



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

24 July 2026

Dear Customer Name

Freedom of Information Act 2000, Reference: FOI-213000-2026

The council has completed its search relating to your request about Applethwaite Green Care Home, Windermere received on Mon, 08 Jun 2026.

Request

Regarding the consultation on Applethwaite Green Care Home, Windermere.

This is a request for the publication of the evidence base, assumptions and decision-making criteria underlying the current consultation on the future of Applethwaite Green Care Home.

To understand and evaluate the four options presented -
do nothing, refurbish, rebuild, or close.

Part 1. Occupancy, demand and admissions

Please provide, for each month from January 2020 to the present -

1. Registered bed capacity
2. Operational bed capacity
3. Actual number of residents
4. Occupancy percentage based on registered capacity
5. Occupancy percentage based on operational capacity

Please also provide, for each year from 2020 to the present -

6. Number of enquiries about placements
7. Number of referrals received
8. Number of formal applications
9. Number of admissions accepted
10. Number of admissions refused
11. Number of admissions not progressed
12. Reasons for refusals or non-admissions
13. Average waiting list size, if any
14. Whether Applethwaite Green has been actively promoted as an available placement option

Please explain the evidence supporting the consultation statement that there has been “a fall in overall demand”

Part 2. Operational capacity and room availability

Please provide -

1. The number of rooms available for occupation at Applethwaite Green in each month from January 2020 to the present
2. The dates on which any rooms, corridors, wings or areas were removed from use
3. The reasons for each removal from use
4. Whether any rooms were unavailable because of staffing, room size, maintenance, refurbishment, infection control, safety, or other reasons
5. Any plans to reinstate rooms that were taken out of use
6. Any formal or informal restrictions on admissions since 2020, including admission pauses, occupancy limits, phased reductions, or instructions affecting the number of residents accommodated

Please clarify whether the decline from 27 rooms to 16 residents reflects reduced demand, reduced operational capacity, admissions restrictions, staffing constraints, or a combination of these factors

Part 3. Building condition, standards and investment history

Please provide -

1. The building condition survey or surveys relied upon

2. Any fire safety, infection control, accessibility, dementia-design, or building compliance assessments
3. The specific room-size standards being applied
4. How many current rooms fall below those standards
5. Whether the home is currently considered safe and lawful to operate
6. Whether the home currently meets CQC requirements
7. Whether any enforcement notices, improvement notices or formal regulatory concerns have been issued in relation to the building

Please also provide -

8. Capital investment in Applethwaite Green over the last 10 years
9. Planned capital works that were approved, deferred, cancelled or not funded
10. Any refurbishment proposals, feasibility studies or business cases prepared since 2020
11. The estimated remaining life of the building under each option

Part 4. Financial case and option appraisal

Please provide the full financial appraisal for each of the four options -

1. Do nothing
2. Refurbish
3. Rebuild
4. Close

For each option, please provide -

5. Projected capital cost
6. Projected annual operating cost
7. Projected weekly cost per resident
8. Projected number of beds
9. Assumed occupancy level
10. Staffing assumptions
11. Agency staffing assumptions
12. Maintenance costs
13. Transport, relocation or transition costs
14. Site disposal value, if closure is considered
15. Expected annual savings
16. Payback period
17. Net present value calculations

18. Sensitivity analysis showing the effect of lower or higher occupancy

Please explain how the £2.5 million to £3.0 million refurbishment estimate was calculated and whether it is based on a professional survey, outline estimate, or full business case

Part 5. Workforce, recruitment and agency staffing

Please provide, for each year from 2020 to the present -

1. Budgeted staffing establishment
2. Actual staffing levels
3. Vacancy numbers
4. Staff turnover
5. Sickness absence
6. Agency staffing expenditure
7. Number of agency hours used
8. Comparison with other Westmorland and Furness Council-run care homes

Please explain -

9. What proportion of recruitment difficulty is attributed to the building itself
10. What proportion is attributed to local housing costs, labour market conditions, pay, or wider care-sector pressures
11. Whether refurbishment or rebuilding is expected to improve recruitment and retention
12. What evidence supports that expectation
13. Whether projected staffing levels have been modelled for a refurbished or rebuilt Applethwaite Green

Part 6. Alternative provision and resident impact

The consultation lists alternative care homes and vacancies. Please provide -

1. Whether each listed vacancy is suitable for the current residents' assessed needs
2. Whether each vacancy is permanent residential, dementia, nursing, respite, or short-term provision
3. How long each vacancy had existed
4. Vacancy data for the same homes 6 months and 12 months previously
5. Whether the homes can accommodate couples

6. Whether the homes can meet dementia, mobility, behavioural, medical or complex-care needs
7. Whether the rooms meet the same size, en-suite, accessibility and dementia-design standards being applied to Applethwaite Green

Please also provide for each alternative home listed -

8. Building age
9. Number of bedrooms
10. Number and percentage of en-suite rooms
11. Average room size
12. Recent refurbishment history
13. Occupancy rate
14. Staffing vacancy rate
15. Agency staffing usage

Please provide any assessment undertaken of the impact of closure on -

16. Current residents' wellbeing
17. Risks associated with relocation
18. Family visiting arrangements
19. Residents' social connections
20. Local employment
21. Windermere's future residential care provision
22. The wider community role of Applethwaite Green

Part 7. Decision-making process and consultation fairness

Please provide -

1. The criteria that will be used to decide between the four options
2. How each criterion will be weighted
3. How consultation responses will be analysed
4. How resident, family, staff and community responses will be weighted against financial considerations
5. Whether a preferred option already exists
6. What evidence would be sufficient for the Council to choose refurbishment or rebuilding
7. Whether a further report will be published before any final decision
8. Whether consultees will have an opportunity to comment on the evidence base before final decisions are made

9. Whether the consultation period will be extended if key information is not published in time for respondents to consider it

Please also explain how the Council considers “Do nothing” to be a viable consultation option if the building deficiencies are sufficiently serious to justify major redevelopment or closure. Conversely, if the home can continue to operate safely under “Do nothing”, please explain why closure is considered necessary at this time.

Response

The council does hold information within the definition of your request.

Please see the attached final information relating to your request.

