fighting equipment. A written record must be kept of such training including the date of training, contents of training and whom training was given to.

Property Structure and Services

39. In the case of a House in Multiple Occupation, the operation of the emergency lighting, automatic fire detection system and any other communal facility, communal appliance & communal lighting must be

powered from the landlords supply of electricity which is not permitted to be on a pre-payment top up meter.

40. If gas and electricity are supplied through pre-payment meters, tokens / cards / top-up must be readily available at all times from a local source, at the price set by the utility provider.
41. In the case of a house in multiple occupation, the licence holder, and / or their nominated representative, must ensure that there is a fire blanket which conforms to the current British Standard located in all rooms where there are cooking appliances. The fire blanket must be fixed to the wall at an exit door away from the cooking facility at approximately 1.5m high.
42. The provision of whole house space heating in the property shall be capable of achieving a constant temperature of at least 18°C when the external temperature is -1°C. Electric convector heaters will not be acceptable as the main form of whole house heating system in any circumstances.
43. All radiators part of any central heating system must be fitted with thermostatic radiator valves.
44. In the case of a House in Multiple Occupation hot water must be available upon demand in sufficient volume for the number of occupiers and potential users, for bathing, domestic purposes and personal hygiene use.
45. There must be enough electric sockets for the number of portable appliances likely to be used within the property, in order to minimise the use of multi-socket adapters. This must be no fewer than 2 double gang electric sockets in all bedrooms and no fewer than 4 double gang electric sockets in the communal kitchen which are in addition to the following household appliances which must have their own dedicated electric socket:- washing machine, dish washer, microwave(s), tumble drier, fridge(s), freezer(s). All sockets must be appropriately sited to ensure ease of use.
46. Ground floor bedrooms must be fitted with an openable window which provides adequate and suitable ventilation in accordance with current Building Regulations. It is not permitted for ground floor bedrooms to only be equipped with a door as the sole means of natural ventilation.
47. All ground floor, basement windows, low level windows & readily accessible roof lights must have suitable windows locks and are fully secured to prevent access from the outside. Keys for all windows must be available to tenants to permit intended use.
48. Where a ground floor bedroom is located off a high risk room, such as a kitchen, lounge, dining room or other communal room which is not directly accessible to the communal escape route, the room must be fitted with an escape window or a door to allow access direct to the outside. There must be a clear and unobstructed escape route from the external area to a point of safety away from the property.
49. A Carbon Monoxide alarm which conforms to the relevant British Standards must be fitted in accordance with manufacturer's instructions where there are gas / oil appliances in the property.
50. All properties must have an Energy Performance Certificate (EPC) which is dated within the last 10 years. The Energy Efficiency of the property must be Grade D rated or above. Where the EPC falls below this energy efficiency rating, then works must be completed to bring the property up to at least Grade D and a new EPC provided. The timescale for completion of such works will be determined on a case by case basis by the Local Authority and stipulated as a condition under "specific conditions".
51. The exterior of the property must be maintained in reasonable decorative condition and state of repair.

Waste / Refuse, Fly-Tipping and Pests

52. Suitable and adequate provision must be made for the storage and collection of refuse and waste generated from the property. Only designated receptacles for waste and recycling which are provided by the approved waste carrier can be used. Where waste levels indicate that the existing provision of

receptacles is inadequate for the current number of occupiers at the property, the licence holder, and / or their representative, must obtain additional waste receptacles at their own expense and ensure that collections of the waste are undertaken from the property.

53. In the case of a House in Multiple Occupation, the licence holder, and / or their nominated representative, must ensure that the waste receptacles are ready for collection at the stated time and place and brought back into the refuse storage area following collection.
54. At the beginning of each new tenancy the licence holder will inform tenants in writing of proper refuse management. This must include information covering the usual days of refuse and recycling collection, contact details for refuse / bulky item collections undertaken by Telford and Wrekin Council or other waste collection services. The licence holder must retain a copy of the information provided to each tenant, signed by the tenant acknowledging receipt and produce this upon request to Telford and Wrekin Council.

Advisory Note

Full details of the waste collection services provided by Telford and Wrekin can be found online via www.telford.gov.uk

55. All tenants, must be able to access, at all times, all external areas of the property including the front and rear garden, yard areas, external refuse storage areas and any other area within the curtilage of the property boundary. There must be ground floor access to all aforementioned areas from the inside of the property. In the case of a house in multiple occupation it will not be permitted for such access to be granted through a room occupied exclusively by another tenant. It will not be permitted for tenants to go outside the property and through a side gate back into an area within the property curtilage.
56. Where waste items are removed from the property, other than through kerb side collections by the local Waste Authority, the licence holder, and / or their nominated representative, must ensure that the waste is disposed of in accordance with current legal requirements.
57. The licence holder, and / or their nominated representative, is responsible for ensuring that the property including all gardens, yards, external areas including storage areas are kept clean, free from accumulations of waste, rubbish & fly-tipping and pest infestations. The licence holder, and / or their nominated representative, must arrange, undertake and pay for any clearance, treatment, baiting or other necessary works to comply with this.

Fit and Proper Person Criteria

58. The licence holder and / or their representative must inform the Authority immediately if at any time during the licence period any fit and proper person criteria, as detailed as appropriate in S.66 and S.89 of the Housing Act 2004, apply to any relevant person associated with the licensed property, including the manager, licence holder and owner. This includes, but is not limited to:-
- a. Details of any unspent convictions not previously disclosed to the Local Authority that may be relevant to the Licence Holder and / or the property manager and their fit and proper person status and in particular any such conviction in respect of any offence involving fraud or dishonesty, violence, drugs or any offence listed in Schedule 3 to the Sexual Offences Act 2003;
 - b. Details of any finding by a court or tribunal against the Licence Holder and /or the manager that he/she has practiced unlawful discrimination on grounds of sex, colour, race, ethnic or national origin or disability in, or in connection with, the carrying on of any business;
 - c. Details of any contravention on the part of the Licence Holder or manager of any provision of any enactment relating to housing, public health, environmental health or landlord and tenant law which led to civil or criminal proceedings resulting in a judgment or finding being made against him/her;

- d. Information about any property the Licence Holder or manager owns or manages or has owned or managed for which a local housing authority has refused to grant a licence under Part 2 or 3 of the Act, or has revoked a licence in consequence of the Licence Holder breaching the conditions of his/her licence;
- e. Information about any property the Licence Holder or manager owns or manages or has owned or managed that has been the subject of an interim or final management order under the Housing Act 2004;
- f. Successful claims against the licence holder, and / or their nominated representative, for default of tenancy deposits.

Special conditions

Conditions considered relevant to the specific premises to which this licence applies:-

59. E.g. specific time limits to comply with works

60. E.g. additional facilities required to comply with an increase in occupiers

Appendix 2 Landlord accreditation Scheme

Revised Landlord Accreditation Scheme

Landlord free membership

- Listed as an accredited landlord on the Telford HomeFinder Website (opportunity to opt out if desired).
- Use of Telford HomeFinder, which is Telford & Wrekin Council's property portal (additional costs apply).
- When using Telford HomeFinder, void properties inspected and advisory list of repairs given to landlord.
- Sign up to a code of conduct.

Landlord paid membership - £100

- Includes all benefits of free membership.
 - Discount to all-inclusive tenant find service via Telford HomeFinder to £250 + VAT.
 - Discounted management fees for landlords with multiple properties.
 - Quarterly newsletter with articles relevant to changes that affect landlords and their tenants.
 - Regular training evenings or networking meetings (sessions would typically be 2 hours).
 - Void properties inspected by Telford HomeFinder to ensure they meet HHSRS standard, feedback given to landlord to ensure the standard is met if these are being let on Telford Home Finder.
 - For tenancies that are arranged by Telford HomeFinder any Housing Benefit payments will be made directly to the landlord where possible.
 - Access arranged to the Housing Benefit portal.
 - Listed as a member of the landlord accreditation scheme on the Telford HomeFinder Website.
 - Provide information/forms available, for example, form 6a when a section 21 is required.
 - 3 passes enabling you to use a commercial vehicle at the recycling center each year.
 - Offer an unbranded tenancy agreement on request.
 - Information sent to members regarding local forums and conferences.
 - Reminder to landlords that membership is tax deductible.
 - Identify a basic welcome pack that landlords can use to provide to tenants.
 - All landlords signed up to a code of conduct.
 - One free gas safety certificate*
 - Free smoke alarms per year*
 - Access to free Telford & Wrekin Council property maintenance on one property to carry out: up to £300 work of property maintenance service work to install additional security measures or safety precautions or works that are not to meet the HHSRS requirements but would improve the safety or security of the building for the tenants. The works will be linked to measure that will help with reducing anti-social behaviour or raising standards of security in the private rented sector*
- *These benefits are available on a first come, first served basis subject to budget (£45k funding available)

Agent membership higher tier - £350

- Advertise property with Telford HomeFinder at no extra cost.
- Access to Telford HomeFinder's large tenant base of working and housing benefit tenants.
- Houses inspected in line with HHSRS standard prior to tenant moving in with feedback.
- Quarterly newsletter.
- Tenant Relations Officer advice.
- Help with deposits for tenants that qualify.
- Housing benefit safeguarded where applicable.
- Agent's logo on Telford HomeFinder Website and can put accreditation logo on their own Website.
- 3 x free gas safety certificates.
- Free Smoke alarms (to the first 10 letting agents).
- Answers on housing benefit queries without the long wait.
- Information on any legislative changes.
- Information on tenants.
- All agents signed up to a code of conduct.

Agent membership lower tier - £120

- Advertise property with Telford HomeFinder at no extra cost.
- Access to Telford HomeFinder's large tenant base of working and housing benefit tenants.
- Houses inspected in line with HHSRS standard prior to tenant moving in with feedback.
- Quarterly newsletter.
- Tenant Relations Officer advice.
- Help with deposits for tenants that qualify.
- All agents signed up to a code of conduct

Appendix 3 Fee Calculation and Benchmarking

Fee Calculation

Officer	Task	Time in Minutes
Support/ CRM	Create electronic file record for HMO Licence. Answer email and telephone queries about scheme. Help advise landlords on administrative process.	40
Environmental Health Officer	Initial enquiry, correspondence & general communication	30
	Receipt of Licence application, validation checks of certificates	120
	Fit and proper person checks	120
	Preparation for licence application site visit	30
	SITE VISIT and inspection	60
	Travel Time	30
	Post visit works feedback to applicant	45
	Issue draft licence & Sch5(1)notice of intention to issue licence to all relevant parties(mins)	60
	Consider any representations made on draft licence or the intention to refuse to issue a licence	30
	Issue final licence and Sch5(7) notice of decision to issue licence to all relevant parties (mins)	60
	Periodic inspection of property during lifetime of licence	60
	Travel time for periodic inspection	30
	To be considered as an average "potential" across the whole of the licensing process and for potential cost to be appropriately averaged and added onto each licence	
EHO	General & unforeseen correspondence & enquiries during lifetime of the licence under Part 2 and Chapter 1 Part 4 Housing Act 2004, such as variation / revocation, compliance advice. 5 hour per licence on average	320
	Potential to deal with any appeals made for the granting / refusing to grant licence or specific conditions	180
Support	Create electronic uniform service request to record revocation / variation event	10
PPM	Potential to deal with any appeals made for the granting / refusing to grant licence or specific conditions	60

Selective Licensing Fees

	Hours	Hourly Rate	Total
EHO	11.52	£50.41	£567.11
Support	0.67	£30.36	£20.24
Base Cost			£582.29
Potential Additional Cost Allocated on a 5% probability			
EHO	0.42	£50.41	£21.00
Support	0.01	£30.36	£0.25
Manager	0.05	£60.39	£3.02
			£24.28
Total Fee			£611.63

Proposed Fee = £610 .00

Benchmarking

Local Authority	Selective Licence Fee	Other Fees/Charges
Rotherham	£605	N/A
Peterborough	£605- single let £750 HMO	£900 if landlord fails to licence three months from start of scheme
Wirral	£695	N/A
Newham	£500	N/A
Blackpool	£670	+£180 incomplete application
Blackburn	£750	-£150 early application +£150 late application
Liverpool	£400	+£50 fit and proper person
Burnley	£750	-£100 early Application -£20 Application done online
Bristol	£470(if apply for licence) £770 (if found to be unlicensed after start of scheme)	-£100 for compliant landlords *
Oldham	£490	N/A
Hastings	£460	£330
Salford	Variation in fee dependent on area £625/£575	N/A
Croydon	£750	N/A
Doncaster	£500	N/A
Wolverhampton	£525	N/A
Newcastle-upon –Tyne	£550	N/A
Newcastle –under Lyme	£540	N/A
Scarborough	£750	N/A
Nottingham	£600 (proposed still out for consultation)	+£100 for paper application +£50 for missed inspection +£150 if second inspection needed +£150 finders fee

Selective Licensing Scheme - Community Impact Assessment

Section 1 - Overview

Whilst the Council acknowledges that many landlords provide decent well-managed and well maintained accommodation there are examples in our borough where properties are poorly managed and have a negative impact on the local community.

Recently concerns have been raised by a number of key stakeholders including the Police that Telford & Wrekin has a number of neighbourhoods which have a high proportion of privately rented properties where there is low housing demand and demonstrable evidence of Anti-social behaviour and crime. These areas exist despite the council and our partners using our enforcement powers and providing guidance and assistance to the private rented sector landlords to improve standards over many years

In order to address this challenge the Council is proposing the adoption of a Selective licensing scheme in addition to the mandatory House of Multiple Occupation (HMO) licensing scheme already in operation. A Selective licensing scheme is available at the discretion of a local planning authority where specific conditions are met. It requires all private landlords (with certain exemptions) operating within a designated zone to operate under the terms of a licence awarded by the local authority. Licence conditions typically include a range of requirements aimed at ensuring that properties are safe and are managed in a satisfactory way.

