

AGENDA

CABINET

MONDAY, 24 MARCH 2025

4.00 PM

**COUNCIL CHAMBER, FENLAND HALL,
COUNTY ROAD, MARCH**

Committee Officer: Linda Albon
Tel: 01354 622424
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- 1 To receive apologies for absence
- 2 Previous Minutes (Pages 5 - 12)

To confirm and sign the minutes of the meeting held 24 February 2025.
- 3 To receive members' declaration of any interests under the Local Code of Conduct or any interest under the Code of Conduct on Planning Matters in respect of any item to be discussed at the meeting
- 4 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified
- 5 Investment Board Update & review of the Commercial & Investment Strategy (Pages 13 - 22)

To provide an update to Cabinet of the work of the Investment Board from April 2024 to February 2025.
- 6 Update of the Council's Corporate Complaints Policy (3C's) and associated procedures (Pages 23 - 34)

The Ombudsman for Local Government and Social Care (LGSCO) revised the

Complaint Handling Code in 2024. This has resulted in Fenland District Council's 3C's policy being reviewed and updated to reflect guidance within the Code.

7 County-wide Housing Adaptations and Repairs Policy (Pages 35 - 96)

To consider revisions to the existing County-wide Disabled Facilities Grants and Housing Repairs Policy as an outcome of the 2024 review of Disabled Facilities Grants which help support wider health and social care outcomes.

8 Food Waste Container Procurement (Pages 97 - 102)

To approve the cost effective and timely procurement of the containers required for the range of Fenland municipal properties to commence weekly food waste in line with legislation.

9 Review of 2 Air Quality management areas for Wisbech (Pages 103 - 140)

To request Cabinet, approve the revocation of 2 Air Quality Management Areas (AQMA's) for Wisbech as required by the Environment Act 1995 and to receive an update regarding future air quality monitoring in Wisbech.

10 Fenland Inspire! Enhancements to the Wisbech Park Splash Pad (Pages 141 - 144)

To provide information on the proposed enhancements to Wisbech Park Splash Pad. This is the first project in Wisbech to be brought forward for delivery as part of the £30m+ Fenland Inspire! programme which seeks to enhance the leisure and cultural legacy to be left by Fenland District Council after Local Government Reorganisation.

11 Fenland Inspire! Whittlesey - Manor Field Community Pathway (Pages 145 - 150)

To provide information on the proposed all-weather permeable surface community pathway making the Manor Field accessible to all. This is the first project in Whittlesey to be brought forward for delivery as part of the Fenland Inspire! programme which seeks to enhance the leisure and cultural legacy to be left by Fenland District Council after Local Government Reorganisation.

12 Port Fees and Charges

Report to follow

13 Draft 6 Month Cabinet Forward Plan (Pages 151 - 152)

For information purposes.

14 Items which the Chairman has under item 3 deemed urgent

CONFIDENTIAL - ITEMS COMPRISING EXEMPT INFORMATION

To exclude the public (including the press) from a meeting of a committee it is necessary for the following proposition to be moved and adopted: "that the public be excluded from the

meeting for Items which involve the likely disclosure of exempt information as defined in the paragraph 3 of Part I of Schedule 12A of the Local Government Act 1972 (as amended) as indicated."

15 Accommodation Review (Confidential) (Pages 153 - 408)

Friday, 14 March 2025

Members: Councillor C Boden (Chairman), Councillor Mrs J French (Vice-Chairman), Councillor I Benney, Councillor Miss S Hoy, Councillor Mrs D Laws, Councillor A Miscandlon, Councillor P Murphy, Councillor C Seaton, Councillor S Tierney and Councillor S Wallwork

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CABINET



MONDAY, 24 FEBRUARY 2025 - 2.00 PM

PRESENT: Councillor C Boden (Chairman), Councillor Mrs J French (Vice-Chairman), Councillor I Benney, Councillor Miss S Hoy, Councillor Mrs D Laws, Councillor A Miscandlon, Councillor P Murphy, Councillor C Seaton and Councillor S Tierney

APOLOGIES: Councillor S Wallwork

CAB49/24 PREVIOUS MINUTES

The minutes of the meeting held 27 January 2025 were approved and signed.

Councillor Mrs Laws asked to retract her statement under minute CAB45/24: Leisure Centre Conditions Survey Update, namely "due to some disagreement with the management of the tennis club who do not seem to have welcomed the netball club" as she believed she had said it was hearsay. There is no rift, and friendly consultation is going on.

CAB50/24 BUSINESS PLAN 2025/26

Members considered the Business Plan 2025/26 report presented by Councillor Tierney.

Councillor Boden advised that the Business Plan had been significantly changed to include capital investment projects under the banner Fenland Inspire! and due to local government reorganisation, to ensure that Fenland residents are left with upgraded facilities before this Council ceases to exist after 31 March 2028. Councillor Tierney said the Business Plan is brilliant for Fenland and he looks forward to it being approved at Full Council so the projects can be moved forward.

Proposed by Councillor Tierney, seconded by Councillor Mrs French and AGREED to consider and recommend to Council the approval of the Business Plan 2025-2026.

CAB51/24 BUDGET & MID TERM FINANCIAL STRATEGY 2025/26

Members considered the Budget and Medium-Term Financial Strategy 2025/26 report presented by Councillor Boden.

Councillor Boden said this had not been an easy budget, and credit was due to the Chief Accountant and Finance Team for all their work behind the scenes. Whilst well into the process, hearing in December that this Council is to be abolished on 31 March 2028 meant everything changed. Now the plan is to look at significant capital expenditure over the next three years as the new unitary authority will have different priorities and there will be pressure to meet the needs of services such as social care.

Councillor Tierney pointed out that this will be at least the eighth year that Fenland District Council has frozen its portion of council tax which is a fantastic achievement; hard decisions have had to be made whilst doing everything possible to relieve financial pressure on residents. The Council has been sensible and made mature decisions with taxpayers' money over the years, with strong leadership and the excellent work of officers. His concern is that this authority will have to merge

with some who are in far worse financial shape. It is important that Fenland taxpayers get a fair deal for the money they have provided, which is why Fenland Inspire! is such a great idea. Councillor Mrs French agreed and offered her congratulations to officers and the Leader personally, who have done an extremely wonderful job.

Proposed by Councillor Boden, seconded by Councillor Tierney and AGREED that:

- (i) the revised estimates for 2024/25 as set out in Section 8 and Appendix A showing an estimated shortfall of £350k (to be funded from the Budget Equalisation Reserve if required), be approved.**

and to recommend to Council that:

- (ii) the General Fund revenue budget for 2025/26 as set out in Section 9 and Appendix A be approved.**
- (iii) the Medium-Term Financial Strategy as outlined in this report and Appendix B be adopted.**
- (iv) the Capital Programme and funding statement as set out in Appendix D be approved.**
- (v) the adoption of the additional Business Rates Relief measures as detailed in Section 7 using Discretionary Relief Powers be approved.**
- (vi) the expenses detailed in Section 12 be approved to be treated as general expenses for 2025/26.**
- (vii) the Port Health levy for 2025/26 be set as shown in Section 13.**
- (viii) the current working age Council Tax Support Scheme be adopted with effect from 1 April 2025 as set out in Section 15, with appropriate changes to the prescribed pensioner scheme as determined by regulations.**
- (ix) the Treasury Management Strategy Statement, Minimum Revenue Provision Policy Statement (including amending the MRP calculation to be based on the 'Annuity method' from 2024/25 onwards), Treasury Investment Strategy, Prudential and Treasury Indicators for 2025/26 and Capital Strategy 2025/26 as set out in Section 16 and Appendix E be approved.**
- (x) the Band D Council Tax level for Fenland District Council Services for 2025/26 be set at £254.79, no change on the current year.**

CAB52/24 LEISURE FACILITY STRATEGY - INITIAL ASSESSMENT PHASE

Members considered the Leisure Facility Strategy – Initial Assessment Phase report proposed by Councillor Miscandlon.

Councillor Tierney commented that he is glad this Council is protecting the leisure centres when so many others are closing. Although members cannot affect what a future council might do, at least Fenland's leisure centres will be handed over in good shape.

Councillor Boden commented on the prospects for the Whittlesey Rifle Club. He has asked the club to meet with officers to see if the Council can assist in meeting their ambition to become a regional centre of excellence. Councillor Boden advised that shooting is a valid and valued sport which provides a lot of benefit despite being vilified by some; it is a sport open to people regardless of their physical ability and promotes good mental health. Councillor Mrs Laws stated that the club tutors various age groups, it deals with responsibilities and supports many forces veterans by opening up their social circle. Councillor Benney said it is commendable to see a council pushing to have a rifle club when nationally central government is clamping down and taking away freedom of choice, we live in a rural area, and this is part of rural life. He supports anything that will encourage the rifle range, it teaches safe use of firearms, and furthermore it will help support the gun shop in Whittlesey and rural sports in general. Councillor Boden added that the rifle club are also aware of the competitive side of laser guns and what they are putting forward will include

those as well.

Councillor Tierney pointed out the potential for a new swimming pool in Chatteris and the importance of children learning to swim so he is looking forward to seeing the public response to that news. Councillor Boden thanked Councillor Anne Hay for pushing this plan forward as she had been emphatic in her desire to see a pool in Chatteris as one of the Fenland Inspire! projects. Councillor Benney added that the lack of a pool in Chatteris has been mentioned numerous times so he welcomes this news, a pool for Chatteris residents will be a lasting legacy, and he looks forward to seeing it come to fruition.

Proposed by Councillor Miscandlon, seconded by Councillor Mrs French and AGREED:

Conditions Survey Work

- That condition survey work across the leisure facilities remains necessary and should remain funded within the capital programme. 5-year costs are estimated to be £9.155m.
- To instruct the S151 Officer to make continued provision for condition survey work by adding an additional £7m into the capital programme in the next three years, adjusted as necessary to be included within other leisure capital project options detailed below.

Manor Leisure Centre

- To progress the Manor Leisure Centre significant refurbishment project, detailed in the report, to RIBA Stage 3 at a cost of £276,775, with Cabinet authorising the S151 Officer to add this additional sum and any other relevant expenditure into the Council's capital programme in 2025/26 including the rifle range and sports hall options.
- That RIBA Stage 4 be completed concurrently with RIBA 3 at an additional cost of £349,688 and authorise the S151 Officer to add this additional cost and any other relevant expenditure into the Council's capital programme in 2025/26 including any additional RIBA 3/4 costs related to the rifle range and sports hall options.
- To note that upon completion of RIBA Stage 4 a report will be developed offering options for Cabinet to recommend to Full Council to either proceed with construction works or halt the project. Currently construction costs are estimated at £13.49m for the facility (including the rifle range and sports hall options) and could proceed in 2026/27. If Council decides not to proceed with construction, then the RIBA 3 and 4 costs will revert to revenue.

Chatteris Leisure Centre

- To approve refurbishment work of the facility and authorise the S151 Officer to add an additional £50,000 into the Council's capital programme for these works in 2025/26.
- To consider carefully the Chatteris Swimming Pool project and if the capital costs are acceptable, authorise the S151 Officer to add an additional £164,482 into the capital programme to develop the Chatteris Swimming Pool project to RIBA Stage 0-2. Cabinet to note this is a capital cost, but should the project not proceed past this point, then this expenditure would revert back to a revenue cost.

George Campbell Leisure Centre

- To approve to fund short-term projects for the George Campbell Leisure Centre and authorise the S151 Officer to add an additional £390,000 into the Council's capital programme for these works.
- To note, in addition to the short-term projects above, condition survey works will continue at the site at a cost in the region of £2.5m.

Hudson Leisure Centre

- To authorise the S151 Officer to add an additional £450,000 into the capital programme for 2025/26 for the development of three external covered floodlit padel courts at the Hudson Leisure Centre.
- To consider whether to instruct officers to develop estimated costs for each of the non-condition survey, short-term, Hudson projects identified, namely:
 - Adapt the multi-function space that is currently used for spinning into an assisted fitness and older persons health and wellbeing space
 - The current gym has unused spare space at the end of the gym – this has potential for conversion into activity rooms for box fit, circuit training and spin
- To instruct officers and the Portfolio Holder for Leisure to bring to Cabinet further refurbishment options for the Hudson Leisure Centre considering:
 - The addition of a kitchen space to generate additional revenue from soft play and soft play parties
 - Remodelling of access to the sports hall and possible soft play improvements to generate increased community use and revenue
 - Further uses for the sports hall that would generate additional revenue, linked with the new café/kitchen
 - External entrance and reception improvements.

And AGREED to note that agreement to pursue any of the projects above is subject to Full Council approval of the Budget on 24th February 2025.

CAB53/24 FENLAND WASTE STRATEGY

Members considered the Fenland Waste Strategy report presented by Councillor Tierney.

Councillor Miscandlon asked how the public will be notified of the new food waste collections. Councillor Tierney responded that it is a national strategy so it will be promoted by the Government, but this Council will use the usual channels to reach its residents, including press releases, website information, social media and notes left on the bins, however he would anticipate that this will also be promoted by each of the town and parish councils.

Councillor Hoy queried whether people would put their garden waste in the new food bins and cancel their garden waste subscription. Councillor Tierney said the proposal will give residents more space in their normal bins and the new strategy will result in more frequent waste collection than currently. Any issues will be addressed as they arise, currently the Council can only work with what Government are saying but it is a good plan.

Proposed by Councillor Tierney, seconded by Councillor Murphy and AGREED to recommend to Full Council:

1. the approval of Fenland's updated Waste Service Standards as set out in appendix 1
2. the approval of updated TEEP statement as set out in appendix 2 in line with Simpler Recycling and Environment Act 2021 requirements.
3. the approval of the suggested amendment to the waste strategy as set out in appendix 4 to allow for the required weekly food waste collections to commence from 30 March 2026, and
4. to note that the Cambridgeshire and Peterborough Waste Partnership are working on an update to the current area-based waste strategy approved by Council in 2008. This will be presented for member consideration later in 2025.

CAB54/24 HOMELESSNESS AND ROUGH SLEEPING STRATEGY AND ACTION PLAN

Members considered the Homelessness and Rough Sleeping Strategy and Action Plan report presented by Councillor Hoy.

Councillor Hoy said she had made a few changes to the suggested strategy; Government have said they will be producing a new paper on the private rented sector, billed as a Renters Charter. She has reservations on it being billed good news because the harder it is for private landlords to make any money, the more likely it will be that they leave the market. This will lead to less houses being available for rent, and lack of supply will lead to an increase in rental prices, which will likely impact on this authority's temporary accommodation. However, on a positive note she thanked the Housing Team, and Dan Horn in particular, for working to reduce rough sleeping numbers and touched on how their work has led to some success stories and a positive impact on individuals' lives.

Proposed by Councillor Hoy, seconded by Councillor Mrs French and AGREED to approve the Homelessness and Rough Sleeping Strategy and Action Plan for 2024/2029.

CAB55/24 24 HIGH STREET, WISBECH

Members considered the 24 High Street, Wisbech report presented by Councillor Seaton.

Councillor Boden said it is excellent to hear that the end is in sight and the property will soon be in full use. He thanked Councillor Seaton for his work during this very long process. Councillor Mrs French agreed, discussions on this premises began in 2011, and she looks forward to it no longer being on the agenda.

Councillor Seaton said he was grateful for the comments, but officers have done an extreme amount of work on this complex building over a long period of time.

Councillor Boden thanked Cabinet members too for their support to move the project forwards as without some difficult decisions this location could have remained undeveloped for decades.

Proposed by Councillor Seaton, seconded by Councillor Hoy and AGREED to:

- **delegate authority to the S151 officer, working in conjunction with the Portfolio Holder for Finance, to fund the additional £265,000 identified as necessary, at this time, to complete the construction of 24 High Street. This cost is a contractual obligation as part of building work.**
- **Note that until the building is completed there may be other additional costs, albeit these are anticipated to be more minor in nature, as the complex part of the building works are completed. It is anticipated that further costs will be addressed by way of a Portfolio or Officer Decision Notice.**

CAB56/24 DRAFT 6 MONTH CABINET FORWARD PLAN

Councillor Mrs French advised she had raised a motion on Civil Parking Enforcement at a County Council meeting which members of Highways agreed to discuss, so she hopes to see something soon. Councillor Boden said that thanks to Councillor Mrs French, this had been added to the Fenland Inspire! project and it will come before a Cabinet meeting as soon as appropriate.

The draft forward plan was noted for information.

CAB57/24 TRANSFER STATION TENDER (WITH CONFIDENTIAL APPENDIX)

Members considered the Transfer Station Tender report presented by Councillor Murphy.

Councillor Murphy thanked Mark Mathews and his team for the report and their work to get to this stage.

Councillor Hoy said she had seen comments online that led her to think some residents had misunderstood and they thought the Council was referring to the household waste and recycling centre in Wisbech potentially being moved to March. She asked for clarification that her understanding is correct, that the transfer station is a separate issue and the household waste centre in Wisbech will remain.

Councillor Boden said that Councillor Hoy was referring to the household waste recycling centres run by County Council and asked Councillor Murphy to respond. Councillor Murphy agreed that the waste transfer station is a separate facility and that is the subject of discussion.

Councillor Tierney said that when the incinerator and waste recycling is mentioned, people think this Council will be using the incinerator, but this is not the case. A council resolution was made never to use it, but he would like Councillor Murphy to confirm that will not happen. Councillor Murphy replied that there are other incinerators around Cambridgeshire and that is where the waste will go.

Councillor Mrs French said as there seems to be some confusion she would like to clarify that the recycling centres are run by County Council. March should have had a new centre built this year due to the lease on the Hundred Road site expiring. The current site should then be reverted back into its original form by the end of 2027. However, that is different to this discussion on the transfer station. The household waste and recycling centres in March and Wisbech remain open unless County Council decide otherwise.

Councillor Hoy expressed her concern that Councillor Murphy had suggested waste would be taken to other incinerators. She does not support any incineration of waste, which goes completely against the waste hierarchy. The Council should be recycling all recyclable materials and so having been prepared to second the report, she would like to withdraw her support. Furthermore, she would like to propose an amendment that specifically says this Council will not be sending Fenland's recyclable waste to incineration anywhere. Councillor Boden responded that there will be an opportunity to look at the detail when officers come back with a further report, in the meantime officers will have heard her comments, and he is sure that will be reflected in the options available.

Councillor Tierney made the point that it would be hypocritical for members to refuse to send anything to the Wisbech incinerator but instead send it to an incinerator that is plaguing another area. Therefore, he would like officers to take a very strong steer that if this comes back to Cabinet with recommendations for incineration, he will not support it. Councillor Hoy agreed that it should be underlined today that the Council will not use incinerators at all or, as a compromise, MVV as a minimum. Councillor Boden responded it is a bit late to make an amendment and by doing so will hinder officers at this early stage. Consideration should therefore be given to the recommendations before Cabinet today and to add in for the Portfolio Holder to be part of the consultation process to move this forward. He would like to make a commitment incineration does not proceed as an option unless it comes back before this Cabinet. Councillor Murphy said what is important is whatever is best for the residents of Fenland. Councillor Boden confirmed in that case incineration will not proceed as an option unless brought back to Cabinet for further discussion. Councillor Hoy repeated that this is not acceptable to her, she does not support the incinerator option at all.

Proposed by Councillor Murphy, seconded by Councillor Mrs French and AGREED to:

- **Commit the procurement and appointment of one or more contractors to deliver services for bulking and transfer of Fenland's collected municipal mixed dry recycling materials.**
- **Delegate to the Corporate Director and Section 151 Officer for the authorisation of the final Invitation to Tender (ITT), and to award the contract, in consultation with the Portfolio Holder, after considering possible sharing of facilities and/or contractors with neighbouring Councils which are likely to form part of the same Unitary Authority in Fenland after Local Government Reorganisation.**
- **Allow authority for the Corporate Director and Section 151 Officer, in consultation with the Portfolio Holder, in tandem with the tender process to explore the provision of this contract through agreement with the County Council at their March Transfer Station, operated by Thalia, where this is financially advantageous and contractually practicable.**
- **To note that should a suitable contractor and/or facilities not be forthcoming, then it may be necessary for the Council to pursue the construction of a suitable solution for our own operation, or to discuss possible sharing of facilities with neighbouring Councils which are likely to form part of the same Unitary Authority in Fenland after Local Government Reorganisation.**

(Councillor Tierney and Councillor Hoy voted against the recommendations).

CAB58/24 ARTICLE 4 DIRECTION - HMO'S IN WISBECH (WITH CONFIDENTIAL APPENDIX)

Members considered the Article 4 Direction – HMOs in Wisbech report presented by Councillor Hoy.

Proposed by Councillor Hoy, seconded by Councillor Mrs Laws and AGREED to recommend to Council that they:

- **Approve the making of a direction under article 4(1) of the Town and Country Planning (General Permitted Development) (England) Order 2015 (as amended) having non-immediate effect for Wisbech Town apart from the excluded areas (the excluded areas being Wisbech Riverside and Wisbech South wards) withdrawing the permitted development right to change use from a dwelling house (Class C3) to a small HMO (Class 4) use as set out in Schedule 1.**
- **Approve the making of a direction under article 4(1) of the Town and Country Planning (General Permitted Development) (England) Order 2015 (as amended) having immediate effect for the area of Wisbech Riverside and Wisbech South wards withdrawing the permitted development right to change use from a dwelling house (Class C3) to a small HMO (Class 4) use as set out in Schedule 2.**
- **Delegate the implementation of the consultation process and final approval of the Immediate and Non-Immediate Article 4 Directions to the Corporate Director & Monitoring Officer in consultation with the Portfolio Holder for Housing & Licensing and the Portfolio Holder for Planning & Flooding.**
- **Endorse the production of additional guidance to ensure the planning policy approach for assessing planning applications from Class C3 to C4 is clearly set out.**

CAB59/24 CONSIDERATIONS OF INITIAL OPTIONS FOR THE FUTURE REDEVELOPMENT OF 11 & 12 HIGH STREET, WISBECH (WITH CONFIDENTIAL APPENDICES)

Members considered the Considerations of initial options for the future redevelopment of 11 & 12 High Street, Wisbech report presented by Councillor Seaton.

Councillor Tierney said he supports this, one of the problems with private buildings in old towns is if they fall into disrepair, they can become difficult to fix and the impression people get is that the town itself is becoming run down. In those instances, it is always expected that local councils will step in and fix them. However their powers over private property are limited, nobody wants to pay more council tax, and this Council aspires not to charge more but sometimes that is the only way. A future unitary authority will most likely do nothing about buildings like these, so it is this Council's last opportunity to fix two buildings that have been known about for a long time before they get even worse.


Councillor Hoy queried the mention of finance and Wisbech Town Board funding. Councillor Seaton responded that officers have merely looked at all opportunities. Councillor Boden added that as with all Fenland Inspire! projects, financing will be looked at separately from the authorisation of them so there is no obligation for it to be covered by the Wisbech Town Board Fund but only a possibility. Councillor Hoy said she would be disappointed to see that mentioned in a report again, other towns are having capital money spent on them from Fenland and it seems unfair that money for Wisbech may be spent on the Council's current obligations, which is not right. Councillor Seaton said £1m from the Lottery Fund is still available but all funding options have to be looked at.

Proposed by Councillor Seaton, seconded by Councillor Tierney and AGREED:

- **To note the contents of the report.**
- **That officers progress with Option 2 as detailed herein up to and including the grant of planning consent and tender return and the expenditure of £75,000 of capital monies to deliver this work is also approved.**
- **That upon completion of the tender return the matter be brought back before Cabinet for approval prior to any commitment to the project commencing.**

3.20 pm

Chairman

Agenda Item No:	5	
Committee:	Cabinet	
Date:	24 March 2025	
Report Title:	INVESTMENT BOARD UPDATE AND REVIEW OF THE COMMERCIAL AND INVESTMENT STRATEGY	

1 Purpose / Summary

- 1.1 To provide an update to Cabinet of the work of the Investment Board from April 2024 to February 2025.

2 Key issues

- 2.1 The last report on Investment Board activity was presented to and noted by Cabinet on 15th July 2024.
- 2.2 Work has carried on during the 2024-25 financial year to progress the two identified sites, the Nene Waterfront in Wisbech and the Elms in Chatteris and outline planning permission has now been granted for both sites.
- 2.3 At the Cabinet meeting held on 12th December 2022, it was agreed that the land at Chatteris and Wisbech be transferred to FFL at market value in accordance with a Red Book valuation
- 2.4 FFL own the Nene Waterfront, Wisbech site and are in conditional contract to complete the transfer of the land off The Elms, Chatteris subject to a Reserved Matters Planning approval.
- 2.5 Work on the revised draft Business Plan for FFL was completed and circulated to the Investment Board by 31st January 2025.
- 2.6 No new opportunities have arisen since the last report on Investment Board activity was presented to Cabinet on 15th July 2024.
- 2.7 The Constitution states as follows at paragraph 3.1.1 of Table 3 which sets out the responsibility for executive functions:
 - Cabinet will be responsible for the following specific functions in relation to the Commercial Investment Strategy and the Council's companies and partnerships:
 - (a) Conducting a formal review of the Commercial Investment every 2 years and recommending any necessary amendments for approval by Full Council;
- 2.8 The formal review of the Commercial and Investment Strategy is currently on hold as the focus has changed to delivering the Fenland Inspire programme. Additionally the present economic conditions are challenging and interest rates in particular make it extremely difficult to identify new opportunities.

3 Recommendations

It is recommended that:-

- Cabinet note this report from the Investment Board.
- Cabinet agree that the ongoing review of the current Commercial and Investment Strategy as determined by the constitution and delegated to the S151 officer is currently deferred.

Wards Affected	All
Forward Plan Ref	Not applicable
Portfolio Holder(s)	<p>Cllr Chris Boden – Leader, Finance Portfolio Holder and Chairman of the Investment Board</p> <p>Cllr Steve Tierney – Transformation, Communications and Environment Portfolio Holder and Investment Board Member</p> <p>Cllr Ian Benney – Economic Growth Portfolio Holder and Investment Board Member</p>
Report Originator(s)	<p>Peter Catchpole – Corporate Director & Chief Finance Officer</p> <p>Paul Medd – Chief Executive</p> <p>Carol Pilson – Corporate Director & Monitoring Officer</p> <p>Amy Brown - Assistant Director & Deputy Monitoring Officer</p>
Contact Officer(s)	<p>Peter Catchpole – Corporate Director & Chief Finance Officer</p> <p>Paul Medd – Chief Executive</p> <p>Carol Pilson – Corporate Director & Monitoring Officer</p> <p>Amy Brown - Assistant Director & Deputy Monitoring Officer</p>
Background Paper(s)	<p>Investment Board minutes</p> <p>Commercial and Investment Strategy</p> <p>Cabinet update report 22nd March 2022</p> <p>Cabinet update report 30th January 2023</p> <p>Cabinet update report 16th March 2023</p> <p>Cabinet update report 11th September 2023</p> <p>Cabinet update report 15th July 2024</p>

Appendix: Update report

Report of the Investment Board

April 2024 – February 2025



1 What is the Investment Board?

- 1.1 The Investment Board was created on 16th January 2020 to help drive forward the Council's Commercial and Investment Strategy which was approved by Full Council on 9th January 2020. The Investment Board is a sub-committee of Cabinet designed to be more "fleet of foot" in order to be able to respond to opportunities in an agile and commercial manner.

2 Purpose of the Investment Board

- 2.1 The Investment Board is responsible for implementing the Commercial and Investment Strategy including oversight of the Council's companies and partnerships.
- 2.2 The Investment Board will act as a decision-making body in relation to the functions delegated to it and will report to Cabinet in relation to the exercise of those functions.
- 2.3 Support and advice will be provided to the Investment Board by key members of the Corporate Management team.

3 Membership and Operation of the Investment Board

- 3.1 The Investment Board will comprise a maximum of two Cabinet Members (one of whom should be the portfolio holder for finance if that position is not held by the Leader) in addition to the Leader who will determine their appointment annually.
- 3.2 The Investment Board shall meet on a basis agreed by itself with a minimum of 3 meetings per year.
- 3.2 The quorum shall be the Leader in the presence of a minimum of;

- a. one other Cabinet Member;

- b. one senior advisory officer (or their appointed deputy)

An invitation to attend must have been provided to the Chair of O&S at least 5 clear days in advance of the meeting taking place. This notice period may be waived if the Chair of O&S or their nominated deputy so agrees.

An invitation to attend must also have been provided to the Section 151 officer and the Monitoring Officer (or their nominated deputies) which will normally be at least 5 clear days in advance of the meeting taking place.

- 3.3 The provisions relating to substitution set out at paragraph 28 of the Standing Orders shall apply to meetings of the Investment Board save that the Leader and Cabinet Members may only be substituted by Cabinet Members [and the Chair of O&S may only be substituted by the Vice Chairman]. Such substitutions to be notified to Council as part of the annual nomination process.

- 3.4 The Cabinet Procedure Rules shall apply to meetings of the Investment Board save in respect of paragraphs 1.6, 1.8, 2.2 (second paragraph), 2.3(g) and (h) and paragraph 2.5(d) which shall be disapplied.

4 Functions of the Investment Board

- 4.1 To determine investment appraisals submitted under Part 2 of the Council's Commercial and Investment Strategy together with the most appropriate means of delivery;
- 4.2 To determine business cases submitted under Part 3 of the Council's Commercial and Investment Strategy by the Council's companies and partnerships;
- 4.3 To determine the amount and terms of any investments, loans and assets required for the delivery of proposals approved in accordance with paragraphs (a) and (b) above from the agreed budget allocation;
- 4.4 To produce a report to Cabinet twice a year summarising its activities in accordance with paragraphs (a) to (c) above.
- 4.5 Approve the business plans of the Council's companies and partnerships;
- 4.6 To monitor performance and financial delivery in line with the approved business plans;
- 4.7 To ensure that those companies and partnerships comply with relevant Council policies, strategies and objectives;
- 4.8 To exercise decisions, where delegated by Cabinet, in relation to a company or partnerships' reserved matters;
- 4.9 To oversee the relationships between the Council and the Council's companies and partnerships in accordance with the Council's objectives.
- 4.10 To prepare and present an annual report to the Overview and Scrutiny Committee;
- 4.11 To determine for each individual company or partnership whether the Investment Board recommends to Cabinet the delegation of any functions to the officers of the Council.
- 4.12 All other matters not falling within the remit of the Investment Board functions set out at 4.1 to 4.11 above will be referred to Cabinet for decision.