Disclaimer

Most of the information that we provide in response to requests submitted under the Freedom of Information Act 2000 and Environmental Information Regulations 2004 will be subject to copyright protection. In most cases the copyright will be owned by The Council. However the copyright in other information may be owned by another person or organisation, as indicated on the information itself.

You are free to use any information supplied in this response for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting. However, any other type of re-use, for example by publishing the information in analogue or digital form, including on the internet, will require the permission of the copyright owner. Where the copyright owner is the council you will need to make an application under the Re-use of Public Sector Information Regulations 2005.

For information where the copyright is owned by another person or organisation you must apply to the owner to obtain their permission.

If you have any issues regarding this letter you should contact the council in the first instance to attempt to resolve them.

You can request an internal review within 40 days of receiving the response to your original request. If you would like to request a review, please contact the Information Governance Team using the below details.

- T: 01539 637437
- E: complaints@westmorlandandfurness.gov.uk

You can also complain to the Information Commissioner (ICO) at: Information Commissioner's Officer, Wycliffe House, Wilmslow, Cheshire SK9 5AF or by telephoning 0303 123 1113. Generally, the ICO cannot make a decision unless you have exhausted the Information Governance procedure provided by Westmorland and Furness Council.

Further information can be found on the council's website.

Yours sincerely

Information Governance Team



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

6 July 2026

Dear Customer Name

Freedom of Information Act 2000, Reference: FOI-213674-2026

The council has completed its search relating to your request about requests for rooms at Applethwaite Green Care Home, Windermere received on Mon, 15 Jun 2026.

Request

Regarding Applethwaite Green Care Home, Windermere. Please confirm if there is -

- 1) A record held of any requests for rooms at Applethwaite Green in the past 12 months (April 2025 – April 2026)
- 2) If so how many requests were made in that period

Response

The Council refuses this request under Section 12(1) (Cost of Compliance Exceeds the Appropriate Limit) of the Freedom of Information Act 2000.

The information requested is not held in a single readily reportable format and would require a manual review of individual emails, case records and system entries to identify records relating to requests for placements at Applethwaite

Green Care Home. Based on sampling, each record would take approximately 10 –15 minutes to review, including locating the record, reviewing email content and attachments, cross-referencing case management systems and identifying outcomes.

Given the volume of records, the cost of compliance would exceed the statutory limit under Section 12 of the Freedom of Information Act 2000.

If you have any issues regarding this letter you should contact the council in the first instance to attempt to resolve them.

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Further information can be found on the council's website.

Yours sincerely

Information Governance Team



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

18 August 2026

Dear Customer Name

Freedom of Information Act 2000, Reference: FOI-216762-2026

The council has completed its search relating to your request about if the proposed closure of Grisedale Croft & Applethwaite Green care homes relate to the councils savings programme received on Mon, 20 Jul 2026.

Request

We are seeking information about the council's current financial position, the reported risk of a Section 114 notice, and the extent to which proposed care home closures form part of the council's savings programme.

Please provide the following information:

1. Any reports, briefing papers, business cases, financial appraisals, option appraisals, savings schedules, risk assessments, or internal documents produced since 1 April 2024 which refer to proposed or potential savings from the closure, sale, disposal, reprovion, transfer, or redesign of council-run care homes.
2. For each council-run care home currently subject to consultation, please provide:
 - the estimated annual revenue saving from closure;
 - any estimated capital receipt, if sale or disposal is being considered;
 - any estimated one-off closure, transfer, redundancy, legal, consultancy, or

relocation costs;

- the estimated net saving over one year, three years, and five years;
- the budget heading or savings programme under which the proposed saving is recorded.

3. Please identify whether any savings expected from care home closures are included in the council's published 2026/27 savings programme, Medium-Term Financial Plan, transformation programme, or any plan intended to avoid the issuing of a Section 114 notice.

4. Please provide any documents showing how the council intends to achieve the approximately £40 million of savings reported as necessary over three years to avoid a Section 114 notice, including any breakdown by directorate, service area, project, or savings category.

5. Please provide any documents, reports, meeting papers, minutes, or briefing notes which refer to the relationship between adult social care savings, care home closures, and the council's overall financial recovery or transformation programme.

6. Please provide any equality impact assessments, care impact assessments, risk assessments, or consultation analysis documents that consider the financial implications of closing care homes alongside the impact on residents, families, staff, and local communities.

7. Please confirm whether the proposed closure of any council-run care home has been identified internally as contributing to savings required to avoid, delay, or reduce the risk of a Section 114 notice. If so, please state the amount attributed to each home.

8. Please provide any correspondence, reports, or briefing materials sent to elected members, Cabinet members, scrutiny committees, the Chief Executive, the Section 151 Officer, or the Director of Adult Social Care which discuss care home closures in the context of the council's financial deficit, savings requirement, or Section 114 risk.

For clarity, we are not requesting personal information about individual care home residents, staff members, or families. We are seeking financial, strategic, policy, and decision-making information.

Where information is held in draft form, please provide the most recent version. Where information is withheld, please identify the exemption relied upon and explain why it applies.

We would prefer to receive the information electronically.

Response

The council does hold information within the definition of your request.

1. Any reports, briefing papers, business cases, financial appraisals, option appraisals, savings schedules, risk assessments, or internal documents produced since 1 April 2024 which refer to proposed or potential savings from the closure, sale, disposal, reprovion, transfer, or redesign of council-run care homes.

The only applicable document is the cabinet report which is available in the public domain.

2. For each council-run care home currently subject to consultation, please provide:

- **the estimated annual revenue saving from closure**
- **any estimated capital receipt, if sale or disposal is being considered**
- **any estimated one-off closure, transfer, redundancy, legal, consultancy, or relocation costs**
- **the estimated net saving over one year, three years, and five years**
- **the budget heading or savings programme under which the proposed saving is recorded**

Westmorland and Furness Council does not hold any information in relation to these points.

3. Please identify whether any savings expected from care home closures are included in the council's published 2026/27 savings programme, Medium-Term Financial Plan, transformation programme, or any plan intended to avoid the issuing of a Section 114 notice.