Such a scheme provides the local authority with an additional tool to help better regulate privately rented accommodation and to uplift standards of management within the area. This improvement in standards supports wider initiatives and plans to help uplift and regenerate areas. Selective license schemes last for five years and there is a fee payable to apply for the licence which covers the cost of the administration and implementation of the scheme, including any required enforcement activity for non-compliance.

These schemes typically improve the environment for all sections of the community. In particular they support the improvement of living conditions of those most likely to require rented accommodation. A breakdown of the demographic profile for the areas that meet the criteria for selection is included in Appendix 1.

This report is seeking approval to consult on a selective licensing scheme for properties within four zones who meet the criteria for this type of licensing scheme identified in the following wards: Hadley & Leegomery, The Nedge, Malinslee & Dawley Bank, Brookside, Woodside, Madeley & Sutton Hill. (Appendix 2)

This policy will affect;

- Customers/service-users
- Partners
- Internal services such as Revenue and Benefits, Housing Options or Cohesion
- Tenants in the following wards: Hadley & Leegomery, The Nedge, Malinslee & Dawley Bank, Brookside, Woodside, Madeley & Sutton Hill

This policy is proposed to run from November 2017 – November 2022

Name of person completing impact assessment and their post	Nicky Minshall, Service Delivery Manager, Public Protection
Telephone	01952 382320
Date started	26 January 2017
Other officers/Stakeholders involved	Damion Clayton, Senior Research & Intelligence Officer Richard Taylor-Murison, Consultation and Equality Officer

Section 2 – Impact analysis Assessment

Positive and negative impacts should be assessed with regard to the General Equality Duty;

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between different groups

	Impact (X)		
	Positive	Negative	None
People of different ages	x	x	
People with ill health or people with a disability	x	x	
People of different gender	x	x	
People who are transgender	x	x	
Different racial groups	x	x	
People with different religion or beliefs	x	x	
People of different sexual orientation	x	x	
Women who are pregnant or breast-feeding			x
People that are married or in a civil partnership			x
People affected by deprivation	x	x	

Impact detail

Within the communities covered by the proposed selective licensing scheme there are likely to be significant positive impacts.

It is believed that selective licensing will have a positive impact on all the communities of the four proposed zones of Hadley & Leegomery, The Nedge, Malinslee & Dawley Bank, Brookside, Woodside, Madeley & Sutton Hill which will include but is not limited to:

For these diverse communities positive impacts include;

- Improved community cohesion and stability by reducing the turnover of occupants
- Reduced number of empty properties and the length of time they remain unoccupied
- Reductions in the level of anti-social behaviour.
- Improved local environment
- Tenants, landlords and agents being more aware of their responsibilities and appropriate behaviours for maintaining their tenancy and property

Tenants will benefit from;

- Improved quality of properties in the area.
- More responsible and fit landlords
- Improved health inequalities
- Greater awareness of rights to protection from harassment and illegal eviction

Selective licensing schemes have been shown to improve the profile and public image of areas encouraging more responsible tenants and landlords into the market with reputable investment. This improves the health of the overall housing market in an area and can lead to significant improvements in the overall living standards of local community members.

Careful monitoring is required to make sure that unwanted activities, such as anti-social behaviour, are not displaced to near by areas.

Engagement and consultation

If the recommendation to go out to consultation is accepted by Cabinet then there will be a minimum 10 week consultation period required by legislation.

A full consultation and engagement plan will be developed to ensure that we conduct a lawful and robust exercise.

It will include;

- Consultation with landlords tenants and local businesses in the four proposed zones and in the surrounding zones
- A range of communication channels to promote it to the target communities including the Council's web site and digital routes
- Validation against the demographic profile of each zone (Appendix 1) so that as far as possible we have engaged with a representative sample of stakeholders in each area.

A full equality impact analysis will be developed following consultation.

Appendix 1 – Selective Licensing Scheme Population Statistics

Population & Gender

	Zone 1	Zone 2	Zone 3	Zone 4	total
Total					
Population	1,402	4,604	7,185	6,898	20,089
% Male	47.2	52.0	49.5	47.6	49.3
% Female	52.8	48.0	50.5	52.4	50.7

Age

%	Zone 1	Zone 2	Zone 3	Zone 4	total
Age 0 to 4	11.1	8.4	10.1	10.6	10.0
Age 5 to 7	4.8	3.9	4.3	5.2	4.6
Age 8 to 9	4.0	2.5	2.8	3.2	3.0
Age 10 to 14	9.8	6.2	7.2	8.6	7.6
Age 15	2.1	0.9	1.5	2.0	1.6
Age 16 to 17	3.9	3.0	3.1	3.7	3.3
Age 18 to 19	3.7	2.5	2.8	3.1	2.9
Age 20 to 24	5.8	7.6	8.0	6.9	7.4
Age 25 to 29	9.3	10.3	8.4	7.2	8.5
Age 30 to 44	21.3	23.7	19.5	20.8	21.0
Age 45 to 59	12.8	17.6	16.3	15.0	15.9
Age 60 to 64	3.7	4.9	4.5	4.9	4.7
Age 65 to 74	3.3	5.3	7.3	5.7	6.0
Age 75 to 84	3.3	2.5	3.3	2.3	2.8
Age 85 to 89	1.1	0.5	0.6	0.6	0.6
Age 90 and over	0.1	0.2	0.3	0.2	0.3

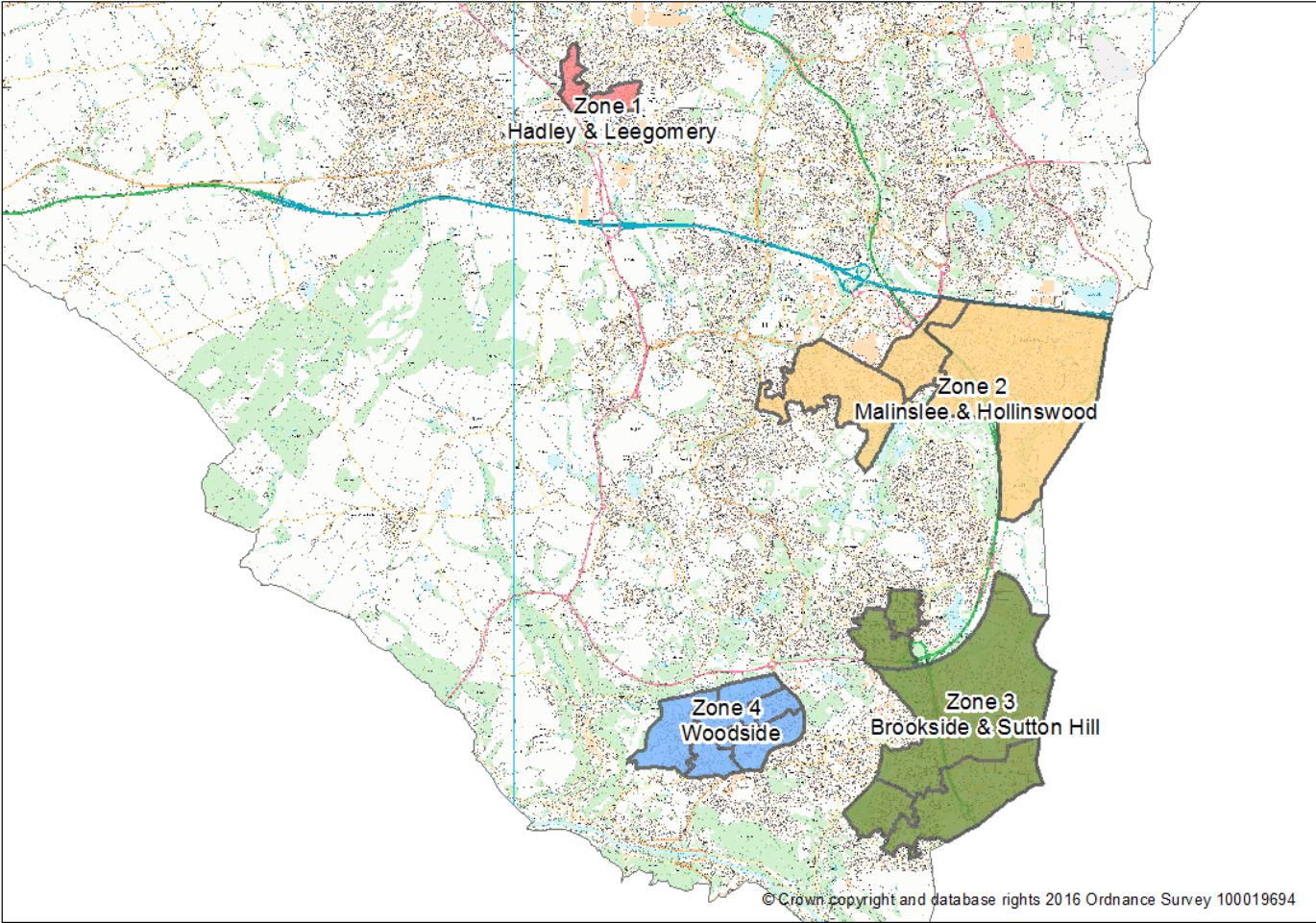
LTLI

%	Zone 1	Zone 2	Zone 3	Zone 4	total
Limited a lot	10.1	9.1	10.6	9.3	9.8
Limited a little	9.0	9.1	10.6	10.3	10.0
Not limited	81.0	81.8	78.8	80.5	80.2

Ethnicity

%	Zone 1	Zone 2	Zone 3	Zone 4	total
White	69.9	87.1	94.3	95.2	91.2
Mixed	4.4	3.0	2.3	2.6	2.7
Asian	20.8	5.8	1.9	1.3	3.9
Black	4.4	4.0	1.6	0.8	2.0
Other	0.6	0.2	0.1	0.2	0.2

Appendix 2 – Map of identified Zones



TELFORD & WREKIN COUNCIL**CABINET - 23rd March 2017****TITLE: DISCRETIONARY BUSINESS RATE RELIEF****REPORT OF ASSISTANT DIRECTOR: FINANCE AND HR****LEAD CABINET MEMBER: CLLR LEE CARTER****PART A) – SUMMARY REPORT****1. SUMMARY OF MAIN PROPOSALS**

- 1.1 From April 2013, 49% of business rates are retained by the Council, 1% by the Fire Authority and 50% by the Government. The award of discretionary relief for businesses directly costs the Council 49% of the award. The guidelines for the award of discretionary relief were last updated and approved by Full Council in January 2014. By 2019/20, under Government proposals, it is expected that the Council will retain 98% of business rates income and the cost to the Council of discretionary relief awards will increase to 98%.
- 1.2 The Government are introducing changes to rate relief from April 2017. The proposed guidelines in Appendix A take account of these changes, and also refreshes the existing guidelines to ensure they are fit for purpose and provide assistance to businesses which support the Council's objectives.
- 1.3 The Government is introducing Local Newspaper Relief, and an additional 50% Rural Rate Relief from April 2017. Any discretionary awards will be fully compensated by the Government to the Council by S31 Grant.
- 1.4 In the Spring budget of 8th March, the Chancellor announced that there would be further assistance to businesses in the following areas:
 - A £1000 discount for pubs which have a rateable value below £100,000
 - A discretionary relief scheme to provide targeted support to the most hard pressed ratepayers as a result of the revaluation
 - A supporting small businesses rate relief which will limit the increase in business rates per year to £600 (or £50 per month) to those that have lost small business rate relief or rural rate relief as a result of the revaluation.

The government have issued a consultation paper on some of these proposals and will issue further guidance in due course. A further report will come back to Cabinet within the next few months.

2. RECOMMENDATIONS

- 2.1 That the proposed guidelines for awarding discretionary rate relief for businesses be approved as detailed in Appendix A.

SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	No	
	Will the proposals impact on specific groups of people?	
	No	
TARGET COMPLETION/DELIVERY DATE	<i>All existing awards will be reviewed during 2017/18. Any reductions in relief awarded would not be made until April 2018.</i>	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	As the government are fully compensating local authorities for any awards which are made in local newspaper relief and rural rate relief, there are no adverse financial impacts on the Council.
LEGAL ISSUES	Yes	<p>The legislative framework for the payment of, and relief from, non-domestic (business) rates is contained in the Local Government Finance Act 1988 and Regulations made under the 1988 Act.</p> <p>A person (the ratepayer) must pay business rates for any day in a financial year that they are in occupation of all or part of a business property that is shown in a non-domestic rating list.</p> <p>Various Regulations set out circumstances where relief from business rates is available. This relief can either be mandatory, where the local authority must grant relief where it meets specified criteria, or the local authority can also grant further, discretionary relief up to prescribed levels of the business rates liability. The attached Discretionary Business Rate Relief Policy sets out in detail the relevant levels of relief in respect of the types and nature of business occupation being considered.</p>

OTHER IMPACTS, RISKS & OPPORTUNITIES	No	
IMPACT ON SPECIFIC WARDS	No	

PART B) – ADDITIONAL INFORMATION

3. INFORMATION

- 4.1 Relief for empty properties is mandatory for a maximum period of 3 months for non industrial premises, and 6 months for industrial premises. However, relief on partly empty properties is awarded at the Council's discretion. The guidelines propose that assistance is awarded to businesses where there is a short term practical or financial difficulty associated with the occupation or vacation of the premises.
- 4.2 Hardship relief is a discretionary power available to councils to relieve short term hardship for a ratepayer. In considering applications the Council must have due regard for the interests of the Council Tax payers of the Authority. This includes the costs to the community and the benefit or disadvantages of awarding Hardship Relief. The Council must also be mindful of precedents for all similar cases which are set by the individual decisions including their financial cost to the Council which directly impacts on the amount of funding available to provide front line services such as adult social care etc . The guidelines propose that there must be evidence of hardship i.e.: a severe loss in trade, the business must be viable, and it must be of benefit to the Borough.
- 4.3 Registered charities are automatically entitled to 80% mandatory relief from their business rates and there are no proposals to change this entitlement. Discretionary relief is therefore awarded as a top up of an additional 20% to registered charities, or up to 100% for not for profit organisations. No changes are proposed to the updated guidelines.
- 4.4 Community Amateur Sports Clubs (CASC's) are also entitled to 80% mandatory relief. An additional 20% is available in discretionary relief. The guidelines take into account the following factors:
- Extent of membership
 - Extent of education / training provided
 - The benefit of the CASC to the community
 - Provision of facilities

No changes are proposed within the updated guidelines.

