

# Report

## Cabinet Member for Social Services

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### Part 1

Date: 25 July 2024

### Subject **Protection of Property – Proposed Process**

**Purpose** To consolidate policy relating to the protection of individuals' property.  
To introduce process to protect the property of individuals – including the recovery of costs and introduction of administration fee.

**Author** Strategic Director, Social Services

**Ward** All Newport

### Summary

- There are circumstances in which Newport City Council must protect the moveable property of an individual.
- Property includes pets.
- The provision of S58 of the Social Services and Wellbeing Act applies to the moveable property of people aged 16 plus.
- Legal advice from Newport City Council legal is that there is a responsibility to protect premises in addition to moveable property.
- Protection of Property provision only includes the protection of a premises where there is agreement/by arrangement with the person or their representative to do so.
- Newport City Council can recover costs incurred due to exercising protection of property responsibility – but has no consistent process to do so.
- Newport City Council have a service level agreement in place to assist with this function. In 2024 this is Norse Facilities Management.

**Proposal** To consolidate practice in relation to the protection of individuals' property.  
To introduce a consistent charging approach.  
To introduce charging as outlined in fees and charging report 2024-2025.

**Action by** Service Manager - Adult Services.

**Timetable** Further to Cabinet Member comment and agreement.  
This report was prepared after consultation with:

- Deputies for people whose property is currently protected by Newport City Council
- Care Management staff who initiate the protection of property process.
- Commissioning Team Manager.
- Head of Service/Service Managers - Adults
- Fees and charges report and Senior Finance Business Partner.
- Norse Property Management representative.
- Income Assessment Team Manager.
- Business Support Team Leader.

**Signed**

## Background

**Social Services and Well-being (Wales) Act 2014 section 58** places a duty upon Local Authorities to provide temporary protection for property of persons requiring care away from home e.g. care home or hospital.

- There are circumstances in which Newport City Council must protect the moveable property of an individual.
- Property includes pets.
- The provision of S58 of the Social Services and Wellbeing Act applies to the moveable property of people aged 16 plus.
- Protection of Property provision only includes the protection of a premises where there is agreement/by arrangement with the person or their representative to do so.
- Newport City Council can recover costs incurred due to exercising protection of property responsibility.
- Newport City Council have a service level agreement in place to assist with this function. In 2024 this is Norse Facilities Management.

This practical guidance consolidates practice and process so that the experience of individuals whose property Newport City Council is consistent and supported by appropriate governance.

The guidance proposes a process in which practitioners can secure timely intervention on behalf of individuals to protect property – and by which Newport City Council can recover costs associated with this.

Access to effective protection of property with a property management company frees up social work time as this task would otherwise rest with social work staff. An agreed process will enable clear and timely access to support at times which are typically at times of urgency such as hospital admission or a move to a care home. Access to protection of property services is also identified as contributing to timely hospital discharge – so that individuals have a property in a condition that they can return to and remain in to recover.

Charging for the protection of property service was identified in the fees and charges report for 2023-2024. This guidance provides a mechanism to apply and collect charges – proposed is a means of using the established income and assessment process to administer, invoice and arrange the collection of charges. Using existing staff/ processes to absorb this task negates the requirement for additional staffing – but does add to workload. The number of protection of property cases is currently small – at May 2024 the property of eight people was being protected. In the year 2023-2024 £17,951 of charges were incurred/being held as debt.

### Financial Summary (Capital and Revenue)

The application of this guidance is cost neutral.

The cost of the service is passed onto the individual with an administration fee of £4.90 a week added to cases where there is a premises to be protected. This is an administration fee based upon 10% of a weekly visit charge – this is to contribute to the costs of protecting a person's property, ensuring appropriate records, setting up payment plans and liaising with financial representatives.

Legal advice from the relevant Newport City Council solicitor is that application of this administration charge is permitted.

There is no income generation attached to this proposal and it is always preferable that people ( or their representatives) make arrangements to protect their own property.