5 Background

- 5.1 The Commercial and Investment Strategy was approved by Full Council on 9th January 2020.
- 5.2 At the same meeting Full Council also agreed to establish a Local Authority Trading Company (LATCo) for the purpose of facilitating the delivery of the agreed strategy and noted the proposed intention that the Investment Board will be able to utilise reserves and/or borrow sums up to a combined maximum of £25 million in order to deliver the objectives of the Strategy.

- 5.3 Following on from this approval the creation of the Investment Board and the delegation of functions was approved by Cabinet on 16th January 2020.
- 5.4 The business case for the creation of the LATCo was approved by Cabinet on 9th June 2020 and Fenland Future Ltd (FFL) was incorporated on 10th June 2020.
- 5.5 FFL held its inaugural board meeting on 8th December 2020 and a first draft business plan was circulated to the Investment Board for discussion and approval. The final business plan was formally presented to the Investment Board in March 2022.
- 5.6 At a meeting of the Investment Board on 18th September 2020 approval was given to take forward to a detailed business case the development of FDC owned land at the Nene waterfront in Wisbech.
- 5.7 At a meeting of the Investment Board on 12th January 2021 approval was given to take forward to a detailed business case the development of FDC owned land in Chatteris.
- 5.8 At a meeting of the Investment Board on 16th March 2021 approval was given to acquire a commercial property in Wisbech and this was subsequently completed on 26th March 2021.
- 5.9 The last report on Investment Board activity was presented to and noted by Cabinet on 15th July 2024.

6 Work programme and outcomes

- 6.1 There have been no formal Investment Board meetings in 2024/25 so far as there have been no substantive items to discuss. A monthly report on progress is prepared and sent to the Investment Board to keep them abreast of developments.

7 Commercial and Investment Strategy (CIS) Update

FDC

- 7.1 As part of the Commercial and Investment Strategy a facility of £25m was granted to the Investment Board to finance capital expenditure to be undertaken in accordance with the aims and objectives of the agreed strategy. At the end of March 2022 £4m of this facility has been utilised to fund the acquisition detailed in 7.2 below and a strategic purchase which offers an opportunity to open up access to a Council owned potential development site. These acquisitions were approved at Investment Board meetings held on 16th March 2021 and 3rd December 2021 respectively.
- 7.2 The Commercial Investment in Wisbech has delivered a rental income of £230k p.a since acquisition in March 2021 and is up to date for 2024-25. As we used our own funds to acquire this asset there was no external cost of capital. This acquisition has enhanced the Councils revenue position and has had a positive impact on the MTFS as presented to Full Council in February 2025.
- 7.3 No further opportunities have been formally presented to the Investment Board since 1st April 2022 as the initial due diligence as prescribed in the Commercial and Investment Strategy was not passed. It is worth noting that since the inception of the Commercial and Investment Strategy nearly 40 opportunities have been looked into and these are broken down as follows:-

<u>Category</u>		<u>Completed</u>	<u>In progress</u>	<u>Parked</u>	<u>Offered</u>	<u>Rejected</u>	<u>Total</u>
FDC owned land			2	2			4
Other land						4	4
Commercial Retail						8	8
Commercial Investment		1			1	6	8
Residential- Commercial		1	1			3	5
Residential- Affordable						1	1
Other		1	2			3	6
		3	5	2	1	25	36

The current Commercial and Investment Strategy (CIS) strategy review as required by the constitution is on hold as focus has changed to delivering the Fenland Inspire programme. Additionally the present economic conditions are challenging and interest rates in particular make it extremely difficult to identify new opportunities.

FFL update including finance


- 7.4 Further utilisation of the above mentioned “facility” has been used to help develop the projects being delivered through Fenland Future Ltd and is in line with the cash flow and financial projections as agreed as part of the Business Plan circulated to the Investment Board by 31st January 2025. Further refinement will be required as updated site appraisals are prepared. Funding drawdown has been completed following the process as detailed in the financing agreement agreed by the Investment Board in July 2022.
- 7.5 The land transfers of the two sites, The Elms, Chatteris and the Nene Waterfront, Wisbech were approved by Cabinet on 12th December 2022 and the work to conclude the legal transfer has now been completed.
- 7.5 Both sites now have Outline Planning Permission and work has progressed on the delivery models needed to develop them.
- 7.6 A development manager has been appointed for The Elms site and work to prepare and complete a Reserved Matters Application is now underway. This includes detailed design work and technical reports as well as revised financial appraisals for the scheme.
- 7.7 Work on the Nene Waterfront includes the delivery of a new electricity substation funded through the Brownfields Land Release Fund and the delivery of an all affordable for rent Extra Care facility for which design and pre-application work has commenced.
- 7.8 FFL have exchanged contracts with Fenland Extra Care Consortium who will acquire plot 5 of the Nene Waterfront. FECC are finalising a Reserved Matters planning application. This will be an all-affordable for rent housing scheme for older people with care needs (circa 70 homes).

- 7.9 To date Fenland Future Ltd expenditure and commitments are as shown in the table below.
- 7.10 Based on the revised cash flows further funding has been drawn down from Fenland District Council to both cover the costs detailed below and to enable FFL to meet its future financial commitments to develop the sites. A further update will be taken to the Investment Board later in the year along with the request to drawdown any extra funding required.
- 7.11 For information the Board of Directors for Fenland Future Ltd comprises:-
- Dan Horn – Managing Director and Chairman
 - Mark Saunders – Director
 - Anna Goodall – Director
 - Jane Bailey – Company Secretary

Fenland Future Ltd		Total	Nene		Ex Barclays	FFL	Consultancy	Legal Costs	FDC	Loan
Financial Update	28.02.25	FFL Costs	Waterfront	Chatteris	March	Set up Costs	Costs	General	Recharges	Interest
		£	£	£	£	£	£	£	£	£
Set up costs	Integra - Agresso set up	2,925.00				2,925.00				
Total Paid	2020/21	2,925.00	0.00	0.00	0.00	2,925.00	0.00	0.00	0.00	0.00
Set up costs	Integra - Agresso set up	975.00				975.00				
Architectural Services	Norr	29,575.08	14,575.08	15,000.00						
Ecology survey	Tetra Tech	5,000.00	2,500.00	2,500.00						
Pre Planning consultancy	Tetra Tech	62,200.00	22,200.00	40,000.00						
Ecology Species Survey	Tetra Tech	5,000.00		5,000.00						
Topographical Survey	Survey Solutions	950.00		950.00						
Site clearance work	Tivoli Group	1,924.75	1,924.75							
Planning Advice	ELG Planning	2,215.00		2,215.00						
Site Appraisals	Carter Jonas	4,000.00	2,250.00	1,750.00						
Highways Consultancy	JDS Consulting	2,000.00		2,000.00						
Consultancy	Bloom - Consultancy	34,807.50					34,807.50			
Legal services	Bevan Brittan	1,497.60						1,497.60		
Support Recharges	FDC SLA 2021/22	100,000.00							100,000.00	
Total Paid	2021/22	250,144.93	43,449.83	69,415.00	0.00	975.00	34,807.50	1,497.60	100,000.00	0.00
Data Protection Fee	Information Commissioner	40.00				40.00				
Planning Application Fees	FDC	21,728.00	8,778.00	12,950.00						
Planning Consultancy Support	Barmach	2,500.00	2,500.00							
Electricity Supply	UK Power Networks	20,798.56	9,888.84	10,909.72						
Site Appraisals/Valuations	Carter Jonas	37,700.00	19,100.00	17,600.00	1,000.00					
Legal services	Bevan Brittan	35,172.20	4,060.45	4,189.95				26,921.80		
Consultancy	Bloom - Consultancy	96,391.58					96,391.58			
Architectural Services	Norr	18,142.25	8,997.25	9,145.00						
Ecology Species Survey	Tetra Tech	19,200.00		19,200.00						
Pre Planning consultancy	Tetra Tech	32,010.00	10,100.00	21,910.00						
Planning Advice	ELG Planning	12,285.49	3,325.00	8,960.49						
Support Recharges	FDC SLA 2022/23	125,000.00							125,000.00	
Total Paid	2022/23	420,968.08	66,749.54	104,865.16	1,000.00	40.00	96,391.58	26,921.80	125,000.00	0.00
Data Protection Fee	Information Commissioner	40.00				40.00				
Registration Fee	Companies House	13.00				13.00				
Employers Agent Services	AECOM Ltd	8,227.50					8,227.50			
Legal services	Bevan Brittan	65,260.25	21,508.50	31,823.50				11,928.25		
Land Purchase from FDC- Deposit	Bevan Brittan - Land Deposit	20,000.00		20,000.00						
Land Purchase from FDC - Balance	Bevan Brittan - Land Purchase	180,000.00		180,000.00						
Consultancy	Bloom - Consultancy	73,710.00					73,710.00			
Consultancy	Instinctively Green	23,400.00					23,400.00			
Grass Cutting, The Elms	Tivoli	2,225.00		2,225.00						
Directors Insurance	AON UK Ltd	3,920.00				3,920.00				
Architectural Services	Norr	3,000.00	3,000.00							
Planning consultancy	Tetra Tech	20,365.00	19,865.00	500.00						
Local Rented Market Report	Carter Jonas	9,000.00	9,000.00							
Nene Waterfront appraisal	Redloft	4,530.00	4,530.00							
FFL Website	Chameleon Studios	4,252.50				4,252.50				
Support Recharges	FDC SLA 2023/24	125,000.00							125,000.00	
Interest Costs	FDC Loans 2023/24 - (27.03.24)	2,274.66								2,274.66
Total Paid	2023/24	545,217.91	57,903.50	234,548.50	0.00	8,225.50	105,337.50	11,928.25	125,000.00	2,274.66
Confirmation Statement	Companies House	34.00				34.00				
Bank Charges	Barclays Bank	46.25				46.25				
Consultancy	Instinctively Green	85,800.00					85,800.00			
Legal services	Bevan Brittan	20,404.00	17,744.00	2,400.00				260.00		
Planning consultancy	Tetra Tech	4,750.00	4,750.00							
Valuation Report - The Elms	Carter Jonas	750.00		750.00						
Archeology Services	Headland Archeology	29,695.25	29,695.25							
Planning Fee	Fenland District Council	726.00	726.00							
Planning Consultancy Support	Barmach	500.00	500.00							
DM Fee + DP Fees	Lovell	181,758.65		181,758.65						
Directors Insurance	AON UK Ltd	3,920.00				3,920.00				
FFL Website	Chameleon Studios	972.50				972.50				
Interest Received on Late Repayment	HMRC - VAT Claim	-1,275.05				-1,275.05				
Support Recharges	FDC SLA 2024/25 - 11 months	114,583.33							114,583.33	
Interest Costs	FDC Loans 2024/25 - 11 months	134,587.67								134,587.67
Total Paid	2024/25 - to 28.02.25	577,252.60	53,415.25	184,908.65	0.00	3,697.70	85,800.00	260.00	114,583.33	134,587.67
Grand Total Paid to Date	28.02.25	1,796,508.52	221,518.12	593,737.31	1,000.00	15,863.20	322,336.58	40,607.65	464,583.33	136,862.33
Total Benefit to FDC Revenue Account - to 28.02.25		601,445.66								
Total Benefit to FDC - Capital Receipt - to 28.02.25		200,000.00								

8 Legal Implications

- 8.1 Reviewing the CIS ensures compliance with our best value duty and is also compliant with the delegations to Cabinet in which it is provided that it will be reviewed every 2 years.

Agenda Item No:	6	
Committee:	Cabinet	
Date:	24 March 2025	
Report Title:	Update of the council's corporate complaints policy (3C's) and associated procedures.	

Cover sheet:

1 Purpose / Summary

- 1.1 The Ombudsman for Local Government and Social Care (LGSCO) revised the Complaint Handling Code in 2024. This has resulted in Fenland District Council's 3C's policy being reviewed and updated to reflect guidance within the Code.
- 1.2 The council has a good track record in responding to LGSCO cases and we want to keep our policy in line with the revised Complaint Handling Code in order to maintain this.

2 Key Issues

- 2.1 The Complaint handling Code sets out processes for organisations that allows us to respond to complaints effectively and fairly.
- 2.2 The LGSCO are recommending the changes as laid out in the revised Code. By adopting these changes we be streamlining our process which will ensure that customer complaints are dealt with and resolved in an even more timely way. This will also save officer time.
- 2.3 The revised policy updates the definition of both a complaint and service request as per the Complaint Handling Code.
- 2.4 The revised policy amends the Council's current three stage process to a two stage process.
- 2.5 The two stage process is designed to provide a full response at stage one of the process giving a prompt explanation, apology or resolution within 10 working days. Stage two of the process is our final opportunity to respond directly to an individual. A stage two response will capture the council's overall position on the matter raised and will be responded to in 20 working days

3 Recommendations

- 3.1 Recommendation to approve the proposed changes to the policy in line with the complaint handling Code published by the LGSCO.

Wards Affected	<i>All</i>
Forward Plan Reference	<i>[Insert Reference No. From Forward Plan. (It is a legal requirement to include key executive decisions on the forward plan for 28 days before the decision requested in this report is taken).]</i>
Portfolio Holder(s)	Councillor Steve Tierney – Portfolio Holder for Communications, Transformation, Climate Change and Strategic Refuse
Report Originator(s)	<p>Peter Catchpole – Corporate Director and Section 151 Officer</p> <p>Sam Anthony – Head of HR (Human Resources), OD and Customer Service</p> <p>Claire Wright – My Fenland and Customer Engagement Manager</p> <p>Aimee Markillie – My Fenland team Supervisor</p>
Contact Officer(s)	<p>Peter Catchpole – Corporate Director and Section 151 Officer peter.catchpole@fenland.gov.uk</p> <p>Sam Anthony – Head of HR (Human Resources), OD and Customer Service Email: santhony@fenland.gov.uk</p> <p>Claire Wright – My Fenland and Customer Engagement Manager Email: cwright@fenland.gov.uk</p>
Background Papers	Local Government and Social Care Ombudsman Complaint Handling Code

Report:

1 BACKGROUND AND INTENDED OUTCOMES

- 1.1 The Ombudsman for Local Government and Social Care (LGSCO) revised the Complaint Handling Code in 2024. This has resulted in Fenland District Council's 3C's policy being reviewed and updated.
- 1.2 The council has a good track record in responding to LGSCO cases and we want to keep our policy in line with the revised Complaint Handling Code in order to maintain this.
- 1.3 The LGSCO are recommending the changes as laid out in the revised Code. By adopting these changes we be streamlining our process which will ensure

that customer complaints are dealt with and resolved in an even more timely way. This will also save officer time as they will only have two stages to respond to rather than the three that we have now.

- 1.4 The Complaint handling Code sets out processes for organisations that allows us to respond to complaints effectively and fairly. The purpose of the Code is to enable organisations to resolve complaints raised by individual promptly, and to use the data and learning from complaints to drive service improvements. It will also help to create a positive and proactive complaint handling culture amongst staff and individuals. Complaints should be seen as learning opportunities and support our ongoing drive for service improvement and learning culture.
- 1.5 The LGSCO requires that organisations should have a single policy for dealing with complaints covered by the Code. An updated version of Fenland District Council's 3C's policy is attached to this report. The revised policy updates the definition of both a complaint and service request as per the Complaint Handling Code. It also encourages customers to raise their concerns with the delivering service in the first instance to give them the opportunity to address it. The revised policy amends the Council's current three stage process to a two stage process.

The amendments referred to above mean that the council will be adopting recommendations outlined in the code and importantly that we continue to improve the service that we provide to our customers.

2 REASONS FOR RECOMMENDATIONS

- 2.1 The Code has been issued as "advice and guidance" for all local councils in England under section 23(12A) of the Local Government Act 1974. This means that councils should consider the Code when developing complaint handling policies and procedures and when responding to complaints. If a council decides not to follow the Code the LGSCO would expect it to have a good reason for this.
- 2.2 The recommendation is to approve the proposed changes to the policy in line with revised Complaint Handling Code published by the Local Government Ombudsmen. This will mean that we adopt the code on 1 April 2025 allowing 12 months to embed the changes, prior to adoption by the LGSCO. This will also mean that the council's 3C's policy reflects the updated published code.
- 2.3 The Code covers complaints about services where there are not already statutory complaints processes in place. For example, public health and adult social care. This is because there is already legislation in place which sets out how these complaints should be handled. Councils are encouraged to adopt the code as soon as they are able to do so. The LGSCO intend to start considering the Code as part of their processes from April 2026 at the earliest, allowing local councils time to adopt the Code into working practices successfully.
- 2.4 The Councils' 3Cs policy has been reviewed and updated to reflect revised definition of a complaint and service request.

- 2.5 The key amendment for Fenland District Council will be changing from our current three stage process to two stages. The rationale for this change is to improve Customer Service by ensuring that the complaints process is not a protracted one. We will continue to collect data and information about complaints and use this to drive service improvement. We will also continue to publish data about our 3Cs process in our Annual Report in line with any corporate governance arrangements.
- 2.6 The two stage process is designed to provide a full response at stage one of the process providing a prompt explanation, apology or resolution within 10 working days. Stage two of the process is our final opportunity to respond directly to an individual. A stage two response will capture the council's overall position on the matter raised and will be responded to in 20 working days.
- 2.7 In both instances the Code encourages a proportionate response to the complaint raised and recognises that a full investigation may not be necessary in all cases. This allows the council to consider whether there are any actions that can be taken quickly to resolve the complaint.

3 CONSULTATION

- 3.1 We have been working closely with, and sought input from, key stakeholders to review and update our 3Cs policy.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 In arriving at the recommendation in this report we have considered maintaining a three stage process and not updating our current policy. However, this had been discounted as the LGSCO advises the following:

“A process with more than two stages will make the compliant process unduly long and delay access to the relevant Ombudsman. A process with a single stage means the organisation may lack the ability to check it's responses before an individual comes to the Ombudsman.

The revised policy therefore provides more in-depth detail for our customers about how and when to make a complaint and simplifies the process. It also provides clarity about allowing a service the opportunity to put things right in the first instance, prior to progressing to a formal complaint.

5 IMPLICATIONS

5.1 Legal Implications

N/A

5.2 Financial Implications

N/A

5.3 Equality Implications

The Equality Impact Assessment has been reviewed and updated to reflect the proposed changes

7 SCHEDULES

Revised 3C's policy.

3c's Policy



1. Introduction:

This policy explains how Fenland District Council will manage and respond to comments, compliments, correspondence and complaints. It supports our commitment to managing customer contact in a fair and positive way and ensures that customers know how to contact us.

We aim to provide high quality services to all our customers and welcome your feedback.

Listening to our customers helps us improve the services that we provide. Your feedback, together with any action we have taken, will also be used to monitor performance.

When responding to complaints and correspondence we will ensure that our customers are treated fairly and sensitively and are kept informed about how we will respond to your complaint, including details about who will be responding, by when and next steps if you remain dissatisfied.

The complaints process looks at how we have delivered services or reached decisions. Requests for help with problems in your local area should be directed to the relevant service first.

2. Types of contact:

Customers may contact us to make a:

Comment	A comment is an opinion, belief, feedback or remark. It may contain a suggestion as to how part of a Council service could be improved.
Compliment	A compliment is a statement of praise. It may be about a member of staff or a service.
Complaint	A complaint is when a customer expresses dissatisfaction about the standard of a service, action(s) or lack of action(s) by the Council, our own staff or those acting on our behalf, affecting an individual or group of individuals. It is treated differently to a service request (see below).
Correspondence	Correspondence can be positive, negative or neutral. It usually asks a question or for an update about a specific issue. It requires a single response from an officer in the relevant service area.
Service Request	A service request is where the council provides or improves a service, fixes a problem or reconsiders a decision that we have made. Service requests may contain an expression of dissatisfaction. We will take the opportunity to deal with a service request before a complaint is made. Examples of service requests include the reporting of a missed bin, planning enforcement and noise complaints.

	<p>This is slightly different to a complaint and is not managed through this policy. Customers are advised to contact the council to make a service request by visiting www.fenland.gov.uk, calling 01354 654321 or emailing info@fenland.gov.uk.</p>
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Before making a complaint, customers should ensure that they have given us an opportunity to resolve the issue that you are raising. You should contact the relevant service first. You can find details of our services on our website: [Council Services - Fenland District Council](#). If the service is not able to resolve your issues you can make a complaint.

3. Comments

We appreciate customers giving feedback and making suggestions. Comments are shared with the appropriate officer or team. We will record your comments as a complaint if you are not satisfied with the service that you receive.

4. Compliments

If you want to tell us about a good experience or service that you have received, please do. We always like to hear about what has gone well, it is just as important to help us shape our services. Compliments are shared with the Service lead.

5. Correspondence

Unlike complaints this is a single stage procedure. We will acknowledge in 5 working days and provide a response within 10 working days.

6. Service requests

May contain an expression of dissatisfaction. We will take the opportunity to deal with a service request before a complaint is made.

Examples of service requests include the reporting of a missed bin, planning enforcement and noise complaints

7. Complaints

We have a two-stage complaints procedure.

Stage 1.

Please contact us if you are unhappy with a service we have provided. When we receive a complaint, we will acknowledge it within 5 working days. Complaints will be investigated by the service manager (or service equivalent).

We will make sure that we have understood the issues that are being raised to inform our response.

Not all complaints require a detailed investigation. We may be able to informally resolve a complaint, if this is the case and you (the customer) are happy with this approach we will maintain a record of this for audit purposes.

Where an investigation is completed, a written response will be provided, this will be approved by a senior manager. This stage of the process takes 10 working days.

For complex cases we may need more time to fully investigate and respond and allow an additional 10 working days. If this is the case, we will clearly explain this to you.

If you are dissatisfied with our Stage 1 response, we will escalate your complaint to Stage 2

Please note that in accordance with the Local Government and Social Care Ombudsman Complaint Handling Code Fenland District Council will normally only consider complaints which are less than 12 months old or, it is less than 12 months since the customer became aware of an issue.

8. Stage 2:

If you are not satisfied with the Stage 1 response, we can escalate your complaint to Stage 2. This is the final stage of our complaints process and is where we will carry out a review of the Stage 1 response which we will share with you.

We generally expect individuals to ask to escalate complaints to a Stage 2 of the complaints process within 20 working days of receiving our Stage 1 response. However, we understand that this is not always possible and that you may want to give us an opportunity to resolve matters before escalating your complaint further. Therefore, we will generally accept requests to escalate complaints to a stage 2 which are made within six months of receiving Stage 1 response.

It can be challenging for us to properly consider complaints as time passes between the issue that you are complaining about and our consideration of your complaint. This is because it may be difficult to obtain relevant evidence and people involved may not be able to accurately recollect what happened.

If this is the case we will ask you to tell us why you are not satisfied with the

Stage 1 response and provide us with new information to consider and or details of matters that you feel have not been addressed.

We will acknowledge your Stage 2 complaint within five working days with a full response within 20 working days.

Stage 2 investigations are carried out by the Head of Service or their equivalent with the outcome being shared with a member of our Corporate Management team.

This is the final stage in our complaints policy.

9. How to contact us

You can contact us by:

Completing an online form	www.fenland.gov.uk/threecs
Email	3cs@fenland.gov.uk
In person (via pre booked appointment)	Appointment booking form - Fenland District
In writing	Fenland District Council Fenland Hall County Road March PE15 8NQ
Contacting your local Councillor	They will ensure your complaint is dealt with by our 3Cs procedure, as described in this policy.
Phoning our contact centre	01354 654321

Our staff are happy to assist you in making a comment, compliment or complaint. Alternatively, you could ask a friend, relative, local council or an advisory organisation to help.

10. The Local Government and Social Care Ombudsmen

The Local Government and Social Care Ombudsmen investigates complaints about Local Authorities and is independent from the council.

A complaint will usually only be considered by the Ombudsmen if it has been through the council's corporate complaints procedure and the customer is still dissatisfied.

Further information can be found here: <http://www.lgo.org.uk/>

11. Exceptions

There are instances where complaints fall outside of this policy, these include:

- When the complaint has already been investigated through the 3Cs procedure
- Are over 12 months old (unless there are exceptional circumstances agreed by a member of the Corporate Management Team)
- Are matters of law or central government policy
- Are about the conduct of our Councillors. These types of complaints should be directed to our Monitoring Officer at foi@fenland.gov.uk
- Have already been decided by a court or independent tribunal
- Relate to legal proceedings that have already started
- Where there is a separate right of appeal and should be taken through other statutory appeal or tribunal processes (e.g. the Planning Inspectorate or Valuation tribunal).

12. Unreasonable complainant behaviour

In a minority of cases, customers can pursue their complaint in a way that is unreasonable. Whilst this might be out of character and there have been upsetting circumstances resulting in a complaint this is not acceptable for the council. This may happen only once or continue persistently over a longer period of time, even after the investigation has been completed. This behaviour may hinder the consideration of the complainant and other people's complaints. Whether this contact is abusive or amicable, it places disproportionate demands upon our resources. We have a separate procedure on the management of unreasonable complainant behaviour. This gives more information about the types of behaviour that we consider unacceptable and how these cases will be managed.

[Procedure on the Management of Unreasonable Complaint Behaviour](#)

13. Anonymous Complaints

Will not be recorded but will be shared with the relevant service team. The 3Cs team needs a full name and address (where the complainant has one) to register a complaint. A contact telephone number or email address is also needed, unless the complaint has been made via post.

14. Data Protection

We need to hold personal data about you if you make a complaint. This includes:

- Data that you share with us when you make a complaint
- Information from others, provided about the complaint as part of the investigation process

All data is held securely and only used to process the complaint

We will, where possible, maintain confidentiality and your identity will not be shared or made public by the council. There are exceptions, for example where legislation applies or there are allegations involving third party conduct.

Under the Freedom of Information Act 2000, customers have the right to obtain a copy of their personal data. However, there are exceptions to this right.


Please note the council will normally destroy a complaint file six years after the closure of the complaint.

15. Management information

We use our complaints to learn about the performance of the services that we deliver and to inform and improve them. We need to collect information to be able to do this:

- Name and address of complainant
- Details about the complaint
- Date received and responded to
- Name of responding officer
- Response outcomes
- Lessons learned

This information is analysed and reported on in an Annual Report which is published on the council's website.

Agenda Item No:	7	
Committee:	Cabinet	
Date:	24 March 2025	
Report Title:	County-wide Housing Adaptations and Repairs Policy	

Cover sheet:

1 Purpose / Summary

- 1.1 To consider revisions to the existing County-wide Disabled Facilities Grants and Housing Repairs Policy as an outcome of the 2024 review of Disabled Facilities Grants which help support wider health and social care outcomes.

2 Key Issues.

- 2.1 The Council has the statutory responsibility for delivering Disabled Facilities Grants to vulnerable residents living in Fenland.
- 2.2 Funding is through a capital allocation from central government.
- 2.3 In 2014, the Government pooled this budget with other budgets in Health and Social Care at a Cambridgeshire level and called it the Better Care Fund (BCF) to prevent avoidable hospital admissions, increase the speed of hospital discharge and keep vulnerable residents living in their homes.
- 2.4 Guidance from the BCF makes it clear that the funding should be used flexibly to meet the needs of vulnerable residents and improve health and social care outcomes.
- 2.5 In 2019, FDC approved a Cambridgeshire wide Housing adaptations policy to ensure the BCF allocation could be utilised in accordance with the review outcomes, BCF guidance and best practice guidance from Foundations (The National Body for Home Improvement Agencies (HIAs), Handyperson Services and the Disabled Facilities Grant in England).
- 2.6 From this a new County-wide policy, a plan was implemented to embed a consistent approach to delivery across Cambridgeshire.
- 2.7 It has now been five years since the policy was first introduced and a year long review has now been undertaken consisting of a project team in which Fenland has had Officer representation and been working on development of a revised County-wide policy which is set out in Appendix A.
- 2.8 In 2024/25 the BCF allocation for Disabled Facilities Grants funding in Fenland was £1,325,000.
- 2.9 Appendix B has a useful summary of the policy and the types of assistance available.
- 2.10 Key organisations and support partners have had the chance to comment and contribute to the policy development.

2.11 Key changes from the 2019 policy include:

a) Raising the amount to discretionary “Top up” loans above the mandatory maximum for DFG's to £30,000, meaning £60,000.00 is now available for larger scale projects.

b) Raising the maximum amount of discretionary grant from £10,000.00 to £25,000.00 and introducing a part loan repayment charge secured against the property, where high value works are funded. Grant will be given to fund to works up to £15,000.00 with any balance over this figure being given as a repayable loan.

3 Recommendations

3.1 It is recommended that Cabinet:

Approve the County-wide Housing Adaptations and Repairs Policy (attached as appendix A)

Wards Affected	All
Forward Plan Reference	<i>[Insert Reference No. From Forward Plan. (It is a legal requirement to include key executive decisions on the forward plan for 28 days before the decision requested in this report is taken).</i>
Portfolio Holder(s)	Councillor Sam Hoy – Portfolio Holder for Housing
Report Originator(s)	Steve Hammond – Private Sector Housing Officer
Contact Officer(s)	Dan Horn – Assistant Director Sarah Gove – Housing & Communities Manager Carol Pilson – Corporate Director
Background Papers	

4 BACKGROUND AND INTENDED OUTCOMES

- 4.1 The Council has the statutory responsibility for delivering Disabled Facilities Grants to vulnerable residents living in Fenland.
- 4.2 Funding is through a capital allocation from central government.
- 4.3 In 2014, the Government pooled this budget with other budgets in Health and Social Care at a Cambridgeshire level and called it the Better Care Fund (BCF) to prevent avoidable hospital admissions, increase the speed of hospital discharge and keep vulnerable residents living in their homes.
- 4.4 Guidance from the BCF makes it clear that the funding should be used flexibly to meet the needs of vulnerable residents and improve health and social care outcomes.