The Council's 2026/27 savings are published in the budget setting report and the Medium Term Financial Plan, available here -

<https://westmorlandandfurness.moderngov.co.uk/ieListDocuments.aspx?CId=222&MId=14058&Ver=4>

Adult Social Care savings come from Independence Reviews and Carers Review.

4. Please provide any documents showing how the council intends to achieve the approximately £40 million of savings reported as necessary over three years to avoid a Section 114 notice, including any breakdown by directorate, service area, project, or savings category.

This information is not held by Westmorland and Furness Council. The Council is currently developing budget saving proposals to reduce and eliminate the budget gap that resulted from the significant Fair Funding multi-year settlement reduction.

5. Please provide any documents, reports, meeting papers, minutes, or briefing notes which refer to the relationship between adult social care savings, care home closures, and the council's overall financial recovery or transformation programme.

Savings from Adult Social Care are included in the 2026/27 budget setting report and the Medium Term Financial Plan, available here -

<https://westmorlandandfurness.moderngov.co.uk/ieListDocuments.aspx?CId=222&MId=14058&Ver=4>

The value for 2026/27 is £0.560m from Independence Reviews and Carers Review.

Savings from Adult Social Care were included in the 2025/26 budget setting report and Medium Term Financial Plan, available here -

<https://westmorlandandfurness.moderngov.co.uk/ieListDocuments.aspx?CId=222&MId=257&Ver=4>

The value by 2026/27 was £5.500m from the Promoting Independence programme and Adults Reshaping.

Savings from Adult Social Care were included in the 2024/25 budget setting report and Medium Term Financial Plan, available here -

<https://westmorlandandfurness.moderngov.co.uk/ieListDocuments.aspx?CId=222&MId=250&Ver=4>

The value by 2026/27 was £2.625m from Service Improvements and Delivery of Integrated Care and Community Equipment service.

Savings from Adult Social Care were included in the 2023/24 budget setting report and Medium Term Financial Plan, available here -

<https://westmorlandandfurness.moderngov.co.uk/ieListDocuments.aspx?CId=138&MId=112>

The value by 2026/27 was £3.351m from the Community Equipment service and Fees and Charges.

Regarding future savings proposals, this information is not held by Westmorland and Furness Council. The Council is currently developing budget saving proposals to reduce and eliminate the budget gap that resulted from the significant Fair Funding multi-year settlement reduction.

The Transformation Programme was approved in March 2026, available here -

<https://westmorlandandfurness.moderngov.co.uk/ieListDocuments.aspx?CId=223&MId=14095&Ver=4>

This references £5.75m of savings in 2026/27 and these are already included in the Medium Term Financial Plan. Adult Social Care is part of the People, Place, Prevention: Test, Learn, Grow transformation theme. A presentation was provided to the Corporate Overview and Scrutiny Committee, available here -

<https://westmorlandandfurness.moderngov.co.uk/ieListDocuments.aspx?CId=258&MId=14589&Ver=4>

6. Please provide any equality impact assessments, care impact assessments, risk assessments, or consultation analysis documents that consider the financial implications of closing care homes alongside the impact on residents, families, staff, and local communities.

The only one currently available has previously been published by the council.

7. Please confirm whether the proposed closure of any council-run care home has been identified internally as contributing to savings required to avoid, delay, or reduce the risk of a Section 114 notice. If so, please state the amount attributed to each home.

Regarding future savings proposals, as mentioned above, this information is not held by Westmorland and Furness Council. The Council is currently developing budget saving proposals to reduce and eliminate the budget gap that resulted from the significant Fair Funding multi-year settlement reduction.

8. Please provide any correspondence, reports, or briefing materials sent to elected members, Cabinet members, scrutiny committees, the Chief Executive, the Section 151 Officer, or the Director of Adult Social Care which discuss care home closures in the context of the council's financial deficit, savings requirement, or Section 114 risk.

We do not have any correspondence, reports, or briefing materials that discuss care home closures in the context of the Council's budget gap that resulted from the significant Fair Funding multi-year settlement reduction. The Council's budget setting report does not discuss a Section 114 risk, and the Council is currently developing budget saving proposals to reduce and eliminate the budget gap.

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Further information can be found on the council's website.

Yours sincerely

Information Governance Team



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

24 August 2026

Dear Customer Name

Environmental Information Regulations 2004, Reference: FOI-217123-2026

The council has completed its search relating to your request about Applethwaite Green future site redevelopment plans received on Wed, 22 Jul 2026.

Request

Please treat this as a request for information under the Environmental Information Regulations 2004 and, to the extent any information falls outside the EIR, under the Freedom of Information Act 2000.

We are requesting information relating to the future use, redevelopment potential, disposal, or alternative use of the Applethwaite Green Care Home site at Phoenix Way, Windermere, LA23 1BB, including any associated land, parking areas, access land, or land adjacent to or operationally connected with the care home.

For the period from 1 April 2023 to the date of this request, please provide copies of any recorded information held by the Council, including reports, studies, appraisals, option papers, feasibility studies, site assessments, valuation reports, asset-management

documents, briefing notes, meeting minutes, internal memoranda, emails, presentations, maps, plans or correspondence, which consider or refer to any of the following:

1. The future use of the Applethwaite Green Care Home site or associated land.
2. The possible closure, refurbishment, rebuilding, redevelopment, disposal, transfer, repurposing, or change of use of the Applethwaite Green Care Home site or associated land.
3. The possible use of the site for housing, affordable housing, extra-care housing, supported housing, key-worker housing, parking, community facilities, health or care facilities, employment use, or any other alternative land use.
4. Any relationship, potential relationship, or assessment of the site in connection with the Windermere Gateway project, Orrest Head Farm, Windermere station/interchange proposals, A591/Thwaites Lane access proposals, local transport proposals, or any wider Windermere regeneration, housing, planning or infrastructure project.
5. Any assessment of whether the site is, or could become, surplus to operational requirements, suitable for disposal, suitable for inclusion in a capital receipts programme, or suitable for transfer to another Council service, partner organisation, housing provider, developer, or public body.
6. Any reference to the Applethwaite Green site in call-for-sites work, Local Plan evidence, housing land availability assessments, strategic asset reviews, corporate landlord reviews, regeneration programmes, or adult social care estate reviews.
7. The previously referenced Applethwaite Green car park scheme, including why the scheme did not progress, whether any alternative parking, access, redevelopment or land-use options were subsequently considered, and whether any of that land remains under consideration for future use.