## Risks

<b>Risk Title / Description</b>	<b>Risk Impact score of Risk if it occurs* (H/M/L)</b>	<b>Risk Probability of risk occurring (H/M/L)</b>	<b>Risk Mitigation Action(s)</b> What is the Council doing or what has it done to avoid the risk or reduce its effect?	<b>Risk Owner</b> Officer(s) responsible for dealing with the risk?
Where process is not followed, there is a risk that properties are not adequately protected - this exposes Newport City Council to litigation/compensation requests for a responsibility not properly fulfilled.	H	M	This guidance offers of clear, agreed, auditable process.  The real sums of money are relatively small but significant.	Adult Services
Governance is required to ensure appropriate and auditable intervention with clear expectations.  This stops individual and ungoverned individual decision making.	M	H	This guidance offers of clear, agreed, auditable process.  Reduces risk of challenge if there is	Adult Services
Pilot scheme with Norse was successful but had associated costs needed to be passed to individuals in line with legislation.	M	H	This guidance offers of clear, agreed, auditable process for applying and collecting fees.  Successful pilot.	Adult Services

## Links to Council Policies and Priorities

- Support to adults at risk (safeguarding)
- Social Services and Wellbeing (Wales) Act compliance with governance.
- Supporting people to make decisions for themselves (or people closest to the individual in line with known wishes). ‘
- Supporting people to leave hospital and to return home.
- Fees and charging report.

## Options Available and considered

The option of not providing any protection of property was discounted as this is not in line with legislation. The provision of service without charge where legislation permits charging was discounted – costs will be incurred for a small number of people. Maintaining property supports the individual to return to the property or to sell it - with the advantage that the property has had the essential requirements completed.

Independent Property Management companies have indicated that the unplanned work is unattractive and there is no appetite to take on this work on behalf of Newport City Council. Norse, as a Local Authority Trading Company are a preferred provider to Newport City Council. It is anticipated that when the Norse contract ends and becomes a Newport Local Authority Trading Company that this will continue to be an available service – with a potential income to the Local Authority.

### **Preferred Option and Why:**

- Accept proposed process and charging for protection of property with Norse Property Management.

### **Comments of Chief Financial Officer**

The proposed charge for protecting property is included in the Internal Fees & Charges report that is approved by Council prior to the start of each financial year. There will be a cost saving as a result of the recharge as currently the service area is incurring costs associated with the protection of property, yet not all are being fully recouped. There is no cost associated with the implementation of this process.

### **Comments of Monitoring Officer**

Formulating and implementing a policy to protect the properties of persons who have been taken into care is essential for many reasons.

It upholds the principle of safeguarding vulnerable adults, ensuring that their properties are safeguarded and not misused or exploited while they are in care and unable to manage these properties.

The proposed policy also aligns with the duty of care that the Council has towards individuals in the care of the local authority. These further demonstrates the Council's commitment to ensuring the well-being and security of persons in care who are unable to protect and maintain their own properties.

Lastly, the policy is consistent with the legal obligations under the Mental Health Capacity Act 2005 and the Care Act of 2014 which emphasizes the need to protect the rights and interests of persons who lack capacity and to make decisions about their property. By putting in place safeguards for the protection of these properties the Council is preventing abuse and exploitation of these properties.

In implementing this policy, the individuals in care or their authorised legal representatives should give their consent and agree to the charges which must not only be fair but consistent with policies and legislations governing charges in adult social care in Wales.

### **Comments of Head of People, Policy and Transformation**

This proposed policy seeks to ensure that there is an established process for taking action to protect service users property and a subsequent process to secure repayment so that Newport City Council can recover the costs. This would support duties placed on the Council to protect property under the Social Services and Wellbeing (Wales) Act.

A Fairness and Equality Impact Assessment has been undertaken which concludes that the policy change will affect only a very small number of people. Initial consultation with service users representatives has been undertaken and further consultation will take place as part of a statutory process.

There are no human resources implications in this report.

### **Scrutiny Committees**

This is not identified as requiring a scrutiny committee overview and decision.

## Comments of Non-Executive Members

### Councillor M Howells:

I note and welcome the report and proposal to consolidate policy relating to the protection of individuals' property and to introduce a process to protect the property of individuals – including the recovery of costs and introduction of administration fee where appropriate.