- 4.5 The BCF governance structure commenced a review across the County which Fenland District Council participated in. Three findings emerged:
- a) New services are needed that consider people's needs in context including early conversations and planning for the long term. This supports taking action earlier at a lower cost and to help the resident with their health and well-being.
 - b) Existing services will need to adapt to support a growing population that are living longer placing a need for flexibility in the approach services can take to keep residents in their own home safely
 - c) Funding arrangements across the system will need to change to support a shift in focus to intervene earlier and prevent the need for higher cost health and social care services on an ongoing basis.

5 REASONS FOR RECOMMENDATIONS

- 5.1 In 2019, FDC approved to a Cambridgeshire wide Housing adaptations policy to ensure the BCF allocation could be utilised in accordance with the review outcomes, BCF guidance and best practice guidance from Foundations (The (National Body for Home Improvement Agencies (HIAs), Handyperson Services and the Disabled Facilities Grant in England).
- 5.2 From this a new County-wide policy a plan was implemented to embed a consistent approach to delivery across Cambridgeshire.
- 5.3 In 2024/25 the BCF allocation for Disabled Facilities Grants funding in Fenland was £1,325,000.
- 5.4 Appendix B has a useful summary of the policy and the types of assistance available.
- 5.5 It has now been five years since the policy was first introduced and a new year long review has now been undertaken consisting of a project team in which Fenland has had Officer representation and been working on development of a revised County-wide policy which is set out in Appendix A.
- 5.6 There are 2 substantive changes from the 2019 policy.
- 5.7 Change 1 is raising the amount to discretionary "Top up" loans above the mandatory maximum for DFG's to £30,000, meaning £60,000.00 is now available for larger scale projects. Reasons:
- The maximum Disabled Facility Grant award is currently £30,000. This limit hasn't changed since 2005.
 - Inflation in building cost since then now mean that the £30K maximum grant is no longer sufficient to fund major works, predominantly as extensions for disabled children.
 - This was recognised in the 2019 policy, so Councils introduced discretionary DFG "top up" funding above the £30K - subject to funds being available.
 - The 2019 policy allowed Fenland to introduce a £15K max "top up" funding to help grant applicants fund larger schemes.

- Since Covid, building costs have risen dramatically and the £30K DFG & £15K" top up" is in many cases no longer sufficient to fund major works.
- The new 2024 policy is proposing to raise the "top up" funding to £30K which with the maximum DFG, will mean £60K of potential funding available - subject to funds being available.

5.8 Raising the maximum amount of discretionary grant from £10,000.00 to £25,000.00 and introducing a part loan repayment charge secured against the property, where high value works are funded. Grant will be given to fund to works up to £15,000.00 with any balance over this figure being given as a repayable loan. Reasons:

- Since the 2019 policy was introduced, Fenland has funded some major high cost improvement and repairs work through its discretionary grant scheme.
- There have been many cases where the £10K grant limit has been breached due to the complexities of the householders circumstances through a discretionary grant.
- Under the 2019 policy, all additional works have been funded via a discretionary grant, so no grant monies have been repayable upon sale of the property.
- Under the proposed 2024 policy, where costs exceed £10K, this amount will be funded via a discretionary loan which will be repayable upon sale of the property.
- For instance, where the estimated cost of works is £15K, £10K will be funded via grant and £5K funded via discretionary loan.
- A similar arrangement is presently in place for DFGs.
- The loan will be registered on the Local Land Charges Register and will not attract any interest or fees.
- Officers expect the vast majority of cases still to be funded under the £10K limit, so there will be no material change for the majority of grant applicants.
- Only the exceptional, high cost cases will be affected by this proposed change.

6 CONSULTATION

6.1 Key organisations and support partners have had the chance to comment and contribute to the policy development

7 ALTERNATIVE OPTIONS CONSIDERED

7.1 It is felt not making the changes restricts the policy's impact in terms of balancing meeting the needs of vulnerable households with utilising public funds in a proportionate way to support Better Care Fund outcomes.

8 IMPLICATIONS

8.1 Legal Implications:

- 8.2 The Council have procured East Cambridgeshire District Council Home Improvement Agency to manage the process of the adaptations to households with FDC approving and managing each application and the use of the Better Care Fund allocation
- The fund is audited annually to ensure the Council utilises the fund in accordance with the requirements of both the policy and the Better Care Funding grant determination.

8.3 Financial Implications:

- 8.4 The finance is through the Better Care Fund allocation the Council receives on an annual basis from Central Government.

8.5 Equality Implications:

Set out in Equality Impact Assessment at Appendix C

7 SCHEDULES

Appendix A – Revised County-wide Housing Adaptations and Repairs Policy
Appendix B – Summary of the policy and the types of assistance available.
Appendix C – Equality Impact Assessment



Cambridgeshire Housing Adaptations, Repairs and Renewals Policy 2025-2030

FOR RESIDENTS LIVING IN EAST CAMBRIDGESHIRE
AND FENLAND DISTRICT COUNCIL AREAS

Consultation Draft November 2024, to take effect from April 2025

(SEPARATE VERSIONS OF THIS POLICY ARE AVAILABLE FOR RESIDENTS OF CAMBRIDGE CITY, HUNTINGDONSHIRE AND SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL AREAS. THEIR VERSIONS OF THE POLICY ARE LARGELY THE SAME AS THIS ONE, BUT WITH SOME SLIGHT DIFFERENCES).

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PART 1: INTRODUCTION

1.1 Purpose and objectives of the policy

This Housing Adaptations, Repairs and Renewal policy shows:

- a) How the five district councils across Cambridgeshire will approach provision of home adaptations and repairs for people living in their areas, to help them to live safely and independently at home.
- b) More specifically, how the policy will apply in East Cambridgeshire and Fenland District Council areas. (Cambridge City, Huntingdonshire and South Cambridgeshire District Councils have their own versions of this policy).

It aims to provide, as far as possible, a consistent approach across the five districts, subject to local demand and funding available. However, it does not cover the Peterborough City Council area which has its own Housing Renewal Policy.

The policy outlines the interventions which the councils have agreed may be funded through the Disabled Facilities Grant Capital Allocation paid to them through the Department of Health's Better Care Fund, and through any other capital funds the councils may have allocated to meet the objectives of the policy.

The policy is aimed at those on low incomes and recognises the important role of housing in promoting physical and mental health and wellbeing. The key objectives of the policy are:

- To support individuals' choices around living healthily, safely and independently at home.
- To help prevent hospital, care home or residential school admission.
- To facilitate patients being discharged from hospital and enabling them to live safely and independently at home, including making it easier for carers to provide support.
- To prevent the need for higher expenditure elsewhere in the health and/or social care system.
- To improve housing conditions and remove hazards in the home (i.e. Category 1 Hazards under the Health and Safety Rating System).

The policy, which replaces the previous policy adopted in 2019, is set within the context of relevant national legislation, regulation, policy and guidance ([see Appendix 2](#)).

A summary version of this policy is also available, and a paper version of the policy can be provided on request.

1.2 Background

The Regulatory Reform Order 2002 (Housing Renewal) gives local authorities a general power to introduce policies for assisting individuals with renewals, repairs and adaptations in their homes through the provision of grants or loans for works that can be treated as capital expenditure. A formally adopted policy must be in place if assistance is to be offered.

This policy covers how Disabled Facilities Grants, which the district councils have a statutory duty to provide to those who need them, will be awarded. It also forms all or part of each of the

councils' Regulatory Reform Order Repair and Renewal policies, as well as any other housing renewal assistance which may be offered by individual councils on a discretionary basis.

It aims to support a range of other policies and plans and priorities, including:

- The national Better Care Fund programme, which aims to “support local systems to successfully deliver the integration of health and social care in a way that supports person-centred care, sustainability and better outcomes for people and carers.”
- The Cambridgeshire and Peterborough Health and Wellbeing Integrated Care Strategy objective of “reducing poverty through better housing, employment and skills” through “improving the quality of housing to enable health and wellbeing resilience”, and “supporting mental health in... existing homes”.
- The district councils' Housing and Homelessness and Rough Sleeping Strategies.
- Meeting of needs identified through the [Cambridgeshire Joint Strategic Needs Assessment 2023](https://www.cambridgeshireinsight.org). (www.cambridgeshireinsight.org webpage, opens in new window)
- The councils' duties around tackling hazards in the home.
- The councils' duties and priorities around promoting equality and financial inclusion.
- Cambridgeshire County Council's Business Plan.
- Having due regard to the Armed Forces Covenant when allocating Disabled Facilities Grants.

The policy also aligns with specific strategies and policies of East Cambridgeshire and Fenland District Councils, including:

- [East Cambridgeshire District Council's Corporate Plan and Objectives](https://eastcambs.gov.uk) (eastcambs.gov.uk webpage, opens in new window)
- [Fenland District Council's Business Plan](https://fenland.gov.uk) (fenland.gov.uk pdf, opens in new window)
- [East Cambridgeshire District Council's Equality and Diversity Policy](https://eastcambs.gov.uk) (eastcambs.gov.uk webpage, opens in new window)
- [Fenland District Council's Comprehensive Equal Opportunities Policy](https://fenland.gov.uk) (fenland.gov.uk pdf, opens in new window)
- [East Cambridgeshire District Council's housing policies](https://eastcambs.gov.uk) (eastcambs.gov.uk webpage, opens in new window)
- [Fenland District Council's Housing Enforcement Policy](https://fenland.gov.uk) (fenland.gov.uk pdf, opens in new window)

Housing adaptations and repairs are part of a range of interventions helping people to live safely and independently at home. These include, for example, reablement services, provision of assistive technology/technology-enabled care and other daily living equipment, and the Cambridgeshire Handyperson Service.

The policy recognises that in order to achieve better outcomes for people, and to make best use of the limited resources available, providing repairs and adaptations in the home in which someone is currently living will not always be the best solution. It needs to be implemented in the context of considering people's wider housing options. Independent advice and information on alternative housing options – for example sheltered or extra care housing or moving to a more suitable home – will, where appropriate, be made available at an early stage. This is particularly important where someone's home is unlikely to remain suitable in the longer term.

Further information on Cambridgeshire's approach to considering applicants' wider housing options is at [Appendix 1](#). Examples of evidence to support this policy are shown in [Appendix 2](#).

This revised policy will take effect from April 2025.

1.3 Capital resources

Disabled Facilities Grant funding is capital funding and cannot generally be used for revenue funding purposes. Examples of what may or may not count as capital expenditure are included in Appendix A of the national Disabled Facilities Grant Guidance published in 2022, but the decision on whether an intervention can be treated as capital expenditure is ultimately down to the council concerned.

The amount of Government funding which each of the district councils is allocated each year for Disabled Facilities Grants is calculated based on a national formula. The formula has not been reviewed for some years, so does not necessarily fully reflect the profile and the changing needs of the area. As a result, for some councils the allocation is insufficient to meet demand for mandatory Disabled Facilities Grants, with those councils having to provide additional funding to meet their statutory responsibilities.

Where there is sufficient government funding available to meet demand for mandatory Disabled Facilities Grants in the district, councils may choose to fund additional discretionary works through this policy. Funding may come either from separate funds; or from their Disabled Facilities Grant allocation, provided that assistance is awarded in line with Better Care Fund principles, Integrated Care System priorities, and national legislation, regulation and guidance in place at the time.

This policy aims to make best use of the limited resources available to meet our key objectives.

1.4 The role of the Home Improvement Agency

Home Improvement Agencies have an important part to play in providing advice, support and assistance to older and disabled people and those on low incomes who need to adapt, repair, improve or maintain their homes to meet their changing needs.

The East Cambridgeshire and Fenland District Council Home Improvement Agency is a shared council service operating across both areas. The Home Improvement Agency will assist people to apply for grants and loans, will design and organise works, obtain quotes, supervise the works on site and provide the administrative support needed to help applicants to live independently at home.

The Home Improvement Agency may also carry out works covered by this policy for those not eligible for or claiming financial assistance.

Staff at the Home Improvement Agency work closely with district council officers, occupational therapists and other professionals. They may also act as qualified trusted assessors, carrying out some assessments on behalf of the occupational therapy service, or for those clients who are self-funding simple adaptations.

As a discretionary service, the Home Improvement Agency reserves the right not to offer advice, support and/or assistance in exceptional circumstances.

PART 2: ASSISTANCE AVAILABLE

2.1 Disabled Facilities Grant (mandatory grant)

Mandatory Disabled Facility Grants are available to eligible people with disabilities living in the district, to enable disabled adaptations to the home.

The council will award mandatory Disabled Facilities Grants (DFGs) in accordance with up-to-date government legislation and guidance, which determines amongst other things: the maximum amount of grant payable; the type of work that can be funded; and the test of financial resources that must be applied to determine the contribution, if any, to be made by the applicant.

[See Appendix 3](#) for more details on Disabled Facilities Grants. Further information is available on request.

The Care Act also includes duties for Cambridgeshire County Council to provide minor equipment and adaptations up to a value of £1,000 free of charge, where there is an assessed need. A county-wide Handyperson service also plays a role in providing minor adaptations and repairs where required. These are outside the scope of this policy.

2.1.1 Eligibility

Occupiers of all types and tenures of residential properties are eligible to apply. This also includes park homes and houseboats, and eligibility extends to a range of licensees, including agricultural workers and service employees.

Disabled Facilities Grants will not be made available to those living in residential care homes; or where specialist equipment/adaptations form part of a supported living group home where it is considered to be the landlord's responsibility to keep the equipment/adaptations in good repair or to provide replacements.

Applications for grant assistance on a dwelling owned by a trust will be considered on a case-by-case basis.

Council tenants should apply, in the first instance, to the relevant council's housing adaptations service. A different application process will apply. See [part 3.1](#) below for contact details.

In assessing whether an applicant is eligible for a Disabled Facilities Grant, the council or Home Improvement Agency will consult with Social Services, and other agencies as appropriate.

Applications for Disabled Facilities Grants for adults will normally be subject to a household means test to assess income and savings levels, using the national Financial Test of Resources, unless they are on a qualifying benefit. ([See Appendix 4 for more detail](#)). No means test will apply in relation to Disabled Facilities Grant applications for children up to the mandatory maximum grant amount (currently £30,000); although a means test will be carried out for any discretionary assistance awarded above the mandatory £30,000 limits under part 2.2 of this policy). For the purposes of this policy, 'children' are as defined in the [Glossary at Appendix 6](#))

Some applicants may be eligible for a Disabled Facilities Grant, but be required to make a financial contribution, depending on their financial circumstances. This contribution is usually payable before work commences.

Applicants will not be eligible for a Disabled Facilities Grant for work that has already started.

Assistance will not be available to individuals who have no National Insurance number or recourse to public funds. Further details are available from the government's [Public Funds](#) web page. (gov.uk webpage, opens in new window)

2.1.2 Determining whether works are appropriate

Disabled Facilities Grants are available for capital expenditure on adaptations which the council considers are necessary and appropriate to meet the needs of the disabled person, and reasonable and practicable having regard to the age and condition of the dwelling.

Consideration will be given, at an early stage and in liaison with the applicant, whether moving to alternative accommodation might be a better option. In these circumstances, help and support will be offered in considering what housing options might be available. Details of the Cambridgeshire Early Help, Housing Options for Older People and Older People's Visiting Support service are at [Appendix 1](#).

If moving is considered a better option, discretionary Disabled Persons' Relocation Assistance grant may be available (see [part 2.3](#)).

In deciding whether adaptations are necessary, appropriate, reasonable and practicable, and whether they are likely to meet the person's needs, an assessment of the internal layout of the existing dwelling will be carried out. Consideration may be given to funding additional sleeping and/or bathing accommodation by way of an extension to the existing dwelling only where neither rearrangement, nor moving to an alternative property, is feasible.

In determining what works can be funded, this will be based on the recommendations by the Occupational Therapist or, for less complex issues, a Trusted Assessor.

Disabled Facilities Grants are not available to provide adaptations to facilitate the use of mobility scooters, nor provide storage or charging facilities for scooters, as this sits outside of the purposes specified within the Housing Grants, Construction and Regeneration Act 1996 as amended ([see Appendix 3](#)).

2.1.3 Amount of grant payable

Under the 1996 Act, the mandatory maximum grant that can currently be awarded for a Disabled Facilities Grant is £30,000. This upper limit has been in place for a number of years and is often not sufficient to cover the costs of larger adaptations.

Where the works required, including any fees, will cost more than the maximum amount set by government, an applicant may be asked to look for additional sources of funding and/or to make a financial contribution themselves. In some circumstances they may be able to apply for discretionary Top Up Assistance to help with this. See [part 2.2](#) below for details.

In the case of housing association tenants, the council or Home Improvement Agency may be able to arrange for the landlord to cover some of the cost.

If the work is arranged through the local Home Improvement Agency, the cost of work will be assessed, and contractors appointed, in accordance with arrangements agreed between the council and the Home Improvement Agency. The Home Improvement Agency will charge a fee for overseeing the works as part of the grant application.

If an applicant arranges for the work to be carried out themselves, the council will fund the lower of a minimum of two quotations, provided the quotations received are reasonable taking into account all the circumstances.

Where an applicant is not using the Agency for the work, they will generally be responsible for paying the contractor direct, and the council will reimburse at agreed payment intervals.

Where the work is to be carried out by a family member, rather than through the Home Improvement Agency or a private contractor, Disabled Facilities Grant assistance will cover what the council considers to be reasonable costs for materials, subject to suitable invoices or receipts. Labour costs may not be covered in these circumstances.

As the council is responsible for deciding the amount of assistance to be paid, they will not be responsible for funding additional work agreed between the applicant and the builder.

Where applications are received for more than one person in a household with the same need, grant will not be payable twice for one adaptation (e.g. for one level access shower).

2.1.4 Means test and contributions

Applicants for Disabled Facilities Grants not receiving one or more qualifying benefits will be means tested using the national Financial Test of Resources in place at the time. More detail on how this assessment will be carried out is at [Appendix 4](#).

Means tests will not be carried out in the case of grants for children unless the cost of the work is likely to go above the mandatory maximum grant amount and a discretionary top up grant is also being sought. (See the [Glossary at Appendix 6](#) for definition of who counts as a child for these purposes).

For East Cambridgeshire and Fenland District Council residents, where a means test is required for adaptations for a child, this will involve means testing both the parent(s) and the child.

Variations to the means test may be considered in exceptional circumstances where works likely to cost under £10,000 could be carried out reasonably quickly and are for the benefit of someone with a rapidly progressing/degenerative condition or for someone receiving end of life care. All such decisions will be at the council's discretion.

Advice will be given from the outset on whether or not a disabled person might be eligible and whether the Home Improvement Agency can assist with the application. Where applicants are not eligible for assistance, or their financial circumstances mean that they will need to make a contribution to the cost, the council or Home Improvement Agency may be able to offer advice to the applicant to seek other sources of funding. For example, through charitable contributions or releasing equity in their home.

2.1.5 Carrying out of works

We encourage applicants to have works project-managed by, and delivered through, the local Home Improvement Agency. A fee for this service is charged and will usually be included in the grant award.

In some cases, the applicant may wish to carry out additional work over and above what the council or Home Improvement Agency deems is necessary to meet the needs of the disabled person. In this situation, the council will need to be satisfied that the applicant has sufficient financial resources to fund the additional work.

Where an owner-occupied property is co-owned and one or more of the co-owners is not living there, reasonable attempts will be made to contact the non-resident owner/owners. If still unable to make contact, or permission is not obtained, a decision will be made on whether to

continue with the work, taking into account the best interests of the person requiring the disabled adaptation.

For East Cambridgeshire and Fenland District Council residents, where someone wants help to coordinate adaptations which would help to meet the objectives of this policy, but is not eligible for a grant or loan, our Home Improvement Agency can assist to have the works carried out as a private customer.

2.1.6 Repayment of assistance when the property is transferred/disposed of

Where the value of the grant to an owner occupier exceeds £10,000 a charge will be registered against the property, making some of the grant repayable if the property is disposed of or transferred within 10 years of completion of the work. The minimum charge registered will be £500; the maximum will be £10,000.

2.1.7 Future applications

Where work is completed following a mandatory Disabled Facilities Grant application and the applicant has been required to make a financial contribution to the work, this may in some circumstances reduce the contribution required to be made on future applications for mandatory Disabled Facilities Grant works. Further information is available on request.

Further applications for grants can be made for the same property if needed. For example, if the disabled person's condition changes.

2.1.8 Smaller adaptations

Some small standard adaptations eligible for a Disabled Facilities Grant may be offered as a Special Purposes Assistance grant if funding is available and if the council is satisfied that funding it through discretionary Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant ([see part 2.4 below](#)). The council or Home Improvement Agency will discuss with the applicant the most appropriate route for the individual concerned, and fees and charges may vary. This option, if offered, does not affect the disabled person's statutory right to apply for a Disabled Facilities Grant.

2.1.9 Adaptations in social housing properties

Any adaptations in social housing will require the permission of the provider landlord concerned. Providers will be expected to work with the council and make decisions within reasonable timescales, to prevent unnecessary delays for the applicant.

The council will also expect social housing providers to make a reasonable financial contribution towards the cost of the works.

Owing to local housing and homelessness pressures experienced across all the local authorities, where major adaptations have been carried out and the property is subsequently re-let, the council may impose a condition relating to nomination rights throughout the grant condition period. If the property becomes vacant during the grant condition period, the council may require it to be held for letting by persons nominated by the council for a reasonable period of up to four weeks.

Alternatively, the council will expect the provider to make reasonable attempts to allocate the property to someone who needs those adaptations.

Applicants should be aware that some major adaptations may lead to rents or service charges being increased; for example, where an extension increases the number of bedrooms.

Although applications made directly by social landlords on behalf of tenants are not means-tested, in deciding the amount of grant to award the council will take into account the extent to which the landlord is able to charge a higher rent because of the works.

2.1.10 Adaptations in private rented properties

Although applications by private landlords are not means-tested, in deciding the amount of grant to award the council will take into account the extent to which the landlord is able to charge a higher rent because of the works.

2.1.11 Responsibility for adaptations once completed

Once work is completed and the completion certificate has been issued, the property owner and/or relevant person becomes responsible for the adaptation, including following up any issues with the contractor(s) or work required under warranties, and for any future maintenance and repairs.

The Home Improvement Agency's fees cover the officer time associated with the application, payment and completion of the works. On completion of the works, the Home Improvement Agency is no longer funded to provide on-going support in respect of any defects that may arise.

2.2 Disabled Facilities Grant Top Up Assistance (discretionary loan)

In cases where the cost of works agreed through a Disabled Facilities Grant application is above the mandatory maximum grant amount set by government - currently £30,000 - applicants may be able to apply for discretionary Top Up Assistance in the form of a loan which will be secured on the property.

This is a discretionary loan and the decision on whether to award it in each case will depend on the individual's needs, their financial resources, and the resources available to each council.

Details of how discretionary cases may be prioritised is shown in [part 4.1](#) below.

2.2.1 Eligibility

Disabled Facilities Grant Top Up Assistance may be available to those who have been assessed as eligible for a mandatory Disabled Facilities Grant where the cost of approved works is above the mandatory maximum grant amount – currently set at £30,000.

Disabled Facilities Grant Top Up Assistance may be available in cases where:

- The option to move to more suitable accommodation has been explored fully but found not to be feasible; **and**
- Having taken all reasonable steps, funding cannot be found from other sources; **and**
- Not carrying out the works would mean that the applicant would be unable to remain living in the community; or the person or their carer would be at significant risk if the work was not completed; or completion of the work would potentially bring significant savings in other areas of public provision including health, social care, and education.
- An assessment of the applicant's financial circumstances indicates that they cannot afford to fund the additional costs.

Disabled Facilities Grant Top Up Assistance will be offered as a loan, secured on the property by way of a local land charge. There should be sufficient equity in the property to meet the cost of

the assistance, taking into account any other charges on the property, and any potential uplift in value which might, in the council's opinion, apply to the property once the work is completed. If there is insufficient equity, or if the applicant is a housing association tenant, and no other suitable accommodation can be found, the council may, at its discretion and in exceptional circumstances, consider offering all or part of Disabled Facilities Grant Top Up Assistance as a grant.

In the case of Disabled Facilities Grant Top Up Assistance for adults, the means test carried out to assess eligibility for and any contribution towards mandatory Disabled Facilities Grant will take into account the full cost of the works, including the need for any Top Up Assistance.

Where an application for Disabled Facilities Grant Top Up Assistance is for a child (as defined in the [Glossary at Appendix 6](#)), the financial circumstances of the household, including essential income and outgoings, will be taken into account.

2.2.2 Maximum amount payable

The maximum amount payable for discretionary Top Up Assistance will be £30,000 including the local Home Improvement Agency's fees where their services have been used.

The council reserves the right to amend this maximum figure in the light of any future national policy changes or for budgetary reasons.

If the cost of works exceeds the maximum payable through a Disabled Facilities Grant and Disabled Facilities Grant Top Up Assistance, and other options are unavailable, the council may refer the case to Cambridgeshire County Council for them to consider whether they are able to provide any additional funding under their own obligations.

2.2.3 Repayment

For East Cambridgeshire and Fenland District Council residents: where Disabled Facilities Grant Top Up Assistance is awarded, a local land charge will be registered against the property in order to secure the loan. The loan will be required to be repaid in full when the property is transferred/disposed of.

2.2.4 Carrying out of works

Where an owner-occupied property is co-owned and one or more of the co-owners is not living there, reasonable attempts will be made to contact the non-resident owner/owners. If still unable to make contact, a decision will be made on whether to continue with the work, taking into account the best interests of the person requiring the work.

2.2.5 Future applications

Future applications for Disabled Facilities Grant Top Up assistance, where assistance has previously been awarded for that disabled person, will only be considered in exceptional circumstances.

2.3 Disabled Persons' Relocation Assistance (DPRA) (discretionary grant)

Disabled Persons' Relocation Assistance is currently available for residents in East Cambridgeshire and Fenland, subject to sufficient funding being available.

Applications for Disabled Persons' Relocation Assistance can be considered for people living in the district where:

Adaptations are required for a person who, having satisfied the means test, is eligible for a Disabled Facilities Grant, but:

- a) relocation may be a better and cheaper option, taking into account the cost of the works and any future works likely to be required in the new property; or-
- b) Where adaptations are required but it is not reasonable or practicable to adapt a disabled person's existing accommodation; or
- c) Where relocation is likely to lead to savings to the wider public purse, or it would help a disabled person to resolve other issues which might impact on health, and/or well-being.
- d) If moving from one district to another, the application will need to be made to the district from which the relevant person is moving (e.g. if an applicant is moving from South Cambridgeshire to Fenland, the application will need to be made to South Cambridgeshire).
- e) In each case, a suitable alternative property must have been identified before a formal application for Disabled Persons' Relocation Assistance is submitted.
- f) Disabled Persons' Relocation Assistance may contribute towards reasonable costs of moving to a more appropriate property: Examples of what this may cover include:
 - removal expenses
 - estate agent fees
 - legal fees
 - other relocation expenses reasonably incurred.
- g) It will not include any adaptations which may be required to the new home.
- h) Disabled Persons' Relocation Assistance is discretionary assistance and depends on the individual's needs and the resources available. Details on how discretionary cases may be prioritised is shown in [part 4.1](#) below.

2.3.1 Eligibility

Disabled Persons' Relocation Assistance can be considered for applicants who meet the criteria above, where the council is satisfied that the property to which the disabled person is moving more closely meets his/her needs and those of the family than the existing one.

Applications may be considered from/on behalf of owner occupiers and tenants.

A representative of the council or an Occupational Therapist may visit the property being considered for relocation, to ensure it is suitable to meet the needs of the disabled person.

Only applications made before the person has moved home will be considered.

2.3.2 Grant payable

Assistance will be in the form of a grant which will not be required to be repaid.

The aggregated cost of the Disabled Persons' Relocation Assistance and any work to adapt the new property must not exceed the cost of adapting the disabled person's existing accommodation.

The final decision as to whether expenditure is appropriate, and costs are reasonable will rest with the council. If the applicant is transferring to a rented property, grant will not be available for anything which is the landlord's responsibility.

The applicant is responsible for getting quotes to cover relocation costs. The council will be responsible for assessing whether costs claimed for are reasonable. Assistance is only payable upon the successful completion of the purchase or sign-up of the tenancy of the 'new' property and is dependent on the disabled person then occupying that property as their only and main residence.

Whether grant is paid to the applicant or to contractors or suppliers will be at the council's discretion.

If the disabled person chooses not to go ahead with the move once some or all of the assistance has been paid, the council reserves the right to require some or all of the money to be repaid.

2.3.3 Future applications

If the disabled person subsequently moves again, a further application for Disabled Persons' Relocation Assistance may only be considered where the disabled person's circumstances have changed significantly since moving into the property for which the assistance was awarded, or where there were particular exceptional reasons; such having to move due to flee domestic abuse, or due to being a member/family member of the armed forces as covered by the Armed Forces covenant. This will be at the council's discretion.

Only one application for Disabled Persons' Relocation Assistance will be considered for that person within any five-year period.

2.4 Special Purposes Assistance (SPA) (discretionary grant and/or loan)

Special Purposes Assistance is currently available for residents in East Cambridgeshire and Fenland, subject to sufficient funding being available.

Special Purpose Assistance may be available for home repairs, or other minor works or interventions in the home which the council is satisfied is reasonable and practicable and will help to meet one or more of the Policy's key objectives. Applications should be made to the Home Improvement Agency in the first instance, rather than applying to the council.

It will not normally be offered for interventions which are readily available through other services, or which are a landlord responsibility.