- 4.5 Mandatory Rural Rate Relief of 50% is awarded to businesses within a defined rural settlement with a population of less than 3000. Prior to April 2017 an additional 50% top up relief could be awarded in discretionary relief which was part funded by the local authority. From April 2017, the additional 50% award will be funded in whole by the government.
- 4.6 Local Newspaper Relief is introduced from April 2017 to provide £1500 each year for a maximum of 2 years. It will be awarded to local newspapers who use office premises for journalists and reports. This is fully funded by the Government.
- 4.7 Where the new guidelines disadvantage a ratepayer, a 12 month advance notification must be given to the ratepayer at the end of the financial year. Most existing awards have been given until 31st March 2018, so any changes in award will take effect from 1st April 2018.

4 PREVIOUS MINUTES

Wrekin Council General Sub-Committee – 14th February 1990
Resources and Assets Corporate Board – 17th February 1998
Cabinet - NDR Discretionary relief – 11th February 2002
Cabinet – Council Tax Discretionary Discount and NDR Discretionary relief – 23rd March 2010
Cabinet – Discretionary Relief / Discount for NDR and Council Tax – 27th March 2014

5 BACKGROUND PAPERS

Appendix A: NDR discretionary relief guidelines

**Report prepared by Sophie Lane, Revenues Service Delivery Manager,
Telephone: 01952 383832**

DISCRETIONARY BUSINESS RATE RELIEF POLICY



Last updated: February 2017

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Introduction

Telford and Wrekin Council is committed to making 'doing business' in the Borough as easy as possible and recognises the challenges that businesses face whether at start up, through hardship or during expansion and relocation. These guidelines form part of the Council's wider business support programme. We also recognise the invaluable contribution that is made by voluntary, charitable and not-for-profit organisations in our community.

The Council has discretionary powers to award relief from the payment of Non Domestic rates. This policy is designed to provide guidance for Council Officers and ratepayers on the application of Discretionary Rate Relief. This policy will cover the following types of discretionary relief:

- Properties partly occupied for a temporary period
- Hardship relief
- Charitable rate relief
- Rate relief for not-for-profit organisations
- Relief for Community Amateur Sports Clubs CASC's
- Relief for rural businesses
- Local Newspaper relief
- Any other discretionary discount that may apply

Each application for discretionary relief will be considered on its own merits, whilst having due consideration to this policy and national legislation, whilst ensuring that all applications are treated in a fair way, with no unlawful discrimination on the grounds of race, gender, caring responsibilities, disability, gender re-assignment, age, sexual orientation and religion or belief or gender. In determining the award, consideration in all cases will be given to the interests of the council taxpayers of the Borough. Awards will only be made where the benefits to the Taxpayers outweigh the financial impact of the award, for example the business taking on apprentices or acting as an ambassador for the Borough to promote the area to their supply chain.

Format of applications

Applications for relief must be made on the Council's application form. Applications should be submitted with the supporting information that is requested. Any applications which are made without the supporting information will be subject to a decision being made solely on the information that is available at the time of the decision. Businesses needing support can contact the Council's Business Support Team on 01952 567589.

Timescales for the application to be considered

The Council will aim to make a decision within a maximum 4 weeks of the application and supporting information being received. Ratepayers are required to continue to pay Business

Rates whilst their application or appeal is being considered. Failure to make payments will result in the Council pursuing collection via the usual recovery procedures which could result in Court action or attendance at a Ratepayer's premises by Enforcement Agents.

Effective date of relief

Whilst awards for mandatory relief can be backdated for previous financial years, legislation permits discretionary relief to be awarded back to the start of the previous financial year where the application is submitted prior to the end of September in a relevant year.

It is the Council's policy that discretionary relief will only be awarded from the date of the application. Only in the most exceptional circumstances will consideration be given to awarding relief for a prior period. The ratepayer must provide valid reasons for not having submitted their application at an earlier date, and provide evidence to verify that the circumstances of the claim existed for a prior period.

Amount of relief

All amounts of relief awarded are subject to the state aid limits as defined by European legislation. The total amount of 'state aid' received by an organisation including relief will not exceed €200,000 in any 3 year financial period. Questions on the subject of state aid will be included on the Council's application form for discretionary relief.

Costs of relief

The cost of awarding discretionary relief will be apportioned as follows:

- 50% will be funded by the government
- 49% will be funded by the Council
- 1% will be funded by the Fire Service

Decisions

Any decision regarding rate relief will be communicated to the Ratepayer in writing. Where the decision is a refusal of the award, reasons for the refusal will be provided in the letter. Decisions will be made by an Assistant Director, or their nominated representative.

Review of the policy

A review of the policy will be undertaken on a periodic basis.

Discretionary relief for partly empty properties

There may be occasions where a property is only partly occupied for a short period of time. This may be due to a business moving in or relocating to a new property. In certain circumstances, the Council may use its discretion to award a part empty relief; also known as Section 44a (s.44A of the Local Government Finance Act 1988).

In these circumstances the Council may request that the Valuation Officer apportion the rateable value of the property between the occupied and unoccupied elements.

In what circumstances will relief be awarded?

Section 44A relief will be awarded in the following circumstances:

- Where the occupied and unoccupied parts of the property can be easily segregated
- Where there are short term practical or financial difficulties in either occupying or vacating the premises

In all of the above cases, the period of part occupation must be for a temporary period only.

Rate relief will not be awarded where the partial occupation is due to the normal day to day operation of the business; i.e.: a warehouse which has recently had the despatch of a large order and has limited stock.

For the purposes of this policy, a period of up to 6 months will be considered to be temporary. Periods which exceed this time period will be treated as a permanent change and will not attract an award of S44A.

Relief will not be awarded where it appears to the Council that the reason that part of the property is empty for the purposes of applying for rate relief.

No award for a retrospective period will be given.

How will a decision be made?

The following process will be followed:

- A request for S44A must be submitted to the Council in writing.
- Prior to an award being made, a visit to the premises will be made by a Council Officer to establish the exact area of the property that is empty.
- The application must be supported by a plan of the property which clearly marks the boundary of the empty and occupied parts. This plan will be given to the Valuation Officer to apportion the rateable value if the circumstances of the empty space fulfil the criteria shown above.
- Any additional supporting information may be requested where further evidence is required of the empty status of the property, or to verify that the situation is only temporary.

Further visits may be made to the property throughout the award to establish that the property is still partly empty.

Further applications for part empty relief will be considered in the following circumstances:

- Where there is a change to the area of the property that is unoccupied
- Where the financial year comes to an end.

Part empty property relief will end if one of the following circumstances applies:

- The end of the financial year
- The end of the award
- Where part or all of the unoccupied parts become occupied
- Where the whole of the property becomes unoccupied
- Where liability for the property changes

Relief will only be granted where the award of relief is in the general interests of its local taxpayers.

Amount of award

The amount of relief awarded will be dependant on the size of the empty space in the property. This will be decided by the Valuation Office Agency.

Period of award

An award will apply for a 6 month period for industrial premises and 3 months for non industrial properties, unless it is ended by the changes in circumstance as listed above.

Hardship relief

Hardship relief will be awarded where the business is suffering from unexpected hardship which is outside of normal risks associated with the business. Reduction or remission of business rates on the grounds of hardship will only be awarded in exceptional circumstances.

Hardship relief is granted at the discretion of the Council which can reduce the amount of business rates due, provided it is satisfied that:

- The ratepayer would sustain hardship if it did not do so; and
- It is reasonable for the Council to do so, having regard to the interests of its tax payers.

In what circumstances will relief be awarded?

The following factors will be considered:

- In order to establish whether hardship is being experienced, the factors considered need not be confined strictly to financial hardship; all relevant factors affecting the ability of a business to meet its liability for rates will be taken into account.
- The interests of council tax payers in the area may be wider than direct financial interests. For example, where the employment prospects in the area would be severely worsened by a company going out of business, or the amenities of an area might be reduced.
- Where the granting of relief would have an adverse effect on the financial interest of the taxpayers, the case for reduction or remission may still, on balance, outweigh the cost to the taxpayers.
- The ratepayer must provide evidence of hardship e.g.: a severe loss in trade, a marked decline in trade compared to corresponding periods in previous years.
- The business must be viable for the foreseeable future i.e.: a period of 3 years.
- Whether the business provides goods and services which are of great benefit to the borough or the neighbourhood in which it is located, such as the business taking on apprentices or trainees, providing guaranteed interviews to young people of the Borough, or acting as an ambassador for the Borough to promote the area to their supply chain.

A business will not be considered for Hardship Relief in the following circumstances:

- Where the business is profitable
- Where the business has experienced a minor loss in trade in comparison to the annual turnover of the business
- Where the drawings / remuneration of the Director(s) or proprietor are above a 'reasonable' amount.

- Where the business is new and hardship relief is being requested to fund the initial progression of the business
- Where the property is empty
- Where a similar facility is already being provided within the same locality, or within a reasonable distance. So, for example, would the business in question impact upon the taxpayers of the borough if the business were to cease trading, or is there a similar business which provides the same facilities / service.

Prior to the award being made, the business is expected to have taken appropriate action to mitigate or alleviate their hardship by:

- Speaking to the Council's Business Support Team and/or taking professional business advice
- Reviewing their pricing structure
- Re-negotiating with creditors, including the landlord regarding rent (where appropriate)
- Have a business plan in place to address the hardship

How will a decision be made?

The following process will be followed:

- An application for relief must be made by completing the Council's hardship rate relief application form. Applications must detail the following;
 - An outline of the reasons why relief should be given
 - The impact on the business of not awarding relief
 - The amount of expenditure attributable to rates
 - A suggestion of the amount of rate relief that is being claimed.
- Supporting information should be included with the application form which includes copies of the last 3 years financial accounts, and a copy of any business plans for the future.

Amount of award

The award will be for up to 100% of the business rates.

Period of award

Awards will only be granted for short periods of time; usually up to a maximum of 6 months.

Discretionary relief for charitable organisations

Where the organisation is a registered charity, 80% mandatory relief must be awarded to the organisation when the relevant property is occupied. The Council will consider awarding up to an additional 20% in discretionary top up relief.

The following factors must be met:

- Where the organisation occupies a charity shop, the shop should sell mainly donated goods, and the net proceeds of the sale of goods should be applied to the purpose of the charity, and;
- The property must be wholly or mainly used for the organisations charitable purposes.

In what circumstances will relief be awarded?

Applications will be considered favourably where:

- The organisation has a demonstrable or measureable impact of a beneficial nature on the local community which it serves i.e.; how many residents of the borough benefit from the charitable work of the organisation. The organisation is accessible to members of the community throughout the borough. The extent to which the service is used by the community will also be considered, and;
- The facilities provided by the organisation allow the Council to invest in services elsewhere i.e.: the services that it provides enables the Council to divert resources that would have been used in this area into another service, or;
- Training or education is provided by the organisation to residents or members of the organisation who are mainly residents of the Telford and Wrekin borough.

Where at least one of the above criteria applies, applications will then be considered further based on the nature of the charity and its objectives. The following will be considered favourably where they are specifically mentioned as the main aim and objective of the organisation within its articles of association or memorandum and are clearly aimed specifically at the Telford and Wrekin area:

- Where the aims and objectives are specifically in the interests of children and young people, or those beyond the age of retirement
- Charities concerned with homelessness
- Charities concerned with arts and culture
- Charities that provide independent money advice free of charge
- Charities which provide work experience opportunities or employment training for young people, the long term unemployed or those with disabilities

- Charities that run or maintain public halls / community centres
- Organisations specifically formed to support disadvantaged groups such as people with disabilities, those with a terminal illness or drug or alcohol misuse
- Organisations which support the military covenant and are concerned with the armed forces or those that are ex-armed forces personnel.

Relief will **not** be awarded in the following circumstances:

- Properties which support overseas organisations
- Housing Associations
- Schools and other educational establishments, including Academies and Free Schools
- Religious or faith based groups

How will a decision be made?

The following process will be followed:

- An application form will need to be completed and returned to the Council.
- The organisation will be expected to provide the following in support of their application:
 - A copy of the articles of association / memorandum which clearly state the objects of the organisation; and
 - A copy of the last 3 years certified financial accounts. The financial position of the organisation may be taken into account.

Amount of award

The award will be for a maximum of 20%.,

Period of award

Any award will last a maximum of 3 years before being subject to review. However, if any material change in circumstances occurs during the period of the relief the occupant of the property must inform the Council.

Discretionary relief for non profit organisations

A not-for-profit organisation is one that is not established or conducted for profit, whose objectives are charitable, but the organisation is not registered as a charity.

Whilst a registered charity can apply for an additional 20% discretionary relief, voluntary organisations can apply for up to 100% discretionary relief.

In what circumstances will relief be awarded?