Officers and the Cabinet member should note that the Council has similar duties under homelessness legislation under the Housing (Wales) Act 2014 ss 93 and 94 where the local housing authority has become subject to a duty in respect of an application for homelessness. This policy/process should therefore also apply to homelessness cases to ensure consistency across the work of the council. In addition, the process should be clear about whether Newport City Council is providing assistance under s58 of the Social Services and Wellbeing Act or ss93 & 94 of Housing (Wales) Act 2014.

If there is a separate process for homelessness duties already in place, this should be reviewed to ensure consistency and transparency.

### Response:

Councillor Howells is correct that the Council has similar legal duties to protect (moveable) property under homelessness legislation (the Housing (Wales) Act 2014, however it would not be possible to apply this proposed policy or process to homelessness work, as our operation approach is significantly different to that proposed. Officers in Housing & Communities will note the intent of this proposed policy and apply relevant 'learning' points to homelessness work.

### **Fairness and Equality Impact Assessment:**

- **Wellbeing of Future Generation (Wales) Act**
- **Equality Act 2010**
- **Socio-economic Duty**
- **Welsh Language (Wales) Measure 2011**

A Cabinet Member decision is invited as this is a procedural change to local practice.

### **[Fairness and Equality Impact Assessment](#) (opens link to document):**

The proposed guidance for practitioners to protect the property of individuals in Newport is a local response to the requirements of the Social Services and Wellbeing (Wales) Act. The Act provides an opportunity to pass on the costs associated with providing this support.

This practice guidance provides access to clear information and guidance for staff and individuals and is in line with the values of Newport City Council.

A Fairness and Equality Impact Assessment is included. The current number of people impacted by this practice guidance is 10 Newport citizens. The Fairness and Equality Impact Assessment is available for publication on the website.

The sustainable development principle and 5 ways of working set out in the **Wellbeing of Future Generations Act** have been considered as outlined below:

- Long term: the importance of balancing short- term needs with the need to safeguard the ability to also meet long-term needs. **The protection of property, proposed guidance ensures that there is an established process for taking immediate action to protect property – and then a process to secure repayment so that Newport City Council recovers expenditure.**
- Prevention: How acting to prevent problems occurring or getting worse may help us meet our objectives. **The protection of property, proposed guidance ensures that there is an**

**established process for taking immediate action to protect property – and then a process to secure repayment so that Newport City Council recovers expenditure.**

- Integration: Consider how the proposals will impact on our wellbeing objectives, our wellbeing goals, other objectives, or those of other public bodies. **A formal statutory consultation will be carried out and supported at each stage by a FEIA to consider the impact of the proposal.**
- Collaboration: have you considered how acting in collaboration with any other person, or any other part of our organisation could help meet our wellbeing objectives. **Consultation has taken place with representatives of people whose property is currently protected – the responses indicate that this is a good quality service. There have been no requests for the end of protection to move to an alternative provider. The closure of the protection of property accounts have only been for the final settlement of estates.**
- Involvement: The importance of involving people with an interest in achieving the wellbeing goals and ensuring that those people reflect the diversity of the city we serve. **The proposal has been considered through a Fairness and Equality Impact Assessment. Crucially, the practice guidance is derived from the Social Services and Wellbeing ( Wales) Act 2014 and the expectations that this places upon local authorities to protect property – allowing the person to make decisions about their property when the time is right for the person.**

## **Consultation**

- Deputies for people whose property is currently protected by Newport City Council
- Care Management staff who initiate the protection of property process.
- Commissioning Team Manager.
- Head of Service/Service Managers - Adults
- Fees and charges report ( agreed by executive and cabinet) and Finance Business Partner.
- Norse Property Management representative.
- Income Assessment Team Manager.
- Business Support Team Leader.
- Individuals who have accessed the protection of property process.

**Dated: 25 July 2024**



## Summary

- There are circumstances in which Newport City Council must protect the moveable property of an individual.
- Property includes pets.
- The provision of S58 of the Social Services and Wellbeing Act applies to the moveable property of people aged 16 plus.
- Protection of Property provision only includes the protection of a premises where there is agreement/by arrangement with the person or their representative to do so.
- Newport City Council can recover costs incurred due to exercising protection of property responsibility.
- Newport City Council have a service level agreement in place to assist with this function. In 2024 this is Norse Facilities Management.