Examples of the types of work may include:

- Property repairs and replacement of fixtures/fittings
- Remedying of Category 1 hazards, including work to reduce the risk of falls
- Energy efficiency measures to promote warm homes
- Security measures
- Works not eligible for a mandatory Disabled Facilities Grant but would help prevent hospital or care admission, speed up transfers of care, and/or save money elsewhere in the health, social care and/or education system
- Additional work to facilitate work required under a mandatory Disabled Facilities Grant but which is not eligible for mandatory Disabled Facilities Grant funding
- Work to make a home dementia-friendly.
- Work to improve digital connectivity or install assistive technology within the home

- Adaptations which would normally be funded through a mandatory Disabled Facilities Grant but where the council is satisfied that funding it through Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant. The council would also have to be satisfied that there were exceptional circumstances which justified the mandatory Disabled Facilities Grant process being waived for that particular applicant.
- Larger items of personal equipment where alternative funding is not available, and where provision would be cheaper and/or provide a better outcome for the individual than would be achieved through adaptations.
- Any other request deemed by the council to be reasonable and practicable, and necessary and appropriate to meet the objectives of the Policy.

Special Purposes Assistance is not available for repairs to disability equipment, such as stairlifts, ceiling track hoists, etc, as it is considered to be ongoing maintenance and cannot be funded through capital expenditure. It is generally the responsibility of the owner to maintain equipment in good working order, or it will be covered by manufacturer's warranty

Special Purposes Assistance can be offered as a discretionary grant and/or loan or a combination of the two, and will depend on the individual's needs, the resources available, and the particular district council's wider objectives and priorities. Details on how discretionary cases may be prioritised is given in [part 4.1](#) below.

2.4.1 Eligibility

Applicants must be living in the district and living in the property in question as their only or principal home.

If repair or other work is required other than disabled adaptations, the applicant must normally have been resident in that home for a minimum of two years prior to the date of application.

Applications from tenants will normally only be considered for work which is not the responsibility of the landlord.

Special Purposes Assistance will normally only be considered for those on low income or in receipt of a qualifying benefit. (This does not apply to adaptations for children which are being funded through Special Purposes Assistance but would normally be expected to be funded through mandatory Disabled Facilities Grant. (See [Appendix 4](#) for more detail).

Evidence of being in receipt of benefits will normally be required, although if providing evidence would lead to unreasonable and exceptional delays in work being carried out, the council may use its discretion to accept a signed declaration that the person for whom the work is required is in receipt of one of these benefits. If this statement is later found to be false, then the applicant will be required to repay the grant in full.

Special Purposes Assistance will not normally be available for disabled adaptation work where adaptations are already being funded through mandatory Disabled Facilities Grant and Disabled Facilities Grant Top Up Assistance.

2.4.2 Means test and contributions

If not in receipt of a qualifying benefit, a means-test will be carried out based on household income. The means test will apply to the person on behalf of whom the application is being made, as well as any non-resident owners or co-owners. Special Purposes Assistance will not

be available where it is considered that there is sufficient income or savings available to undertake the works required. Applicants may also, depending on their financial circumstances, be required to make a financial contribution, which will usually be payable before the work starts.

The means test may be waived in exceptional circumstances at the council's discretion, e.g. for someone receiving end of life care.

Where the applicant is required to make a contribution but does not have sufficient savings, and the council concerned is satisfied that seeking a contribution would give rise to exceptional financial hardship and be detrimental to the health and wellbeing of the applicant, a decision may be made to waive the contribution. This would be subject to the discretion of the council concerned and availability of funding.

The council or Home Improvement Agency may consider whether other funding options are available in considering whether assistance is payable.

2.4.3 Amount of assistance payable

The maximum amount allowed to one household will generally be £15,000, including any Home Improvement Agency fees. However, for work which would result in remedying Category 1 hazards under the Housing Health and Safety Rating System (a standard used to measure property condition), the maximum will be £25,000 including fees but may be raised higher for exceptional cases.

2.4.4 Repayment

Where the value of the assistance to an owner-occupier for work other than disabled adaptations exceeds £10,000, a loan for some or all of the amount above £10,000 may be offered. This will be by way of a local land charge registered against the property, making the loan element repayable on transfer or disposal of the property.

2.4.5 Carrying out of works

Where an owner-occupied property is co-owned and one or more of the co-owners is not living there, reasonable attempts will be made to contact the non-resident owner/owners. If still unable to make contact, a decision will be made on whether to continue with the work, taking into account the best interests of the person requiring the work.

East Cambridgeshire and Fenland District Council expect that most discretionary works will be managed through the Home Improvement Agency, unless it is more expedient for the grant applicants to manage the works themselves.

2.4.6 Future applications

Further applications for Special Purposes Assistance will not normally be considered from an applicant household within three years of the work being completed unless there are extenuating circumstances. For example, if refusal would lead to significant health impact or a delayed transfer of care; or if they have had to move to flee domestic abuse, or due to being a member/family member of the armed forces as covered by the Armed Forces covenant.

Where the council agrees to fund further applications for Special Purposes Assistance within three years of the work being completed, if the total costs over that three-year period exceeds £10,000, a local land charge will be placed on the property making the loan element repayable on transfer/disposal of the property.

2.4.7 Responsibility for works once completed

The Home Improvement Agency's fees cover the officer time associated with the application, payment and completion of the works. On completion, the Home Improvement Agency is no longer funded to provide on-going support in respect of any defects that may arise.

As with Disabled Facilities Grant works, once work is completed and the completion certificate has been signed, the property owner and/or relevant person becomes responsible for the completed works, including following up any issues with the contractor(s) or work required under warranties, and for any future maintenance and repairs.

2.5 Discretionary funding of partnership work and other services

This policy allows for Disabled Facilities Grant capital grant funding provided through the Better Care Fund to be made available for other social care capital funding purposes, including wider partnership projects or other services where it can be clearly demonstrated that they would help to meet Better Care Fund objectives and the objectives of this policy.

PART 3: ACCESS TO THE SERVICE

3.1 How to apply and who to contact for further information

East Cambridgeshire and Fenland District Council Home Improvement Agency
The Grange, Nutholt Lane
Ely
CB7 4EE

Telephone: 01353 616950
Email: HIA@eastcambs.gov.uk

3.2 Valid applications

For an application to be valid, it must be in writing, and all the information required by the council must be provided. This may include, amongst other things:

- Details of why the work is needed
- Details of the relevant works
- Estimates of the cost of the works
- Any financial information required for a financial assessment to be carried out
- Written documentation evidencing a legal interest in the property, and that the person on behalf of whom the application is made intends to live there as their only or main residence throughout the grant/loan condition period. If the application is for a property held in trust or is occupied under another licence, for example in the case of agricultural workers, it will be at the council's discretion as to the appropriateness or otherwise of the requirement for written documentation.
- For works to be carried out for the benefit of a tenant, a statement of consent to the works signed by the person who at the time of the application is the landlord under the tenancy.

Exactly what information is required in each case will depend on the type of assistance being applied for and the circumstances of the applicant. More information is available on request.

Where the applicant is using the services of the local Home Improvement Agency, the agency can help with completing the application.

Further information on the types of legal interest and occupancy documentation required are at [Appendix 5](#).

3.3 Fees to be charged, and charges for abortive work

The Home Improvement Agency will arrange for work to be carried out under this policy for which they will charge a fee to cover their costs.

The fee-paying structure and what is a reasonable level of fees to be charged will be agreed between the council and the agency and may change over time.

At the time of publication of this policy fees are being charged based on a percentage of the overall cost of the work. However, a minimum fee may be charged for smaller works where calculating it on a percentage basis would not cover the agency's costs.

Where financial assistance is awarded, the fee will be included in the amount to be paid to the client.

Where preparatory work is carried out by the Home Improvement Agency and the applicant decides not to proceed with securing the grant or loan which would include a fee to the agency, the agency reserves the right to charge the applicant separately for some or all of the cost of that up-front work. The same will apply where abortive costs are incurred for non-grant funded work. Decisions will be made on a case-by-case basis.

Up to date information on fees to be charged is available on request.

The fees charged by East Cambridgeshire and Fenland District Council may vary from time to time, and applicants will be advised of the current rate when they appoint the Home Improvement Agency. The agency's fees are subject to VAT.

3.4 Repayment

Repayment arrangements may vary from council to council. Where more than one form of assistance is provided, more than one Local Land Charge may be placed on the property.

3.5 Conditions

Information on grant/loan conditions are available from the council or Home Improvement Agency. These conditions remain in force throughout the relevant grant/loan condition period.

In making an application for financial assistance the applicant agrees to the terms and conditions attached to the provision of that assistance.

3.6 Other principles

All applications will be dealt with on their merits and decisions made on a case-by-case basis. Any decision to consider applications for assistance which fall outside of the policy will be at the council's discretion.

We will always endeavour to act within the best interests of the person for whom the application is being made, or the work is being carried out.

Before making a loan, or requiring repayment of a grant or loan, the council will have regard to the person's ability to afford to make the contribution or repayment.

We will always assume that the person concerned has mental capacity to make decisions, unless there is documentary evidence or other strong reasons to doubt it.

Exceptions to the policy may be considered in exceptional circumstances.

We will aim to make best use of the resources available to achieve the objectives of the policy.

PART 4: ADDITIONAL INFORMATION

4.1 Prioritisation of funding

While this policy is designed to encourage flexible use of the Disabled Facilities Grant Capital Allocation, where insufficient funding is available, mandatory Disabled Facilities Grants will be given first priority over discretionary assistance.

Where the council considers there will be sufficient funding to provide discretionary assistance on top of mandatory Disabled Facilities Grant work, then applications for discretionary assistance will be dealt with on a first come first served basis, so long as sufficient funding remains available.

If there are a number of applications being considered at any one time, applications will generally be prioritised in the following order:

- 1) Mandatory Disabled Facilities Grants, and Disabled Persons' Relocation Assistance for applicants who would be eligible for a Disabled Facilities Grant, within the terms of [part 2.3.1](#) above.
- 2) Funding to enable works to be carried out through a Disabled Facilities Grant where the work is not eligible for mandatory Disabled Facilities Grant funding
- 3) Disabled Persons' Relocation Assistance under the terms of [part 2.3.1](#) above
- 4) Discretionary Top Up Assistance
- 5) Disabled Facilities Grant works to be carried out under Special Purposes Assistance where the council is satisfied that funding it through Special Purposes Assistance would significantly speed up the process and improve the outcome for the applicant.
- 6) Other Special Purposes Assistance
- 7) Disabled Persons' Relocation Assistance under the terms of [part 2.3.1](#) above
- 8) Discretionary social care partnership projects and/or other services.

The council reserves the right to amend this priority ordering if the need arises. For example, where additional funding becomes available from elsewhere with the intention of it being used for a particular type of assistance; if changes in legislation enable or require it.

In assessing whether to fund assistance other than mandatory Disabled Facilities Grants, and what priority should be given, the council will also consider:

- a) The extent to which providing assistance will meet the objectives of this policy.
- b) Whether the need for assistance is considered serious and urgent both in its own right and relative to any other current applications and enquiries for assistance which the council is considering.
- c) The extent to which the applicant is able and can him/ herself afford to resolve the problem and /or pay for the work.
- d) Whether the work to which the application relates is considered serious or urgent relative to the general state of repair of dwellings in the district.
- e) Any other circumstances which may be relevant at the time.

4.2 Approval of application and payment of assistance

Before approving an application, the council will need to be satisfied that the application is complete and that it accurately reflects the applicant's circumstances; also that the applicant clearly understands and accepts the conditions of any financial assistance being provided.

Where the assistance is to pay for work to be carried out:

- The council must be satisfied that the cost of the works is reasonable and that all the appropriate notifications and/or permissions have been obtained e.g., Building Regulations, Planning Permission etc.
- If the Home Improvement Agency has declined the work and the applicant is arranging their own work, they should not make any arrangements for the work to start until they have received the grant/loan approval in writing from the council.
- If carrying out their own work the applicant must notify the council when the work is completed. A council representative may need to visit the property to inspect the works before arranging payment. No payment will be made until the relevant work is completed to the council's satisfaction. The applicant will be responsible for ensuring that any defects are remedied.
- Payment will generally be made by the council to the contractor, unless the applicant has managed the work themselves, in which case the applicant will be responsible for paying the contractor direct.
- Where the approved work has not been carried out to the satisfaction of the applicant the council may, at the request of the applicant and if it considers it to be reasonable, withhold payment.

Further conditions may apply to the payment of any assistance under this policy, which applicants need to formally agree to before any application can be approved. Details are available from the council or the Home Improvement Agency.

In East Cambridgeshire and Fenland district it is expected that works will be completed within 12 months of grant or loan approval. Failure to make sufficient progress on works funded by a grant and/or loan may result in the grant and/or loan being revoked by the council.

4.3 Council decision-making and appeals

All applications for assistance contained within this policy are subject to the council's decision-making processes.

If an applicant wishes to appeal against a decision under this policy, contact the Home Improvement Agency manager in the first instance. The manager will advise the applicant of how an appeal may be taken forward.

The council may make exceptions to the policy in exceptional circumstances, and each case will be considered on its merits.

4.4 Equalities

The public sector equality duty under the Equality Act 2010 requires public bodies, in exercising their functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not; and
- Foster good relations between people who share a protected characteristic and those who do not.

The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation.

An Equality Impact Assessment has been carried out on this policy to ensure that the policy takes into account the needs of all groups, and that particular groups of people are not adversely affected by it.

4.5 Safeguarding

There are national requirements for safeguarding and protecting people at risk of abuse or neglect. All the Cambridgeshire councils are committed to safeguarding and promoting the welfare of children and adults who may be at risk, and their policies and processes reflect the direction of Cambridgeshire County Council in relation to safeguarding. All key staff are trained in safeguarding issues. Your council can provide details of its own policies in relation to safeguarding.

4.6 Customer Care and Complaints

In East Cambridgeshire and Fenland, customer care is of paramount importance. Staff are trained in their area of work, and most are experienced at supporting disabled and/or vulnerable people. Contractors are required to act in accordance with a code of conduct, and health and safety is taken very seriously.

Customers who wish to make a complaint should speak first to the manager of the Home Improvement Agency, who will advise on how to make a complaint, and to who the complaint should be made. Complaints will initially be dealt with by the Home Improvement Agency, or the relevant council, depending on the nature of the complaint.

All reasonable attempts will be made to ensure that works are carried out within timescales laid down in national Disabled Facilities Grants guidance. However, there may be factors affecting timescales which are beyond the control of the council or the Home Improvement Agency. Where delays occur, we will do our best to minimise these as far as we can and to keep the applicant updated.

4.7 Links with other strategies and plans

In making decisions under this policy regard will be had to wider council priorities. For example, where installing new boilers or other heating systems we will, where funding allows, take the opportunity to improve energy efficiency standards to help meet the council's broader carbon reduction/climate change/ other environmental objectives.

4.8 Monitoring of outcomes

A set of performance measures and monitoring targets have been agreed between Cambridgeshire County Council and the district councils.

Overall outcomes are difficult to measure, as providing assistance through this policy may, for some people, be one of a number of factors needed to support independent living. However, customer satisfaction surveys carried out by the Home Improvement Agencies include questions around whether the customer feels that, as a result of work carried out, they have maintained independent living; been able to be discharged from hospital; or been prevented from being admitted to hospital or care home or other specialist setting.

4.9 Policy Review

The Policy will run from April 2025. It will be reviewed periodically, as and when necessary.

The maximum amount payable for Disabled Facilities Grants Top Up Assistance, which has been increased since the previous policy, will be reviewed annually within the context of the resources available to fund the policy, or sooner if national rules around the maximum amount of Disabled Facilities Grants payable is changed.

PART 5: APPENDICES

Appendix 1 Early Help and Housing Options

In order to achieve better outcomes for people, and to make best use of the resources available, providing repairs and adaptations in the property in which someone is currently living will not always be the best solution; options must also be available for people to move to more suitable accommodation.

The Home Improvement Agencies already provide basic housing options advice. However, with limited funding available, for the policy to be successful it will need to be implemented hand in hand by considering people's wider housing options at an earlier stage.

For adults where their current home may not meet their needs now or in the future, there are Specialist Housing Advisors employed by Cambridgeshire County Council who work with the Adult Early Help Team working with Social Workers and Occupational Therapists. This service provides advice and information on all the possible options that may be available at an early stage.

For older people the councils also promote the use of the Elderly Accommodation Council (First Stop – HOOP) resources to deliver early advice and information on alternative housing options prior to a request for an adaptation. This provides comprehensive information on services available to maintain independence and an independent advice line. Information on alternative housing opportunities - for example sheltered housing, extra care or the purchase of a more suitable home, can inform early decisions. This is especially important if the home will not be suitable in the longer term.

[The Housing Options for Older People \(HOOP\) tool](http://hoop.eac.org.uk) (hoop.eac.org.uk webpage, opens in a new window) is available both online and in leaflet format and is designed to help older people think about how suitable their current home is and can identify what alternative options are nearby.

Support with planning, managing and facilitating a move can be sought from the Older Peoples Visiting Support Services which are delivered across the county to people in all tenures, be they property owners or renters, if this is not readily available from family or friends.

For working-aged people with a disability who are considering applying for an adaptation to their home, information and advice can be sought on alternative social housing options from the local Home-Link teams. Support with planning, managing and facilitating a move may be available from the Floating Support Services available across the county.

For families with a child or young person with Special Educational Needs and Disability (SEND 0 – 25) where their current home may not meet the child's needs now or in the future, there is a Specialist Housing Officer who works with the SEND Social Care, Occupational Therapists and others.

These services provide advice and information on all the possible options that may be available at an early stage. Often major adaptations can be expensive and the limits of the Disabled Facilities Grant funding available means that sometimes more expensive works (i.e. extensions with specialist equipment) cannot be fully funded that way. Options may include a move to a more suitable property, accessing or moving within social housing, or a new build opportunity.

Appendix 2 National and Local Context and Supporting Data

Legislative background

Provision of financial assistance under this policy is mainly governed by the Housing Grants, Construction and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

National DFG guidance: [Disabled Facilities Grant delivery: guidance for local authorities in England \(March 2022\)](#), gives more information on the relevant legislation. (gov.uk webpage, opens in new window)

[The Regulatory Reform \(Housing Assistance\) \(England and Wales\) Order 2002](#) (gov.uk webpage, opens in new window) gives local authorities a general power to introduce policies for assisting individuals with renewals, repairs and adaptations in their homes through provision of grants or loans. A formally adopted policy must be in place if assistance is to be offered. This policy constitutes each council's Housing Assistance Policy under the Order.

National data

According to the English Housing Survey 2021/2022:

- Around 10% of households in England are estimated to be living in a home which have Category 1 hazards under the Housing Health and Safety Rating System.
- 14% of households are living in a home that does not meet the national Decent Homes Standard.
- 4% of households are living in a home with damp present.

Households in the private rented sector are more likely to live in poor quality housing than social renting and owner-occupied households.

A BRE briefing paper, [The cost of poor housing in England by tenure \(BRE 2023\)](#) (bregroup.com pdf, opens in new window) estimates that, in 2019:

- Around 10% of owner-occupied homes had a Category 1 hazard that, if left untreated, would result in an annual cost to the NHS of £783 million
- Around 13% of private rented homes had a Category 1 hazard that, if left unmitigated, would result in an annual cost to the NHS of £290 million
- Around 5% of social rented homes had a Category 1 hazard that, if left unmitigated, would result in an annual cost to the NHS of £65 million.
- The two most prevalent Category 1 hazards in the English housing stock are excessive cold and falls associated with stairs.

Local Data

Data and analysis from the [Cambridgeshire and Peterborough Joint Strategic Needs Assessment 2023](#) (cambridgeshireinsight.org.uk webpage, opens in new window) shows that:

- The Cambridgeshire population is almost 679,000, with a 9.3% growth in population since 2011 (Census 2021).
- The population is forecast to increase by 14.3% to 2031, with increases expected across all age bands with the exception of children and young people aged 5 to 14 years.
- Around 16.4% are living with a disability under the Equality Act.

- Healthy life expectancy at birth is 64.2 for males and 67.7 for females, both higher than the England average.
- Although measures of health for Cambridgeshire usually compare quite well with the England average, residents' health across the county varies considerably.
- Generally speaking, residents in Fenland (and Peterborough) have the poorest health, and South Cambridgeshire tends to have the best health. There are patches of poor health in some areas, most commonly in Fenland (and Peterborough) and also in north Cambridge and in parts of Huntingdonshire.
- Most of the local population who are in poor health live outside the most deprived areas, and there are struggling households everywhere, even in areas not considered deprived as a whole.

The councils' Housing and Homelessness and Rough Sleeping Strategies provide information on the local housing market and the councils' strategic approaches to dealing with local housing issues. These, together with data published in quarterly housing market bulletins covering the Cambridge housing sub-region and broken down by district, demonstrate significant pressure within the local housing market.

The Home Improvement Agencies monitor adaptations and other assistance carried out locally, including numbers of referrals, enquiries and applications; numbers of grants and loans awarded; funding committed, and amounts spent; and customer satisfaction data. This data demonstrates, for example:

- An ongoing local need for Disabled Facilities Grants and other discretionary assistance.
- Increasing numbers of Disabled Facilities Grant applications where work would cost more than the national £30,000 Disabled Facilities Grant limit.

Appendix 3 Disabled Facilities Grants – further information

The provisions governing mandatory Disabled Facility Grants are set out in the Housing Grants, Construction and Regeneration Act 1996, as amended by the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002.

A summary of the purposes for which mandatory Disabled Facility Grants may be given are as follows:

- a) Facilitating access and provision: These include works to remove or help overcome any obstacles which prevent the disabled person from moving freely into and around the dwelling and enjoying the use of the dwelling and the facilities or amenities within it.
- b) Making a dwelling or building safe: Adaptations to the dwelling or building to make it safe for the disabled person and other persons residing with him/her.
- c) Room usable for sleeping: The provision of a room usable for sleeping should therefore only be undertaken if the council is satisfied that the adaptation of an existing room in the dwelling (upstairs or downstairs) or the access to that room is unsuitable in the particular circumstances.
- d) Bathroom: A disabled person should have access to a wash hand basin, a WC and a shower or bath (or if more appropriate, both a shower and a bath).
- e) Facilitating preparation and cooking of food: A wide range of works are available to enable a disabled person to cater independently.
- f) Heating, lighting and power: The improvement of an existing heating system in the dwelling to meet the disabled occupant's needs. Where there is no heating system or where the existing heating arrangements are unsuitable to meet his needs, a heating system may be provided.
- g) Dependent residents: Works to a dwelling required to enable a disabled occupant better access and movement around the dwelling in order to care for another person who normally resides where whether or not they are related to the disabled person.
- h) Access to garden: Works for facilitating access to and from a garden by a disabled occupant or making access to a garden safe for a disabled occupant.

Further details are available from the council or Home Improvement Agency.

Appendix 4 Test of Resources/ Means Testing

Where required under this policy, a test of resources will be carried out in order to assess the amount, if any, that the applicant must contribute to cost of the works. If the applicant is not in receipt of a qualifying benefit, they may have to provide details of income and capital.

For those in receipt of one or more of certain qualifying benefits or any equivalent or successor benefits at the time of the application, their contribution towards the financial assistance will be nil.

The relevant qualifying benefits set by government at the time of publishing this policy are:

- Universal Credit
- Income Support
- Income based Job Seekers Allowance or Income Based Employment Support Alliance
- Working Tax Credit with gross income less than the current level set by the Department of Work and Pensions
- Housing Benefit
- Guaranteed Pension Credit
- Or Child Tax Credit with a relevant income less than the current level set by the Department of Work and Pensions

In addition to the qualifying benefits set by government, Council Tax Reduction may, under this policy, be treated as a qualifying benefit where it relates to households on a low income. This would exclude other Council Tax Reduction schemes, such as single person discount or severely mentally impaired status, etc.

For those not on one of the qualifying benefits listed above, where means testing is required legally and/or under the policy, a full means test will be carried out under the national test of resources in accordance with the Housing Renewal Grants Regulations 1996 (as amended), or any future legislation that replaces it. This will calculate the applicant's contribution in order to assess the extent to which any assistance may be given up to the maximum eligible expense limit.

The council may in some cases, and where legally permitted, exercise the discretion to consider a grant or loan where applicants are not on qualifying benefits but instead:

- have an income (at the time of application), of less than the current income level recognised by the Department of Work and Pensions,
- and have savings less than the current cut off level determined by the benefits service,
- and are considered to be a priority due to their situation or their urgency of the works required.

The means test or other financial assessment will apply to the person for whom the intervention is being applied for, and any spouse/partner.

Variations to the means test may be considered at the council's discretion; for example, if it would otherwise lead to exceptional hardship.

Appendix 5 Documentation required to demonstrate a legal interest in the property and intention to remain in the property.

Also see sections 21-22A of the [Housing Grants, Construction & Regeneration Act 1996](#) for more detail ([gov.uk webpage](#), opens in new window)

Owner-Occupiers

An owner's certificate which certifies that the applicant has or proposes to acquire an owner's interest in the dwelling, and that the applicant intends that the person requiring financial assistance will live in the dwelling as their only or main residence throughout the relevant grant/loan condition period, or for such shorter period as his/her health and other relevant circumstances permit. The council retains the discretion to demand repayment of the grant or loan if this condition is breached.

Tenants

A tenant's certificate which certifies that the person requiring financial assistance is a tenant, and that they intend that the occupant for whom the assistance is being sought will live in the dwelling as their only or main residence throughout the relevant grant/loan condition period, or for such shorter period as his/her health and other relevant circumstances permit.

The council retains the discretion to demand repayment of the grant or loan if this condition is breached. It will be at the council's discretion whether an application should also be accompanied by an owner's certificate from the landlord.

Occupiers (in relation to houseboats and park homes)

Houseboat and park home dwellers will need to demonstrate that they have a legitimate right to occupy that home and/or site. An occupier's certificate will also be required stating that the applicant intends that the occupant for whom assistance is being sought will live in the qualifying houseboat or park home as their only or main residence throughout the relevant grant/loan condition period or for such shorter period as his/her health and other relevant circumstances permit. The council retains the discretion to demand repayment of the financial assistance if this condition is breached. A consent certificate must also accompany an occupier's application, from each person with an interest in the land or mooring, or in the park home site or boatyard itself.

If none of the above certificates are appropriate to the applicant's situation then signed documentation shall be provided by either the owner or the occupier to confirm the intention for future occupation of the property by the person for whom financial assistance is being sought.

Availability for letting

In a case where a certificate of intended letting accompanies the application:

- It is a condition of any financial assistance under this policy that, throughout the relevant grant/loan condition period the dwelling will be let or available for letting to the applicant as a residence. Being available as a holiday letting will not satisfy compliance with this requirement.
- It is also a condition of the financial assistance that the council, may, by written notice require the owner to provide, within 21 days of that notice, a statement showing how the property is occupied and by whom.

Appendix 6 Glossary

TERM	DEFINITION
Assistance	Any form of financial assistance approved under this policy
Better Care Fund	The Better Care Fund (BCF) (nhs.uk webpage, opens in new window) is a programme spanning both the NHS and local government which seeks to join-up health and care services, so that people can manage their own health and wellbeing and live independently in their communities for as long as possible. The BCF has been created to improve the lives of some of the most vulnerable people in our society, placing them at the centre of their care and support, and providing them integrated health and social care services, resulting in an improved experience and better quality of life.
Category 1 Hazards	Hazards in the home assessed as ‘serious’ through the Housing Health and Safety Rating System . (gov.uk webpage, opens in new window)
Children	For mandatory Disabled Facilities Grant applications, the relevant person is a child if; <ul style="list-style-type: none"> • under the age of 16 • a person who is 16 or over but not yet 20, and is still in full-time non-advanced education (A level and below) and not getting Income Support, income-based Job Seekers’ Allowance, income-related Employment and Support Allowance or Universal Credit.
Condition	Any condition attached to financial assistance approved under this policy. Details of conditions are available on request.
Council	Any reference to council, other than specific references to Cambridgeshire County Council, means the local housing authority operating in the area in which the person on behalf of whom an application is made resides, or an authorised representative of that housing authority, i.e. Cambridge City Council; East Cambridgeshire District Council; Fenland District Council; Huntingdonshire District Council; or South Cambridgeshire District Council. An authorised representative could include, for example: the Home Improvement Agency commissioned by that authority, an Occupational Therapist, a Trusted Assessor, etc.
Disabled person/disabled occupant	For the purposes of this policy, a person is disabled if: <ul style="list-style-type: none"> • their sight, hearing or speech is substantially impaired. • they have a mental disorder or impairment of any kind; or • they are physically substantially disabled by illness, injury, impairment present since birth, or otherwise. The disability must be substantial and permanent. (See s100 Housing Grants, Construction and Regeneration Act 1996 for full definition)
Discretionary assistance	Grants and/or loans which the council may make available to applicants, subject to having a policy in place, and to having sufficient funding available to offer that assistance. The extent to which discretionary assistance may be available to an applicant may also be subject to how the council concerned interprets and/or implements financial regulations – e.g. use of capital grant funding for revenue purposes.
Disposal/transfer of a property	Any reference to ‘disposal’ of a property means: <ul style="list-style-type: none"> • A conveyance of the freehold

	<ul style="list-style-type: none"> • An assignment of the lease – where the lease was used to qualify for the assistance: e.g. a long lease that was treated as effective ownership • The grant of a lease, other than a mortgage term, for a term of more than 21 years otherwise at a rack rent • In the case of a mobile home or a houseboat, the sale, pledge or assignment of the mobile home or houseboat.
Home Improvement Agency	An agency commissioned by the council to support people to remain independent at home. The role of the local agency is outlined in part 1.4 of this policy.
Household	The person or persons who occupy a dwelling as their only or main residence.
Housing Health and Safety Rating System (HHSRS)	National system for assessing risks in residential properties (gov.uk webpage, opens in new window). Replaced the old housing fitness standard.
Local land charge	Local land charges are defined in the government's Practice Guide 79: Local Land Charges (gov.uk webpage, opens in new window). For the purposes of this policy, a local land charge registered on a property may require financial assistance to be repaid to the council on resale of the property.
Mandatory assistance	Disabled Facilities Grants are 'mandatory' in that local authorities are legally required to provide them to applicants who meet national eligibility requirements.
Maximum amount for Disabled Facilities Grants	The maximum amount the government says that a council can pay as a mandatory Disabled Facilities Grant. At the time of writing this policy the maximum was set at £30,000, but the government has indicated that this is likely to change in future.
Means test/test of resources	As part of an application for some forms of assistance under this policy, a test of resources must be carried out in order to assess the amount, if any, that the applicant must contribute to the cost of the works. If the applicant is not in receipt of a qualifying benefit, they will have to provide details of income and capital. More information is available in Appendix 4 to this policy.
Owner's interest	Where an application for a Disabled Facilities Grant (or other works to the home) has been made by an owner-occupier the applicant must provide proof of ownership. Under the 1996 legislation: An owner's certificate' certifies that the applicant has, or proposes to acquire, an owner's interest (as defined in section 21(2)) in the dwelling, and that he intends that the disabled occupant will live in the dwelling as his only or main residence'. For more information see Appendix 5 to this Policy
Regulatory Reform Order Repair and Renewal policies	Councils have powers to provide financial assistance to individuals to help them improve living conditions. In order to be able to use those powers they need to have a published policy detailing how they will use those powers.
Relevant person	The person for whose benefit the financial assistance is offered and/or work is being carried out.
Trusted Assessors	Staff within the Home Improvement Agency who have been trained to Trusted Assessor Level 4 standard which demonstrates a reasonable level of competence and experience in assessing for basic home adaptations.