For clarity, this request includes information held by Adult Social Care, Property/Estates, Corporate Landlord, Regeneration, Planning Policy, Highways/Transport, Housing, Legal, Finance, and any project teams or consultants working on the Windermere Gateway project or related Windermere development proposals.

Please include correspondence or documents exchanged with or involving third parties, including but not limited to the Lake District National Park Authority,

National Trust, Urban Splash, Homes England, Network Rail, housing associations, care providers, consultants, developers, or local elected members, where the information is held by the Council.

If any information is withheld, please identify the document or category of document withheld, state the exception or exemption relied upon, and explain the public-interest reasoning where applicable.

If the Council considers this request too broad, please provide advice and assistance under the relevant legislation and explain how it can be narrowed while still capturing information about the possible future use of the Applethwaite Green site.

Response

Westmorland and Furness Council can confirm that no information is currently held for the period in question on any of the 7 points.

If you have any issues regarding this letter you should contact the council in the first instance to attempt to resolve them.

You can request an internal review within 40 days of receiving the response to your original request. If you would like to request a review, please contact the Information Governance Team using the below details.

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- E: complaints@westmorlandandfurness.gov.uk

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Further information can be found on the council's website.

Yours sincerely



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

21 August 2026

Dear Customer Name

Freedom of Information Act 2000, Reference: FOI-217126-2026

The council has completed its search relating to your request about Applethwaite Green Care Home management received on Wed, 22 Jul 2026.

Request

Please treat this as a request under the Freedom of Information Act 2000. To the extent that any requested information is environmental information, please consider it under the Environmental Information Regulations 2004.

This request concerns Applethwaite Green Care Home, Phoenix Way, Windermere, and the management arrangements at the home from 1 September 2025 to the date of your response.

For clarity, I am not asking for disclosure of private HR information such as disciplinary records, sickness records, personal appraisals, or confidential personal information about any employee. Where information engages personal data, please provide redacted or anonymised versions and disclose the non-personal parts of the records.

Please provide the following recorded information -

1. The staff establishment, management structure, organisation chart, or equivalent

document for Applethwaite Green as at:

- 1 September 2025
- 1 November 2025
- 1 December 2025
- 1 January 2026
- 1 April 2026
- the date of this request

2. For each of the above dates, please identify the post titles responsible for:

- day-to-day management of Applethwaite Green
- on-site operational management
- registered manager duties
- line management of care staff
- rota/staffing oversight
- safeguarding and complaints escalation
- liaison with residents and families

3. Please confirm whether Applethwaite Green has had a full-time, on-site or “resident” manager based at the home at any time since 1 November 2025. If so, please provide:

- the relevant post title
- the dates during which the post was filled
- whether the postholder was normally based at Applethwaite Green
- the budgeted FTE for that role

4. If the previous on-site/resident manager post ceased, was deleted, was left vacant, was redesignated, was absorbed into another role, or was otherwise changed from around November 2025, please provide the recorded decision, approval, business case, restructure document, email, briefing note, or other record explaining that change.

5. Please provide any vacancy advertisements, job descriptions, person specifications, interview packs, appointment panel records, or recruitment approval documents relating to any Applethwaite Green manager, resident manager, registered manager, home manager, service manager, or equivalent management post advertised, recruited to, restructured, or filled between 1 September 2025 and the date of this request.

6. Please confirm whether the then-current postholder was required to reapply for her own or an equivalent management post at Applethwaite Green in or around late 2025. If recorded information exists, please provide redacted copies showing:

- the title of the post
- the reason for the recruitment/reapplication process
- the date the process was approved
- who approved it
- whether the process formed part of a restructure, vacancy management process, cost-saving exercise, or other service review

7. Please provide any records showing the appointment, proposed appointment, acting appointment, secondment, transfer, or designation of Mr Kraig Sargent to any operational, resident, home manager, service manager, or equivalent role at Applethwaite Green from 1 September 2025 onwards, including the title and FTE of any such role.

8. Please provide any records showing the distinction between:

- the CQC “Registered Manager” role for Applethwaite Green
- the day-to-day on-site or resident management role at Applethwaite Green, including any documents explaining whether the same person was expected to perform both functions

9. Please provide any CQC notifications, correspondence with CQC, internal CQC compliance notes, or regulatory risk assessments relating to management arrangements at Applethwaite Green from 1 September 2025 onwards, including any change in registered manager, absence of on-site manager, management cover, or interim arrangements.

10. Please provide any risk assessment, quality assurance review, safeguarding review, operational risk log, governance report, or briefing note assessing the impact of Applethwaite Green not having a full-time on-site/resident manager from around November 2025 onwards.

11. Please provide any records of complaints, concerns, questions, meeting notes, residents’ meetings, relatives’ meetings, staff meetings, or councillor/member enquiries from 1 November 2025 onwards that refer to:

- the absence of a resident/on-site manager
- management cover at Applethwaite Green

- Debbie Rimmer leaving or no longer being in the day-to-day role
- Mr Kraig Sargent's role, attendance, or management presence at Applethwaite Green

Please redact personal information where necessary but disclose the substance of the concern, response, and action taken.

12. Please provide any financial savings, budget assumptions, vacancy control records, staffing cost calculations, or business case documents from 1 September 2025 onwards that considered or recorded savings from:

- not filling a resident/on-site manager post
- deleting or holding vacant a management post at Applethwaite Green
- replacing a full-time on-site role with remote, shared, visiting, area, or registered-manager-only cover

13. Please provide any records from 1 September 2025 onwards linking Applethwaite Green staffing or management arrangements to the wider review, consultation, possible closure, refurbishment, rebuild, or future of the home.