## Legal Framework

**Social Services and Well-being (Wales) Act 2014 section 58** places a duty upon Local Authorities to provide temporary protection for property of persons requiring care away from home e.g. care home or hospital.

The local authority must take reasonable steps to prevent or mitigate the loss or damage to moveable property, where:

- A person is having needs for care and support met under section 35, 36, 37 or 38 in a way that involves the provision of accommodation/is admitted to hospital (or both).
- It appears to a local authority that there is a danger of loss or damage to movable property of the person in the authority's area **because:**
- The person is unable (whether permanently or temporarily) to protect or deal with the property, **and** no suitable arrangements have been or are being made.

In carrying out the responsibilities of s58 Newport City Council is permitted to:

- Enter the premises which the person was living in immediately before being placed into a care home or admitted to hospital.



- Deal with moveable property or belongings in a way that it deems reasonably necessary to mitigate or prevent loss or damage to the property, **where:**
- The person has given consent; **or**
- Where the person lacks capacity, a person legally authorised to do so has given their consent; **or**
- Where there is no legally appointed person, the Local Authority has deemed it in their best interests.

Newport City Council is able to charge for these services outside of the Paying for Care guidance and anticipates that individuals will pay for the protection of their property.

Part 1 of the **charging** regulations outlines the ability to apply flat rate charging. S12 of Code of Conduct (Charging and Social Services and Wellbeing ( Wales) Act is also relevant.

## **Practitioner Guidance**

### **Decision to Protect**

When making the decision to protect a property, a practitioner will need to consider:

- Is the request within the legal requirements of S **Part 4, Section 58, Social Services and Well-Being (Wales) Act 2014**
- Has the individual given this Social Services proper authority and clear instructions.
- Can family/friends be contacted to protect the property (document in case notes)
- Is the property in a dangerous condition, i.e. is it structurally unsound or a health risk, e.g. infested with fleas or requires fumigation. (contact Environment Health Team)
- If a property cannot be entered, it may still be possible to secure the property from the outside. If it is privately owned, the maintenance can be arranged via abandoned properties officer and recharged to the individual.

## **Moveable property**

Newport City Council only has a responsibility to protect the property of an individual where there is no alternative – and the property is not secure. Where the property is not secure the practitioner **should consider**.

- If the person can make arrangements to secure their property.
- If another person e.g. friend or family member can help the individual to make arrangements to secure the property.
- Whether the person can make an informed judgement regarding the time that they are likely to be away from the property.
- Assisting/prompting the individual to make arrangements to secure the property before they are admitted to hospital or care home.

Where a practitioner needs to access the property of an individual it is necessary to consider **mental capacity** and the ability to make a decision regarding this matter.

- The adult must consent to protection of property intervention, where they are able. If they lack capacity, a person with the authority to act for them, under the Mental Capacity Act 2005, must give their consent.
- Where the client is not able to consent and no one has authority to do so on their behalf, Newport City Council must, under Section 4 of the Mental Capacity Act 2005, act in the person's best interests.
- Where a person does not have mental capacity regarding the protection of their property, the assessment and best interest decision should be recorded. A Lasting Power of Attorney or Deputy

can make arrangements to protect the property of the person or agree that Newport City Council will make arrangements. The relevant charge will be applied.

- A person who has mental capacity in relation to their moveable property can refuse arrangements being made. This is recorded in case notes.
- Where a person may regain the ability to make a decision the timing of any intervention will need to be considered.

## **Pets as Property**

Pets are considered to be property of an individual in the Social Services and Wellbeing (Wales) Act 2014 and in the Mental Health Act 1983 (2007).

The [Animal Welfare Act 2006](#) places obligations upon owners of animals to ensure that they meet the needs of that animal and to prevent the abuse of that animal. It may constitute a criminal offence where this does not happen. Friends and family of the individual may be able to care for the animal or make suitable arrangements. Organisations such as the Cinnamon Trust or RSPCA Pet Retreat may be able to offer support. When a person is well, practitioners should encourage individuals to make contingency arrangements in the event of admission to hospital or care home. Responsible planning

The individual should make arrangements for their animal to be cared for in their absence. Where this is not possible Newport City Council will pay for the care/accommodation of the animal and will invoice the person for the full cost incurred.