Cambridgeshire Housing Adaptations, Repairs & Renewals Policy 2025-2030

SUMMARY

Introduction

This policy is aimed at helping people in Cambridgeshire to live safely and independently at home.

This version of the policy applies to people living in the East Cambs and Fenland areas.

(Separate documents are available for residents of Cambridge City, Huntingdonshire, and South Cambs areas. Their versions of the policy are largely the same as this one, but with some slight differences).

Types of financial assistance

The policy includes four types of financial assistance – in the form of grants or loans - which may be available to those on low incomes:

1. Mandatory **Disabled Facilities Grants (DFGs)** to provide disabled adaptations in people's homes.
2. Discretionary **Top Up Assistance** where the cost of works agreed through a Disabled Facilities Grant application is above the statutory maximum amount – currently set nationally at £30,000 (may be subject to change).
3. Discretionary **Relocation Assistance** to help disabled people to move to a more appropriate home; and
4. Discretionary **Special Purposes Assistance** for repairs, or other minor works or interventions in the home.

The tables below give more detail on each of these.

The funding available to the council may also be used to fund wider partnership projects which can be funded through capital expenditure and which help to meet the objectives of the policy.

Objectives of the policy

The policy is aimed at people on low incomes. Key objectives policy are:

- To support individuals' choices around living healthily, safely and independently at home.
- To help prevent hospital, care home or residential school admission
- To facilitate a patient being discharged from hospital and enabling them to live safely and independently at home, including making it easier for carers to provide support
- To prevent the need for higher expenditure elsewhere in the health and/or social care system
- To improve housing conditions and remove hazards in the home (i.e. Category 1 hazards under the Health & Safety Rating System)

Further information and how to apply.

Your council or the East Cambs and Fenland Home Improvement Agency (HIA) can help you to apply for financial assistance.

If the grant or loan is to pay for work to be done in your home, the Home Improvement Agency can also arrange for that work to be carried out on your behalf.

If you need help to coordinate adaptations which would help to meet the objectives of this policy, but are not eligible for a grant or loan, The East Cambs and Fenland HIA may be able to help you to have work carried out as a private customer.

As part of considering any application, there is likely to be an initial discussion with you on whether, if you are offered financial assistance, your home is likely to remain suitable for you in the longer term. As part of this discussion you may, if appropriate, be pointed towards advice and help in thinking about longer term housing options.

The District Councils have a statutory duty to provide Disabled Facilities Grants to those who need them. However, the extent to which the other three discretionary forms of assistance can be offered will depend on both the individual's needs and the resources available to the relevant council at the time.

For more information on what the policy covers and whether you might be eligible, please contact:

East Cambs & Fenland Home Improvement Agency,
The Grange
Nutholt Lane
Ely
Cambridge
CB7 4EE

Web page:  HIA@eastcambs.gov.uk

Email: www.eastcambs.gov.uk

Tel: 01353 616951

Grants and Loans: Summary

Disabled Facilities Grant (DFG)	
Section in policy	Section 2.1
Mandatory or discretionary	Mandatory (Eligibility is based on current legislation – may be subject to future change)
Description	Home adaptations for disabled people
Grant or loan	Grant, secured on the property through a local land charge.
Maximum amount	Maximum amount allowed to be paid, including Home Improvement Agency fees, is set by government. (£30,000 at March 2025)
Means test	Adults: Must be in receipt of one or more qualifying benefits or undergo a full Financial Test of Resources. Children and eligible young people: not means tested
Tenure	All tenures (except council tenants in Cambridge City and South Cambridgeshire)
Specific restrictions	National eligibility criteria apply
Residency requirements	None
Secured on property	Yes – for grants over £10,000. Minimum charge £500; maximum charge £10,000
Repayable	Yes, if property disposed of within 10 years.
Restrictions on future applications	Further applications may be considered

Disabled Facilities Grant (DFG) Top Up	
Section in policy	Section 2.2
Mandatory or discretionary	At the discretion of the council
Description	Where the cost of mandatory DFG works is higher than the maximum amount allowed by government to be paid for a DFG. (See Disabled Facilities Grants above). Alternative accommodation and funding options must have been explored. May be available where not carrying out work would mean not being able to remain in the community or would present significant risks. May also be available where work could lead to savings to the public purse.
Section in policy	Section 2.2
Grant or loan	East Cambs & Fenland residents: Loan – secured on the property through a local land charge
Maximum amount	£30,000 including Home Improvement Agency fees. (Amount may be subject to change).
Means test & contributions	Adults: means test carried out for DFG will take into account full cost of work. Applicant may be required to make a contribution. Applications on behalf of children (as defined in the full policy): Standard DFG means test will be carried out, but essential outgoings will also be taken into account.
Tenure	All tenures (except council tenants in Cambridge City & South Cambridgeshire)
Specific restrictions	Applicant must be eligible for DFG. May be available where: a move to alternative accommodation is not feasible, and funding is not available from elsewhere, and without work the applicant would be unable to remain living in the community, or person or carer would be at

Disabled Facilities Grant (DFG) Top Up	
	significant risk; or work would generate public service savings. Assessment of financial circumstances must indicate they cannot afford to fund the additional costs.
Residency requirements	None
Secured on property	Yes – full amount
Repayable	Yes – full amount repayable on disposal of property.
Restrictions on future applications	Further applications only considered in exceptional circumstances

Disabled Persons' Relocation Assistance	
Section in policy	Section 2.3
Mandatory or discretionary	At the discretion of the council
Description	To help with reasonable costs of a disabled person moving to a more suitable home.
Grant or loan	Grant
Maximum amount	Maximum amount payable £5,000.
Means test	Must already be eligible for DFG – finances will already have been assessed.
Tenure	All tenures (except council tenants in Cambridge City and South Cambridgeshire)
Specific restrictions	<ul style="list-style-type: none"> a) Adaptations required, but moving home may be better and cheaper, taking into account cost of works required in current and new home; or b) Existing accommodation is not adaptable and new home more closely meets needs; or c) Moving home is likely to lead to wider public savings, or would help to resolve other health and/or wellbeing issues. <p>A suitable alternative property must have been identified.</p>

Disabled Persons' Relocation Assistance	
	<p>Application needs to be made to the District from which the relevant person is moving.</p> <p>Cost of Disabled Persons' Relocation Assistance and any work to adapt the new property must not exceed the cost of adapting the disabled person's existing accommodation.</p>
Residency requirements	None
Secured on property	No
Repayable	No, unless applicant decides not to go ahead with the move.
Restrictions on future applications	Individual's circumstances must have changed significantly for a further application to be considered, or other exceptional circumstances apply. Only one application per person will be considered within any five-year period.

Special Purposes Assistance	
Section in policy	Section 2.4
Mandatory or discretionary	At the discretion of the council
Description	Home repairs, minor works or other interventions in the home to meet policy objectives.
Grant or loan	East Cambs & Fenland residents: First £10,000 as a grant, with some or all of anything above that amount offered as a loan
Maximum amount	£15,000 including Home Improvement Agency fees; except for work for an owner-occupier which would result in removal of Category 1 hazards* where the maximum will be £25,000 including fees. (Amounts may be subject to change).

Special Purposes Assistance	
	*Category 1 hazards under the Housing Health & Safety Rating System
Means test & contributions	Must be in receipt of a qualifying benefit or be means tested, other than in exceptional circumstances. Means test will also apply to any non-resident owners or co-owners. The applicant may be required to make a contribution. (The financial assessment will not apply to adaptations for children which would normally be funded as a mandatory DFG).
Tenure	All tenures (except council tenants in Cambridge City & South Cambs), where work is not the landlord's responsibility.
Specific restrictions	Not normally available for disabled adaptation work already being funded through DFG and DFG top-up award. Not available for disability equipment repairs and maintenance which cannot be treated as capital expenditure.
Residency requirements	Must be living in the property as their only or principal home. For works other than disabled adaptations: applicant must have lived there for 2 years prior to date of application other than in exceptional circumstances.
Secured on property	Yes – for amounts over £10,000. Secured on the property as a local land charge.
Repayable	Any amount over £10,000 awarded to an owner-occupier will be repayable on transfer or disposal of the property.
Restrictions on future applications	3 years from completion of work, except in extenuating circumstances. If further work is funded within the 3 years and the total cost exceeds £10,000, the amount above £10,000 will be repayable on sale/transfer of the property

APPENDIX C

FENLAND DISTRICT COUNCIL

Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

****(Note that this EqIA has been agreed by Fenland District Council. The other Cambridgeshire Districts covered by the policy may have their own EqIAs).***

1. Title of strategy, policy, plan, project, contract or major change to your service
Cambridgeshire Housing Adaptations, Repairs & Renewals Policy

2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available)
Insert link for new policy once approved by Cabinet.

3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service?
Each of the five District Councils in Cambridgeshire have had an Adaptation & Repairs Policy in place for many years, explaining how mandatory Disabled Facilities Grants (DFGs) and other discretionary grants/loans for home adaptations and improvements (mainly in the private sector) will be awarded to people on low incomes within their Districts.
In 2019, when Disabled Facilities Grant funding from government had started to be channelled through the Integrated Care System's Better Care Fund, a Cambridgeshire-wide approach was adopted to spell out options more clearly, and to try to gain as much consistency as possible amongst the policies of the five districts.

The policy is based on a review of, and will replace, the existing Cambridgeshire Adaptations & Repairs Policy adopted in 2019.

It proposes a continuation of the same types of financial assistance for eligible applicants on low incomes for adaptations, repairs and improvement to their homes.

It also details some of the help and support which the council's Home Improvement Agency, CambsHIA, may provide in applying for assistance and arranging for work to be carried out.

The policy as whole is expected to cover the five Cambridgeshire District Councils: Cambridge City, East Cambridgeshire, Fenland, Huntingdonshire and South Cambridgeshire District Council. This Equality Impact Assessment is based on the version of the policy aimed at East Cambs and Fenland residents, on the basis of having a shared service Home Improvement Agency across the two Districts.

The objectives of the policy, which is aimed at people on low incomes, are:

- To support individuals' choices around living healthily, safely and independently at home
- To help prevent hospital, care home or residential school admission
- To facilitate patients being discharged from hospital and enabling them to live safely and independently at home, including making it easier for carers to provide support
- To prevent the need for higher expenditure elsewhere in the health and/or social care system
- To improve housing conditions and remove hazards in the home (ie Category 1 hazards under the Health & Safety Rating System)

4. Responsible Team and Group

The Fenland District Council working group together with the other Cambridgeshire Districts: East Cambridgeshire, Huntingdonshire and South Cambridgeshire District Council.

5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick all that apply)	<input checked="" type="checkbox"/> Residents <input type="checkbox"/> Visitors <input type="checkbox"/> Staff
Residents of Fenland requiring financial assistance for disabled adaptations, or for other repairs/improvements to their homes.	
6. What type of strategy, policy, plan, project, contract or major change to your service is this?	<input type="checkbox"/> New <input type="checkbox"/> Major change <input checked="" type="checkbox"/> Minor change
7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Cambridgeshire County Council NHS Cambridgeshire & Peterborough Cambridgeshire Home Improvement Agency (Cambs HIA) East Cambridgeshire & Fenland's Home Improvement Agency	
8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?	
Fenland District Council Cabinet 24 March 2025	
9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?	
Historic service user data National and local data as referred to in the sections below. Engagement with staff and partners including: <ul style="list-style-type: none"> Grant Officers and Home Improvement Agencies (HIAs) operating across Cambridgeshire. 	

- People with disabilities and third sector organisations, through Healthwatch Cambridgeshire.
- Cambridgeshire County Council Adult Social Care and Special Educational Needs Commissioners.
- Cambridgeshire Occupational Therapy services.
- The Cambridgeshire & Peterborough Integrated Care Partnership Health & Wellbeing Board.

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Please also consider any safeguarding issues for children and adults at risk

Older people: POSITIVE IMPACT

Data

[Census 2021](#)

Percentage of population aged 65 and over:

- Cambridge City: 11.2%
- East Cambridgeshire: 11.2%
- Fenland 22.8%
- Huntingdonshire 20.1%
- South Cambridgeshire 19.7%

[Housing Needs of Specific Groups, Cambridgeshire & West Suffolk, GL Hearn 2021](#)

Expected increase in population aged 65+ with mobility problems between 2020 & 2040:

- Cambridge: 51.3% increase
- East Cambridge: 68.9% increase
- Fenland: 56.7%
- Huntingdonshire: 85.4%
- South Cambridgeshire: 62.1% increase

[Family resources survey 2021 to 2022](#)

- 45% of pension age adults in the UK are disabled.
- The most common impairment amongst disabled State Pension adults was a mobility impairment

[Centre for Ageing Better, The role of home adaptations in later life, 2017](#)

- There is strong evidence that minor home adaptations are an effective and cost-effective intervention for preventing falls and injuries, improving performance of everyday activities and improving mental health.
- There is strong evidence that minor adaptations are particularly effective at improving outcomes and reducing risk when they are combined with other necessary repairs and home improvements, such as improving lighting and removing trip and fall hazards.
- Adaptations may potentially relieve pressures on accident and emergency services, speed hospital discharge and reduce the need for residential care.

[English Housing Survey, Older People's Housing 2020-21](#)

- 15% of older households lived in homes that failed to meet the Decent Homes Standard. Nearly a third of older private renters (30% of households) lived in a non-decent home,
- Older private renters (19% of households) were more likely to have a Category 1 hazard present in their home than owners
- More than half of older households lived in homes that had an Energy Efficiency Rating of D or below.

[Centre for Ageing, The State of Ageing 2022](#)

- More than half of non-decent homes in England & Wales are occupied by someone 55 or older; with the likelihood of living in a non-decent home being highest in the private rented sector.
- Almost a quarter of those aged 75 and over renting privately are at risk from Category 1 Hazards under the Housing Health & Safety Rating System

[Government statistics: Profile of Households & Dwellings 2023](#)

- Households with a Household Reference Person aged 65 or over made up the greatest proportion of the owner-occupied sector (36%).

Impact

Subject to the amount of funding available for each local authority, the policy supports all age groups, including older people, by:

- Clarifying the eligibility criteria for Disabled Facilities Grants
- Providing DFG top-ups for when the national maximum DFG amount payable is not sufficient, and increasing the maximum top-up amount payable from £15,000 to £30,000.
- Providing relocation grants for people who are eligible for DFGs but for whom moving is likely to be a better option
- Providing financial assistance for repairs or improvements, including home energy improvements, to owner-occupiers on low incomes.
- Potentially: preventing falls and injuries amongst older people; improving performance of everyday activities; improving mental health; speeding up hospital discharge; and reducing the need for residential care. (Based on national evidence, although not possible to measure on a local or individual basis).

Younger people: POSITIVE IMPACT

Data

[English Housing Survey Home Adaptations Report 2019-20](#)

- Households with a person aged under 55 that required adaptations were more likely to report that their accommodation was unsuitable (30%) than those that required adaptations in older age groups (20% or less).

Adaptation costs

The cost of adaptations for larger works such as home extensions for children and young people can range from around £40k to £85k, which is higher than the statutory maximum amount payable to an applicant for a DFG.

Impact

Subject to the amount of funding available for each local authority, the policy supports all age groups, including younger people by:

- Clarifying the eligibility criteria for Disabled Facilities Grants to help ensure understanding amongst applicants and professionals of what is available and to whom.
- Continuing to provide DFG top-ups for when the national maximum DFG amount payable is not sufficient, increasing the maximum top-up amount payable from £15,000 to £30,000, and adding that where costs go above this amount cases may be referred to the County Council to be considered under their own obligations. Children and young people with disabilities are more likely than other groups to need need larger scale adaptations such as home extensions. The changes should help cover the rising costs of these types of works, and may help to deliver DFGs more quickly for this group.
- Continuing to providing relocation grants for people who are eligible for DFGs but for whom moving is likely to be a better option.
- Continuing to provide financial assistance for repairs or other home improvements to owner-occupiers on low incomes.
- Taking outgoings into account when assessing a household's financial circumstances in relation to top-up assistance for children's adaptations, potentially making more children and young people eligible for DFGs; (although this would not be measurable as there is no historic data on applications rejected due to not meeting the means test).

(b) Disability

POSITIVE IMPACT

Data

[Census 2021 Disability England & Wales](#)

Percentage of residents who identified as being disabled under the Equality Act with day-to-day activities limited a lot:

- Cambridge: 6.2%
- East Cambridgeshire: 5.8%
- Huntingdonshire: 6.1%
- Fenland: 8.4%
- South Cambridgeshire: 5.1%

Percentage of households containing one or more disabled person:

- Cambridge: 28.3%
- East Cambridgeshire: 29.9%
- Fenland: 35.7%
- Huntingdonshire: 29.8%
- South Cambridgeshire: 28.2%

[English Housing Survey Home Adaptations Report 2019-2020](#)

- 8% of all households in England had at least one person with a long-standing physical or mental health conditions and said they required adaptations to their home.
- 81% of households that required adaptation felt their home was suitable for their needs. The 19% that required adaptations and who considered their accommodation unsuitable accounted for 2% of all households in England.
- The number and percentage of households that reported they did not have all the adaptations that they needed has increased from 45% in 2014 to 53% In 2019-20.

[UK Disability Survey research report June 2021](#)

- 47% of disabled people reported that it required at least 'some effort' getting in and out of where they live
- Disabled people reported that fully adapting their homes would significantly improve their lives by increasing their independence and safety; and some reported that moving to accessible housing would improve their lives.

[Social Metrics Commission - 2023 report - Social Metrics Commission](#)

- 58% of all people in poverty in the UK are disabled or living in a family that includes a disabled person.

National Energy Action 2024

- Estimated that 3.6m people in the UK with a disability would be in fuel poverty from April 2024.

Public Health England, Disability & Domestic Abuse

- Disabled people experience disproportionately higher levels of domestic abuse than non-disabled people.

Subject to the amount of funding available for each local authority, the policy should support disabled people by:

- Clarifying the eligibility criteria for Disabled Facilities Grants to help ensure understanding amongst applicants and professionals of what is available and to whom.
- Continuing to provide DFG top-ups for those on low incomes when the national maximum DFG amount payable is not sufficient, and increasing the maximum top-up amount payable from £15,000 to £30,000 which may help to speed up delivery of larger scale adaptations.
- Continuing to provide relocation grants for people on low incomes who are eligible for DFGs but for whom moving is likely to be a better option
- Continuing to provide financial assistance for repairs or home improvements to owner-occupiers on low incomes, including energy efficiency, and taking additional opportunities to improve energy efficiency as part of other works.
- Allowing for the means test to be waived in exceptional circumstances at council's discretion – e.g. for someone with a degenerative or rapidly progressing condition or receiving end of life care.
- Clarifying that decisions will be made in the best interest of the disabled person.
- Expecting social landlords to attempt to re-let properties with major adaptations to another disabled person.
- Allowing applicants to be reconsidered for Relocation Allowance if they have to move again due to fleeing domestic violence or abuse.

(c) Gender reassignment

NO SPECIFIC IMPACTS IDENTIFIED

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(d) Marriage and civil partnership

NO SPECIFIC IMPACTS IDENTIFIED

(e) Pregnancy and maternity

NO SPECIFIC IMPACTS IDENTIFIED

(f) Race – Note that the protected characteristic ‘race’ refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

[Census 2021 Protected characteristics by disability status](#)

- The highest age-standardised rates of disability occurred for people who identified with the ethnic groups "White: Gypsy or Irish Traveller" (33.2% in England and 39.1% in Wales) and "Mixed or Multiple ethnic groups: White and Black Caribbean" (22.4% in England and 26.7% in Wales).

[English Housing Survey 2021-2022, housing quality & condition](#)

- Owner-occupier households with an ethnic minority Household Reference Person were slightly more likely to be living in a non-decent home than white owner-occupier households.

[Government statistics: People in low income households 2023](#)

- A report from the Office for National Statistics in 2019 showed that most ethnic minority groups earned less than their white British counterparts. The exceptions were the Chinese, white Irish and Indian ethnic groups. These groups earned a higher typical hourly wage than white British employees.

[Social Metrics Commission: Measuring Poverty 2023](#)

- The rate of poverty is much higher for Black and Minority Ethnic families. 40% of people living in families where the household head is Black/African/Caribbean/ Black British are in poverty, compared to just under 19% of those living in families where the head of household is White.

[Joseph Rowntree Foundation: Bangladeshi, Black African and Pakistani households at higher risk of very deep, long-term poverty, December 2024](#)

- Bangladeshi, Black African and Pakistani households are 2 to 3 times more likely to experience persistent very deep poverty, compared to white households.

Subject to the amount of funding available for each local authority, the policy should support people from ethnic minorities who are on low incomes by:

- Clarifying the eligibility criteria for Disabled Facilities Grants to help ensure understanding amongst applicants and professionals of what is available and to whom.
- Continuing to provide DFG top-ups for when the national maximum DFG amount payable is not sufficient,
- Increasing the maximum top-up amount payable from £15,000 to £30,000, which may speed up the delivery of adaptations for households with children, including ethnic minority households
- Continuing to provide relocation grants for people who are eligible for DFGs but for whom moving is likely to be a better option
- Continuing to provide financial assistance for repairs or other home improvements to owner-occupiers in non-decent homes.
- Clarifying that occupiers of all types and tenures of residential properties are eligible to apply, which may also include Gypsy/Roma/Traveller communities not living in bricks and mortar housing.

(g) Religion or belief

NO SPECIFIC IMPACT IDENTIFIED

(h) Sex

Census 2021 Disability by Age:

- Women are more likely to be disabled and be limited by their condition or illness than men: In England, 18.7% of females and 16.5% of males were disabled. Of these, 10.8% of females and 9.4% of males said that they were limited a little by a condition or illness, and 7.8% of females and 7.1% of males said they were limited a lot.

Employment in the UK: April 2024:

- The national employment rate for women, at 71.6%, is lower for women than for men (78.0%) and for the population as a whole (74.5%).

Gender pay gap in the UK 2024:

- Women tend to be paid less than men. The national pay gap between men and women for all employees in 2024 was 13.1%

Public Health England, Disability & Domestic Abuse

- Women are significantly more likely to experience domestic violence than men, and disabled women are significantly more likely to experience it than disabled men.
- Disabled men experience a similar rate of domestic abuse as non-disabled women.

Subject to the amount of funding available for each local authority, the policy should support both sexes, but women in particular, by:

- Clarifying the eligibility criteria for Disabled Facilities Grants to help ensure understanding amongst applicants and professionals of what is available and to whom.
- Continuing to provide DFG top-ups for when the national maximum DFG amount payable is not sufficient, and increasing the maximum top-up amount payable from £15,000 to £30,000 which may potentially speed up the delivery of larger scale adaptations .
- Continuing to provide relocation grants for people who are eligible for DFGs but for whom moving is likely to be a better option
- Continuing to provide financial assistance for repairs or other home improvements to owner-occupiers in non-decent homes.
- Clarifying that decisions will be made in the best interest of the disabled person.
- Expecting social landlords to attempt to re-let properties with major adaptations to another disabled person.
- Allowing applicants to be reconsidered for Relocation Allowance, or to make further applications for Special Purposes Assistance within 3 years of work being completed, if they have to move again due to fleeing domestic violence or abuse.

(i) Sexual orientation

Census 2021 Protected Characteristics by Disability Status

- The percentage of disabled people who identified as lesbian, gay, bisexual or another minority sexual orientation (6.4% in England and 6.1% in Wales) was greater than that of non-disabled people (2.6% in England and 2.5% in Wales).

The policy should support disabled LGBTQ people by:

- Clarifying the eligibility criteria for Disabled Facilities Grants to help ensure understanding amongst applicants and professionals of what is available and to whom.
- Continuing to provide DFG top-ups for when the national maximum DFG amount payable is not sufficient and increasing the maximum top-up amount payable from £15,000 to £30,000 which may potentially speed up the delivery of larger adaptations.
- Continuing to provide relocation grants for people who are eligible for DFGs but for whom moving is likely to be a better option.
- Clarifying that decisions will be made in the best interest of the disabled person.
- Expecting social landlords to attempt to re-let properties with major adaptations to another disabled person.

(j) Other factors that may lead to inequality – in particular, please consider the impact of any changes on:

- **Low-income groups or those experiencing the impacts of poverty.**
- **People of any age with care experience – this refers to individuals who spent part of their childhood in the care system due to situations beyond their control, primarily arising from abuse and neglect within their families. The term “Care experience” is a description of a definition in law, it includes anyone that had the state as its corporate parent by virtue of a care order in accordance with the Children Act 1989 and amendments.**
- **Groups who have more than one protected characteristic that taken together create overlapping and interdependent systems of discrimination or disadvantage. (Here you are being asked to consider intersectionality, and for more information see: https://media.ed.ac.uk/media/1_159kt25q).**

Poverty

POSITIVE IMPACT

(See under different Equalities groups above)

People with care experience

NO SPECIFIC IMPACTS IDENTIFIED

Intersectionality

POSITIVE IMPACT

As detailed above, the following groups with more than one protected characteristic are particularly likely to benefit from the elements of the policy relating to provision of disabled adaptations:

Older people with disabilities:

- Older people are more likely to have mobility problems than other age groups, and there is strong evidence that adaptations and removal of home hazards can improve a number of outcomes for this group

Younger people with disabilities:

- Households aged under 55 who require adaptations are more likely to report that their accommodation is unsuitable than those in older age groups;
- The cost of adaptations for children and young adults such as home extensions is often higher than the statutory maximum payable through a DFG.

Women with disabilities

- Women are more likely to be disabled and limited by their condition and illness than men.

Men with disabilities

- Disabled men experience a similar rate of domestic abuse as non-disabled women.

Disabled people living in poverty

- Over half of all people in poverty in the UK are disabled/living in a family which includes a disabled person. Fuel poverty is also an issue for this group.
- People with disabilities are more likely to experience domestic abuse than non-disabled people.

Ethnic minorities with disabilities

- Disability rates are higher for those identifying as White Gypsy/Irish Traveller, and mixed or multiple ethnic groups, than for other ethnicities.

LGBTQ people with disabilities

- The percentage of LGBTQ people with disabilities is higher than that of non-disabled people.

As detailed above, with the policy aimed at people on low incomes, the following groups with more than one protected characteristic are particularly likely to benefit from the policy overall.

Ethnic minorities living in poverty

- Rates of poverty are higher for black & minority ethnic families than for households headed by a person who is white.

Women living in poverty/on low incomes

- Women tend to be paid less and are less likely to be employed than men.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqIA accordingly.)

No negative impacts have been identified.

The policy as a whole is aimed at people on low incomes, and three of the four types of assistance included in the policy are aimed specifically at people with disabilities.

Ensuring the policy continues to appropriately meet the needs of groups with protected characteristics will be through monitoring the take-up of grants of loans and of satisfaction levels.

Fenland District Council will look to improve the understanding and identifying opportunities to reach different equalities groups, and making sure their needs are met; and ensuring policies, practices, and initiatives foster a culture of equality, diversity and inclusion.

This EqIA will be monitored and updated in accordance with Fenland District Councils Equality Service Champions working group timetables.

12. Do you have any additional comments?

n/a

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13. Sign off
Name and job title of Fenland District Council lead officer for this equality impact assessment Mr Steven Hammond – Private Sector Housing Officer.

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Agenda Item No:	8	
Committee:	Cabinet	
Date:	24 March 2025	
Report Title:	Food Waste Container Procurement	

Cover sheet:

1 Purpose / Summary

- 1.1 To approve the cost effective and timely procurement of the containers required for the range of Fenland municipal properties to commence weekly food waste in line with legislation.

2 Key Issues

- 2.1 The Environmental Protection Act 1990 Section 45A, as amended by the Environment Act 2021, places a duty on English waste collection authorities to make sure that waste is collected from households in their area. From the end of March 2026, waste collection authorities must provide weekly food waste collections from all households, to allow people to dispose of their organic waste frequently.
- 2.2 On 24 February 2025 Cabinet and Council approved the commencement of weekly food waste collections in Fenland from 30 March 2026 in line with this statutory duty.
- 2.3 Defra has provided £1,061,991 of capital funding, upon appeal from the Council. These funds are for the purchase of the required vehicles and containers.
- 2.4 The required vehicles cost a total of £848,000, leaving £213,991 to fund the container purchase. There remains the risk identified in previous reports, that the capital supplied by Defra will be insufficient to cover the total costs of implementing this new service in Fenland
- 2.5 The required containers will be purchased through the most effective means possible to reduce the cost and ensure delivery in good time for the service commencement.
- 2.6 Members should be aware that if either the vehicles or the container delivery is not to schedule, that this could result in the Council needing to seek Defra approval to delay the implementation of weekly food waste collections.
- 2.7 Members should also note that the Council is expecting to hear very soon on the nature of the revenue funding as a result of New Burdens Doctrine for both the transition to, and delivery of, the food waste service, but that there remains no clarity if this will completely cover the required costs of this service.