The following criteria will apply:

- The organisation has a demonstrable or measureable impact of a beneficial nature on the local community which it serves i.e.; how many residents of the borough benefit from the not for profit work of the organisation, and;
- The facilities provided by the organisation allow the Council to invest in services elsewhere i.e.: the services that it provides enables the Council to divert resources that would have been used in this area into another service, or
- The organisation is accessible to members of the community throughout the district. The extent to which the service is used by the community will also be considered, or
- Training or education is provided by the organisation to residents or members of the organisation who are mainly resident in the Telford and Wrekin borough.

Where at least one of the above criteria applies, applications will then be considered further based on the nature of the charity and its objectives. The following will be considered favourably where they are specifically mentioned as the main aims and objectives of the organisation within its articles of association or memorandum:

- Where the aims and objectives are specifically in the interests of children and young people, or those beyond the age of retirement
- Organisations concerned with homelessness
- Organisations concerned with the arts and culture of the Borough
- Organisations that provide independent money advice free of charge
- Organisations which provide work experience opportunities or employment training for young people, the long term unemployed or those with disabilities.
- Organisations that run or maintain public halls / community centres.

The following criteria will be used:

1. **Membership** – is membership open to all sections of the community within the borough? Membership fees must not be at a level where they exclude the general community and not unlawfully discriminate. Membership of the organisation should be mainly resident in the borough.

2. **Education** – the organisation will provide training, education or learning to its members. The organisation will be treated favourably where the training delivered supports and reduces the Council's need to do so.
3. **Direct benefit to local residents** – the organisation should directly benefit the needs of the local citizens within the Borough. The organisation must show how it benefits the residents of the area. Examples could include the creation of job opportunities within the area.
4. **Provision of facilities** – does the organisation provide facilities which would not otherwise be available in the local community?

Relief will not be awarded in the following circumstances:

- Properties which are used solely or mainly for storage
- Properties which solely or mainly support overseas organisations
- Housing Associations
- Schools and other educational establishments
- Religious or faith based groups

How will a decision be made?

The following process will be followed:

- An application form will need to be completed and returned to the Council.
- The organisation will be expected to provide the following in support of their application:
 - A copy of the articles of association / memorandum which clearly state the objects of the organisation; and
 - A copy of the last 3 years certified financial accounts. The financial position of the organisation may be taken into account. The income of the business will be considered, and the proportion of business rates on total expenditure.

Amount of award

Relief will be granted at a maximum rate of 100% for these organisations.

Period of award

Any award will last up to a maximum of 3 years before being subject to review. However, if any material change in circumstances occurs during the period of the relief the occupant of the property must inform the Council.

Community Amateur Sports Clubs (CASC's)

CASC's are entitled to 80% mandatory relief. The Council will consider awarding up to an additional 20% in discretionary top up relief.

In what circumstances will relief be awarded?

Consideration will be given to the following factors:

- Whether membership to the organisation is open to all citizens of the Borough, including concessions for vulnerable groups such as young people or pensioners.
- The number of members, including the percentage that are residents of the Borough
- What benefit the organisation brings to the residents of the Telford & Wrekin Borough

The following criteria will be used:

1. **Membership** – is membership open to all sections of the community within the borough? Membership fees must not be at a level where they exclude the general community. Membership of the organisation should be mainly resident in the borough.
2. **Education** – the organisation will provide training, education or learning to its members. The organisation will be treated favourably where the training delivered supports and enhances the Council's need to do so.
3. **Direct benefit to local residents** – the organisation should directly benefit the needs of the local citizens within the borough. The organisation must show how it benefits the residents of the area. Examples could include the creation of job opportunities within the area.
4. **Provision of facilities** – does the organisation provide facilities which would not otherwise be available in the local community?

Where an amateur sports club is neither a registered charity, nor a CASC, the organisation will be encouraged by the Council to submit an application for either HMRC for CASC status or to the Charity Commission for charitable status. Absence of this either status will not automatically prevent an award from being granted. The above criteria will be considered, along with the reasons why CASC status or charitable status has not been awarded.

How will a decision be made?

The following process will be followed:

- An application will need to be submitted to the Council.
- Information will need to be provided which details the financial circumstances of the Club. This will include:
 - Financial accounts for the last 3 years; and

- Where the premises is a bar and the sale of drink or food is conducted in the Club, the percentage of takings attributable to this in the overall income of the Club
- Funding streams which the club has received or is due to receive.

Amount of award

The award will be up to a maximum of 20%.

Period of award

Any award will last for up to a maximum of 3 years before being subject to review. However, if any material change in circumstances occurs during the period of the relief the ratepayer must inform the Council.

Rural rate relief

Mandatory rural rate relief at a rate of 50% is awarded to properties within a defined rural settlement which has a population of less than 3000; this is the Council's rural settlement list which is published by the Council at the end of December each year. The rateable value (RV) of the property will be:

- For a qualifying sole food shop, general store or post office, the RV will not exceed £8,500
- For a qualifying sole petrol filling station or pub, the RV will not exceed £12,500.

From April 2017, rural rate relief can be awarded up to 100%. 50% of this award will be claimed back from the Government under S31 grant.

In what circumstances will relief be awarded?

Discretionary relief will be considered where;

- The RV of the property is below the limits as outlined above
- The property is used for the benefit of the local community
- The award of the relief is in the interests of the Council's taxpayers.

Where mandatory charitable relief applies, rural rate relief does not apply.

How will a decision be made?

The following process will be followed:

- An application form will need to be submitted to the Council.
- Information will need to be provided on the nature of the business and it's benefit to the community in which it is based.

Applications will be determined no later than 30th September of the following financial year for which the relief is sought.

Amount of award

The amount awarded will be up to 50%.

Period of award

An award will be made for up to a maximum period of 3 years before being subject to review.

Re-occupation relief

In what circumstances will relief be awarded?

Discretionary relief will be considered where;

- The property has been unoccupied for a period of at least 12 months. The property is a retail unit and the property becomes occupied.

How will a decision be made?

The following process will be followed:

- Applications can be made in writing to the Council. Each application will be considered on its own merits.
- The Council must be satisfied that the property has been empty for over 12 months and will be used as a retail unit, and evidence of this may need to be submitted to support the application.

Amount of award

The amount awarded will be up to 50%.

Period of award

An award will be made for up to a maximum period of 18 months. However this will only apply for the 2014/15 and 2015/16 financial years as per Government funding. All applications and current awards will end on 30th September 2017.

New build empty property relief

In what circumstances will relief be awarded?

Discretionary relief will be considered where;

- all newly built commercial property that was completed between 1 October 2013 and 30 September 2016. These properties will be exempt from empty property rates for the first 18 months, up to the state aids limits.

Properties that will benefit from the relief will be all unoccupied business properties which are wholly or mainly comprised of qualifying new structures.

How will a decision be made?

The following process will be followed:

- Applications must be made in writing to the Council.
- All applications will be considered on an individual basis.

Amount of award

An award up to 100% will be made.

Period of award

The award will be made for properties completed between 1 October 2013 and 30 September 2016 for the first 18 months following completion, in line with Government funding. All applications and current awards will end on 30th September 2017.

Local Newspaper Relief

In what circumstances will relief be awarded?

Discretionary relief will be considered where;

- a local newspaper occupies office space by journalists and reporters, and
- only one discount per local newspaper and per property

There is no maximum or minimum circulation threshold and will include both chargeable and free publications.

The following will not be eligible:

- on line publications
- local magazines

How will a decision be made?

The following process will be followed:

- Applications must be submitted in writing to the Council.
- All applications will be considered on an individual basis.
- Evidence may be required to support the use of the premises, and the Council may need to inspect the premises prior to an award.

Amount of award

£1,500 will be awarded per financial year.

Period of award

The award will last for 2 years from 1st April 2017. Awards will end on 31st March 2019.

Appeals

All unsuccessful applicants will receive a letter detailing the reasons why their application has not been successful. If the ratepayer is dissatisfied with this decision, they can appeal in writing to:

Revenues Service

PO Box 249

Addenbrooke House

Telford

TF3 4LP

An appeal should be received in writing within 4 weeks of the date of the decision regarding the award or refusal of a discretionary relief. The appeal letter should detail the reasons for the appeal and also provide any additional supporting information which may assist the decision maker in support of the appeal.

Requests for appeals will be considered against unsuccessful applications or against the level of discretionary rate relief awarded where a partial awarded has been granted.

Appeals will be dealt with by an Assistant Director, and the decision will be notified within 14 days of a decision being made. The Assistant Director will consider all information which is available including the original request for relief, and appeal and any supporting information. Precedents which have been set elsewhere may also be considered.

Where the taxpayer remains dissatisfied with the decision, the appeal route is by way of judicial review.

Business rates remain payable as demanded whilst applications for relief are being considered.

TELFORD & WREKIN COUNCIL

CABINET - 23rd MARCH 2017

TITLE: ANNUAL PUBLIC HEALTH REPORT 2016/17: COMMUNITY-CENTRED APPROACHES

**REPORT OF - ASSISTANT DIRECTOR - HEALTH & WELLBEING,
STATUTORY DIRECTOR OF PUBLIC HEALTH**

LEAD CABINET MEMBER – CLLR RICHARD OVERTON

PART A) – SUMMARY REPORT

1. SUMMARY OF MAIN PROPOSALS

This paper introduces the 2016/17 Annual Public Health Report of the Statutory Director of Public Health. Each year the report takes a thematic approach to better understand matters affecting local health and wellbeing and make recommendations which contribute to the delivery of the Health & Wellbeing Strategy.

An update on the local position across the Public Health Outcomes Framework is also included every year to give a fuller picture of population health indicators across the life course.

The 2016/17 Annual Public Health Report report focuses on community-centred approaches and includes the sections:

- Doing things differently - the case for change
- Making it real – our local commitment and ambition
- What are community-centred approaches to health and wellbeing?
- Facilitating Stronger Communities
- Growing volunteer and peer roles
- Maturing collaborations and partnerships
- Improving access to community resources and assets

It is well acknowledged that when people are connected and contributing to their communities, both communities and individuals become stronger and more resilient leading to better outcomes. Community resilience can make a significant, positive impact on people's health and wellbeing, including supporting them to retain their independence and reducing loneliness.

One of the priorities of the Health & Wellbeing Strategy is to strengthen our communities and community-based support. There is significant strategic ambition and commitment between the Council and local NHS to build community resilience, for example through the Council's restructuring programme and the development of the neighbourhood working approach.

The report looks at what we know works demonstrating local examples, some of these are well-established, whilst others are just developing. As such it recognises that collectively the Council and partners are trying to step up and encourage more, while highlighting that we need to learn from each other as we go and celebrate what's happening in Telford & Wrekin.

The recommendations will be used to ensure that Health & Wellbeing Board partners take a systematic and comprehensive approach to community-centred approaches, building on and developing our valuable community assets.

The report is interactive in style and includes video clips of local case studies, which can be accessed from the document. A summary slide set, similar in style to the communications material for last year's annual report which was well received, will also be available.

2. RECOMMENDATIONS

The annual report of the Director of Public Health 2016/17 makes the following six recommendations:

Recommendation 1:

Health & Wellbeing partner organisations in Telford & Wrekin should consider how community-centred approaches, which build on individual and community assets, become an integral part of our action plans and work programmes put in place to deliver the aspirations of the health and wellbeing strategy

Recommendation 2:

Local commissioners of health improvement and preventative services in the CCG and Council should consider the use of community-centred approaches more systematically through their commissioning frameworks, using best practice evidence to: strengthen communities, build the volunteer workforce as agents of change and co-design local services

Recommendation 3:

Health & Wellbeing partners and Community Voluntary Services organisations in Telford & Wrekin should collectively celebrate and support formal and informal volunteering, through a variety of ways, such as: providing organisational support, commissioning services, awarding grants, offering training and raising awareness through marketing and publicity

Recommendation 4:

Health & Wellbeing partners in Telford & Wrekin, should work collectively with local Community Voluntary Sector organisations to ensure a Borough-wide evaluation programme is developed for our local community-centred approaches in order to determine their impact. This evaluation should aim to share local learning with others and contribute to the national body of best practice evidence.

Recommendation 5:

Commissioners of health and wellbeing services in Telford & Wrekin, as part of their duty to reduce inequalities in health, should proactively engage people at risk of social isolation in the design and delivery of solutions to narrow inequities

Recommendation 6:

As part of the neighbourhood working approach an organisational development programme should be put in place so Health & Wellbeing partners in Telford & Wrekin are able to up skill the local workforce to confidently and effectively deliver person and community-centred approaches

3. SUMMARY IMPACT ASSESSMENT

COMMUNITY IMPACT	Do these proposals contribute to a specific HWB Priority	
	Yes	<ul style="list-style-type: none"> • Encourage healthier lifestyles • Improve mental wellbeing • Strengthen our communities and community-based support
	Do these proposals contribute to specific Co-Operative Council priority objective(s)?	
	Yes	Improve the health and wellbeing of our communities and address health inequalities
	Will the proposals impact on specific groups of people?	
No	However, community-based approaches will often focus on engaging vulnerable people and those in disadvantaged communities	
TARGET COMPLETION/DELIVERY DATE	This is a statutory report and an update on the recommendations from the previous year's report will be presented in the next Annual Public Health Report.	
FINANCIAL/VALUE FOR MONEY IMPACT	Yes	<p>The ring fenced allocation of Public Health Grant for 2016/17 was £12,984k.</p> <p>Although the final allocation for 2017/18 has yet to be finalised an indicative allocation of £12,664k has been confirmed by Public Health England.</p> <p>The grant enables the authority to discharge its Public Health responsibilities, which are detailed in the Annual Public Health report.</p>
LEGAL ISSUES	Yes	The Director of Public Health has a statutory responsibility to prepare an annual report on the health of the people in the area of the local authority (Section 73B (5) of the National Health Service Act 2006 (as amended)). It is a further requirement of statute that the local authority publishes the report. The attached report is produced by the Director of Public Health in order to meet the

		<p>aforementioned statutory responsibility.</p> <p>The Director of Public Health also has the responsibility for specified functions relating to public health as set out in section 2B of the National</p>
EQUALITY & DIVERSITY	Yes	The report and recommendations are designed to ensure community-centred approaches better meet the needs of our population, particularly for those people in vulnerable groups.
IMPACT ON SPECIFIC WARDS	No	Borough-wide impact but particularly wards with poorest health outcomes.
PATIENTS & PUBLIC ENGAGEMENT	Yes	Community engagement and community-based activities are a key part of all community-centred approaches and examples are included throughout the report.
OTHER IMPACTS, RISKS & OPPORTUNITIES	No	

PART B) – ADDITIONAL INFORMATION

4. INFORMATION

One of the statutory functions of the Director of Public Health in local authorities is to produce an annual public health report. This is an independent report with the primary purpose of describing the health of their population, highlighting health issues and making recommendations for actions.