Where an individual is able to consent to the arrangements being made – they should also make payment available. Where (by exception) this is not the case the person will be asked to sign the letter in appendix 1. Where an individual is not able to understand and sign the agreement – a copy of the agreement will be left with them. A further copy should be shared with their representative where it is in the person's best interest to do so.

Where a person is in receipt of eligible benefits their animals may be able access reduced price veterinary care from the following organisations:

- **PDSA- [People's Dispensary for Sick Animals \(PDSA\)](#) provides low-cost and free vet care to the sick and injured pets of people in need. Depending on your location and benefit status you may be eligible for support from PDSA.**
- **Cats Protection - [Cat's Protection](#) offers free and low-cost neutering schemes throughout the UK.**
- **Dogs Trust - [Dogs Trust](#) offers free and reduced-cost vet assistance for people who are in housing crises or are homeless.**

To make arrangements for payment, please follow the guidance to practitioners in the moveable property and premises, below.

## **Moveable property and premises**

Newport City Council has a service level in agreement in place to support practitioners where the protection of property is required. The requirements of individuals – and their property – will vary.

Discussion should take place with the Property Management company as soon as access to a property is likely to be required. At April 2024 Norse have a Service Level Agreement to provide this service. The use of the documentation provided by Norse is sufficient – there is no requirement for the practitioner to duplicate recording. Documentation should be recorded on WCCIS.

Property Management charges are payable by the individual and a scale of charges is available from Norse.

Practitioners should advise the [Income.Assessment.Team@newport.gov.uk](mailto:Income.Assessment.Team@newport.gov.uk) of:

- Person's name, WCCIS number, c/o details if writing to LPA or representative, a description of the payment reason and costs and cost code.

- Start date for collection of the weekly fee (will be issued in four weekly invoices) and the team code for reimbursement.
- When the property is no longer part of a protection arrangement.
- A person dies.

Practitioners should advise the [CentralAdmin.Adults@newport.gov.uk](mailto:CentralAdmin.Adults@newport.gov.uk) of

- Person's name, WCCIS number, c/o details if writing to LPA or representative – and provide the information required to complete the letter to the individual and to enclose the fee list. (appendices 6 and 7)
- The fees charges are set by the property management company – Newport City Council applies an administration fee of 10% of the hourly rate set by the property management company £4.50 per week. This is charged via the income assessment team.

A practitioner may need to consider some or all of the following – usually in conjunction with the person and with the Property Management company - [Norse@newport.gov.uk](mailto:Norse@newport.gov.uk)

<b>Keys</b>	<ul style="list-style-type: none"> <li>• Labelled with individual's name but not address.</li> <li>• Stored in the safe with Appointeeship team unless otherwise agreed (e.g. with facilities manager under service level agreement).</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>• An assessment as to the safe access to the property should be considered.</li> <li>• A record of who visits the property and when should be maintained.</li> <li>• Visits should be with two people.</li> <li>• Doors and windows should be locked.</li> <li>• Where others require access to the property e.g. utility companies, it is expected that the person is accompanied throughout their visit.</li> </ul>
<b>Inventory</b>	<ul style="list-style-type: none"> <li>• Two staff visit to complete an inventory of the property – taking photographs where possible. This will include serial numbers.</li> <li>• A copy of the inventory should be given to the person/their representative and be saved on the social care database.</li> </ul>
<b>Moveable property</b>	<ul style="list-style-type: none"> <li>• Documents, money should be given to the person in hospital/care home where possible. A receipt is needed.</li> <li>• Larger amounts of money can be stored with the Appointeeship Team who will record, photograph, and sign the items into the safe.</li> <li>• Where possible the deputy/Lasting Power of Attorney should arrange for items to be stored.</li> </ul>
<b>Utilities</b>	<ul style="list-style-type: none"> <li>• The individual should be asked for their views as to whether any of their utility services, such as gas, electricity, telephone and whether these are to be disconnected.</li> </ul>
<b>Insurance</b>	<ul style="list-style-type: none"> <li>• Where it is in a person's best interests to identify if a property is insured there may be evidence of a policy being in place.</li> <li>• Where it is not known if house insurance is in place, the Insurance Manager of Newport City Council will assist.</li> <li>• It is usual that vacant properties are visited regularly – usually fortnightly – to fulfil the requirements of insurance providers.</li> </ul>