3 Recommendations

- 3.1 To agree delegated power for the corporate director with responsibility for Environmental Services, in consultation with the portfolio holder, to purchase the required containers through the most cost-effective and timely means.
- 3.2 To agree to the capital expenditure from the monies supplied by Defra for this purpose, and that should the total exceed the monies supplied that this further capital be sought from appropriate reserves by the Section 151 Officer in consultation with the Finance Portfolio Holder.
- 3.3 To delegate authority to the Portfolio Holder for Refuse and Recycling, Parks and Open Spaces to inform Defra of any change to implementation deadlines should this be required if there are delays to the delivery of these containers, or other essential equipment such as vehicles.

Wards Affected	All
Forward Plan Reference	<i>[Insert Reference No. From Forward Plan. (It is a legal requirement to include key executive decisions on the forward plan for 28 days before the decision requested in this report is taken).]</i>
Portfolio Holder(s)	Cllr Peter Murphy - Portfolio Holder for Refuse and Recycling, Parks and Open Spaces. Cllr Steve Tierney - Portfolio Holder for Communications, Transformation, Climate Change & Strategic Waste.
Report Originator(s)	Mark Mathews - Head of Environmental Services
Contact Officer(s)	Paul Medd - Chief Executive Carol Pilson - Corporate Director
Background Papers	New Burdens Doctrine Guidance Cabinet Report 15 July 2024 - DEFRA Funded Food Waste Vehicle Purchase

Report:

1 BACKGROUND AND INTENDED OUTCOMES

Weekly Food Waste Collections




- 1.1. The government announced in 2018 that a key element of their waste and resources plan was for the weekly collection of domestic food waste and increased requirements for businesses to recycle more, with an emphasis on both closed loop waste management and the producer pays principles.

- 1.2. Following extended consultation periods and many years of delays, including uncertainty for Cambridgeshire around if the county would collect food waste at all, the weekly collection of food waste from all properties will be a legal requirement from the end of March 2026.
- 1.3. 'All properties' includes flats, communal collection areas and remote properties. For Fenland this represents a particular issue, because around 1,709 (3%) of properties are on either narrow or extremely remote roads, 3,953 (8%) are flats and 16,257 (33%) are rural.
- 1.4. As reported to Cabinet in [July 2024](#), upon appeal, Defra have improved the capital funding offered by £235,000 to £1,061,991 towards the vehicles and other equipment, such as food waste caddies, required.
- 1.5. The vehicles have been ordered and Cabinet approval is not being sought to secure the required containers for the food waste collection.
- 1.6. Fenland's most recent waste analysis demonstrates large percentages of food waste within residual (green bin/black bag) waste.



Figure 1: Residual Waste Analysis Results

- 1.7. The waste analysis shows that each property creates almost 180 kg of food waste each year. This is more than a third of the residual waste collected.
- 1.8. We know from the experience of other authorities that, with ongoing good quality communications and the provision of kitchen caddies and liners, around half of this material is separated for the food waste collection by customers.
- 1.9. As such the current rounds and logistics are modelled on this basis along with WRAP research data and an anticipated 3,200 to 4,000 tonnes of food waste being collected each year.
- 1.10. The standard receptacle offering will be as follows, although colour of the caddies is yet to be decided:

Container	Locations	Number Req.	Image	Likely cost per unit
5 litre kitchen caddy	All properties	50,000		£1.30 - £1.77
23 litre outdoor caddy with lockable handle	All properties with a suitable kerbside waste collection point	46,000		£3.53 - £5.90
120 – 240 litre wheeled bin housing	Communal collection points shared by flatted properties.	200 - 300 (subject survey) to		£400 - £550

- 1.11. The expected costs of the containers per unit is outlined in the table from existing government frameworks. Consideration will be given to if a local or joint tender might reduce these prices and conversations have taken place with the Cambridgeshire and Peterborough Waste Partnership authorities and WRAP.
- 1.12. Based on these anticipated prices per unit, the costs will potentially go beyond the allowed capital.
- 1.13. Alongside the capital funding and investment by Defra a commitment has been made to cover the net revenue burden in line with New Burdens doctrine.
- 1.14. There will be an increased staffing resource requirement, along with support services, and this will be presented to members once Defra has provided improved clarity over how the [New Burdens](#) funding will work for rural districts such as Fenland.
- 1.15. Along with staffing, we are also awaiting a capital bid request made to Defra for an extension to the vehicle workshop at Melbourne Avenue and will keep members up to date with this as we hear.
- 1.16. Members will be kept up to date through portfolio holder updates, briefings and further reports to cabinet and other relevant committees.

2 REASONS FOR RECOMMENDATIONS

- 2.1 Council and Cabinet approved the commencement of weekly food waste collections from the end of March 2026. As a result, the council needs to quickly move to purchase the required food waste caddies and containers through the most appropriate means.
- 2.2 Given the increases in the price of equipment since Defra set the capital allowances for each authority from the total £295 million provided, there is a real risk that the monies provided will not be sufficient. Given the statutory nature of the requirement, the Council will need to find the remaining capital funding.
- 2.3 Without confirmed delivery dates and the number of authorities all purchasing similar equipment at the same time, there is the real risk that delivery delays will result in implementation delays. This is recognised within the project plan and within government guidance.

3 CONSULTATION

- 3.1 Government extensively consulted on the changes that ultimately created changes enacted in the Environment Act 2021.

4 ALTERNATIVE OPTIONS CONSIDERED

- 4.1 None.

5 IMPLICATIONS

5.1 Legal Implications

- 5.2 The weekly food waste collections are a statutory requirement for waste collection authorities to implement prior to April 2026.


5.3 Financial Implications

- 5.4 As previously reported to members, there remains the risk that the capital funding provided by Defra will not meet with the total capital costs of the new service. Defra have been written to requesting further clarification on this issue and this is something that the district council association is also pursuing.
- 5.5 Likewise, we still await clarity, beyond that net costs are covered as set out in the New Burdens Guidance, on how the revenue funding will be provided to cover the costs of the new service and the transition to this service.

5.6 Equality Implications

- 5.7 The waste and recycling service is offered in a universal fashion, with service adjustments such as assisted collections where required and the related

equality impact assessment will be updated ahead of the food waste service implementation.

Agenda Item No:	9	
Committee:	Cabinet	
Date:	24 March 2025	
Report Title:	Revocation of 2 Air Quality Management Areas for Wisbech	

Cover sheet:

1 Purpose / Summary

- 1.1 To request Cabinet, approve the revocation of 2 Air Quality Management Areas (AQMA's) for Wisbech as required by the Environment Act 1995.
- 1.2 To set out the reasons for this recommendation.
- 1.3 To update Cabinet on recent correspondence from Department of Food and Rural Affairs in relation to Fenland's air quality.
- 1.4 To update Cabinet with regard to future air quality monitoring in Wisbech.

2 Key Issues

- 2.1 Under Section 82 of the Environment Act 1995 every local authority has a duty to regularly review and assess air quality in their area, and to determine whether national air quality objectives are likely to be achieved. Where objectives are not likely to be achieved the council has a duty to declare an Air Quality Management Area (AQMA) and to take steps to improve air quality.
- 2.2 There are 4 AQMA's declared in Fenland, 3 in Wisbech and 1 in Whittlesey. All are considered compliant by Defra. This report deals with 2 of the 3 Wisbech AQMA's. Future papers will update Cabinet in relation to the remaining 2 AQMA's in Fenland.
- 2.3 In 2005 and 2006 2 AQMA's were declared in areas of Wisbech. These locations can be seen in Schedule 1. These declarations were made due to the risk of pollution from a coal fired boiler operating at a factory in Lynn Road, Wisbech. In 2009 this coal fired boiler was decommissioned thus removing the pollution source. Guidance advises the council that once 5 years of such a pollution risk is no longer present that the AQMA must be revoked.
- 2.4 Each year the council must undertake a review and assessment of local air quality issues and submit this review to Department of Food and Rural Affairs (Defra). Since 2018 Defra have responded to the council advising the revocation is required and asking for confirmation of steps being taken to publish this order. In January 2025 a further letter was received instructing this work to now be completed.
- 2.5 The covid pandemic and the MVV Medworth energy from waste plant application delayed the work to revoke these 2 AQMA's, partly due to resource limitations but in particular the local, and council, concerns about

potential pollution levels from the plant. Work has continued in partnership with Kings Lynn West Norfolk Council to ensure a robust future air quality monitoring strategy is approved before these revocations were progressed.

- 2.6 In November 2024 ward members received a briefing note setting out the proposal to revoke these AQMA's. In February 2025 residents and businesses residing within the areas of AQMA's Wisbech 1 and 2 were advised – in writing- of this revocation plan and were asked for comments to be submitted setting out any matter which may affect the council's proposal. Responses to the briefing and letters can be found in Schedule 2.
- 2.7 Due to the growth in industry within Wisbech and the approval of the Medworth energy from waste Incinerator in 2024 much consideration has been given to air quality risks within the town. Revocation of these 2 AQMA's at this time presents an opportunity to focus on the 2025 air quality monitoring strategy for Wisbech -which has never been more important.
- 2.8 The approval for the energy from waste plant requires a local monitoring strategy be implemented. Officers have set out the required level of monitoring which would be considered appropriate and MVV Medworth are duty bound to implement this strategy whilst working closely with officers from the council.

3 Recommendations

- 3.1 That Cabinet agrees by Order under the Environment Act 1995 Part IV to the revocation of Air Quality Management Areas Wisbech 1 and Wisbech 2 as identified in Schedule 1 to this report, following removal of the original pollution source, and therefore securing compliance with the national statutory particulate and sulphur dioxide air quality objectives.

Wards Affected	All Wisbech Wards
Forward Plan Reference	
Portfolio Holder(s)	Councillor Susan Wallwork Portfolio holder for Health, Environmental Health, CCTV, Community Safety and Military covenant.
Report Originator(s)	Annabel Tighe- Head of Environmental Health and Compliance Laura Harwood – Senior Environmental Health Officer
Contact Officer(s)	Carol Pilson – Monitoring Officer and Corporate Director Annabel Tighe – Head of Environmental Health and Compliance
Background Papers	Annual Screening Reviews of the Districts Air Quality are available on our website at Air quality - Fenland District Council

Report:

2 BACKGROUND AND INTENDED OUTCOMES

- 2.1 Local authorities have a duty under the Environment Act 1995 to ensure air quality within their district meets national Air Quality Standards (AQS) and to report on this to Central Government. Where these standards are not being achieved the local authority is obliged to declare an Air Quality Management Area for the pollutant of concern (AQMA). Fenland has declared 4 such AQMA's in previous years. These are:

AQMA 1 Wisbech - was declared due to concerns over particulate matter levels due to the use of coal fired boilers at the canning factory. This pollution source has been removed and the site now uses gas boilers.

AQMA 2 Wisbech - declared due to concerns over the level of sulphur dioxide (SO₂) due to the use of coal fired boilers at the canning factory. This pollution source has been removed and the site now uses gas boilers.

AQMA 3 Wisbech - declared due to elevated levels of nitrogen dioxide (NO₂) from transport emissions.

AQMA 4 Whittlesey - declared due to concerns over sulphur dioxide levels (SO₂) which were likely being emitted from brick works. This site has now ceased production.

- 2.2 Due to decommissioning of the coal fired boiler in 2009 and the subsequent removal of the associated environmental permit by the environment agency these 2 AQMA's are no longer required. They provide no additional protections or regulatory impact.
- 2.3 Each year the council produce a statutory report (Air Quality Annual Screening Review – ASR)) for submission to Department of Food and Rural Affairs (Defra). These reports demonstrate the monitoring and interventions undertaken in the district and identify the range and potential presence of sources of pollutants. The annual ASR's have identified continued compliance within the national air quality objectives. There have not been any exceedances reported in Fenland AQMA's within the last five years. Defra review the ASRs and recommend actions for air quality interventions. Over the last five years Defra have advised to start the process to revoke the AQMA's and are monitoring the progress of this work.

(Previous ASR's and Defra Appraisals can be found at [Air quality - Fenland District Council](#))

- 2.4 The statutory air quality guidance PG22 (August 22) advises local authorities that before revoking an AQMA on the basis of measured pollutant

concentrations, the authority needs to be reasonably certain that any future exceedances are unlikely. The situation within Wisbech AQMA's 1 and 2 is as the AQMA's were declared based solely on the use of the coal fired boiler and therefore the removal of the source of pollution triggers the revocation. None the less the council has waited a number of years before proposing these revocations due to the growth of industry and in particular issues raised about the energy from waste incinerator application.

2.5 Concerns remain as to the impact of the MVV Medworth development on local air quality. A critical consideration will be increased traffic movements (the relevant pollutant being nitrogen dioxide which is not covered by AQMA 1 and 2) within the Wisbech area. The energy from waste incinerator was approved with conditions to implement a local air quality monitoring strategy to ensure full and transparent data collection which is to be shared with the council. This air quality monitoring strategy is appended to this report. Officers continue to meet with MVV Medworth representatives to ensure the detail of this plan is being progressed.

2.6 The MVV Medworth air quality monitoring strategy outlines the following commitments:

- One automatic continuous monitoring station. The equipment will analyse oxides of nitrogen (NOx), sulphur (SOx) and Particulate Matter (PM) for PM10 and PM2.5.
- One Indicative real-time particulate monitor. The equipment will analyse particulate matter including PM10 and PM 2.5 and include real-time weather monitoring capabilities.
- Passive air quality monitoring diffusion tubes. To measure nitrogen dioxide (NO2) and sulphur dioxide (SO2).

2.7 The environmental health service are committed to ensuring this monitoring strategy is effective for the communities of Wisbech and for Fenland and therefore focussed resource is being allocated to this important work as priority.

3 REASONS FOR RECOMMENDATIONS

3.1 The council has demonstrated compliance with the national air quality objective standard for Particulates and Sulphur Dioxide (SO2) in AQMA's 1 and 2 for more than five years. In line with the statutory guidance, these AQMA's should now be revoked by 'Order' under Part IV of the Environment Act .

4 CONSULTATION

4.1 Ward members for all Wisbech wards were informed of these proposals in November 2024. Relevant partners (Environment Agency, Town Council, County Council Public Health, Environment Agency) were informed in January

2025. Residents and businesses located within the affected wards were written to in February 2025.

4.2 Information has been made available on the council website.

4.3 Written responses can be found in Schedule 2.

5 ALTERNATIVE OPTIONS CONSIDERED

5.1 There are no alternatives that would comply with the statutory policy guidance PG22 (Aug22) which states: 'There should not be any declared AQMAs for which compliance with the relevant objective has been achieved for a consecutive five-year period.'

5.2 If Cabinet chose not to support the recommendation Defra would likely instruct the council to revoke the AQMA's.

6 IMPLICATIONS

6.1 Legal Implications

6.1.1 An Order must be made and contain the common seal of Fenland District Council. This must be uploaded on the Local Air Quality Monitoring (LAQM) website maintained on behalf of DEFRA. It must also be made accessible to the general public. This can achieve by posting on the Local Air Quality webpage of the council's website.

6.2 Financial Implications

6.2.1 There are no budget implications.

6.3 Equality Implications

6.3.1 Air pollution is associated with a number of adverse health impacts. Additionally air pollution particularly affects the most vulnerable in society: children and older people, and those with heart and lung conditions. Improving air quality reduces the impact on these vulnerable groups in particular.

6.3.2 Defra have noted in their appraisals that not revoking AQMAs undermines the trust in planning controls and local air quality management. Currently any development within an AQMA requires an air quality impact assessment to be produced which is an unnecessary burden on development where these AQAMs should be revoked. This takes the focus and resources away from those developments that may not be in AQMAs but could have an impact on the local environment.

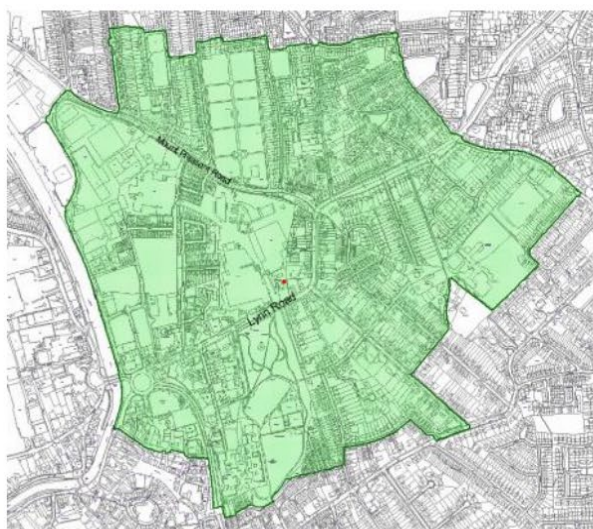
7 SCHEDULES

Schedule 1 – maps of the Air Quality Management Areas 1 and 2

Schedule 2 – feedback from interested parties

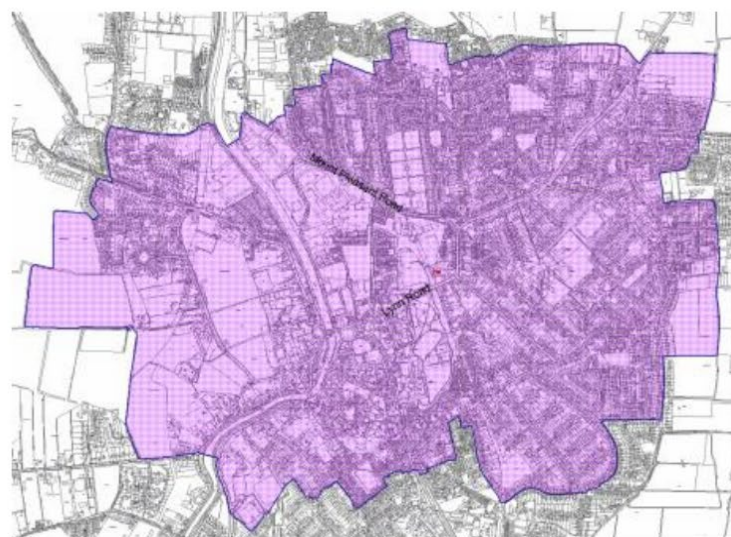
SCHEDULE 1 Air Quality Management Areas 1 and 2

Figure 1: Particulate Matter Air Quality Management Area (AQMA 1) in Wisbech



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Figure 2: Sulphur dioxide Air Quality Management Area (AQMA 2) in Wisbech



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SCHEDULE 2
Feedback from partners and interested parties

Feedback	Who	Response
Surely we still need them if an incinerator is coming!	Ward Councillor	The existing AQMA's relate to potential pollution from a coal fire boiler, and this has been removed. Our focus is now on monitoring and measuring potential impacts from a different source (MVV Medworth). Removing these older AQMA's will assist us to do that more robustly. If future AQMA's are required, we can implement the process again.
Hello thanks for the I information. However we can't read the 2 maps you've, feint and v small font any thoughts	Resident	An email address was provided for specific questions to be submitted.
<p>Pollution Sources Removed</p> <p>- The original AQMA's were declared in 2001 and 2006 due to high levels of PM10 (particulate matter) and SO2 (sulphur dioxide) from industrial coal burning at a local factory.</p> <p>That industrial process is no longer in operation, meaning the main pollution source has been eliminated.</p> <p>- Recent air quality monitoring has confirmed that pollutant levels are well within national limits for both PM10 and SO2.</p> <p>The council has automatic and non-automatic monitoring in place, and the data shows compliance over several years.</p> <p>According to DEFRA guidance, councils must revoke AQMA's if air quality objectives have been met for a sustained period.</p> <p>The decision to revoke these AQMA's is based on clear evidence and national guidelines, but</p>	Resident in AQMA	Agreed. Air quality review and assessment within Fenland remains a priority.

air quality management should remain an ongoing priority.		
Does this mean that the council will no longer control air quality in these areas?	Resident in AQMA	<p>No, The council remains committed to reviewing and assessing local air quality.</p> <p>The council's website sets out the steps being taken to continue and increase the level of monitoring.</p> <p>Monitoring will continue in Wisbech and this will include a network of Nitrogen Dioxide diffusion tubes, maintained by the local authorities (FDC and BCKLWN), a nitrogen dioxide and particulate matter indicative monitor maintained by the Combine Authority, and Mcerts continuous monitor reference meter for sulphur dioxide, nitrogen dioxide, and particulate matter, a indicative meter and diffusion tubes maintained by MVV.</p>
Can we be assured that the incinerator and the increased traffic it will bring will be strictly monitored whilst construction and thereafter as it will be a major pollutant	Resident in AQMA	<p>The energy from waste plant operators MVV must carry out monitoring as agreed within the air quality monitoring strategy. The council will be reviewing this monitoring data regularly and are requiring the most up to date technology be used for this monitoring.</p> <p>In addition there will be continued monitoring as above.</p>

Both maps are very difficult to read. No points of reference on either of them. 2. This is very shortsighted to remove this just as the incinerator is started development. How long will it be before another surgery is done? 12 months after it is operating? It would have been much easier and probably cheaper to keep this monitoring in place.	Resident in AQMA	Please note this revocation will not remove any monitoring. Please see above for monitoring in place or planned.
No comments made	Resident in AQMA	N/A
My understanding is FDC only respond to air quality issues after the cause. I'm concerned about the clear and obvious pollution that will be emitted by the MVV EfW incinerator. Please confirm to me that the air quality monitoring and measurements, in and around Wisbech and surrounding area, especially in the direction of the prevailing wind, will be recorded for at least 1 year in advance of the incinerator becoming operational and the records, for both before and after the incinerator is operational. to be published on FDC website on a monthly basis.	Resident in AQMA	The council have many duties in relation to both nuisance and air quality review. Annual reports are submitted to Defra taking account of local air pollution and industry. Please see above information regarding the current and programmed monitoring.
Why cancelled Sulphur Dioxide ,as more traffic is present	Resident in AQMA	Please note sulphur dioxide is not a pollutant created by traffic. See above for planned monitoring information.



Local Air Quality Monitoring Strategy

(Requirement 27)

November 2024

Revision 1.0
Document ref. CP0_R27

**We inspire
with energy.**

Glossary

Term	Description
$\mu\text{g}/\text{m}^3$ (micrograms per cubic metre)	A measure of concentration in terms of mass per unit volume. A concentration of $1\mu\text{g}/\text{m}^3$ means that one cubic metre of air contains one microgram (millionth of a gram) of pollutant.
Adjustment	Application of a correction factor to modelled results to account for uncertainties in the model.
Accuracy	A measure of how well a set of data fits the true value.
Air quality objective	A policy target generally expressed as a maximum ambient concentration to be achieved, either without exception or with a permitted number of exceedances within a specific timescale (see also air quality standard).
Air quality standard	The concentrations of pollutants in the atmosphere which can broadly be taken to achieve a certain level of environmental quality. The standards are based on the assessment of the effects of each pollutant on human health including the effects on sensitive subgroups (see also air quality objective).
Annual mean	The average (mean) of the concentrations measured for each pollutant for one year.
Data capture	The percentage of all the possible measurements for a given period that were valid.
HSE	Health, Safety and Environmental Manager
Exceedance	A period of time where the concentration of a pollutant is greater than the appropriate air quality standard.
Ha	Hectare (1 ha = 10,000 m ²)
kV	Kilovolt (1 kV = 1000 volts)
NO₂	Nitrogen dioxide
NO_x	Nitrogen oxides (NO _x = NO + NO ₂)
PM₁₀	Particulate matter with an aerodynamic diameter of less than 10 micrometres.

Term	Description
PM_{2.5}	Particulate matter with an aerodynamic diameter of less than 2.5 micrometres.
Ratification (monitoring)	Critical review of all information relating to a data set, to amend or reject the data. When the data have been “ratified” they represent the final data to be used (see also validation).
SO₂	Sulphur dioxide
Validation (monitoring)	Screening monitoring data by visual examination to check for spurious and unusual measurements (see also ratification).



Acronyms

Acronym	Description
AQMA	Air Quality Management Area
ASR	Annual Status Report
AURN	Automated Urban and Rural (air quality monitoring) Network, managed by contractors on behalf of Defra
BCKLWN	Borough Council of King's Lynn and West Norfolk
CCC	Cambridgeshire County Council
CHP	Combined Heat and Power
CIEH	Chartered Institute of Environmental Health
DCO	Development Consent Order
Defra	Department for Environment, Food and Rural Affairs
DfT	Department for Transport
DNO	Distribution Network Operator
EfW	Energy from Waste
FDC	Fenland District Council
GRP	Glass Reinforced Plastic
LAQM	Local Air Quality Management
LAQMS	Local Air Quality Monitoring Strategy
LSO	Local Site Operator
MCERTS	Monitoring Certification Scheme (operated by the Environment Agency)



Acronym	Description
MVV	MVV Group companies
NCC	Norfolk County Council
QA/QC	Quality Assurance/Quality Control
TCC	Temporary Construction Compound

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1. Introduction

1.1 Background

- 1.1.1 Medworth CHP Limited (the Developer) has secured a Development Consent Order (the Order)¹ to construct, operate and maintain an Energy from Waste (EfW) Combined Heat and Power (CHP) Facility on the industrial estate, Algores Way, Wisbech, Cambridgeshire. Together with associated Grid Connection, CHP Connection, Access Improvements, Water Connections, Temporary Construction Compound (TCC), and an acoustic fence, these works are the Authorised Development.
- 1.1.2 The Authorised Development will recover useful energy in the form of electricity and steam from over half a million tonnes of non-recyclable (residual), non-hazardous municipal, commercial and industrial waste each year. The Authorised Development has a generating capacity of over 50 megawatts and the electricity will be exported to the grid. The Authorised Development also has the capability to export steam and electricity to users on the surrounding industrial estate.

1.2 The Developer and their appointed specialists

- 1.2.1 The Developer is a wholly owned subsidiary of MVV Environment Limited (MVV). MVV is part of the MVV Energie AG group of companies. MVV Energie AG is one of Germany's leading energy companies, employing approximately 6,500 people with assets of around €5 billion and annual sales of around €4.1 billion. The Authorised Development represents an investment of over £450m.
- 1.2.2 The company has over 50 years of experience in constructing, operating, and maintaining EfW CHP facilities in Germany and the UK. MVV Energie's portfolio includes a 700,000 tonnes per annum residual EfW CHP facility in Mannheim, Germany.
- 1.2.3 MVV's largest operational project in the UK is the Devonport EfW CHP Facility in Plymouth. Since 2015, this modern and efficient facility has been using up to 275,000 tonnes of municipal, commercial and industrial residual waste per year to generate electricity and heat, notably for His Majesty's Naval Base Devonport in Plymouth, and exporting electricity to the grid.
- 1.2.4 In Dundee, MVV has taken over the existing Baldovie EfW facility and has developed a new, modern facility alongside the existing facility. Operating in tandem since 2021, they use up to 220,000 tonnes of municipal, commercial and industrial waste each year as fuel for the generation of usable energy.
- 1.2.5 Biomass is another key focus of MVV's activities in the UK market. The biomass power plant at Ridham Dock, Kent, uses up to 195,000 tonnes of waste and non-recyclable wood per year to generate green electricity and is capable of exporting heat.

¹ Statutory Instrument 2024 No. 230 <https://www.legislation.gov.uk/ukSI/2024/230/schedule/1/made> (last accessed 12/11/2024)



- 1.2.6 The Developer has appointed WSP to prepare the Local Air Quality Monitoring Strategy (LAQMS), and this task has been assigned to Dr Peter Walsh and Dr Justin Lingard, members of WSP's Air Quality Team; their pen portraits are set out in **Appendix A**.

1.3 The Authorised Development

- 1.3.1 The Authorised Development comprises the following key components:

- The EfW CHP Facility and Site (Work Nos.1/1A/1B/2A/2B);
- CHP Connection (Work Nos.3/3A/3B);
- Access Improvements (Work Nos.4A/4B);
- TCC (Work No.5);
- Water Connections (Work Nos.6A/6B);
- Grid Connection (Work Nos.7/8/9); and
- Acoustic fence (Work No.10).

- 1.3.2 A summary description of each Authorised Development component is provided below.

- **EfW CHP Facility and Site:** A site of approximately 5.3ha located south-west of Wisbech, located within the administrative areas of Fenland District Council (FDC) and Cambridgeshire County Council (CCC). The main buildings of the EfW CHP Facility will be located in the area to the north of the Hundred of Wisbech Internal Drainage Board drain bisecting the site and will house many development elements including the tipping hall, waste bunkers, boiler house, turbine hall, air cooled condenser, air pollution control building, chimneys and administration building. The gatehouse, weighbridges, and laydown maintenance area will be located in the southern section of the EfW CHP Facility Site.
- **CHP Connection:** The EfW CHP Facility will be designed to allow the export of steam and electricity from the facility to surrounding business users via dedicated pipelines and private wire cables located along the disused March to Wisbech railway. The pipeline and cables will be located on a raised, steel structure.
- **TCC:** Located adjacent to the EfW CHP Facility Site, the compound will be used to support the construction of the Authorised Development. The compound will be in place for the duration of construction.
- **Access Improvements:** Includes access improvements on New Bridge Lane (road widening and site access) and Algores Way (relocation of site access 20m to the south).
- **Water Connections:** A new water main connecting the EfW CHP Facility into the local network will run underground from the EfW CHP Facility Site along New Bridge Lane before crossing underneath the A47 to join an existing Anglian Water main. An additional foul sewer connection is required to an existing



pumping station operated by Anglian Water located to the northeast of the Algres Way site entrance and into the EfW CHP Facility Site.

- **Grid Connection:** This comprises a 132kV electrical connection using underground cables. The Grid Connection route begins at the EfW CHP Facility Site and runs underneath New Bridge Lane, before heading north within the verge of the A47 to the Walsoken Substation on Broadend Road. From this point the cable will be connected underground to the Walsoken Distribution Network Operator (DNO) Substation.
- **Acoustic fence:** This comprises a 3m high acoustic fence fronting a residential property at 10 New Bridge Lane, Wisbech.