The focus of the Annual Public Health Report for Telford & Wrekin 2016/17 is community-centred approaches and report draws together collaborative action being taken by Health and Wellbeing Board partners strategically through various plans and with our residents, showcasing a wide range of community-based activities and programmes.

The report uses the Public Health England's guide to community-centred approaches for health and wellbeing¹ as a framework to help better understand the evidence base for the family approaches and to structure the local action being taken.

A review of the recommendations from the 2015/16 report is also included as well as a summary of the Borough's current position on the range of measures across the Public Health Outcomes Framework.

5. IMPACT ASSESSMENT – ADDITIONAL INFORMATION

None

6. PREVIOUS MINUTES

The previous last Annual Public Health Report was presented to the Health and Wellbeing Board on 9th December 2016.

7. BACKGROUND PAPERS

The Annual Public Health Report for Telford and Wrekin 2016/17

**Report prepared by Liz Noakes, Statutory Director of Public Health,
Telephone: 01952 2383003**

¹ Public Health England (2015) A guide to community-centred approaches for health and wellbeing https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/417515/A_guide_to_community-centred_approaches_for_health_and_wellbeing_full_report_.pdf

Telford & Wrekin

ANNUAL PUBLIC HEALTH REPORT 2016/17

Community-centred approaches

Foreword

Welcome to the 2016/17 Annual Public Health Report for Telford & Wrekin. Last year I focussed my report on encouraging all of us to age well – taking steps in our mid and later years to improve our health and wellbeing. For me, I continue to try to be more active and my new dog has certainly kept my ‘step count’ up and also helped me get outdoors and keep up with my neighbours and what’s going on in my neighbourhood.

I am a passionate advocate for how people and communities can take steps to improve their own and others health and wellbeing – family, friends, neighbours, colleagues all are key influences on our wellbeing at every stage of our lives! When people are connected and contributing to their communities, both communities and individuals become stronger and more resilient leading to improved wellbeing. This year I have chosen the theme for my report of developing more community centred approaches to improving health and wellbeing. These types of approaches try to harness the powerful influence people can play in improving their own and others wellbeing.

There is a real ambition amongst health & wellbeing board partners to make this a reality in all of our communities – through encouraging more resilient communities, developing more volunteer or peer-led roles, connecting people with other people or activities that help them live well and bringing it together through collaborative working with a full range of partners.

Making this ambition a reality takes time and commitment, but there are already many local examples of where these types of approaches are already being taken locally. There is nothing like real examples to bring this to life, especially directly from those involved through video stories. We have showcased some of these in this report and I am grateful to all those who agreed to tell us what they are doing from the Newport Men’s Shed to Randlay Colts Girls Football Club. However, I know for every example in this report – there are lots more equally valued examples we could have included – which I would also like to acknowledge. Some of the examples are well-established whilst others are just starting out and that’s also important to

recognise – we are trying to step up and encourage more, but we need to learn from each other as we go and celebrate what's happening in Telford & Wrekin.

I am delighted to have produced this Annual Public Health Report and would like to thank all those involved in producing it – I hope the stories we have captured in how communities are taking control and connecting with others to improve their own wellbeing will be encourage to others to see how they can make a difference to their friend's, families' and neighbour's quality of life.

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References

Acknowledgements

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The Think Local Act Personal Care and Support Jargon Buster has been used throughout the report to describe common terminology. The Care and Support Jargon buster is copyright of Think Local Act Personal (TLAP).

For further details go to:

<http://www.thinklocalactpersonal.org.uk/Browse/Informationandadvice/CareandSupportJargonBuster/>

Section 1

Doing things differently - the Case for Change

The Telford & Wrekin **Health & Wellbeing Board's** Strategy 2016-2019¹ recognises that our population is set to grow and age and become more diverse. Health and Wellbeing partners are stepping up to ensure that future generations will live healthier lives for longer. To do this requires the approach taken by professionals and services to become more holistic, considering people's physical, mental and social needs in the round. This type of approach can improve health and wellbeing outcomes for everybody in Telford & Wrekin, particularly those adults and children with complex and multiple needs and those who are most disadvantaged.

It is well acknowledged that when people are connected and contributing to their communities, both community and individuals become stronger and more resilient leading to better outcomes. Everyday, across all our communities, people support and care for their neighbours, friends and family members who have health and care needs. This often makes a significant, positive impact on people's health and wellbeing, including supporting them to retain their independence and reducing loneliness too. One of the priorities of the **Health & Wellbeing Strategy** is to strengthen our communities and community-based support. The principle here is to build on and nurture the current strengths and assets within our communities so that people improve their own and each other's wellbeing.

The local strategy for the NHS - the Shropshire and Telford & Wrekin Sustainability and Transformation Plan² also includes an ambition to develop a community-centred approach across local neighbourhoods. The plan aims to build **social capital** and improve **community wellbeing** so people have the knowledge and skills to help them to live healthier and happier lives.

There is a wealth of evidence which clearly demonstrates that communities can improve health and wellbeing and reduce health inequalities. Connected and empowered communities can be more: confident, inclusive, organised, co-operative

and influential. Further, it is well recognised that communities which are connected and empowered are often the healthiest³.

Jargon Buster - what we mean by....the health and wellbeing board

Every council area in England has a health and wellbeing board to bring together local GPs, councillors and managers from the NHS and the council. Their job is to plan, through their health and wellbeing strategy, how to improve people's health and make health and social care services better in their area. Members of the public have the chance to be involved in the work of the Health and Wellbeing Board through Healthwatch Telford & Wrekin.

<http://www.healthwatchtelfordandwrekin.co.uk/>

Jargon Buster - what we mean by social capital

The connections that are made between people who live in the same area or are part of the same community, and who are able to do things with and for each other. Strong neighbourhoods, clubs and groups help create a sense of community, enabling people to trust each other, work together and look out for each other.

Jargon Buster - what we mean by community wellbeing

An approach that looks at the health and wellbeing of the whole community, focusing on a wide range of things that can affect how people feel. This approach recognises that being well is about more than just not being ill: social and emotional factors are important too.

Jargon Buster - what we mean by.....health inequalities

Health differences between people or groups due to social, geographical, biological or other factors, for example gender, ethnicity or social disadvantage. Health inequalities have a huge impact, because they often result in people who are worst off experiencing poorer health and shorter lives.⁴

Jargon Buster - what we mean by....community assets-based approaches

A way of helping people by looking at what they have, rather than what they lack. Community asset approaches help people make use of their existing skills, knowledge and relationships and by promoting what is good about a community rather than focusing on problems.

Section 2

Making it real – our local commitment and ambition

Health and Wellbeing partners in Telford & Wrekin have clear ambition and commitment to adopt more community and person-centred approaches. The Council and the NHS Clinical Commissioning Group, as commissioners of health and wellbeing services have major plans to ensure these approaches are developed more systematically and at scale.

The Council's [Vision for Telford & Wrekin - Being the Change](#), sets out the principles to ensure that local authority services transform and improve outcomes for individuals, their families and communities, despite the extremely challenging financial position. Building community capacity to improve outcomes and address demand on public services is a key principle which runs throughout Being the Change. As such a commitment to facilitate stronger communities underpins the Council's restructuring programme, in particular the transformation of the Early Help and Support Service and the Community Participation Team.

[The Council's Early Help and Support Service](#), is transforming into an all age service, to work alongside other partners and community members, immersed in communities to support adults, children and families. The service will effectively target support to the most complex families, whilst strengthening early help prevention work to ensure people are supported to get the "Right Help at the Right Time". The expectation is that more local people will be supported to live active healthy independent lifestyles by utilising their own networks and community assets.

The new service is clearly demonstrating transformation into a more community-centred approach through the following priorities:

- Promotion of volunteering and seeking of community-based solutions
- Development and maximising the assets available within communities
- Development of self-help systems, so residents do more to help themselves and others

- Sustaining independence, using an asset-based approach to meeting the needs of older people and growing more informal social care arrangements

The Council's Community Participation Team is working directly with communities, as part of the Council's vision, to build community capacity and support Elected Members as community leaders. The team will coordinate community capacity building activity across the Council, supporting work on consultation, equality and volunteering.

To build community capacity, the Community Participation Team will provide advice and support to develop community projects, establish a wide range of community-based organisations, facilitating community self-help and support the development of alternative service provision. It is expected that the team's work will enhance **co-production** of Council services with residents and also strongly encourage volunteering. A key role for the team is to ensure that local voluntary and community sector organisations have access to information and resources to enable them to secure external funding.

The Shropshire and Telford & Wrekin **NHS Sustainability and Transformation Plan**, the strategy for our local NHS, prioritises a community-centred approach through a , neighbourhood working model⁵. This aligns to the NHS Telford & Wrekin **Clinical Commissioning Group's** Model of Health and Care, which puts patients at the centre of their treatment and care, underpinned by community resilience.

NHS Telford & Wrekin Model of Care



Community Resilience - Changing the Dynamic

- Traditional models of statutory services are no longer fit for purpose: They promote dependence, they are expensive and outcomes could be better
- There is a strong and growing evidence base about the importance of building confident and connected communities in improving outcomes for people
- Individuals benefit from contributing to the wellbeing of others
- A growing proportion of the population are suffering from problems associated with *preventable* disease
- Needs escalate and people's health and wellbeing deteriorate because they don't have enough support in the community
- People depend on services because there have very limited alternatives in their own communities

Neighbourhood working is at the heart of the Shropshire and Telford & Wrekin NHS Sustainability and Transformation Plan. Through the collaborative leadership of the Clinical Commissioning Group and Council, our key partners are working with communities to ensure the health of our population improves. Our shared vision for neighbourhood working focuses on community-centred approaches to: build resilience, develop integrated neighbourhood-based teams and deliver of some specialities that do not need to be delivered from a hospital building. This approach makes it possible to know and use the local resources, build and support formal and informal networks and initiate prevention activities that enhance health and wellbeing.

Jargon Buster - what we mean by.... **The NHS Sustainability and Transformation Plan**

The Five Year Forward View⁶ is the national vision and strategy for the NHS which describes the opportunities and challenges facing the NHS. All areas across the country have been developing their local five-year Sustainability and Transformation Plans to describe their overall approach to achieving an improved and more sustainable health and care system in line with this Five Year Forward View.

Jargon buster – what we mean by..... **NHS Clinical Commissioning Group**

CCGs are clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services for their local area <http://www.telfordccg.nhs.uk/>

Section 3 - What are community-centred approaches to health and wellbeing?

The term “family” is used to describe community-centred approaches⁷, which can be diverse and wide ranging models, methods and interventions used to improve health and wellbeing and address the social determinants of health. The family reference is meaningful as it helps reflect the importance of relationships and connections between people, professionals, services and interventions, for example individual’s treatment, care or behaviour change.

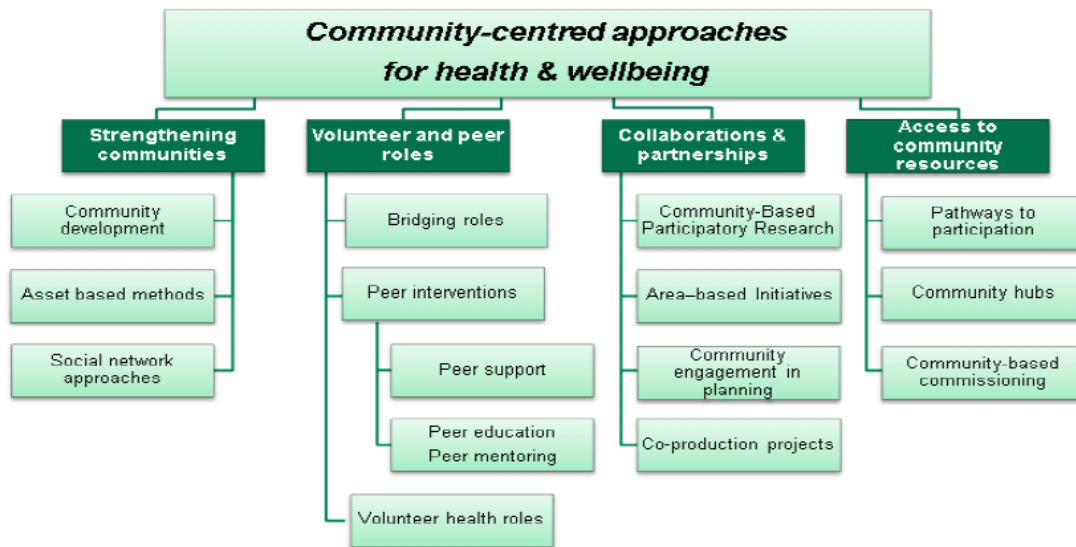
Community-centred approaches seek to.....