	<ul style="list-style-type: none"> <li>The DVLA website will advise if a vehicle is taxed/insured – a reference check is available on the gov.uk website.</li> </ul>
<b>Correspondence</b>	<ul style="list-style-type: none"> <li>Permission is needed to open to the post of an individual – where consent is given the following process is followed.</li> <li>Newport Norse is responsible for collecting the mail from the Property.</li> <li>Mail is delivered to the Civic Centre Mail room by Newport Norse every two weeks and collected by Central Admin</li> <li>Central Admin will check the Protection of Property spreadsheet and send to the nominated recipient(s)</li> <li>Paperwork will be retained for 60 days (however legal documents may need to be kept longer)</li> <li>Case Manager are responsible for informing Central admin when a new Protection of Property has been agreed and will need to provide the following information: <ul style="list-style-type: none"> <li>WCCIS ID</li> <li>Name of Services User</li> <li>Address</li> <li>Responsible Social worker</li> <li>Responsible organisation Caerphilly or Newport</li> <li>Correspondence email address</li> </ul> </li> </ul>
<b>Repairs</b>	<ul style="list-style-type: none"> <li>The care manager, facilities representative and person/their representative should be advised of repairs that are needed. This provides an opportunity for the facilities manager/representative to make arrangements.</li> <li>In a rental property the landlord/housing association is expected to coordinate the repairs.</li> </ul>
<b>Police</b>	<ul style="list-style-type: none"> <li>In case of emergency, it may be advisable to inform the police that the property is not occupied, and that social care have a key to the property.</li> </ul>

### Death of an individual

When a person dies – the Local Authority can access the property to remove the body from a private property. If a property is rented, it is the responsibility of the landlord to make arrangements to remove the body from the property that they own.

If an individual dies whilst the property is being protected by Newport City Council, the keys to the property along with any item held should be returned to an identified representative e.g. solicitor or family member. The details of any outstanding charges should also be directed to this representative for payment.

In the event of no representative being identified Newport City Council Legal Services should be advised so that the Treasury Solicitor can be contacted.

Where no representative is available it may be necessary for the Local Authority or NHS (in the event of death in hospital) to make arrangements to dispose of the body. The costs of a funeral can be recovered from the estate of the individual.

### Useful Contacts

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Norse helpdesk which is covered 365 days a year 24 hours a day.

The telephone number is **01633 240456** or [Property.Services@newportnorse.co.uk](mailto:Property.Services@newportnorse.co.uk)

Version	Date	Author	Description
0.1	11/04/2024	Zoe Hodges	Initial Draft
0.2	22/04/2024	Lisa Broomsgrove	Formatting
1.0	7.5.2024		Final Version

#### Action agreed

Policy agreed 1/5/2024 – Adult Management Meeting.	Circulated to team via Service Managers 7.5.2024

# Protection of Property - Appendices

Please note that where the Property Management/Facilities Management has an alternative recording method that addresses the same matters it can be used. There is no expectation to duplicate.

## Appendix 1

### ADULT SERVICES – PROTECTION OF PROPERTY

#### DECLARATION BY INDIVIDUAL OR REPRESENTATIVE OF WISHES CONCERNING THE PROTECTION OF PROPERTY

**THIS FORM IS TO BE COMPLETED BY THE SOCIAL SERVICES REPRESENTATIVE AND RETURNED TO THE TEAM MANAGER/SENIOR PRACTITIONER, WHO WILL COMPLETE THE DECLARATION ON PAGE 3 AND PASS TO THE APPROPRIATE SOCIAL WORK ADMINISTRATIVE STAFF**

Name of Person	
WCCIS Ref. No.	
Address of Property: (Including postcode)	
Name of Care Manager	
Signature of Care Manager	
Date	

#### (PLEASE COMPLETE ONLY 1 OF SECTION A TO C)

\*Delete as appropriate

**A** \*I wish Social Services to accept responsibility for protection of the above property.  
Where necessary to obtain adequate insurance for which I will accept financial responsibility.

\*I do not wish Social Services to have any responsibility for protection of the above property, as I will make my own arrangements.