14. Please provide any Cabinet, senior leadership, directorate, Adult Social Care, Care Services, HR, finance, or transformation board records from 1 September 2025 onwards that mention both:

- Applethwaite Green management or staffing arrangements
- cost pressures, closure, consultation, refurbishment, rebuild, or future options

15. Please provide the current statement of management cover at Applethwaite Green, including:

- who is responsible for day-to-day management
- how often that person is physically present at Applethwaite Green
- who residents, relatives, and staff are expected to contact on site
- what cover is provided when the registered manager is not physically present

If the council considers any part of this request too broad or likely to exceed the cost limit, please provide advice and assistance under section 16 of the Freedom of Information Act before refusing it, and please process the remaining parts that can be answered within the limit.

I would prefer the information electronically, by email. Please provide documents in

their original electronic format where possible, with redactions applied only where legally necessary.

Response

The council does hold information within the definition of your request.

1. The staff establishment, management structure, organisation chart, or equivalent document for Applethwaite Green as at:

- **1 September 2025**
- **1 November 2025**
- **1 December 2025**
- **1 January 2026**
- **1 April 2026**
- **the date of this request.**

The structure at Applethwaite Green has remained unchanged throughout the period from 1 September 2025 to the date of this request. No changes have been made to the staffing establishment, management structure or organisational hierarchy during this period

The establishment comprised:

Registered Manager – 1 FTE

Administrative Assistant – 0.5 FTE

Supervisors – 3.02 FTE

Support Worker(s) – 14.23 FTE

Night Support Worker(s) – 4.2 FTE

Domestic Staff – 1.14 FTE

Cook – 1.41 FTE

For clarity, whilst individual postholders may have changed during the period due to recruitment, leavers, sickness absence, maternity leave or other staffing movements, the approved establishment and management structure remained unchanged.

2. For each of the above dates, please identify the post titles responsible for:

- **day-to-day management of Applethwaite Green**
- **on-site operational management**
- **registered manager duties**
- **line management of care staff**

- **rota/staffing oversight**
- **safeguarding and complaints escalation**
- **liaison with residents and families.**

The post titles responsible for the areas identified below remained unchanged from 1 September 2025 to the date of this request.

Responsibility - Day-to-day management of Applethwaite Green

Post Title - Registered Manager

Responsibility - On-site operational management

Post Title - Registered Manager

Responsibility - Registered Manager duties

Post Title - Registered Manager

Responsibility - Line management of care staff

Post Title - Supervisor

Responsibility - Rota/staffing oversight

Post Title - Supervisor

Responsibility - Safeguarding and complaints escalation

Post Title - Supervisor and Registered Manager

Responsibility - Liaison with residents and families

Post Title - Supervisor and Registered Manager (during the night if need to contact, would be night staff)

For clarity, the management structure and allocation of these responsibilities remained unchanged between 1 September 2025 and the date of this request.

Whilst individual postholders may have changed during this period, for example due to recruitment, annual leave, sickness absence or other temporary staffing arrangements, the responsibility for these functions remained with the post titles identified above. Appropriate management cover arrangements were in place during periods of leave or absence to ensure the service continued to operate safely and effectively.

3. Please confirm whether Applethwaite Green has had a full-time, on-site or “resident” manager based at the home at any time since 1 November 2025. If so, please provide:

- **the relevant post title**
- **the dates during which the post was filled**

- **whether the postholder was normally based at Applethwaite Green**
- **the budgeted FTE for that role.**

Yes. Applethwaite Green has had a full-time Registered Manager role based at the service throughout the period from 1 November 2025 to the date of this request

For clarity, the Registered Manager role forms part of the approved staffing structure for Applethwaite Green and is ordinarily based at the service.

Whilst there may have been periods of annual leave, training, or other temporary absences during this period, appropriate management cover arrangements were in place to ensure the service continued to operate safely and that management responsibilities were maintained. Such temporary cover arrangements did not alter the approved management structure or budgeted establishment.

4. If the previous on-site/resident manager post ceased, was deleted, was left vacant, was redesignated, was absorbed into another role, or was otherwise changed from around November 2025, please provide the recorded decision, approval, business case, restructure document, email, briefing note, or other record explaining that change.

The Council can confirm that the Registered Manager post at Applethwaite Green was not ceased, deleted, redesignated, absorbed into another role, or otherwise subject to a structural change during the period specified.

As no such change took place, the Council does not hold any recorded information in the form of decisions, business cases, restructure documents, approval records, briefing notes or other documents relating to a change of this nature.

The approved management structure remained in place throughout the period, with appropriate management cover arrangements implemented during periods of annual leave, sickness absence or other temporary absence to ensure the continued safe operation of the service.

5. Please provide any vacancy advertisements, job descriptions, person specifications, interview packs, appointment panel records, or recruitment approval documents relating to any Applethwaite Green manager, resident manager, registered manager, home manager, service manager, or equivalent management post advertised, recruited to, restructured, or filled between 1 September 2025 and the date of this request.

The Registered Manager post at Applethwaite Green was not ceased, deleted, redesignated, absorbed into another role, or otherwise subject to a structural change during the period specified. The post remained an established management position within the service and continued to be required to support the operational leadership and regulatory responsibilities of the home.

We can also confirm that, following the vacancy arising, the post was initially covered on a temporary basis to ensure continuity of management and service delivery pending substantive recruitment.

The Council has identified recorded information within the scope of this request, including recruitment approval documentation and related recruitment records concerning the Registered Manager post. Copies of the relevant documents are attached, subject to any necessary redactions. The Registered Manager post remained an established management position throughout the period specified and was not ceased, deleted, redesignated or subject to any structural change.

6. Please confirm whether the then-current postholder was required to reapply for her own or an equivalent management post at Applethwaite Green in or around late 2025. If recorded information exists, please provide redacted copies showing:

- the title of the post
- the reason for the recruitment/reapplication process
- the date the process was approved
- who approved it
- whether the process formed part of a restructure, vacancy management process, cost-saving exercise, or other service review.

The Council has identified recorded information relating to approval to recruit to the permanent Registered Manager post covering Applethwaite Green and one other establishment. Redacted copies of the relevant records are provided, showing the post title, approval to recruit, approval date and approving officer.

The records do not show that the then-current postholder was required to reapply for their own post or an equivalent management post at Applethwaite Green in late 2025.

The records do not indicate that the recruitment formed part of a restructure, vacancy management exercise, cost-saving programme or service review. They relate to recruitment to an existing management vacancy.