- recognise and mobilise local **community assets**, including the skills, knowledge and time of individuals, and the resources of community organisations and groups
- focus on promoting health and wellbeing in community settings, rather than service settings using non-clinical methods
- promote equity in health and healthcare by working in partnership with individuals and groups that face barriers to good health
- seek to increase people’s control over their health and lives
- use participatory methods to facilitate the active involvement of members of the public

The four strands of the community-centered approaches⁷ family are

- **strengthening communities** – building community capacity to take action on health and the social determinants of health
- **volunteer and peer roles** – enhancing individuals’ capabilities to provide advice, information and support or organise activities around health and wellbeing in their or other communities
- **collaborations and partnerships** – working in partnership with communities to design and/or deliver services and programmes
- **access to community resources** – connecting people to community resources, information and social activities

PHE family diagram here – J Barlow to recreate diagram



The next four sections of the report describe what we know is effective in supporting and delivering community-centred activities across this family of approaches.

Alongside this we look at local examples and video cases studies of groups, projects and programmes which are already thriving or in development in Telford & Wrekin.

Section 4 - Facilitating Stronger Communities

This group of approaches aim to draw on and strengthen community capacity, supporting and encouraging collective action, which impacts on health or the social determinants of health. The concepts here involve empowering communities by building social cohesion, supporting community development and using social network and asset-based approaches.

What works? – There is good evidence of factors which have been shown to be key in strengthening communities⁸, these include:

- **Using established communities, networks and venues** as the existing enthusiasm, familiarity and trust enables people to engage in new initiatives more easily
- **Professionals having a positive attitude and respect** the community's knowledge of their own experience and issues, their expertise and the ability to devise solutions
- **Commitment and involvement from key respected people and organisations** to provide expertise, support, endorsement
- **Recruiting or identifying the right people for the right roles**
- **Spending time developing projects and ensuring flexibility** so relationships and links to existing networks to establish and activities are convenient
- **Communities having a sense of ownership** of the projects
- **Cultural adaptation of training and resources** to suit the community needs
- **Good communication** in terms of inviting people to take part, ensuring that meetings and activities are advertised and promoted to all the right people
- **Working in partnership** with other local organisations
- **Having sufficient funding** and support in applying for funding
- **Professionals provide feedback and respond rapidly** on “quick wins” to show they have listened to community members

Despite the evidence for these factors it is important to avoid any pitfalls to ensure community development approaches are meaningful and effective. For example a lack of funding and complicated application processes can limit engagement, as can the lack of childcare facilities or adequate and culturally-sensitive advertisement of

opportunities to get involved. The support and commitment from professionals is important too so that leadership and direction is offered appropriately.

Jargon Buster - what we mean by....co-production

When individuals are involved as equal partners in designing the support and services you receive. Co-production recognises that people who use health and care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need those services.

Local examples

The following examples demonstrate local activities in place which are facilitating stronger communities.

Neighbourhood Working

Each emerging neighbourhood group in Telford & Wrekin includes a group of GP practices each working with their community to design and deliver solutions to their own specific needs. This includes closer working with existing social assets through voluntary and community groups who are well placed to work with groups of practices to help deliver: community activities, self-care and peer support groups. Each neighbourhood will offer health promotion programmes and access to telehealth tools to help promote healthy lifestyles and self-care for people with long term conditions.

Telford After Care Team

TACT is an impressive local example of the power that volunteers and peers, as experts through their lived experiences, have had in strengthening our recovery community in Telford & Wrekin. TACT was started in 2012 as a “one man band” by Rob Evers who wanted to give back and support others, as part of his own recovery from drug and alcohol misuse. TACT firmly believes that people can go on to lead a productive and fulfilling life in the community following addiction and that mutual aid is crucial. This peer-led support service, which is now established as a Community Interest Company, has helped countless people by empowering them to continue their recovery after their substance use. In the past five years the team has grown

from helping a handful of individuals to coordinating circa 20 trained peer volunteers who currently support more than 500 people on their recovery journeys. TACT is commissioned by the Council, to provide recovery peer support and service user engagement insight. TACT has won several awards for their work and in 2017 they will be developing the Borough's first Recovery Hub in Wellington Telford, following the award of a substantial capital grant from Public Health England.



<http://tacteam.org.uk/>

info@tacteam.org.uk

<https://www.facebook.com/telfordact/>

Other local examples of projects which are strengthening local communities

- **Let's Grow** is a community gardening project that brings local people together to grow fruit and vegetables, develop their cookery skills and help their community. Volunteers participate in a range of activities in communities across Telford, these include cooking courses, creating community growing spaces, bulb planting and family activities. Some of the volunteers have gone on to complete the Community Gardeners Course, providing them with the skills and confidence to lead groups in their own communities.
- **Galleries alive** is a community project based in Telford Town Centre offering exhibition space to up and coming and established artists who wish to display their individual pieces of art and craft for others to enjoy. The gallery is managed by local volunteers whose mission is to bring art and people together, promoting and encouraging artists of all levels. Billed as 'The People's Gallery' the project is striving to create a sense of community and inspire and encourage a love of art. <http://www.galleriesalive.co.uk/lookbook>
- **Telford Park Run** takes place every Saturday morning in Telford Town Park. The timed 5km free to enter run attracts an average of 275 runners every week. Walkers and runners of all standards are welcomed as are dogs and pushchairs and the participants are encouraged by enthusiastic marshals. The events are organised by a team of volunteers and supported by staff at Telford

Town Park. Telford Town Park also hosts a range of other community and volunteer led running events, often raising money for charity, including Race for Life, Colour Run and the Dark Run. <http://www.parkrun.org.uk/telford/photos/>
<https://www.severnospice.org.uk/shropshire-colour-run/>)

- **Up-Beat** is a community project in Dawley that uses music making to bring local people together. **Up-Beat** has received funding from the Council, through the Pride in Your High Street initiative, and delivers a collaborative approach through the involvement of a wide range of local groups and individuals.

Section 5 - Growing volunteering and peer roles

This group of approaches focuses on enhancing the capabilities of people to give advice, information and support to organise activities in their own communities.

Typically working in a lay, rather than professional, capacity individuals are experts through experience or trained to provide services or interventions. Usually the roles are undertaken on a voluntary basis and involve reaching out to and connecting with groups experiencing deprivation or social exclusion. The power of these roles lies in the way people use their life experience, interests and commitment to relate to other people. Volunteers and peers can communicate in a culturally sensitive way that people understand. In this way they provide meaningful opportunities for people who potentially may not relate so well to professional advice. Volunteers and peers can be seen as powerful agents of change.

What works? – There is good evidence that the most effective peer and lay approaches⁹ include the following:

- **Volunteer health roles** whereby community members get involved in organising and delivering activities, such as health promotion advice or personal care
- **Bridging roles** to establish effective links between statutory, community and voluntary organisations and the local community and to determine which types of communication would most effectively help get people involved
- **Peer interventions** where training and supporting enables people to offer information and support to others from the same community or from similar backgrounds
- **Community health champions** who aim to reach marginalised or vulnerable groups and help them get involved
- The offer of **training and mentoring support to community members** in volunteer, lay and peer roles, and potentially more formal recognition of their contribution and opportunities for development such as accredited training

Potential barriers which could prevent the successful growth and expansion of peer and volunteer roles need to be considered as schemes are developed⁸. Community members could potentially be put off taking part due to the time needed to complete the training or concerns about the nature of the training. There could also be worries regarding the bureaucracy of becoming involved in community roles such as: the

time, skills or experience needed to complete paperwork or the formal checks required. More informal training programmes and support for new volunteers from those more experienced can help with such barriers.

This section highlights the work of some of our local volunteers and peer supporters, describing the valued contribution and impact of their contribution to themselves personally and to others.

Local examples

The following examples and video case studies showcase some of our valued local volunteer activities.

Telford & Wrekin Health Champions

Telford & Wrekin **Health Champions** are local community volunteers who are passionate about the health and wellbeing of those around them. Our champions bring their own life experiences to improve health and wellbeing within their communities, including their individual circles of families, friends and workplaces. A pilot project lead by the Council has trained a group of Health Champions, supporting them in the first steps to develop health initiatives in their own communities. The approach is now being rolled out across the Borough so that many more local people have the opportunity to make a difference in their communities.



The Council's My Options Activity Well-being and Care service provides a wide range of care and support services to vulnerable people of all ages and abilities in order to promote independence, choice and wellbeing, whilst maximising community engagement for those people it supports.

A number of customers and staff from the My Options Services have recently become Health champions. Working with the Council's Healthy Lifestyles team, the My Options Health meet on a monthly basis to discuss 5 Ways to Wellbeing and ideas in which they can inform and encourage other vulnerable people think about their lifestyles and how they improve their physical, nutritional and mental wellbeing.

In January 2017 the Health Champions have worked collaboratively to host a Healthy Living day at the Place in Oakengates, where over 150 attendees join in a range of activities such as: Tai chi, seated yoga, tag rugby, Zumba, art and craft activities, beauty and healthy food workshops. Shropshire Gold Paralympian Micky Bushell supported the event by hosting a boot camp, which was thoroughly enjoyed by those attending. This is set to become an annual event and the My Options Health Champions planning further activities during 2017 and also continue their joint work with the Healthy Lifestyles team.

Randley Colts Girls Football Club

Telford-based couple Delwyn and Charlotte Delo have set up three football teams for girls as part of Randley Colts Junior Football Club. Working on a voluntary basis, the couple have grown the teams over the last two years giving girls in the area a new opportunity to play football. The girls aged 6-13 years train twice a week as well as playing matches which has increased their confidence and skills and given opportunities to make new friends.

For further information contact:

<http://www.randlaycoltsjfc.co.uk/>

VIDEO link

Jane Sargent Foundation

The Jayne Sargent Foundation was set up in March 2014 in memory of Jayne Sargent, a local business woman, wife, mother and grandmother who fought a ten year battle with breast cancer. Colin Sargent, Jayne's husband wanted to make a difference in Telford as he felt that there was limited resources to help him and his family when they needed it most. Along with six other trustees, Colin and his family set up the Jayne Sargent Foundation with the aim of providing the support that people affected by cancer and their families need in the Telford and Wrekin area.



The support group, which meets on the last Tuesday morning of every month at Meeting Point House, provides valuable advice and friendship to people affected by cancer. This group offers the opportunity for people to meet and share concerns and feelings with others who understand through first hand experience.

For further information contact:

Contact: Sarah Bennett hello@jaynesargentfoundation.org.uk

<http://www.jaynesargent.co.uk/>

VIDEO link

Assistive Technology at Home - Experts by Experience

The AT Home campaign encourages people to think about how new technology and devices can help people to continue to live independently in their own homes. This type of support, known as assistive technology, is becoming increasingly important as local authority social care budgets come under increasing pressure due to cuts in Government grants. Telford & Wrekin Council and Telford Citizens Advice are part of

a regional collaborative of 13 areas across the West Midlands promoting AT Home to raise awareness of the simple technology.

A small group of volunteers, who are experts by experience, support the project in Telford & Wrekin. The experts offer weekly drop-in sessions to the public to demonstrate and recommend kit to people who are often not aware of how assistive technology could help them remain independent due to their age or disability.

For further information contact:

Contact: Helen Cottrell, Assistive Technology Development Officer,
helen.cottrell@telford.gov.uk

<https://telford.mylifeportal.co.uk/atnew.aspx>

VIDEO link

Princess Royal Hospital Volunteers

Volunteers play an important role within both hospitals at the Shrewsbury and Telford Hospital NHS Trust, working alongside staff in a variety of different departments. Hospital volunteers come from a diverse range of backgrounds and the value the different skills, outlooks and experiences that our volunteers bring to the organisation is well recognised. Volunteers provide non clinical support to our patients, their relatives and visitors to our hospitals. The Trust provides a variety of different roles which aims to be interesting and fulfilling for our volunteers whilst benefiting and making a difference to our patients and visitors. There are volunteer roles available on most of the wards and clinical areas as well as the outpatient and administrative departments.

For further information contact:
Hannah Roy Hannah.roy@sath.nhs.uk

VIDEO link

Other local examples of projects which are strengthening local communities

Friends of Dawley Park

The Friends of Dawley Park have successfully created a sense of local pride, linked to those involved feeling better about themselves through improved well being and physical activity. Local volunteers Paul & Sue Wolfe have been developing the volunteering within Dawley Park for well over a decade and won a Telford & Wrekin Active Lifestyle Award in 2016. Groups of school children from the neighbouring school have been involved in activities and older people have been enabled to become involved in 'gardening' in the park through this group.

For further information contact:

Becky Eade becky.eade@telford.gov.uk

Video link

Section 6 - Maturing collaborations and partnerships

This group of approaches hinges on partnership working with communities to improve planning and decision-making, which is often called co-production. Programmes involve community-professional partnerships and community engagement. These can be neighbourhood-based and may include participatory research and community-based budgeting. The strength in this type of collaboration is the premise that health, wellbeing and care services will be better matched to local needs through community involvement.

What works? – There is good evidence of the approaches which are effective in developing collaborations and partnerships to meet local needs and priorities¹⁰, these include using and supporting:

- **Asset-based approaches** to build on the strengths and capabilities of local communities
- **Community development** to give local communities at risk of poor health support to help identify their needs and tackle the root causes
- **Community-based participatory research** to provide collaborations and partnerships with background knowledge and insights into the nature of the community they are working with
- **Area-based initiatives** to work with local communities to improve local health and education and support urban regeneration and development to tackle social or economic disadvantage
- **Co-production methods** to ensure statutory organisations and the community can participate on an equal basis to design and deliver health and wellbeing initiatives

However, there can potentially be limitations to the success of such collaborative approaches and partnerships⁸. For example if there is a history of poor relationships between commissioners of services, service providers and community members. This type of experience could make residents cynical or sceptical and therefore unwilling to engage because they find it difficult to believe anything is going to change in future. There also needs to be respect for or belief in the ability of the community to influence decisions in a useful and meaningful way.