1.4 Purpose of this document

1.4.1 Schedule 2 of the Order requires the Developer to comply with and/or submit detailed information to implement the Authorised Development. Requirement 27 of Schedule 2 states:

(1) Prior to the commencement of the authorised development, a local air quality monitoring strategy must be submitted to the relevant planning authority for approval. The local air quality monitoring strategy submitted for approval must be substantially in accordance with the outline local air quality monitoring strategy.

(2) The local air quality monitoring strategy must be implemented as approved under sub-paragraph (1).

1.4.2 **Section 3** of this document provides the detailed information to discharge the pre-commencement of development conditions of Requirement 27; the Local Air Quality Monitoring Strategy (LAQMS).

1.5 Structure of this document

- **Section 2:** Summary of Consultation
- **Section 3:** Local Air Quality Monitoring Strategy

2. Summary of Consultation

2.1 Background

- 2.1.1 During the DCO examination, an **Outline LAQMS, Revision 3 (Volume 9.21) [REP4-015]** was developed and submitted to the Planning Inspectorate in May 2023.
- 2.1.2 A general commitment of the **Outline LAQMS** was to prepare a detailed strategy in consultation with the relevant planning authorities (CCC and Norfolk County Council (NCC)) with input from FDC and the Borough Council of King's Lynn and West Norfolk's (BCKLWN) Environmental Health Officers. Once complete, this document will be submitted for review and approval by the relevant planning authorities.
- 2.1.3 To prepare the **LAQMS**, the Developer and WSP met with the Environmental Health Officers from FDC and BCKLWN on 28th August 2024.
- 2.1.4 The Developer met with representatives of the Thomas Clarkson Academy on 3rd July and 14th August 2024 to discuss the potential siting of an AQMS at their facility.
- 2.1.5 Outcomes of these consultations have been incorporated into the final **LAQMS**, see **Section 3**. A summary of the discussions and comments provided by the respective local authorities and the Thomas Clarkson Academy during the meetings are given below.

2.2 Thomas Clarkson Academy

- 2.2.1 The Thomas Clarkson Academy have agreed to host the AQMS. The proposed location for the AQMS is adjacent to the hard PE multi-use sports pitches within the Academy's grounds and to the north of Weasenham Lane, see **Graphic 2.1**.

Graphic 2.1: Proposed location for the AQMS at the Thomas Clarkson Academy





2.3 Fenland District Council

- 2.3.1 In response to the presentation of the draft **LAQMS**, including the proposed distribution of nitrogen dioxide (NO₂) diffusion tubes, the Environmental Officer at FDC, requested the inclusion of sulphur dioxide (SO₂) diffusion tubes be reviewed, should SO₂ concentrations detected at the **LAQMS** be determined as high enough to suggest that SO₂ diffusion tube measurements were necessary. The Developer and WSP agreed to review the use of SO₂ diffusion tubes should 24-hour (daily) mean concentrations exceed 50% of the objective levels more than 10 times over three continuous months, subject to source apportionment and wind rose data.

2.4 Borough Council of King's Lynn and West Norfolk

- 2.4.1 The Senior Environmental Quality Officer at BCKLWN raised the issue of whether the **LAQMS** would include monitoring of meteorological data. Both the Developer and WSP agreed that a wind speed and wind direction sensor would be included within the **LAQMS**.
- 2.4.2 It was requested that a diffusion tube be placed alongside monitoring location number 14 (at the Thomas Clarkson Academy), where there is an existing MCERTs air quality monitor, to which the Developer and WSP agreed.
- 2.4.3 The Environmental Health Manager at BCKLWN raised the issue of calibration, data verification and provisional data. The Developer and WSP agreed that all **LAQMS** monitoring will be undertaken according to Defra's Technical Guidance on Local Air Quality Management 2022 (LAQM TG22)², including a maintenance agreement with the chosen equipment supplier or suitable alternative company to cover routine maintenance of the equipment, monthly span checks, six monthly servicing and calibration visits as well as an allocated QA/QC provider.
- 2.4.4 An additional set of email communications via was undertaken between WSP and BCKLWN from 1st November 2024 to 8th November 2024. This was in relation to clarifying the deployment of one indicative sensor, and its location, 12 months prior to commencement of operation of the Authorised Development.

2.5 Combined Council Responses

- 2.5.1 FDC and BCKLWN requested that WSP submit a draft proposal for the additional diffusion tube locations. Officers were able to then review and comment on the suitability of the proposed locations. The draft LAQMS was subsequently issued to the EHO's of both FDC and BCKLWN on 27th September 2024 for final comment. EHO comments were then received back on 16th October 2024 confirming that the LAQMS was acceptable, subject to two minor points concerning inclusion of NO₂ sensor in the indicative monitor and the specific relocation of the indicative sensor after the initial monitoring period. These were both incorporated into the final version of the LAQMS which was re-issued to the EHO's on 17th October 2024.

² Defra (2022). Local Air Quality Management Technical Guidance (TG22) August 2022 [online]. Available at: <https://laqm.defra.gov.uk/wp-content/uploads/2022/08/LAQM-TG22-August-22-v1.0.pdf> (last accessed 12/11/2024)

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- 2.5.2 Concerning the continuous particulate monitor, FDC and BCKLWN supported the selection of a Zephyr³, manufactured and supplied by Earthsense, and requested the addition of a NO₂ sensor. Officers requested that the Zephyr monitoring data be made available within the existing monitoring dashboard, to which the Developer and WSP agreed. As requested WSP have nominated a monitoring location where the Zephyr will be sited, and officers reviewed and have approved the suitability of this location.

³ https://www.earthsense.co.uk/zephyr?gad_source=1&qclid=Cj0KCQjwrp-3BhDgARIsAEWJ6SwjarylyXguBvDCa48ipIFtVK03-fNkx0tOc461_vp6dsR24oFubnUaAtuBEALw_wcB (last accessed 12/11/2024)



3. Local Air Quality Monitoring Strategy

3.1 General commitments

3.1.1 The **Outline LAQMS** provided the following general commitments which align with the outcomes of the stakeholder consultation summarised in **Section 2**:

- The approved **LAQMS** will be implemented, and the equipment maintained for the duration of the monitoring period.
- Data collected by the **LAQMS** will be published quarterly on the Developer's website and, if requested, issued to the relevant planning authority.
- All staff employed at the EfW CHP Facility will be suitably qualified and competent, including the Health, Safety and Environmental Manager⁴ (HSE). Once employed, the HSE Manager will produce the quarterly report. The quarterly report will include details of any exceedances, their investigation and, if attributed to the EfW CHP Facility, action to be taken to remedy the situation within an agreed timescale.
- To assist with other local air quality initiatives, the Developer agrees to share with both BCKLWN and FDC, by remote secure access, the information collected by the **LAQMS**.
- All data will be quality controlled in accordance with Defra's LAQM TG22 air quality guidance².

3.1.2 How these commitments will be met as part of the **LAQMS** are given below.

3.2 LAQMS delivery

3.2.1 As noted in **Paragraph 1.2.6**, WSP have prepared the **LAQMS** on behalf of the Developer and day-to-day delivery will initially be the responsibility of WSP. Once employed, responsibility will transfer over to the Developer's HSE Manager.

3.2.2 Alternative suitably qualified specialists may be appointed by the Developer, if required, to deliver the LAQMS.

3.3 Monitoring period

3.3.1 The **LAQMS** equipment will be installed in the locations set out below in **Section 3.4** and operational prior to the commencement⁵ of the Authorised Development.

⁴ Suitable qualifications could include being a member of the Institute of Air Quality Management (IAQM) or Chartered Institute of Environmental Health (CIEH))

⁵ Commencement is defined under Article 2 of the Order see Statutory Instrument 2024 No. 230 <https://www.legislation.gov.uk/uksi/2024/230/schedule/1/made> (last accessed 12/11/2024)

- 3.3.2 The **LAQMS** equipment will be removed after the fourth anniversary of the date of final commissioning⁶ at the EfW CHP Facility.

3.4 Equipment and monitoring locations

- 3.4.1 Air quality monitoring equipment will be installed at the locations identified in **Table 3.1**. The monitoring locations in Wisbech are shown in **Figure 1** together with the proposed construction vehicle routes and the local authority air quality monitoring locations operated by FDC⁷ and BCKLWN⁸. The monitoring locations include those within 200m of the construction and operational vehicle routes and those within Wisbech and the surrounding villages. Details of the local authority monitoring locations are given in **Appendix B**.
- 3.4.2 **Figure 2** provides similar information but shows a wider extent covering Wisbech and Whittlesey. It includes the proposed operational vehicle routes, the monitoring locations operated by FDC and BCKLWN, and the two continuous SO₂ automatic monitoring stations in Whittlesey.
- 3.4.3 **Figure 1** includes the location and extent of the Air Quality Management Areas (AQMA) declared by FDC in Wisbech and **Figure 2** includes the AQMA in Wisbech and Whittlesey⁹.

Continuous Automatic Monitoring Station

- 3.4.4 One continuous automatic monitoring station will be installed at the Thomas Clarkson Academy in Wisbech. This reflects the location chosen to site the continuous automatic monitoring station used during the baseline monitoring campaign carried out in 2018 to support the air quality assessment presented in the **Environmental Statement (ES) Chapter 8: Air Quality Revision 1 (Volume 6.2) [APP-035]**. The Thomas Clarkson Academy lies north-east of the EfW CHP Facility Site, as shown in **Figure 1**.

⁶ Final commissioning is defined under Article 2 Order, see Statutory Instrument 2024 No. 230 <https://www.legislation.gov.uk/uksi/2024/230/schedule/1/made> (last accessed 12/11/2024)

⁷ Fenland District Council (2023). *2023 Air Quality Annual Status Report* [online]. Available at: https://www.fenland.gov.uk/media/20305/Air-Quality-Annual-Status-Report-2023/pdf/ASR_Template_England_2023_Fenland.pdf?m=1696844848267. (last accessed 12/11/2024)

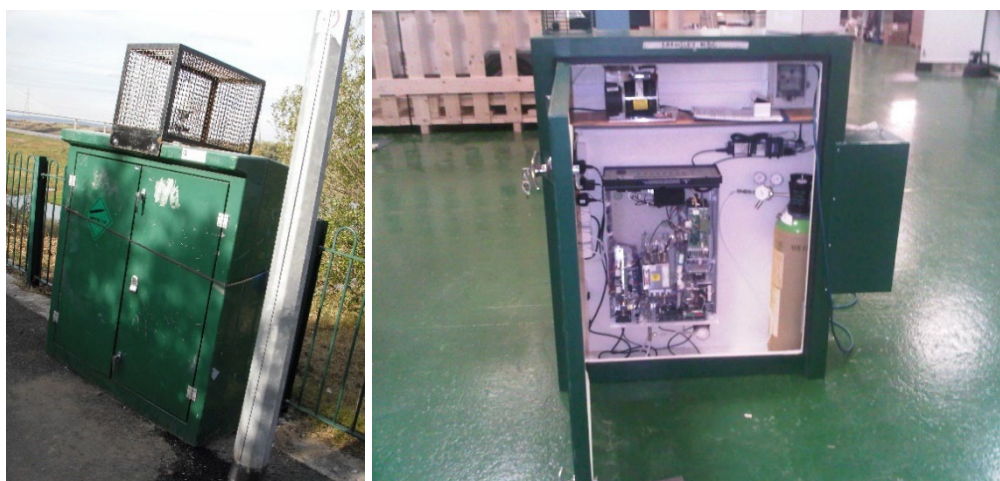
⁸ Borough Council of King's Lynn and West Norfolk (2024). *2024 Air Quality Annual Status Report* [online]. Available at: https://www.west-norfolk.gov.uk/info/20137/air_quality/169/air_quality_information. (last accessed 12/11/2024)

⁹ The four AQMA in Wisbech and Whittlesey are:

- 1) Wisbech AQMA No. 1 declared for exceedances of the 15-minute SO₂ objective (https://uk-air.defra.gov.uk/aqma/details?aqma_ref=130);
- 2) Wisbech AQMA No. 2 declared for exceedances of the 24-hour mean PM₁₀ objective (https://uk-air.defra.gov.uk/aqma/details?aqma_ref=131);
- 3) Wisbech AQMA No. 3 declared for exceedances of the annual mean NO₂ objective (https://uk-air.defra.gov.uk/aqma/details?aqma_ref=456); and
- 4) Whittlesey AQMA No. 1 declared for exceedances of the 15-minute SO₂ objective (https://uk-air.defra.gov.uk/aqma/details?aqma_ref=465).

- 3.4.5 The equipment installed will provide near real-time measurements (<1hr) that can be used to inform ongoing levels of pollutants. The pollutants to be measured and measurement methods are given below:
- Oxides of nitrogen (NO, NO_x and NO₂) will be measured using a Teledyne model N200 Chemiluminescence Analyser¹⁰;
 - Sulphur dioxide (SO₂) levels will be derived from a Teledyne model N100 UV Fluorescence Analyser¹¹; and
 - Particulate matter (PM₁₀ and PM_{2.5}) will be measured using a Palas Fidas 200; this has received MCERTS approval for continuous ambient air quality monitoring¹².
- 3.4.6 The measurement methods and techniques¹³ chosen are consistent with those used by Defra in the Automated Urban and Rural Network (AURN), as well as FDC and BCKLWN, to determine air quality levels and trends.
- 3.4.7 The station will consist of a small Glass Reinforced Plastic (GRP) enclosure to accommodate the equipment, see **Graphic 3.1**. The enclosure will be installed adjacent to a hard PE multi-use sports pitch approximately 100m north of Weasenham Lane, with protective fencing on one side.

Graphic 3.1: Example of a GRP enclosed continuous automatic monitoring station



- 3.4.8 Measurements of wind speed and direction will also be made at this location using a sonic anemometer installed at height, i.e., attached to an adjacent lamp post or nearby fence post. These measurements will be used to determine the prevailing wind conditions and to inform investigation of complaints associated with the

¹⁰ <https://www.et.co.uk/products/nox-chemiluminescence-no-no%E2%82%82-nox-analyser-model-n200/> (last accessed 12/11/2024)

¹¹ <https://www.et.co.uk/products/so%E2%82%82-uv-fluorescence-analyser-model-n100/> (last accessed 12/11/2024)

¹² <https://uk-air.defra.gov.uk/networks/monitoring-methods?view=mcerts-scheme> (last accessed 12/11/2024)

¹³ <https://uk-air.defra.gov.uk/networks/monitoring-methods?view=eu-standards> (last accessed 12/11/2024)

dispersion of emissions from the Authorised Development during the operational phase.

- 3.4.9 If, for unforeseen circumstances, the continuous automatic monitoring station must be relocated, an alternative suitable location will be agreed with the environmental health officers at BCKLWN and FDC.

Indicative Real-Time Particulate Monitoring

- 3.4.10 One Earthsense Zephyr¹⁴ indicative real-time particulate monitor will be installed to measure PM₁₀, PM_{2.5} and NO₂. This device has received MCERTS approval for indicative particulate monitoring¹⁵ and is used by BCKLWN to provide similar measurements. These measurements will complement the particulate matter and NO₂ readings provided by the continuous automatic monitoring station at the Thomas Clarkson Academy.

Graphic 3.2: Example of an Earthsense Zephyr indicative real-time particulate monitor



- 3.4.11 At the commencement of development, which is in excess of 12 months prior to operation of the Authorised Development, the indicative real-time monitor will be sited at BCKLWN diffusion tube monitoring location 100 on Chapnall Road, Walsoken.
- 3.4.12 It will be co-located with diffusion tube 100 (as shown in **Figure 1**) and attached to available street furniture.

Nitrogen Dioxide Diffusion Tubes

- 3.4.13 Routine NO₂ monitoring will be undertaken in Wisbech using diffusion tubes at the 13 locations detailed in **Table 3.1** and shown in **Figure 1**. These locations are

¹⁴ <https://www.earthsense.co.uk/zephyr> (last accessed 12/11/2024) or suitable alternative

¹⁵ <https://www.csagroup.org/en-gb/services/mcerts/mcerts-product-certification/mcerts-certified-products/mcerts-certified-products-indicative-ambient-particulate-monitors/> (last accessed 12/11/2024)



consistent with the baseline monitoring locations presented in the **ES Chapter 8: Air Quality, Revision 1 (Volume 6.2) [APP-035]**.

Table 3.1: LAQMS diffusion tube monitoring locations

Site ID	Site location	Site type	Site coordinates (based on OS grid reference, m)		In AQMA?	Distance to kerb (m)	Approximate Distance to the EfW CHP Facility Site (km) ¹⁶
			X	Y			
1	Thomas Clarkson Academy	Roadside	546612	308501	No	3.9	1.1
2	New Bridge Lane	Roadside	545331	307796	No	1.2	0.1
3	New Drove	Roadside	546453	308232	No	1.8	0.8
4	Cromwell Road	Roadside	545503	308691	No	1.2	0.6
5	Cromwell Road	Roadside	544979	307825	No	2.4	0.4
6	Wisbech Bypass (A47)	Suburban	545729	307468	No	15.0	0.4
7	Weasenham Lane	Roadside	546600	308401	No	1.6	1.0
8	Weasenham Lane	Roadside	546444	308355	No	0.8	0.9
9	Railway Road	Roadside	546215	308856	No	1.4	1.0
10	Algores Way	Roadside	546106	308390	No	1.6	0.6
11	Elm High Road	Roadside	547083	307871	No	2.3	1.4
12	Elm High Road	Roadside	546904	308258	No	5.5	1.3
13	Churchill Road	Roadside	546531	309265	Yes	1.7	1.5

- 3.4.14 Tubes will be deployed following Defra's NO₂ diffusion tube calendar¹⁷, this will ensure that tube changeovers and exposure periods are consistent with those deployed by FDC and BCKLWN allowing for easy comparison of datasets. All tubes will be installed at a minimum height of 2.4m to limit interference and tampering.
- 3.4.15 Diffusion tubes using 50% triethanolamine (TEA) in acetone will be supplied and analysed by an accredited UKAS Testing laboratory. Socotec (certificate number 1252) currently supply and analyse tubes for both FDC and BCKLWN and will be approached by the Developer to provide the service, though alternatives may be sought, if necessary.
- 3.4.16 Diffusion tube monitoring will take place predominantly along key routes in Wisbech, complementing current measurements undertaken by FDC and BCKLWN. These

¹⁶ Distance is measured from the diffusion tube monitoring location to the nearest point on the EfW CHP Facility Site boundary.

¹⁷ <https://laqm.defra.gov.uk/air-quality/air-quality-assessment/diffusion-tube-monitoring-calendar/> (last accessed 12/11/2024)



measurements will be used to determine changes in NO₂ levels that maybe a consequence of the construction and operation of the Authorised Development.

- 3.4.17 As agreed with FDC and BCKLWN, routine NO₂ monitoring outside of Wisbech and away from the routes used by construction and operational traffic, will be undertaken in the surrounding villages of West Walton¹⁸, Walton Highway, Walpole Highway, Marshland St. James and Emneth. Diffusion tubes will be deployed in the centre of each village at kerbside locations. The duration of this additional monitoring will follow the same period as the deployment of the wider air quality monitoring undertaken as part of this LAQMS.

Sulphur Dioxide Diffusion Tubes

- 3.4.18 As agreed with FDC and BCKLWN, routine monitoring of SO₂ using diffusion tubes will only be implemented if specific criteria (given below) are breached.
- 3.4.19 SO₂ data recorded by the continuous monitoring station will be reviewed on a rolling 3-month basis and compared against the 24-hour mean SO₂ objective of 125µg/m³. A threshold of 10 exceedances of 50% of the 24-hour mean SO₂ objective, i.e., 62.5µg/m³, will be used to determine the need for routine monitoring.
- 3.4.20 The monitoring strategy shall be reviewed if this threshold is breached and appropriate comparisons with available local authority data will be undertaken to identify the potential source and/or conditions that have led to levels above the threshold before implementing additional monitoring. This approach recognises that there are other potential industrial sources of SO₂ that could lead to elevated levels being detected in Wisbech⁹.

3.5 Complaints and investigation procedure

- 3.5.1 The procedure for reporting and investigating complaints and, if attributed to the EfW CHP Facility, action to be taken to remedy the situation is given below. Information provided in the quarterly report is detailed at **Section 3.8**.
- 3.5.2 Complaints relating to air quality can be registered by contacting the Developer's Community Liaison Manager and/or the Project Director . The following details will be required, as a minimum, for the complaint to be registered and investigated:
- Date
 - Time
 - Location
 - Nature of complaint
 - Contact details

¹⁸ BCKLWN monitoring location 99 lies on School Road in West Walton.

- 3.5.3 The Developer will undertake an investigation of the complaint and contact the complainant if any further details are required. Where a complaint can be dealt with straight away, the Developer will do so and inform the complainant of the outcome.
- 3.5.4 If necessary, further investigation will be undertaken to ensure a comprehensive response can be provided to the complainant. This will include interrogation of weather and air quality monitoring data, as well as a review of all activities taking place in the area. The complainant will be updated as the investigation progresses.
- 3.5.5 Where complaints require an investigation to be undertaken by an external body due to the specialist nature of the issue, a suitably competent person or organisation may be engaged to assist with the investigation. These may include specialist staff appointed by the Developer. The complainant will be notified periodically as the investigation progresses.
- 3.5.6 Once the complaint has been resolved, the complainant will be notified of the outcome. If the complainant is dissatisfied, they may request that their complaint is escalated to MVV's Communications and Community Relations Manager in the first instance, who will review the complaint and any investigation, reporting back to the complainant on their findings.
- 3.5.7 Should the complainant remain unsatisfied with the outcome, the complaint will be escalated further to a Managing Director.
- 3.5.8 The complaints and investigation procedure for members of the public is the same and can be initiated by contacting the Developer's Community Liaison Manager and/or the Project Director, via the contact details provided on site notice boards and on the Developer's project-specific website.
- 3.5.9 From commencement of development and for the duration of the **LAQMS**, local air quality monitoring will be a standing item on the agenda at future local liaison group meetings.

3.6 Access to real-time data

- 3.6.1 Access to real-time **LAQMS** data will be provided to both BCKLWN and FDC via a monitoring supplier data dashboard. Separate usernames and passwords will be provided to identified staff at both local authorities providing access to the data but will not include editing or administration rights.
- 3.6.2 Likewise, access to real-time Zephyr data will be provided to both BCKLWN and FDC via a monitoring supplier data dashboard with separate usernames and passwords being provided to identified staff allowing access to the data but no editing or administration rights.
- 3.6.3 Monitoring data for the **LAQMS** will be initially supplied as flagged provisional data on the data dashboard, until it is ratified. The monitoring system will include auto data reporting, where agreed average data for set sampling durations will be reported, and any threshold exceedances will result in email alerts being issued.

3.7 Quality Assurance (QA) and Quality Control (QC) procedures

- 3.7.1 All monitoring data will be collated, ratified and verified in line with Defra's LAQM TG22 guidance.
- 3.7.2 QA and QC of the continuous automatic monitoring data will follow the data validation and ratification principles used in Defra's AURN air quality monitoring network¹⁹ ensuring the provision of robust and defensible data.
- 3.7.3 Servicing and maintenance of the continuous automatic monitoring equipment will be undertaken once every six months by the supplier.
- 3.7.4 A third party suitably qualified organisation will undertake equipment calibration.
- 3.7.5 Local Site Operator duties will be undertaken by either the equipment supplier or a dedicated service provider and will follow the principles set out by the Environment Agency for the operation of Defra's AURN air quality monitoring network^{20, 21}.
- 3.7.6 NO₂ diffusion tube sampling and analysis will also follow current Local Air Quality Management guidance²².

3.8 Data reporting

- 3.8.1 The Developer's HSE Manager will undertake weekly (as a minimum) checks to ensure that the real-time monitoring station(s) is operational and providing data.
- 3.8.2 Quarterly reports will also be collated by the Developer's HSE Manager, a quarter in arrears, to accommodate the inclusion of diffusion tube data. Confirmation of the ratification status, data capture and measured levels, benchmarked against the relevant air quality objectives, given in **Appendix C**, will be included in the report.
- 3.8.3 Any additional and/or unusual activity in the vicinity of the particulate monitoring equipment will be noted in the report, particularly where this may have an impact on the data; for example, local road works and bonfire night will contribute significantly to particulate levels.

3.9 Annual review

- 3.9.1 For the duration of the **LAQMS** and following the issue of the fourth quarterly review, an annual review meeting will take place between the Developer, FDC and

¹⁹ <https://uk-air.defra.gov.uk/assets/documents/Data Validation and Ratification Process Apr 2017.pdf> (last accessed 12/11/2024)

²⁰ Environment Agency (2021). *Automatic Urban and Rural Network (AURN) LSO Manual - Part A, version 1.1* [online]. Available at: https://uk-air.defra.gov.uk/assets/documents/reports/empire/Isoman/AURN_LSO_Manual_Part_A_Version_1.1_October_2021.pdf. (last accessed 12/11/2024)

²¹ Environment Agency (2022). *Automatic Urban and Rural Network (AURN) LSO Manual - Part B, version 1.2* [online]. Available at: https://uk-air.defra.gov.uk/assets/documents/reports/empire/Isoman/AURN_LSO_Manual_Part_B_Version_1.2_November_2022_Issue_1.pdf. (last accessed 12/11/2024)

²² AEA Technology (2008). *Diffusion Tubes for Ambient NO₂ Monitoring: Practical Guidance AEA/ENV/R/2504 - Issue 1a*. [online]. Available at: https://laqm.defra.gov.uk/documents/0802141004_NO2_WG_PracticalGuidance_Issue1a.pdf. (last accessed 12/11/2024)



21 LOCAL AIR QUALITY MONITORING STRATEGY

BCKLWN. The meeting will review results and, if required, consider any variations to the established **LAQMS**.

- 3.9.2 Any material variations to the **LAQMS**, such as the relocation of Zephyr equipment, will be agreed in writing between the Developer, FDC and BCKLWN and notification sent to CCC and NCC. Variations to the **LAQMS** will be reported to the local liaison group at the next scheduled meeting.



Appendix A WSP's Air Quality Team pen portraits

Dr Peter Walsh, Technical Director Air Quality WSP UK Ltd: Peter has 29 years' experience of sampling and analysis of environmental contaminants and health impact assessment. Peter is familiar in the regulation of industrial processes, including enforcement of conditions on air quality, odour management and abatement. He has knowledge on management of air quality monitoring stations, establishing new monitoring stations, both in the UK and overseas. Peter also has an extensive experience in a senior enforcement role within the UK environment regulatory system. Prior to WSP, Peter held air quality roles in two local authorities (Torbay and Newham), as well as operating as an environmental scientist in analytical laboratories within several institutions including a Public Analysts. Peter is a full member of both the Institute of Air Quality Management (MIAQM) and Institute of Environmental Science (MIEEnvSc) as well as a Chartered Environmentalist (CEnv).

Dr Justin Lingard, Associate Air Quality Specialist WSP UK Ltd: Justin has over 15 years of measurement and modelling experience. He has provided services to private and government clients covering transport, land development and local air quality management sectors. His experience includes working on the delivery of high-level policy assessments and large infrastructure projects, such as the appraisal of sustainability for the draft Airports National Policy Statement, for DfT, and the A66 Northern Trans-Pennine Project for National Highways. Prior to joining WSP in 2016, he worked for Ricardo Energy & Environment gaining over seven years' experience on large UK Government programmes, delivering air quality services to Defra, the Scottish Government and the Government of Gibraltar including the provision of air quality monitoring data to national compliance networks. Having successfully gained his PhD from the University of Leeds in 2004, he worked as an academic researcher characterising marine and urban aerosols for five years prior to entering commercial consultancy. He is also a full member of both the Institute of Air Quality Management (MIAQM) and Institute of Environmental Science (MIEEnvSc) and a Chartered Scientist (CSci).



Appendix B Local Authority Monitoring Locations

The monitoring locations operated by FDC and BCKLWN shown in both **Figure 1** and **Figure 2** are given in **Table A.1**. These include monitoring locations within 200m of the construction and operational vehicle routes, those within Wisbech and the surrounding villages, and the two continuous automatic SO₂ automatic monitoring stations in Whittlesey.