Signature	
Date	

**B** The above named has been advised of the need to make arrangements to protect \*her/her property, but refuses such assistance and refuses to sign the declaration in Section A

Name	
Signature	
Date	

\*Delete as appropriate

**C** The above named is unable to express any wishes in relation to protection of \*his / her property because:

- \*Medical advice is being sought on mental capability
- \* They lack capacity to manage \*his / her own affairs
- \* The person is not well.

As representative of the above named \*I wish to accept responsibility / I wish Adult Services to accept responsibility for protection of the above property.

Name of Representative	
Signature of Representative	
Relationship to Client	
Address	
Tel No	
Date	

\*Delete as appropriate

**D Utilities**

I give authority for Social Services to take the following actions in relation to the services / utilities below:

<b>Utility</b>	
Electricity	Turn Off / Leave On
Gas	Turn Off / Leave On
Water	Turn Off / Leave On
Heating	Turn Off / Leave On
Telephone	Turn Off / Leave On
<b>Other</b>	
Lifeline	Turn Off / Leave On
Rental Equipment	Continue / Cease

I \*wish / do not wish for the central heating system to be drained where Social Services feels there is a risk of water pipes bursting.

I understand there is likely to be a cost incurred in draining / refilling the system and agree to reimburse ..... any costs incurred.

I \*wish / do not wish for the central heating system to be turned on low during periods of extreme weather conditions where there is a possibility of water pipes bursting.

Signature of Client <b>OR</b> Representative	
Date	

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**Any costs Social Services incurs while protecting your property will be recovered from you.**

<b>AUTHORISATION BY TEAM MANAGER/ASSISTANT TEAM MANAGER FOR PROTECTION OF PROPERTY TO BE UNDERTAKEN</b>
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I hereby authorise Social Services to protect the property named in this document with immediate effect.

Signature of Team Manager / Assistant Manager	
Date	



## ADULT SERVICES PROTECTION OF PROPERTY SUMMARY OF VISITS/ACTIONS TAKEN



Address or Property	
Name of individual	
WCCIS Ref No.	
Social Worker	
Date of Inventory	

Date of Visit or Action Taken	Brief Statement on Condition of the Property	Details of any Action Taken	Name of Person Visiting or Taking the Action

<b>Date of Visit or Action Taken</b>	<b>Brief Statement on Condition of the Property</b>	<b>Details of any Action Taken</b>	<b>Name of Person Visiting or Taking the Action</b>



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Visiting Officer Signature	
Date	
Visiting Officer Signature	
Dated	
Signature of Representative (If Present)	
Date	

Ask for / Gofynnwch **Workers Name**  
 Our Ref / Ein Cyf **Worker or Author /**  
 Your Ref / Eich Cyf **Protection of Property**  
 Tel / Ffôn **Workers direct Phone**  
 Direct Dial / Rhif Union **Workers direct Phone**  
 E-Mail / E-Bost **Worker's email**

**Community Care & Adult Services**  
**Gofal Cymunedol a Gwasanaethau Oedc**



**Appendix 4**

**CONFIDENTIAL** (Delete if applicable)

Recipient's name  
 Address 1  
 Address 2  
 POST TOWN (in caps)  
 POST CODE

Civic Centre / Y Ganolfan Ddinesig  
 Newport / Casnewydd  
 South Wales / De Cymru  
 NP20 4UR

Date

Dear Recipient's name

**THE CARE AND PROTECTION OF PROPERTY – PETS**

Arrangements have now been made for your pet to be looked after whilst you are unable to at this time. The Social Services and Well-being (Wales) Act 2014 places a duty upon local authorities to provide temporary protection of property including pets of persons admitted to hospitals or accommodation due to illness or disability.

The council may however recover all expenses paid for transport and re-homing your pet and therefore I wish to inform you of this at the earliest opportunity. In line with this duty, we have provided temporary care and accommodation for your pet until longer term arrangements are made.

This will be discussed at point of review usually within 6-8 weeks wherein we will seek to establish from you whether you are able to resume the care of your pet independently or what alternative options of support may be available should you need them.