Local examples

The following examples demonstrates the ways in which Health and Wellbeing Board organisations in Telford & Wrekin are working together to further develop and mature our local collaborations and partnerships.

Telford & Wrekin SOCS (Sustain Our Community Solutions) - Community-led Living Well Hubs



In Telford & Wrekin key community and voluntary sector organisations in the borough are collaborating in an innovative way to provide community-based solutions in response to the on-going savings challenges faced by the council and NHS. The SOCS – Sustain our Community Solution group, led by Citizen’s Advice Telford and supported by Telford & Wrekin Council, has agreed the following vision:

Everyone in Telford & Wrekin should be able to access support and the opportunity they need to remain socially included and involved within our community

The SOCS objectives aim to:

- provide a support network for new and established community groups and agencies that provide social inclusion activities, facilities, services or support
- encourage and increase volunteering
- work together to identify and secure additional resources for social inclusion activities
- increase involvement in community activity from all sectors of the community
- increase community cohesion and resilience

Telford & Wrekin SOCS is in the process of seeking funding to set up from scratch **Community-led Living Well Hubs** across the Borough. The hubs will provide a suite of information, advice and support for low level interventions to help people:

- remain independent in their own homes
- reduce their dependence and demand on statutory health and care provision
- reduce feelings of social isolation

The project is designed to have a positive impact on social inclusion and actively develop community involvement through the promotion of:

- community involvement and engagement
- healthy improvement activity and skills sharing
- opportunities to meet new people

The plan is that Telford & Wrekin **Community-Led Living Well Hubs** will provide information such as:

- directory of local services and information on how to access them
- assisted access to services -
- assistive technology - try before you buy aids and adaptations
- help with hearing aids
- care of equipment – e.g. replacing ferrules on walking aids
- help with benefit applications e.g. Personal Independence Payments (PIP) and blue badges

Valerie Graham, Development Manager at Citizens Advice Telford is heading up the development of the hubs, She says...

“The community will be very much at the heart of this innovation, driving the work and enabling people to understand what support is available for their needs. It is envisaged that the hubs will be established and housed within buildings which provide easy access and familiarity to local people. In a change from the traditional service delivery pattern, we hope that hubs will be open on Saturdays, allowing more employed people to become involved in offering support. In future we see the hubs being run by social champions from the community, who may want to establish as charities or community interest companies. This approach would ensure sustainability so that funding is generated to keep the hubs alive and continue supporting their community.”

The next steps....

- The SOCS group aim to secure funding to pilot the **Community-Led Living Well Hub** approach
- A multi-agency steering group, supported by SOCS, will establish, develop and grow the hub pilots, recruiting and training social champions to deliver the service
- A coordinator will be employed to oversee the hub developments and report impacts regularly to the multi-agency steering group

Telford & Wrekin Health Round Table

The **Telford & Wrekin Health Round Table** was set up in 2012 so that patients would have a simple way of making their views known to NHS Telford and Wrekin Clinical Commissioning Group. The Health Round Table, a small group of around 12 volunteers, represents local organisations that support patients or have a concern or interest in health matters. These include groups that support people with long-term conditions or have a disability or mental health needs, as well as carers. The Health Round Table members, supported by the CCG Patient Engagement Lead, have been proactively contributing to a series of projects and activities, including; attending events and groups, including: the Life after Retirement Event at Wellington Methodist Church, the Stroke Carers and Rheumatoid Arthritis groups and establishing the Telford & Wrekin Patients Working Together Group.

More recently the Health Round Table has focussed its efforts on responding to the NHS England Five Year Forward View strategy aim of enabling patients to take responsibility for managing their own health, it is looking at ways that local NHS organisations could help to support and nurture supportive communities though:

- Acknowledging that support comes from not only friends and family but importantly from the voluntary sector and often small voluntary groups
- Helping these small third sector organisations is to help them to become more sustainable

The Health Round Table, with financial support from the CCG, has hosted two sustainable community events, inviting small local voluntary groups to attend to:

- Get a better understanding of the strategic vision of the NHS in Telford and Wrekin and how they could be contributing to it
- Provide information and master classes on how they as voluntary groups can become more sustainable; for example using social media, applying for grants both locally and nationally, making key contacts in the local community and become better at networking.

This initial groundwork is being fed into the new neighbourhood working model the NHS and Council have adopted.

VIDEO link

For further information contact:

Sharon Smith, Patient Engagement Lead Sharon.Smith90@nhs.net

The Round Table Chair is Christine Choudhary and the Vice Chair is Patrick Spreadbury

<http://www.telfordccg.nhs.uk/patient-board>

Hadley Children's Centre



Home-Start Telford & Wrekin, is a not for profit organisation which believes that children need a happy and secure childhood and that parents play the key role in giving their children a good start in life and helping them achieve their full potential. A new, exciting collaboration between Telford and Wrekin Council and Home-Start Telford & Wrekin means that Home-Start will take on the running of existing services and groups, such as: chatterbox Wednesday, playing together, Childminders Network and Telford Twins at Hadley Children's Centre. Also new groups will be introduced such as a "chatterbox" group with Polish bi-lingual facilitators. There are

also plans to introduce a group for parents and children which will focus on school readiness - a key priority for the Hadley Children's Centre. In addition to the groups there will be a range of courses and volunteer training opportunities run from the centre, including an antenatal parenting programme, Big Hopes Big Futures facilitator training and a volunteer training programme. Home-Start have already recruited a number of volunteers to work within the groups and are keen to meet anyone interested in volunteering and becoming involved in this successful venture. This innovative partnership was informed by insight gained during the Council's budget consultation with the public last year.

Caia Bryant Griffiths, Manager of Home-Start Telford and Wrekin, says *"we are delighted to have this opportunity to expand our provision and reach more families to sustain and enhance the provision within the Hadley Children's Centre area, we have strengthened our relationship with Telford and Wrekin Council and pleased to be able to support their ongoing work."*

Helen Clover, the Council's Senior Practitioner for Early Help and Support, says *"I am pleased to have been able to work with Home-Start to ensure that there will be continuing provision with the Hadley Children's Centre area that meets the needs of the local community"*.

For further information contact:

Helen Clover, Early Help and Support Senior Practitioner

Caia Bryant-Griffiths, Manager at Home-Start Telford & Wrekin

homestarttelfordandwrekin1@gmail.com

<http://www.homestarttelfordandwrekin.co.uk/>

Health watch Telford & Wrekin

Health watch Telford & Wrekin aims to help people get the best out of local health and social care services, making sure that local voices influence the delivery and design of local services. Health watch focus on understanding the needs, experiences and concerns of all those who use services and to speak out on their behalf. The service is predominately funded by Telford & Wrekin Council and the Clinical Commissioning Group and is underpinned by a valuable team of volunteers. There are currently in excess of 60 volunteers working with HWTW across a

variety of roles:

- in the office....volunteers assist with everything from data entry and general administration, to preparing engagement packs and materials.
- at engagement events....volunteers support various events across the borough.
- on projects.....volunteers who are interested in gathering information for specific pieces of work.
- attending meetings.....volunteers who have a particular interest in attending, and bringing information back to HWTW from health and care meetings.
- in Enter & View roles.....volunteers who undertake a full training programme to become authorised representatives, enabling them to carry out E&V visits.
- as Directors.....all members of the HWTW board are volunteers, devoting significant time to their roles.

Key areas of recent work include:

- **Your Own Unique Telford Health watch - YOUTH** network and Child and Adolescent Mental Health Services Survey 2015/16

Find out more at: <http://www.healthwatchtelfordandwrekin.co.uk/>



Jargon Buster – what is Healthwatch?

Health watch is the independent consumer champion, created to gather and represent the views of the public across the country. Health watch Telford & Wrekin listen to the local community, hearing about their experiences of health and social care services across the borough, and use this feedback to help improve services for everybody.

Other examples of local partnerships and collaborations

- **The Dawley Christian Centre** – a hands-on community church which cares for the people of Dawley and surrounding areas. In addition to being a centre for worship, they have a volunteer run coffee bar and are involved community partnerships particularly those that help with local social and educational needs. They welcome many community groups to run activities from the centre and work collaboratively with the public and third sector providing rooms for delivery of services to local people including health and debt advice and support.

- **Telford Green Spaces Partnership** is a network representing organisations that are actively involved in the conservation and improvement of the green spaces in and around Telford. Membership includes statutory bodies, charities, third sector organisations and community groups. The partnership objectives aim to:
 - promote the conservation, protection and improvement of the physical and natural environment for the benefit of the public
 - advance the education of the public in the conservation, protection and improvement of the physical, natural and historic environment
 - provide a forum which brings together relevant professionals and local volunteers with the aim of improving the effectiveness of their activity by coordinating the efforts of the organisations and individuals involved

<http://www.tgsp.org.uk/index.html>

Section 7 - Improving access to community resources and assets

This group of approaches is about connecting individuals and families to community resources, services, practical help and activities. Community and voluntary sector organisations have a key role to play here, as well as specialist services and those which give advocacy for underserved or vulnerable groups. The emphasis is on maximising ways to tap into community assets and improve pathways to participation. Key concepts include the following:

Social prescribing - non-medical community referral routes such as exercise or arts on prescription, which can reduce barriers to accessing services and encourage social participation.

Community hubs and networks can be locality-based in community buildings or centres or operate as a network and offer a wide range of activities alongside more formal services such as libraries or community health services.

Community-based commissioning, consider the holistic needs of vulnerable people, considering social issues alongside health and care needs. Key themes are community engagement to understand needs and assets, tapping into the knowledge and expertise of the third sector.

What works? – There is some evidence of the effectiveness of approaches which improve access to community resources and assets⁷ including:

- The Healthy Living Centre approach, along with hubs or settings which layer with other social, faith or primary health care settings or services
- Non-traditional providers to deliver preventative and care services, which can create social value through the engagement with the community
- Social or community prescribing given that the evaluations of well-established schemes provide convincing results and the hallmarks (getting people involved in community life, keeping them active and improving social connections) are well recognised as positively affecting health¹¹.
- Placed-based commissioning or frameworks to meet the needs of underserved groups such as community budgets or services for homeless people¹².

However, the types of approaches used need to be sensitive to the needs of communities in order to be successful. The people and organisations engaged in decision-making processes need to be representative of the community, reflecting local diversity⁷. Meaningful feedback is also crucial to provide regular feedback to the local communities who have contributed to keep them informed about the positive impact of their involvement and offering the opportunity to raise issues or concerns. With social or community prescribing it is recognised that a comprehensive, systematic approach and sound evaluation is needed in order to clearly demonstrate large scale benefits and impacts.

Jargon Buster - what do we mean by....social prescribing

The process healthcare practitioners use to work with patients and service users to select and make referrals to non-clinical community-based services based on people's social, emotional or practical needs.

Social or Community Prescribing

Social Prescribing or **Community Prescribing** is a means of enabling primary care professionals (for example GPs and practice nurses) to refer patients with social, emotional or practical needs into non-clinical services. The prescriptions can include referrals for anything from arts groups to activities involving exercise such as gardening and dance clubs. Most schemes have a link worker who GP practices refer patients on to and they organise the social prescription. Commonly prescriptions are for a set length of time, between six and 12 weeks, using quality assured programmes with measurable outcomes. As patients are tracked and supported through the process this prescribing approach differs from simpler signposting to local groups and activities. NHS England identify social prescribing as one of the top 10 high impact actions in *Making Time to Care in General Practice*¹³.

In Telford and Wrekin elements of the **community prescribing** approach already exist and are being used as the foundation for the local model. The key elements already in place locally are:

- people operating in enabler or roles such as **Care Navigators** and **Healthy Lifestyles Advisors**
- structured programmes supporting behaviour change

There are a wide range of local options for signposting and moving people on following participation in the structured programmes. Many of these follow on activities are provided by voluntary and community groups in Telford & Wrekin, which have the capacity to welcome and support more participants.

The Telford & Wrekin **community prescribing** programme will aim to provide opportunities to **improve patient outcomes**, including:

- improve mental and physical health
- reduce the negative impact of wider determinants on health (such as debt, housing, employment, etc)
- reduce isolation and increasing wellbeing
- promote self-care

Local examples

The following examples highlight the local programmes and activities being developed to improve access to our community assets and resources.

Community prescribing in action

Colleagues from the Council's Public Health and Arts & Culture Teams have been collaborating on an innovative project with Creative Inspiration Shropshire.

Established by Dr Jane Povey in 2014, the community interest company aims to connect, inspire and enable wellbeing and resilience in our community through participation in creative arts.

The next steps....

Through collaborative working in local areas the referral processes are being simplified and clarified, existing activity is being linked up and identified gaps filled. The framework for community prescribing, which is a key part of the new neighbourhood working approach, will be made standard across Telford and Wrekin, but the solutions will need to be on a very local scale to be effective.