Table A.1: Local authority monitoring locations

Site ID	Site Name	Site Type	Site coordinates (based on OS grid reference, m)		Pollutants Monitored	In AQMA?
			X	Y		
Fenland District Council						
Continuous Automatic Monitoring Station						
AM1	Park Lane	Urban Background	526382	296859	SO ₂	Yes, Whittlesey AQMA 1
AM2	Bradley Fen	Industrial	523924	297974		
Passive Diffusion Tube						
S3	Ramnoth Road	Roadside	546860	308532	NO ₂	Yes, Wisbech No.3
S5	Churchill Road	Roadside	546415	309602		Yes, Wisbech No. 1, 2 & 3
S8	Westmead Ave	Kerbside	546890	308368		Yes, Wisbech No. 3
S9	Thorney Toll	Roadside	534526	303907		No
S12	Lynn Road AWS	Urban Background	546592	310191		Yes, Wisbech No. 1 & 2
S13	Lynn Road/Mt Pleasant	Roadside	546664	310342		Yes, Wisbech No. 1 & 2
S14	Aldi, Chatteris	Roadside	538976	287094		No
S15	Weasenham Lane	Roadside	546818	308568		Yes, Wisbech No. 3

Site ID	Site Name	Site Type	Site coordinates (based on OS grid reference, m)		Pollutants Monitored	In AQMA?
			X	Y		
S16	Lynn Road R/A	Kerbside	546238	309981		Yes, Wisbech No. 1, 2 & 3
S17	Weasenham Lane/Cromwell Road	Roadside	545509	308735		No
S20	Napier Court	Roadside	546481	309387		Yes, Wisbech No. 1 & 3
S26	Peas Hill R/A	Kerbside	540245	297613		No
S31	White Lion, Wisbech	Roadside	545986	309618		Yes, Wisbech, No. 1
S32	North End, Wisbech	Roadside	545997	310092		Yes, Wisbech No. 1
S33	Weasenham Lane/New Drove, Wisbech [B198]	Roadside	546567	308374		No
S34	Weasenham Lane AQY, Wisbech	Roadside	546756	308522		Yes, Wisbech No. 3
S36	Gaul Road, March	Roadside	450918	296641		No
S41	Knights End Road, March	Roadside	540578	294878		No

Borough Council of King's Lynn and West Norfolk						
Passive Diffusion Tube						
99	108 School Road, Wisbech	Suburban	547960	313115	NO ₂	No
100	83 Chapnall Road, Wisbech	Suburban	547902	310395		No
101	62 Elm High Road, Wisbech	Roadside	547094	307850		No
110	14 Elm High Rd, Wisbech	Roadside	546884	308315		No



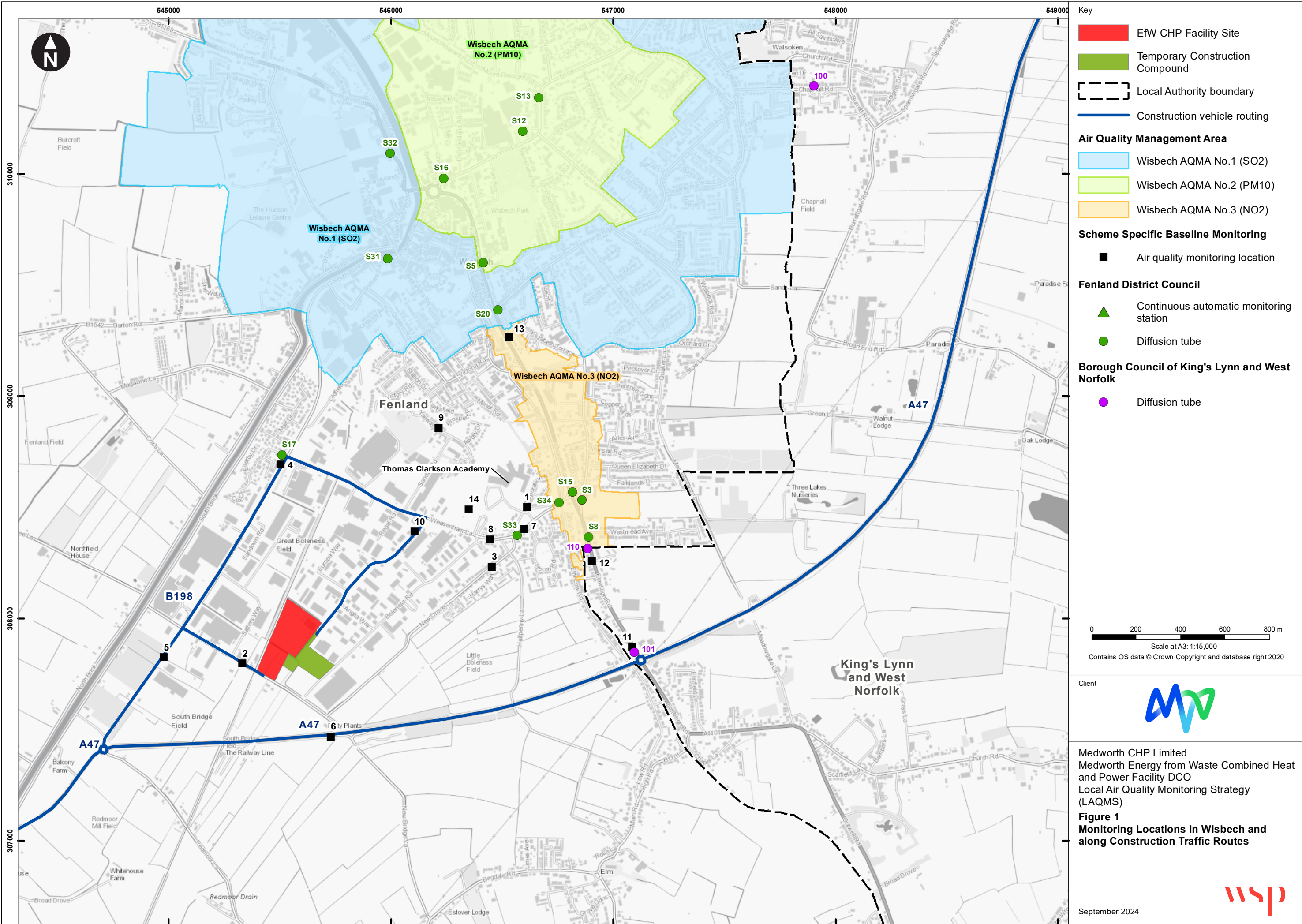
Appendix C Relevant Air Quality Objectives

The air quality objectives and limit values for the protection of human health are given in **Table B.1**.

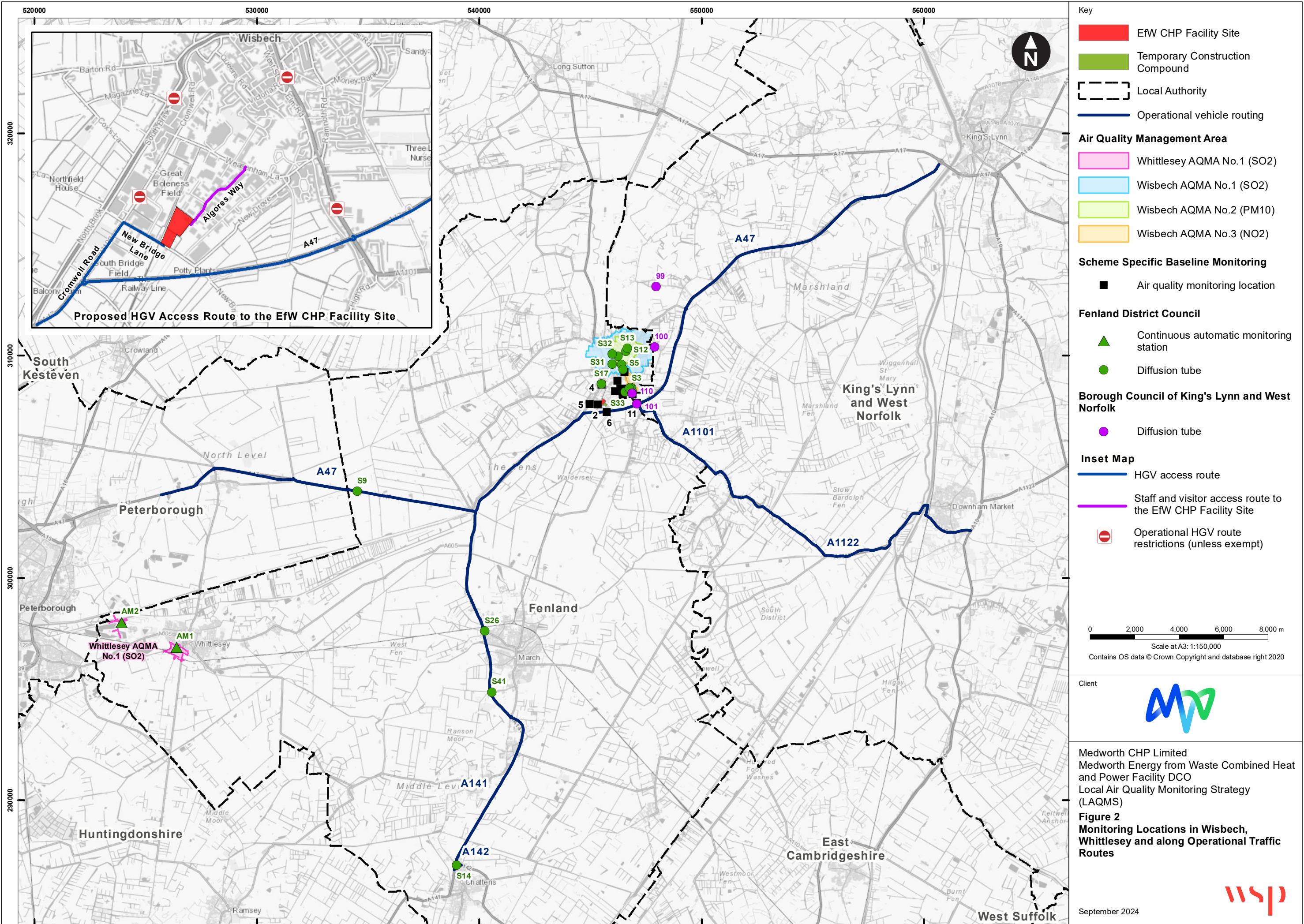
Table B.1: Relevant air quality objectives

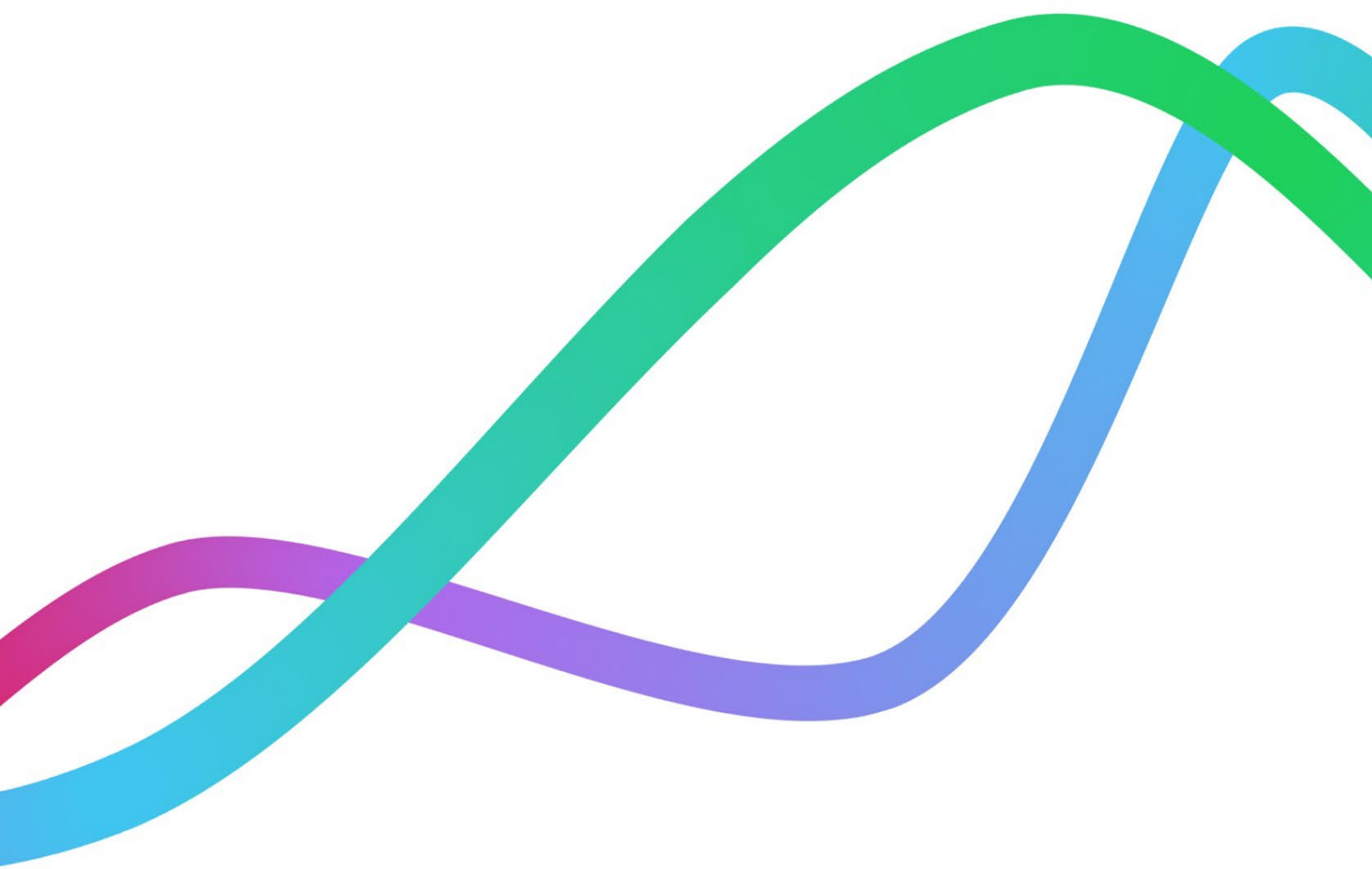
Pollutant	Concentration ($\mu\text{g}/\text{m}^3$)	Objective	Measured as
Nitrogen dioxide (NO_2)	40	Limit value not to be exceeded.	Annual mean
	200	Not to be exceeded more than 18 times a year.	1-hour (hourly) mean
Particulate matter less than 10 micrometres in diameter (PM_{10})	40	Limit value not to be exceeded.	Annual mean
	50	Not to be exceeded more than 35 times a year.	24-hour (daily) mean
Particulate matter less than 2.5 micrometres in diameter ($\text{PM}_{2.5}$)	20	Limit value not to be exceeded.	Annual mean
	12	Interim target concentration not to be exceeded by the end of January 2028.	Annual mean
	10	Target concentration not to be exceeded by the end of 2040.	Annual mean
Sulphur dioxide (SO_2)	125	Not to be exceeded more than 3 times a year.	24-hour (daily) mean
	350	Not to be exceeded more than 24 times a year.	1-hour (hourly) mean
	266	Not to be exceeded more than 35 times a year.	15-minute mean


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Agenda Item No:	10	
Committee:	Cabinet	
Date:	24 March 2025	
Report Title:	Fenland Inspire! - enhancements to the Wisbech Park Splash Pad	

1 Purpose / Summary

- 1.1 To provide information on the proposed enhancements to Wisbech Park Splash Pad.
- 1.2 This is the first project in Wisbech to be brought forward for delivery as part of the £30m+ Fenland Inspire! programme which seeks to enhance the leisure and cultural legacy to be left by Fenland District Council after Local Government Reorganisation.

2 Key Issues

- 2.1 The existing Wisbech Splashpad (located in Wisbech Park) was opened in August 2022 providing a range of aquatic play equipment for local and visiting children.
- 2.2 Planned enhancements to the Wisbech Park Splashpad will result in a direct investment in the existing park asset and will increase the attractiveness and accessibility of the splashpad to users.

3 Recommendations

- 3.1 That Cabinet note the contents of the report and approve further work to be carried out to deliver enhancements to the Wisbech Park Splash Pad.
- 3.2 To authorise the S151 Officer to add £60,000 to the Capital Programme to fund the enhancements and delegate to the Portfolio for Open Spaces and the Corporate Director to enter in to all necessary arrangements to deliver the project.

Wards Affected	All Wisbech Wards
Forward Plan Reference	KEY/24FEB25/02
Portfolio Holder(s)	<p>Cllr Samantha Hoy – Portfolio Holder for Housing & Licensing</p> <p>Cllr Chris Boden – Leader of the Council</p> <p>Cllr Peter Murphy – Portfolio Holder for Refuse & Cleansing, Parks & Open Spaces</p>
Report Originator(s)	<p>Carol Pilon – Corporate Director and Monitoring Officer</p> <p>Phil Hughes – Head of Leisure Services</p> <p>Matt Wright – High Streets Programme Manager</p>
Contact Officer(s)	<p>Carol Pilon – Corporate Director and Monitoring Officer cpilon@fenland.gov.uk</p> <p>Phil Hughes – Head of Leisure Services phughes@fenland.gov.uk</p> <p>Matt Wright – High Streets Programme Manager mwright@fenland.gov.uk</p>
Background Papers	<p>Fenland District Council Business Plan 2025-26 Report and Plan.pdf</p>

1 BACKGROUND AND INTENDED OUTCOMES

- 1.1 The existing Wisbech Splashpad was opened in August 2022 providing a range of aquatic play equipment for local and visiting children. The facility, located in Wisbech park, was funded by CPCA and is now maintained by Fenland District Council.
- 1.2 As stated in the FDC Business Plan for 2025-26, Cabinet Members have committed to delivering a number of capital investment projects across Fenland within the next three years as part of the Fenland Inspire! initiative. The Fenland Inspire! projects focus on enhancing our much-loved sport, leisure, and open space facilities, as well as preserving and celebrating the district's rich heritage and built environment.
- 1.3 One of the Fenland Inspire! Projects will be improvements to the Wisbech Park Splashpad in the form of enhanced water features and a new shaded canopy area.

2 REASONS FOR RECOMMENDATIONS

2.1 It is envisaged that improvements to the Wisbech Park Splashpad will result in the following community outcomes:

2.2 Increased Usage and Visitor Engagement

2.3 **Variety of water features:** Adding new interactive elements (e.g., water tunnels, misting walls, water cannons, or splash zones) can attract a broader range of age groups and make the space more fun and engaging.

2.4 Better accessibility

2.5 **Inclusive Design:** Adding features like, sensory water elements, and water play areas for children with disabilities could make the space more inclusive for everyone in the community.

2.6 **Shaded Areas:** Adding pergolas or awnings can offer much-needed shade for families and help keep the environment comfortable during hotter months.

2.7 Improved Aesthetic Appeal

2.8 **Themed Design:** A new landscaping design (e.g., natural elements like rocks, greenery, or a jungle theme) could enhance the visual appeal and make the area feel more community focussed.

2.9 **Colorful Features:** Adding vibrant tiles, murals, could make the splash pad more visually attractive.

2.10 Increased Social Interaction

2.11 **Gathering Spaces:** With benches, picnic tables, or seating areas, the space could foster more social interactions among families and individuals.

2.12 The enhancements will also result in a direct investment in the existing park assets.

3 Costs and delivery timescales for the proposed enhancements to Wisbech Park Splashpad

3.1 Designs for the enhancement of Wisbech Park Splashpad will be shared with lead members when available.

3.2 The capital cost of the enhancements is expected to be £60,000.

3.3 It is expected that the business case, procurement and construction of the enhancements will all be completed in the year 2025/26 (pending manufacture time).

3.4 It should be noted that a planning application will be required for a shaded canopy.

4 CONSULTATION

4.1 N/A

5 ALTERNATIVE OPTIONS CONSIDERED

5.1 N/A

6 IMPLICATIONS

6.1 Legal Implications

There are no specific legal implications connected with the recommendations set out in this report. However, and as identified, appropriate procurement, planning and governance requirements must be adhered to.

6.2 Financial Implications

At February Council, the funding of £30m was made available for Fenland Inspire! Projects and the borrowing costs and the Minimum Revenue Provisions (MRP) have been included in the revenue budgets for the next few years, from which this project will be funded.

6.3 Equality Implications

6.4 Enhancements to the existing Splashpad are likely to make the area more appealing to everyone in the local community, including those with disabilities.

Agenda Item No:	11	
Committee:	Cabinet	
Date:	24 March 2025	
Report Title:	Fenland Inspire! Whittlesey Manor Field Community Pathway	

Cover sheet:

1 Purpose / Summary

- 1.1 To provide information on the proposed all-weather permeable surface community pathway making the Manor Field accessible to all.
- 1.2 This is the first project in Whittlesey to be brought forward for delivery as part of the Fenland Inspire! programme which seeks to enhance the leisure and cultural legacy to be left by Fenland District Council after Local Government Reorganisation.

2 Key Issues

- 2.1 The Manor Field is a beautiful community open space in the heart of Whittlesey. It is bordered by the river along one side and features a cricket pitch, outdoor green bowls club, tennis / netball courts, a skate park, basketball hoop, large playing fields and a wildflower meadow. And, of course, this area features the Manor Leisure Centre. It is anticipated that a Football Foundation PlayZone will be built adjacent to the tennis courts in the next few months.
- 2.2 The Manor is an important place for fishing – with access to the river currently awkward due to ground conditions. There is also a boat mooring behind the Leisure Centre – access to this is also difficult and would be improved significantly by the addition of the pathway.
- 2.3 Unfortunately, the ground is very wet across the whole field for 6 months of the year. This means that walking around the open space becomes difficult for most people and impossible for disabled people and the younger and older members of the community. The local Rambler's Wellbeing Walk, organised by Active Fenland, would use the Manor as part of their community walk route – but due to the ground conditions it is not possible.
- 2.4 The field hosts a community Wellbeing Walk. The field is home to Whittlesey's Park Run, held every Saturday morning. This popular community event has been running for several years and attract local community members as well as people wanting to be active from across the country. A summary of the success of the event can be found below. In autumn, winter and early spring, running the route is difficult and often requires dedicated volunteers to wheelbarrow chippings into the soggy areas to make the events possible.

Manor Field parkrun, Whittlesey event statistics

Problem with results? please contact manorfieldwhittlesey@parkrun.com

Events: 268

Finishers: 3479

Finishes: 20723

Volunteers: 479

PBs: 2856

Average finish time: 00:32:24

- 2.5 To improve accessibility to all the Council aspires to construct a perimeter track around the outside of the field. This will ensure that this open space is truly accessible to the wider community whilst supporting people's physical and mental health in terms of walking, jogging, or just being in a beautiful natural space.

3 Recommendations

- 3.1 That Cabinet notes the contents of the report and approves a budget of up to £300,000 to deliver a robust pathway around the perimeter of the Manor Field suitable for all members of the community, and that Cabinet authorises officers to formally procure and then enter a contract with the successful tenderer to deliver the necessary construction work.

Wards Affected	All Whittlesey Wards	
Forward Plan Reference	KEY/24FEB25/01	
Portfolio Holders	Cllr Peter Murphy	Portfolio Holder Parks and Open Spaces
	Cllr Alex Miscandlon	Portfolio Holder for Leisure
	Cllr Chris Boden	Leader of the Council and Finance Portfolio Holder
Report Originators	Phil Hughes – Head of Leisure Services	
Contact Officers	Carol Pilson – Corporate Director and Monitoring Officer cpilson@fenland.gov.uk	
	Phil Hughes – Head of Leisure Services phughes@fenland.gov.uk	
Background Papers	N/A	

Report:

1 BACKGROUND AND INTENDED OUTCOMES

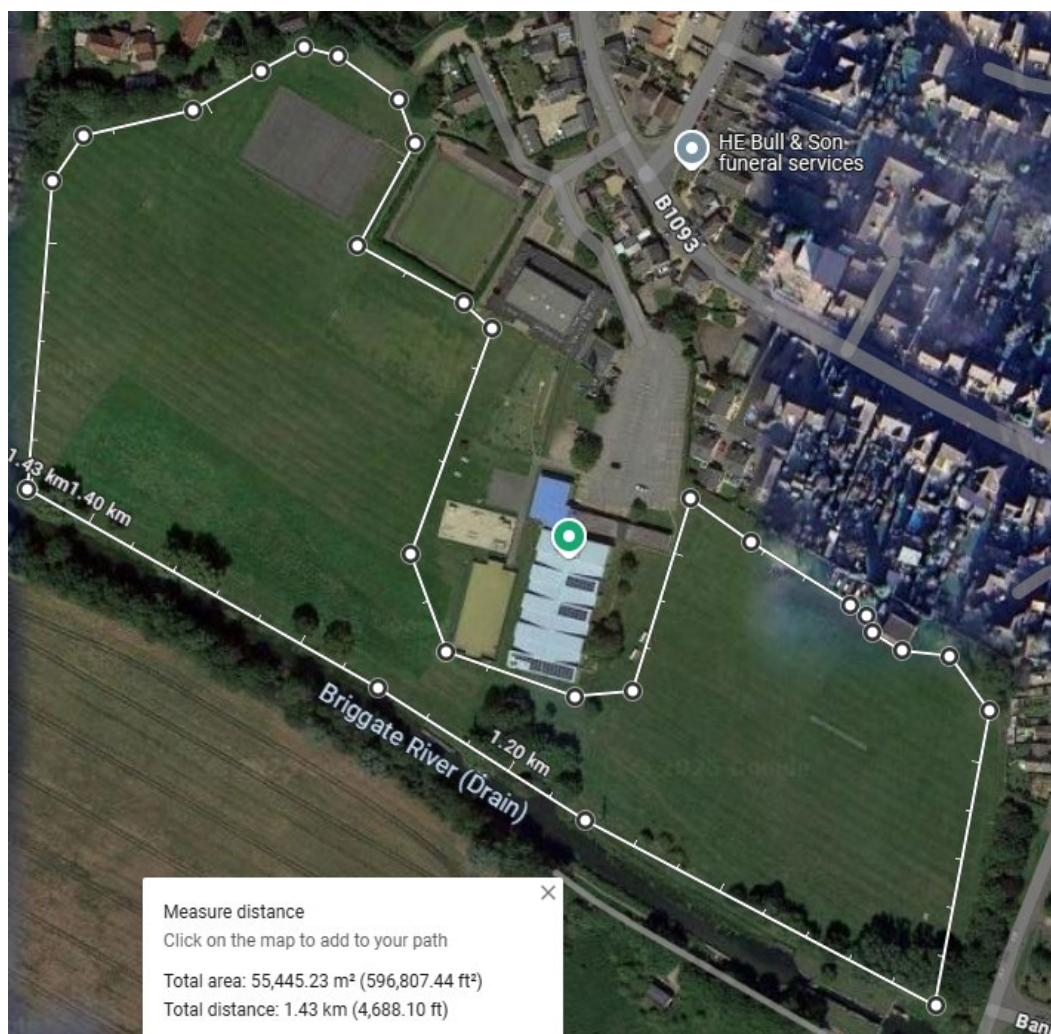
- 1.1 The current field at the Manor in Whittlesey is a key community asset for the local community. Unfortunately for many months of the year walking around it is impossible due to the ground conditions.



- 1.2 As the Council's Business Plan for 2025-26 details, the Council has committed to delivering several community focussed capital investment projects across Fenland within the next three years as part of the Fenland Inspire! initiative. The Fenland Inspire! projects focus on enhancing much-loved sport, leisure, and open space facilities, as well as preserving and celebrating the District's rich heritage and built environment.
- 1.3 One of the Fenland Inspire! projects are improving access to the Manor Field by way of the construction of a perimeter pathway.

2 LOCATION MAP

- 2.1 As can be seen below, the perimeter pathway will be in the region of a mile long, after considering other adjustments such as the pathway to the tennis courts that requires work.
- 2.2 Members will also be aware that work is underway to develop plans to refurbish the leisure centre. Any design for the pathway will be cognisant of the design work for the leisure centre.



3 REASONS FOR RECOMMENDATIONS

It is expected that development of a perimeter pathway for the Manor Field with result in the following community benefits:

3.1 Increased visitor numbers leading to better physical and mental health:

3.2 With increased access to the field, more people will visit, enjoying a walk or a jog, with friends or family. The pathway will be smooth, will drain well and will be robust and wide enough for two disabled scooters to pass one another. Improving access to all members of the community will further increase the number of people enjoying the Manor Field. This will improve community health and wellbeing.

3.3 Additionally, the improved conditions are also likely to increase the popularity of the local Parkrun.

3.4 The current access to the netball and tennis courts is poor. This pathway will be improved as part of the perimeter pathway works.

3.5 Increased Social Interaction

3.6 More people visiting the open space will lead to increased community interaction – leading to stronger communities, better understanding between people, less anti-social behaviour in the park.

- 3.7 Part of this project is expected to include additional robust benches and picnic tables around the pathway to help foster social interaction.
- 3.8 Reducing loneliness and increasing interactions that people have supports community mental health.

4 Costs and delivery timescales for the proposed pathway

- 4.1 Initially a hoggan path was discussed as these are cheaper to deliver and are commonplace in open spaces. However, ground conditions in the field are so poor that an engineering assessment has determined that this approach would provide a pathway that would quickly become unfit for use. A traditional tarmac path, bound by concrete edging is the answer in this location and will last many years.
- 4.2 The budget cost for this work is between £250,000 and £300,000.
- 4.3 Delivery timescales;
- Design work April – May
 - Contractor Procurement June
 - Pre-contract period July
 - Delivery August - September
 - Handover October

5 CONSULTATION

- 5.1 Consultation has been undertaken with the local ParkRun leader, feedback from the local netball and cricket clubs and the Council's local Elected Members.

6 ALTERNATIVE OPTIONS CONSIDERED

- 6.1 Differing materials for the pathway have been considered by engineers and the consensus is that a robust approach is required due to the underlying ground conditions and a tarmac path, bounded by concrete edging would be the most suitable solution in this location.

7 IMPLICATIONS

7.1 Legal Implications

N/A

7.2 Financial Implications

Cabinet and Council has recently approved the Council's Business Plan which includes this project specifically in the Fenland Inspire! Section, with budget allowed for the Fenland Inspire! Projects within the Council budget for 2025/26.

7.3 Equality Implications

- 7.4 This pathway will significantly enhance the accessibility of this significant green space to everyone within the community, particularly for those with disabilities.

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DRAFT 6 MONTH CABINET FORWARD PLAN – Updated 14 March 2025



(For any queries, please refer to the published forward plan)

CABINET

CABINET DATE	ITEMS	LEAD PORTFOLIO HOLDER
28 Apr 2025	1. Wisbech High Street Update	Cllr Seaton Cllr Hoy Cllr Tierney
	2. Cabinet Draft Forward Plan	Cllr Boden
19 May 2025	1. Wisbech High Street Update	Cllr Seaton Cllr Hoy Cllr Tierney
	2. Wisbech Town Board, 10-Year Vision Document and 3-Year Investment Plan	Cllr Boden Cllr Hoy Cllr Tierney Cllr Wallwork
	3. Cabinet Draft Forward Plan	Cllr Boden
	4. Port Operations (confidential)	Cllr Boden Cllr Benney
16 June 2025	1. Annual Report 2024-25	Cllr Boden
	2. Wisbech High Street Update	Cllr Seaton Cllr Hoy Cllr Tierney
	3. Cabinet Draft Forward Plan	Cllr Boden
21 July 2025	1. Appointment to Outside Bodies	Cllr Boden
	2. Wisbech High Street Update	Cllr Seaton Cllr Hoy Cllr Tierney
	3. Cabinet Draft Forward Plan	Cllr Boden
15 September 2025	1. Investment Board Update & review of the Commercial & Investment Strategy	Cllr Boden Cllr Tierney Cllr Benney
	2. Wisbech High Street Update	Cllr Seaton Cllr Hoy Cllr Tierney
	3. Cabinet Draft Forward Plan	Cllr Boden

TBC = To be confirmed

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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