Yours Sincerely  
**Name**  
**Designation Service Area**  
**Enc (delete if necessary)**  
**CC (delete if necessary)**

Appendix 5

**CONSENT TO ENTER PROPERTY FOR THE PURPOSE OF  
THE SAFETY AND PROTECTION OF PERSONAL ITEMS  
AND/OR PETS**



I,.....hereby give my consent to representatives  
.....(named) of Newport City Council  
.....(or delegate) to enter my property for the purpose of moving  
my belongings for safe storage and/or to ensure the welfare of my pet (s).

Date	
Signature	

Ask for /Gofynnwch  
Our Ref/Ein Cyf  
Your Ref/Eich Cyf  
Tel/Ffôn  
Direct Dial/Rhif Union  
E-Mail/E-Bost

**Workers Name**  
**Worker or Author /**  
**Protection of Property**  
**Workers direct Phone**  
**Workers direct Phone**  
**Worker's email**

Appendix 6 – Charging letter

**Community Care & Adult Services**  
**Gofal Cymunedol a Gwasanaethau Oed**



**CONFIDENTIAL** (Delete if applicable)

Recipient's name  
Address 1  
Address 2  
POST TOWN (in caps)  
POST CODE

Civic Centre/Y Ganolfan Ddinesig  
Newport/Casnewydd  
South Wales/De Cymru  
NP20 4UR

Date

Dear Recipient's name  
**PROTECTION OF PROPERTY - INSERT ADDRESS**

Arrangements are being made, as agreed to protect your property. I enclose a list of current charges which Newport City Council are paying to Norse Facilities Management.

The standard protection arrangement is every two weeks (two members of staff) and will continue until alternative arrangements are made. You are welcome to end this arrangement at any time.

You will be invoiced for the cost of this, and I have attached the charges for this service – charging will end when Newport City Council are no longer responsible for the protection of property.

Please feel free to contact me to discuss, amend or end the protection of your property.

Yours Sincerely  
**Name**  
**Designation Service Area**  
**Enc (delete if necessary)**  
**CC (delete if necessary)**

Appendix 7 – Charges 2024

**THE PRICING FRAMEWORK**

The following rates will be applied to works carries out although it is acceptable will be variations. Costs are exclusive of VAT and will be reviewed in April each



that there year.

<b>Statutory Inspections</b>	
<b>Inspections</b>	<b>Price</b>
Gas/ Boiler Safety Checks – CP12	£82.26 (12 Monthly)
Gas/ Boiler Servicing – Full Service	£205.65
Electrical Installation Condition Report	£140.11 (Based on 1 operative and an empty 3-bedroom house)
Legionella Flushing  Please Note: This will only be required fortnightly, as it will be picked up on inspections.	£52.02 (2 people Normal Working Hours) –
Legionella Sampling	£52 (1 person and per sample point)

<b>Reactive Maintenance</b>	
The Below figures are based on a single operative unless otherwise stated.	
<b>Period A – Normal Working Hours – 08:30 – 16:00</b>	
<b>Trades Person</b>	<b>Hourly rate</b>
Electrician	£40.03
Heating Engineer	£41.13
Building Operative	£34.60
Maintenance Surveyor	£45.00
Void Operative	£26.01
<b>Period B – Mon – Fri After 16:30 and Sat up to 13:00</b>	
<b>Trades Person</b>	<b>Hourly rate</b>
Electrician	£59.35
Heating Engineer	£60.99
Building Operative	£51.30
Void Operative	£28.30
<b>Period C – Saturday after 12:00, Sunday and Bank Holidays</b>	
<b>Trades Person</b>	<b>Hourly rate</b>
Electrician	£78.68
Heating Engineer	£80.85

Building Operative	£68.00
Void Operative	£38.30

<b>Additional Charging Information</b>	
<b>Service</b>	<b>Price</b>
Two Weekly Inspections	£90.00 (2 people Normal Working Hours)
Needle Sweep of Property	£75 + Hourly Rate £52.02 (Newport Norse charges a rate of £75 to dispose of needles and time taken to complete job)
Property Clean	£52.02 Hourly rate (2 people Normal Working Hours)
Property Possession Removal	£52.02 Hourly rate (2 people Normal Working Hours)
Property Possession Storage	£44.00 Monthly rate
Property Audit/Inventory	£90.00 Hourly rate (2 people Normal Working Hours)

**\*Please Note: These rates are subject to costing of living annual increase**