VIDEO link



For further information contact:

Clare Harland, Public Health Commissioner, clare.harland@telford.gov.uk

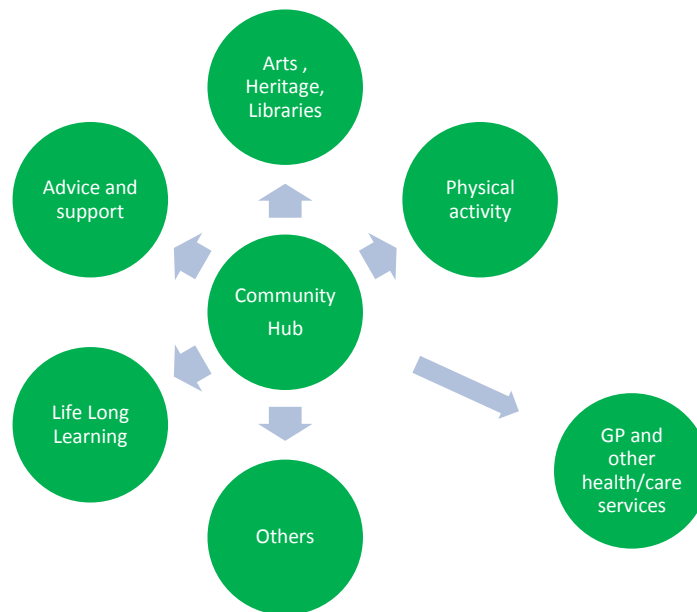
Wellbeing, Support and Care Networks - A Telford and Wrekin Concept

The Council and CCG have been working together using a **community-based commissioning** approach to co-produce solutions with local stakeholders such as care homes, voluntary sector partners, carers and people who use these services. The aspiration is that GPs and other health and care professionals rather than being the first port of call could be the last port of call for people. The main areas of focus are to improve services for vulnerable people such as the frail elderly, reduce social isolation and build resilience for carers.

The concept aims to evolve **community hubs** which include day provision in a variety of areas across Telford & Wrekin, linking together with other place-based community provision, such as care homes. During the development of the hubs ways to enable the professionals and the community in **wellbeing support and care networks** will be evolved.

Care and support settings are being identified in places that can meet the needs of older people, including those with dementia, who are often are in need of the personal care and support. The proposal is to develop care homes into **care hubs** which can be at the centre of the **wellbeing support and care networks**. The idea is that these care hubs become valuable flexible provision for people and their families, rather than simply places where people go for the end of life.

Telford & Wrekin wellbeing support and care network model



The next steps.....

- The **wellbeing support and care network** approach will be piloted in Wellington, an area with high levels of dementia
- Care outreach will be encouraged to nearby areas such as Ironbridge and Coalbrookdale where there is often a supply issue
- Holding virtual community events to engage the wider, intergenerational and diverse community to gather insight to support the design of community hubs
- Involving and training community hub staff, informal carers and other volunteers to ensure that successful activities and services become sustainable.

For further information contact:

Laura Thorogood, Commissioning - Service Delivery Manager, Telford & Wrekin Council Laura.Thorogood@telford.gov.uk

Michael Bennett, Commissioning Manager, NHS Telford & Wrekin CCG

Other examples of local projects which improve access to community assets and resources

- **Telford Green Heroes** aims to improve mental and physical health through 'green exercise'. During the 12 week programme participants get involved with activities such as practical conservation tasks, horticultural activities and guided

walks. The volunteers also contribute to local community projects such as clearing paths and building steps so that others can also enjoy their local natural environment. The programme is delivered by Shropshire Wildlife Trust.

- **Kreative Kidz** provides children who have additional needs with an opportunity to come together and get creative for a couple of hours every Saturday at Oakengates Theatre. This provides a safe and reassuring environment where children are encouraged to express themselves through the arts whilst making new friends and supporting their self esteem and confidence. Activities include Taiko drumming, dance, stories, arts and sculpture, drama & creative movement, music. http://www.ican2.org.uk/ican2/info/15/short_breaks/6/kreative_kids
- **Oakengates targeted mental health art group** provides support and a safe environment for those accessing mental health services to meet and take part in arts & crafts activities. The group, which is linked to the Redwoods Centre, meet every week at Oakengates Theatre and are led by a local artist.
- **Older People Enjoying Life** - Age UK Shropshire, Telford & Wrekin support a network of local Older People Enjoying Life - OPEL Centres. The weekly day centre sessions offer a hot meal, a chance to meet friends and have a bit of fun. The average age of members is 85. In Telford & Wrekin 300 members cared for by 65 volunteers in 16 OPEL centres, supported by 1 paid member of staff.

Some more local examples of our valued **community health assets**

Assets are things which impact on people's health and wellbeing – protecting and promoting factors which act a buffer against life's stresses¹⁴. Assets can be considered in the following types¹⁵.....

Practical skills, capacity and knowledge of local residents, such as:

- Ican2 sports and Leisure - short breaks programme providing activities for children and young people living in Telford and Wrekin with a disability or additional need

<http://www.ican2.org.uk/>

- Wellington Walkers are Welcome – group which promotes the interests of local walkers in Wellington, and to promote Wellington to walkers elsewhere

<http://www.wellingtonwalkersarewelcome.org.uk/>

Passions and interests of local residents which give the energy for change, such as:



- Telford bikes is run by volunteers and owned by the community for the benefit of all cyclists across Telford. The number one aim is to get people cycling, stop bikes going to landfill and help members of the community in any way they can.

<http://telfordbikes.co.uk/community/>

<https://www.facebook.com/telfordbikes.co.uk/>

- Arts Activities - Newport Cottage Care and the Alzheimer's Society, funded by the Council through a town planning agreement, this has developed a programme of arts activities for isolated older people living in Newport. The clients and participants agree the programme of activities, which include artist visits, arts & craft sessions and trips out to theatre and galleries.

<http://www.newport-care.org/>

Network and connections in the community – also known as social capital, including friends and neighbourliness, such as:

- Noor's Women's Coffee Morning - a social support group for Muslim women in the Arleston area
- Brookside Big Local - local residents working together to make Brookside a better place to live, supported by the national Big Local programme

<http://www.brooksidebiglocal.co.uk/>

Local community and voluntary associations

- Parents Opening Doors - improving the lives of families who have a disabled child or additional need, in the Telford & Wrekin area

<https://www.podstelford.org/>

- Listen Not Label - providing help and support to adults with autism

<http://www.listen-not-label.org/>

- Carer's Centre - providing support, information and advice for carers in Telford & Wrekin

<http://telfordcarers.org.uk/>

Resources of public, private and third sector organisations available to support communities

- Telford & Wrekin CVS - helping voluntary organisations in Telford and Wrekin

<http://www.telfordandwrekin cvs.org.uk/>

- Citizen's Advice Telford - providing information and advice on areas including: Benefits, Consumer, Debt, Discrimination, Employment, Housing, Immigration, Legal and Relationships

<http://telfordcab.co.uk/>

- Age UK Shropshire, Telford & Wrekin - enabling older people across the Borough to love later life

<http://www.ageuk.org.uk/shropshireandtelford/>

Physical and economic resources which enhance health and wellbeing, such as:

- Friends of Dothill Local Nature Reserve - an active volunteer group who maintain and develop the reserve

<http://www.dothillnaturereserve.co.uk/the-friends>

- Walkabout Wrekin - leading health walks across Telford and Wrekin

<http://www.walkaboutwrekin.org.uk/>

Section 8 - Recommendations

Building on the local ambition and commitment and the wide range of valued community assets and approaches I make the following recommendations in order to further develop community-centred activities and make the approaches more systematic.

Recommendation 1:

Health & Wellbeing partner organisations in Telford & Wrekin should consider how community-centred approaches, which build on individual and community assets, become an integral part of our action plans and work programmes put in place to deliver the aspirations of the health and wellbeing strategy

Recommendation 2:

Local commissioners of health improvement and preventative services in the CCG and Council should consider the use of community-centred approaches more systematically through their commissioning frameworks, using best practice evidence to: strengthen communities, build the volunteer workforce as agents of change and co-design local services

Recommendation 3:

Health & Wellbeing partners and Community Voluntary Services organisations in Telford & Wrekin should collectively celebrate and support formal and informal volunteering, through a variety of ways, such as: providing organisational support, commissioning services, awarding grants, offering training and raising awareness through marketing and publicity

Recommendation 4:

Health & Wellbeing partners in Telford & Wrekin, should work collectively with local Community Voluntary Sector organisations to ensure a Borough-wide evaluation programme is developed for our local community-centred approaches in order to determine their impact. This evaluation should aim to share local learning with others and contribute to the national body of best practice evidence.

Recommendation 5:

Commissioners of health and wellbeing services in Telford & Wrekin, as part of their duty to reduce inequalities in health, should proactively engage people at risk of social isolation in the design and delivery of solutions to narrow inequities

Recommendation 6:

As part of the neighbourhood working approach an organisational development programme should be put in place so Health & Wellbeing partners in Telford & Wrekin are able to up skill the local workforce to confidently and effectively deliver person- and community-centred approaches

Section 9 - Review of last year's recommendations

I made seven recommendations in my last annual public health report. Progress made towards delivering these recommendations with our partners during the past year is outlined below.

Recommendation 1: Action should be taken by the Council and partners to encourage and support people over 50 to adopt healthy lifestyle behaviours, which incorporate opportunities to volunteer and ensure advice, signposting into services by health and social care professionals is systematic.

A range of initiatives have been adopted in this area. Strong promotion of the national OneYou campaign, which is particularly aimed at promoting healthy lifestyles in the over 50's, is being supported by the Council, particularly through Healthy Telford Twitter account. Stop smoking support for the over 50s continues to be available throughout the Borough and has been offered to local employers through the Work Well in Telford programme. In addition, the Healthy Lifestyles service continues to provide a one stop shop for local people wishing to get active and improve their health. Clients are given one to one support and encouraged to access the wide range of activities in their communities. Work is ongoing with health and social care professionals to increase referrals to behaviour change programmes.

Recommendation 2: The Council's public health team should work with key partners to develop the wider public health workforce to expand our local capacity and capability to improve the health and wellbeing for our ageing population.

Health and Wellbeing MECC (Making Every Contact Count) training has been delivered to 200 frontline staff and volunteers from a range of organisations working with local people particularly those in older age. Age UK, Telford Senior Citizen's Forum, members of SPIC (Shropshire Partners in Care) and Social Housing providers have all benefited training. In addition, 120 officers from Shropshire Fire & Rescue Service have completed Health and Wellbeing MECC training, which they are now proactively using in their Home Safety Checks for the elderly living alone. Further training is now available to all these staff and volunteers enabling them to better support their clients' health and wellbeing.

Recommendation 3: Action should be taken by the Council, NHS Telford and Wrekin Clinical Commissioning Group and partners to ensure good access to healthy lifestyle support for the most vulnerable adults, such as those with long term conditions or mental health illness.

Local Public Health advice has shaped the development of Telford and Wrekin NHS clinical pathways for people with diabetes, cancer and respiratory disease. More systematic access to healthy lifestyles advice is an important goal for this work. The Healthy Lifestyles team have made adjustments to their programme to better support those with Long Term Conditions and Mental Health conditions, the team continue to work with vulnerable groups who are at higher risk of poor health, including faith groups and older people.

Recommendation 4: The Council, its partners and communities should support and promote a range of group, one-to-one and volunteering activities that meet the needs and interests of local older people.

Five Ways to Wellbeing continues to be promoted through Council media routes and cascaded to partners. It is also embedded within delivery in several Council service areas. The Healthy Telford Twitter feed has generated relationships and partnerships which did not previously exist, signposting to local events and opportunities and linking up new groups and organisations.

Work is ongoing in the Carers Partnership Board and the Carers Contact Centre to ensure access to healthy lifestyles services. Work has also been completed with Registry to engage with those recently bereaved and offer appropriate support. Staff at Job Centre Plus has received Health and Wellbeing MECC training and are better able to support older clients.

Recommendation 5: Building on work already underway, the Council and partners should take a community-centred approach to improving the health and wellbeing of our ageing population.

This work has been supported by priorities in the following local strategy documents:

- The new Health & Wellbeing Strategy, which includes strengthening communities and community-based support as a priority
- Telford & Wrekin Council Being the Change Strategy, which includes building community capacity as a key principle
- Shropshire, Telford & Wrekin NHS Sustainability and Transformation Plan which prioritises building community resilience, to be delivered through the neighbourhood working model

Examples of the approach being embedded include a cohort of 36 Health Champions who have been trained and supported to deliver a range of initiatives in their local communities, and local groups supporting older people including Senior Citizen's Forum, Senior Gym Club, Walkabout Wrekin and Friends Of groups who have contributed to the development of programmes of work including the healthy lifestyles offer.

Recommendation 6: Action should be undertaken by the Council with local employers to raise awareness of the links between work, healthy lifestyles and wellbeing and the action employers can take to increasing employment opportunities and retention for older people.

The Work Well in Telford programme provides a range of advice and support to local business through the website, seminars, training and sharing best practice. Work Well in Telford includes information and advice on supporting older people in the workplace. Members are also encouraged to engage with campaigns such as One You and Time to Change

Recommendation 7: Action should be taken, by NHS Telford & Wrekin CCG with the Council and other partners to maximise every opportunity for awareness raising and early detection of risk factors and symptoms, ensuring early diagnosis and treatment for cancer, cardiovascular disease (heart disease and stroke) and Type 2 Diabetes.

Work is developing with the public health team and the CCG, as part of the neighbourhood working approach, to establish a reduce your risk programme as part of the radical upgrade in prevention expected in the NHS.

This has included a funding bid for NHS Transformation funds to improve the local treatment and care for people with diabetes. Examples of other awareness raising include the BeClear Campaigns (blood in pee and Respiratory Symptoms this year) which have been strongly publicised within Council, including Local radio interviews, poster and flyer distributions, Twitter promotion and building links with local groups for example the Jane Sargent Foundation. A lung cancer awareness event took place in Telford Town Centre in November 2016.

Public Health Outcomes Framework

Summary of key changes to the health of people in Telford and Wrekin

Since the last annual public health report there have been some significant changes on certain indicators which measure the health of our population.

NB This commentary and the detailed PHOF tables will be updated when new data are released on 7th Feb 2017 in advance of finalising the report for Cabinet and HWB

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