7. Please provide any records showing the appointment, proposed appointment, acting appointment, secondment, transfer, or designation of Mr Kraig Sargent to any operational, resident, home manager, service manager, or equivalent role at Applethwaite Green from 1 September 2025 onwards, including the title and FTE of any such role.

The Council has considered this request and can confirm that information falling within the scope of the request is held.

However, the requested information relates to an identifiable individual and constitutes personal data. The Council considers that disclosure of records concerning the appointment, proposed appointment, acting appointment, secondment, transfer, or designation of a named individual would be unfair and would contravene the data protection principles set out in Article 5(1) of the UK General Data Protection Regulation and the Data Protection Act 2018.

As such, we consider this to be exempt information falling within the definition of 'personal data' under Section 3(2) of the Data Protection Act 2018, personal data being:

“any information relating to an identified or identifiable living individual”.

Article 5(1)(a) of the GDPR states that: “Personal data shall be processed lawfully, fairly and in a transparent manner in relation to the data subject” We have given due regard to information which is already publicly available as part of our consideration.

While we consider that you may have a legitimate interest to the details relating to the colleague concerned, and that disclosure of the information is necessary to meet this legitimate interest. Further, considering that disclosure is to the public at large, rather than the individual under the Freedom of Information Act, and balancing the legitimate interests of the requester against the expectations of privacy on the part of the individuals concerned, having due consideration to their roles, which are not front-facing and the potential impacts of disclosure in terms of disruption to their roles and undue scrutiny arising from such disclosure, we regret to inform you that we will not be disclosing these details.

Accordingly, the information is exempt from disclosure under Section 40(2) of the Freedom of Information Act 2000.

8. Please provide any records showing the distinction between:

- the CQC “Registered Manager” role for Applethwaite Green

- **the day-to-day on-site or resident management role at Applethwaite Green, including any documents explaining whether the same person was expected to perform both functions.**

The Council has identified the attached job specification as information relevant to this part of the request. The document sets out the responsibilities associated with the CQC Registered Manager function and the operational management of the service. The Council has not identified any separate recorded information that further distinguishes these functions or explains that they were expected to be undertaken by different individuals.

9. Please provide any CQC notifications, correspondence with CQC, internal CQC compliance notes, or regulatory risk assessments relating to management arrangements at Applethwaite Green from 1 September 2025 onwards, including any change in registered manager, absence of on-site manager, management cover, or interim arrangements.

Debbie Rimmer leaving and Bob Jones taking over- notification submitted on 08/09/2025. Notification number NOT-01271230 CRM:002719894606

Kraig Sargant registered manager notification- registered on 02/03/2026. Certificate number CRT1-27099799110

Kraig Sargant 28 days leave- notification submitted on 01/07/26. Notification number NOT-01883776 CRM:002719299310

Kraig Sargant coming back from leave- notification submitted on 23/07/26. Notification number NOT-01926664 CRM:002719331323

10. Please provide any risk assessment, quality assurance review, safeguarding review, operational risk log, governance report, or briefing note assessing the impact of Applethwaite Green not having a full-time on-site/resident manager from around November 2025 onwards.

Applethwaite Green had an on-site manager from November 2025 onwards. As a result, the Council has not identified any risk assessments, quality assurance reviews, safeguarding reviews, operational risk logs, governance reports or briefing notes assessing the impact of the home not having a full-time on-site/resident manager during that period.

Accordingly, Westmorland and Furness Council does not hold information within the scope of this request.

11. Please provide any records of complaints, concerns, questions, meeting notes, residents' meetings, relatives' meetings, staff meetings, or councillor/member enquiries from 1 November 2025 onwards that refer to:

- **the absence of a resident/on-site manager**
- **management cover at Applethwaite Green**
- **Debbie Rimmer leaving or no longer being in the day-to-day role**
- **Mr Kraig Sargent's role, attendance, or management presence at Applethwaite Green**

Please redact personal information where necessary but disclose the substance of the concern, response, and action taken.

Document 1:

Email from Kraig Sargent to Residents, Families and Advocates

Date:

7 November 2025

Description:

Email issued by Kraig Sargent introducing himself as the new Home Manager of Applethwaite Green. The communication advised residents, families and advocates of his appointment, outlined his responsibility for the day-to-day management of the home and maintaining standards of care, and invited stakeholders to contact him directly with any questions or feedback. The email also explained his intention to spend time with residents and staff as part of becoming established in his role.

Document 2:

Management Update Letter to Families and Representatives

Date:

30 June 2026

Description:

Letter issued to families and representatives advising of a temporary change in management arrangements at Applethwaite Green during a period of personal leave taken by Mr Kraig Sargent. The letter confirmed that Dawn Scarr would undertake the role of Temporary Registered Manager during this period, outlined continuity arrangements for the management and operation of the home, reassured

families regarding the ongoing provision of care, and provided information on who to contact with any questions or concerns.

Document 3:

Management Update Letter to Families and Representatives

Date:

22 July 2026

Description:

Letter issued to families and representatives providing an update on management arrangements at Applethwaite Green. The communication confirmed that Dawn Scarr had been undertaking the role of Temporary Registered Manager during Mr Kraig Sargent's absence and advised that Mr Sargent would be returning to work and resuming his role as Registered Manager. The letter outlined the transition arrangements, including a short period of remote working before Mr Sargent's return to the home, and reassured families regarding continuity of management oversight, care and support for residents.

12. Please provide any financial savings, budget assumptions, vacancy control records, staffing cost calculations, or business case documents from 1 September 2025 onwards that considered or recorded savings from:

- not filling a resident/on-site manager post
- deleting or holding vacant a management post at Applethwaite Green
- replacing a full-time on-site role with remote, shared, visiting, area, or registered-manager-only cover.

The Council has not identified any financial savings plans, budget assumptions, vacancy control records, staffing cost calculations or business case documents which considered or recorded savings arising from:

- not filling a resident/on-site manager post
- deleting or holding vacant a management post at Applethwaite Green
- replacing a full-time on-site management role with remote, shared, visiting, area manager or registered manager only arrangements

13. Please provide any records from 1 September 2025 onwards linking Applethwaite Green staffing or management arrangements to the wider

review, consultation, possible closure, refurbishment, rebuild, or future of the home.

The Council has not identified any records from 1 September 2025 onwards which link these temporary management arrangements to the wider review of Applethwaite Green, the public consultation, potential closure, refurbishment, rebuild, or any future options for the home.

No business cases, staffing reviews, project documents, savings proposals, consultation papers or management reports have been identified that record the temporary management arrangements as being implemented to support or facilitate any future decision regarding Applethwaite Green.

14. Please provide any Cabinet, senior leadership, directorate, Adult Social Care, Care Services, HR, finance, or transformation board records from 1 September 2025 onwards that mention both:

- **Applethwaite Green management or staffing arrangements**
- **cost pressures, closure, consultation, refurbishment, rebuild, or future options.**

The Council has undertaken searches of relevant records held by Adult Social Care, Care Services, Human Resources, Finance and associated management teams in relation to this request.

The Council has not identified any Cabinet, senior leadership, directorate, Adult Social Care, Care Services, HR, finance or transformation board records created from 1 September 2025 onwards which refer both to:

- Applethwaite Green management or staffing arrangements; and
- cost pressures, closure, consultation, refurbishment, rebuild, or future options for the home.

15. Please provide the current statement of management cover at Applethwaite Green, including:

- **who is responsible for day-to-day management**
- **how often that person is physically present at Applethwaite Green**
- **who residents, relatives, and staff are expected to contact on site**
- **what cover is provided when the registered manager is not physically present.**

Mr Kraig Sargent is the Registered Manager responsible for the day-to-day management of Applethwaite Green.

Mr Sargent is physically present at Applethwaite Green five days per week, subject to annual leave, training commitments, occasional home working arrangements, meetings, and other work-related duties.

Residents, relatives and staff are expected to contact Mr Sargent regarding the day-to-day operation and management of the home.

When Mr Sargent is not in work, management cover is provided through an established buddy arrangement with another Registered Manager within the Council's residential care services or, where appropriate, the Service Manager. This ensures management support, advice and decision-making capacity remains available to the home during normal working hours.

Outside normal working hours, Applethwaite Green has access to the Council's 24-hour management on-call service, providing management support and escalation arrangements at all times.

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Further information can be found on the council's website.

Yours sincerely

Information Governance Team



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

19 August 2026

Dear Customer Name

Freedom of Information Act 2000, Reference: FOI-217258-2026

The council has completed its search relating to your request about the methodology behind the published cost per resident per week for Council-run care homes including Grisedale Croft & Applethwaite Green received on Fri, 24 Jul 2026.

Request

Under the Freedom of Information Act 2000, I request the recorded information set out below. It concerns the method by which the Council calculates the cost per resident per week for the care homes it owns and operates, a figure relied on in both current consultations.

This request does not duplicate FOI-208440-2026 or the request for an internal review dated the 31st May 2026, which sought the underlying occupancy and running-cost data. This request concerns the calculation applied to that data. Please treat each numbered item as severable and advise under section 16 on any item that cannot be met within the cost limit.

1. The number of residential care homes the Council currently owns and operates as registered provider, and their names.
2. For each of those homes, the cost per resident per week used in the Council's 2026 consultation material and in the Corporate Management Team options

appraisal, showing in each case:

(a) the total cost figure used

(b) whether that figure is a budget, an in-year forecast or an outturn, and for which financial year

(c) the occupancy figure used as the divisor and the date to which it relates

(d) the number of weeks used in the calculation

3. Any methodology note, calculation model, spreadsheet or guidance recording how the cost per resident per week is derived.

4. The derivation of the centrally attributable overhead rate of 16.7% referred to in the Council's consultation material: what cost headings it comprises, how the percentage was calculated, and the date and author of the document recording it.

5. Any assessment of which elements of that centrally attributable overhead would cease to be incurred by the Council on the closure of a care home, and which would be reapportioned to other services.

6. Any assessment of avoidable and unavoidable costs, or of stranded costs, prepared in relation to the proposed closure or replacement of either Grisedale Croft or Applethwaite Green.

7. For Grisedale Croft specifically: the occupancy figure used as the divisor in the published cost per resident per week, and the date to which that figure relates.

8. Any calculation of the cost per resident per week for Grisedale Croft prepared on the basis of full occupancy of its available beds or of its registered beds, or confirmation that no such calculation is held.

Where the Council holds no information falling within any item, please say so explicitly.

This information bears directly on live consultations closing on 19 August 2026.

Response

The council does hold information within the definition of your request.

1) The number of residential care homes the Council currently owns and operates as registered provider, and their names.

There are 9 residential care homes, their names are listed below in alphabetical order -

Applethwaite Green, Windermere
Bridge House, Flookburgh
Christian Head, Kirkby Stephen
Croftside, Milnthorpe
Elmhurst, Ulverston
Grisedale Croft, Alston
Maudes Meadow, Kendal
Parkview Gardens, Barrow-in-Furness
Riverside House, Kendal

2) For each of those homes, the cost per resident per week used in the Council's 2026 consultation material and in the Corporate Management Team options appraisal, showing in each case -

(a) the total cost figure used

(b) whether that figure is a budget, an in-year forecast or an outturn, and for which financial year

(c) the occupancy figure used as the divisor and the date to which it relates

(d) the number of weeks used in the calculation

Please see attached document (titled FOI-217258-2026 - Q.2) answering the above.

3) Any methodology note, calculation model, spreadsheet or guidance recording how the cost per resident per week is derived.

Cost per resident per week = (Q3 forecast full year revenue costs plus 16.7% overhead) / occupancy / 52.14 weeks

4) The derivation of the centrally attributable overhead rate of 16.7% referred to in the Council's consultation material: what cost headings it comprises, how the percentage was calculated, and the date and author of the document recording it.

It is based on the total costs of applicable overhead services for example enabler, ACE and resources as a percentage of direct cost.

5) Any assessment of which elements of that centrally attributable overhead would cease to be incurred by the Council on the closure of a care home, and which would be reapportioned to other services.

An overhead percentage provided corporately is applied to the relevant revenue costs to reflect the attributable overhead associated with the service. This established corporate overhead methodology has been consistently applied in the calculation to ensure comparability and consistency across the costing.

We are unable to separately quantify the element of the allocated overhead that would cease from the information held within the service, as the overhead allocation is calculated corporately.

6) Any assessment of avoidable and unavoidable costs, or of stranded costs, prepared in relation to the proposed closure or replacement of either Grisedale Croft or Applethwaite Green.

No assessments of this kind have been carried out.

7) For Grisedale Croft specifically: the occupancy figure used as the divisor in the published cost per resident per week, and the date to which that figure relates.

Occupancy figure of 5 based on data from April 2026

8) Any calculation of the cost per resident per week for Grisedale Croft prepared on the basis of full occupancy of its available beds or of its registered beds, or confirmation that no such calculation is held.

Grisedale Croft

(a) cost per resident per week based on full occupancy (registered beds): £1,566

(b) cost per resident per week based on full occupancy (available beds): £2,545

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Further information can be found on the council's website.

Yours sincerely

Information Governance Team



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

21 August 2026

Dear Customer Name

Freedom of Information Act 2000, Reference: FOI-217259-2026

The council has completed its search relating to your request about Grisedale Croft and Applethwaite Green Care Homes - comparative data and the decision to consult on them differently received on Fri, 24 Jul 2026.

Request

Under the Freedom of Information Act 2000, I request the recorded information set out below. It concerns the comparison between Grisedale Croft and Applethwaite Green Care Homes, both owned and operated by the Council, and the Council's decision to consult on their futures on materially different terms.

The consultation on Applethwaite Green presents four options and states that no decisions have been taken about the final outcome. The consultation on Grisedale Croft proceeds on a stated preferred option. Please treat each numbered item as severable, answer those that can be met within the cost limit, and advise under section 16 on any that cannot.

1. For Grisedale Croft and Applethwaite Green, side by side, at 31 March of each year from 2020 to 2026: permanent occupancy, vacancy rate, per-occupied-bed-day net cost, distance to the nearest CQC-rated Good residential, dementia and nursing alternative, and the population of the surrounding parish or ward.

2. Any record of the decision to consult on Grisedale Croft on the basis of a stated preferred option while consulting on Applethwaite Green on the basis of four options presented without preference, and the Council's written reasoning for that difference in approach.
3. Any briefing, report, submission, options paper or advice considered by officers or Cabinet comparing the two homes, including before the 21 April 2026 decision and in connection with the current consultations.
4. Any equality impact assessment, integrated impact assessment or equivalent assessment covering both proposals together, or covering the Council's residential care estate as a whole, as distinct from the separate assessment prepared for each home.
5. Any assessment of the combined effect of both proposals on the availability of residential care places, in either or both areas or across the Council's area as a whole.
6. Any assessment prepared in relation to either proposal by reference to the Council's duty under section 5 of the Care Act 2014 to promote the efficient and effective operation of a market in services for meeting care and support needs.
7. For each home, the record identifying who will take the final decision following consultation, and the delegated authority relied on.
8. Any record of whether that decision will be subject to call-in by an overview and scrutiny committee.

Where the Council holds no information falling within any item, please say so explicitly.

This information bears directly on live consultations closing on 19 August 2026.

Response

The council does hold information within the definition of your request.

1. For Grisedale Croft and Applethwaite Green, side by side, on the 31 March of each year from 2020 to 2026: permanent occupancy, vacancy rate, per-

occupied-bed-day net cost, distance to the nearest CQC-rated Good residential, dementia and nursing alternative, and the population of the surrounding parish or ward.

Please see the attached table.

Also information requested is in the public domain, and available via -

<https://www.cqc.org.uk/care-services>

<https://www.cumbriaobservatory.org.uk>

2. Any record of the decision to consult on Grisedale Croft on the basis of a stated preferred option while consulting on Applethwaite Green on the basis of four options presented without preference, and the Council's written reasoning for that difference in approach.

There is no written reasoning for the difference in approach held by the authority.

The papers submitted to cabinet for permission to consult are available.

3. Any briefing, report, submission, options paper or advice considered by officers or Cabinet comparing the two homes, including before the 21 April 2026 decision and in connection with the current consultations.

This information is not held by Westmorland and Furness Council.

4. Any equality impact assessment, integrated impact assessment or equivalent assessment covering both proposals together, or covering the Council's residential care estate as a whole, as distinct from the separate assessment prepared for each home.

None exist.

5. Any assessment of the combined effect of both proposals on the availability of residential care places, in either or both areas or across the Council's area as a whole.

None exist.

6. Any assessment prepared in relation to either proposal by reference to the Council's duty under section 5 of the Care Act 2014 to promote the efficient and effective operation of a market in services for meeting care and support needs.

None exist.

7. For each home, the record identifying who will take the final decision following consultation, and the delegated authority relied on.

As detailed in the consultation documentation, the decision will be made by the Strategic Director of Adult Social Care for each home.

8. Any record of whether that decision will be subject to call-in by an overview and scrutiny committee.

The decision will be subject to the usual call in processes following the decision being made.

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Yours sincerely

Information Governance Team



PRIVATE AND CONFIDENTIAL

Customer Name

Customer Address

23 August 2026

Dear Customer Name

Freedom of Information Act 2000, Reference: FOI-217713-2026

The council has completed its search relating to your request about Applethwaite Green N Compass visit received on Fri, 31 Jul 2026.

Request

On the 28th July 2026 at 1pm, Applethwaite Green care home had a visit from two advocates from N Compass.

Please provide the name of the person from Westmorland and Furness Council who instructed N Compass to do the engagement exercise.

Response

The council does hold information within the definition of your request.

Local authorities have a clear responsibility to seek and take account of the views, wishes and feelings of people who may lack capacity, rather than excluding them from consultation or engagement processes.

These duties arise from both the Mental Capacity Act 2005 (MCA) and the Care Act 2014.

In order to do this proportionate steps must be taken to seek the views of people who lack capacity using appropriate support, such as advocacy.

In light of this N Compass, the council's commissioned independent advocacy provider, provided advocacy support in relation to the consultation on Applethwaite Green Care Home on the date of 28th July 2026.

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Yours sincerely

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