

# Public Document Pack



**Steve Atkinson** MA(Oxon) MBA FIoD FRSA  
*Chief Executive*

Date: 24 September 2014

Hinckley & Bosworth  
Borough Council

*A Borough to be proud of*

To: **Members of the Scrutiny Commission**

Mr MR Lay (Chairman)	Mr MS Hulbert
Mr C Ladkin (Vice-Chairman)	Mr DW Inman
Miss DM Taylor (Vice-Chairman)	Mr R Mayne
Mr PR Batty	Mr JS Moore
Mr Bessant	Mr K Morrell
Mr PAS Hall	Mr K Nichols

Copy to all other Members of the Council

(other recipients for information)

Dear Councillor,

There will be a meeting of the **SCRUTINY COMMISSION** in the De Montfort Suite - Hub on **THURSDAY, 2 OCTOBER 2014 at 6.30 pm** and your attendance is required.

The agenda for the meeting is set out overleaf.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Owen'.

Rebecca Owen  
Democratic Services Officer

## SCRUTINY COMMISSION - 2 OCTOBER 2014

### A G E N D A

1. APOLOGIES AND SUBSTITUTIONS
2. MINUTES (Pages 1 - 4)  
To confirm the minutes of the meeting held on 28 August 2014.
3. ADDITIONAL URGENT BUSINESS BY REASON OF SPECIAL CIRCUMSTANCES  
To be advised of any additional items of business which the Chairman decides by reason of special circumstances shall be taken as matters of urgency at this meeting.
4. DECLARATIONS OF INTEREST  
To receive verbally from members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. **This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the agenda.**
5. QUESTIONS  
To hear any questions in accordance with Council Procedure Rule 10.
6. CHANGES TO LOCAL POLICING (Verbal Report)  
Two members of the local police team will be in attendance to update on changes to local policing.
7. HEALTH & WELL BEING (Pages 5 - 12)  
Report of the Deputy Chief Executive (Community Direction) attached.
8. CREDIT UNION - COMMUNICATIONS STRATEGY - UPDATE (Pages 13 - 20)  
Report of the Deputy Chief Executive (Community Direction) attached.
9. EQUALITIES UPDATE (Pages 21 - 30)  
Report of the Chief Executive.
10. FINANCE, AUDIT & PERFORMANCE ANNUAL REPORT (Pages 31 - 42)  
Annual report attached.
11. ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIRMAN DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY

# Agenda Item 2

## HINCKLEY AND BOSWORTH BOROUGH COUNCIL

### SCRUTINY COMMISSION

28 AUGUST 2014 AT 6.30 PM

PRESENT: Mr MR Lay - Chairman  
Mr C Ladkin – Vice-Chairman

Mr PR Batty, Mr PAS Hall, Mrs L Hodgkins, Mr MS Hulbert, Mr DW Inman, Mr JS Moore, Mr K Morrell, Mr K Nichols and Mrs J Richards (for Mr Bessant)

Also in attendance: Councillor JG Bannister, Councillor DS Cope and Councillor Mrs WA Hall

Officers in attendance: Steve Atkinson, Bill Cullen, Simon D Jones, Karen Mason, Rebecca Owen, Katherine Plummer and Judith Sturley

#### 137 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillor Bessant, with the substitution of Councillor Richards authorised in accordance with Council Procedure Rule 4.

#### 138 MINUTES

It was moved by Councillor Nichols, seconded by Councillor Morrell and

RESOLVED – the minutes of the meetings held on 3 and 17 July be confirmed and signed by the Chairman.

#### 139 DECLARATIONS OF INTEREST

No interests were declared at this stage.

#### 140 ECONOMIC REGENERATION STRATEGY - ACTION PLAN UPDATE

The Scrutiny Commission received a report on the Economic Regeneration Strategy which highlighted work undertaken over the previous year, ongoing initiatives and progress towards achieving the aims of the Action Plan.

Discussion ensued regarding the roll out of superfast broadband and in response to a member's question it was explained that whilst it wasn't possible to say how many properties would benefit, the contribution of £58,000 from this authority was small in comparison to the total project funding and also represented excellent value for money. It was reported that Leicestershire County Council was bidding for more funding with the intention that eventually the whole of the county would have superfast broadband. It was also reported that the county council would update its website as the roll out progressed. This would start in the next few weeks.

With regard to the work at MIRA, it was noted that officers had supported the successful bid for the new £10m training centre that North Warwickshire & Hinckley College would manage the training centre on the site, which was of benefit to this borough, and that the site in its entirety would draw employers from outside of the Midlands.

A member asked how many self-employed people were operating in the borough and what was being done to support them. In response it was stated that two events had been held for small businesses to help them to grow and that the BID also supported small businesses in partnership with the council.

In response to a question regarding farm diversification and contact with the National Farmers' Union (NFU), it was reported that annual meetings were held with the NFU and also that if the LEADER project was successful, more work would be undertaken in that area.

RESOLVED – the report be noted and welcomed and progress on economic regeneration activities within the borough be endorsed.

#### 141 PROGRESS TOWARDS DELIVERY OF NEW LEISURE CENTRE

Members received a report which provided an update on progress towards delivery of a new Leisure Centre. Members were reminded that the main topic for debate was the outcome of site investigation work and associated budget implications, however it was acknowledged that a commitment had been given to answer outstanding questions on the facilities to be provided within the new Leisure Centre and to allow for debate thereon.

Representatives from the Project Board were present, and representatives from Hinckley Swimming Club and the Amateur Swimming Association were invited to speak at the meeting. It was acknowledged that this was a departure from the Procedure Rules, but agreed that it would be useful to hear representations directly from those making them.

With regard to the ground conditions on the site of the former Council Offices, it was reported that due to the running sand found on site, piling would be required to a depth of 20m. The cost of the additional works would total £889,678. It was explained that this would be funded partly from the contingency set aside, and the remainder from the Hub rental future management reserve, which was no longer required for that purpose.

Some members stated they had heard that, following enquiries over ten years earlier, it had been indicated that the ground conditions in Hinckley were abnormal and the outcome of the ground condition surveys should have been foreseen or perhaps surveys should have been carried out sooner. In response officers stated they had no knowledge of the meetings where this was raised and that the former Council Offices had stood on the same footprint without issue. In addition, the presence of that building on the site prevented a full site survey which had then been taken at the earliest opportunity. It was explained also that undertaking a procurement process with costs based on normal ground conditions, with the expectation of carrying out ground condition surveys at a later stage, was not unusual. It was suggested that in future consideration be given to undertaking ground condition surveys at an initial stage.

During further discussion, the following points were raised and responses provided:

- The revised opening date of the leisure centre having to be deferred slightly, but being no later than spring 2016. The current leisure centre would continue operating until the new centre opens, with existing staff transferring to the new operator
- The change of name would not affect guarantees and the guarantee would be direct from the parent company
- In response to a confusion with regard to the reduction in footprint, it was explained that the reduction had occurred during the development stage (following the initial bid), but this had resulted in an increase in internal floor

- space. The net saving from the reduction in footprint would go towards making more effective use of the additional internal floor space
- The restrictions on sponsoring competing facilities would not affect small facilities, as it was only applicable to similar facilities within a two mile radius
  - Concern was expressed that similar ground condition issues would affect sale of the current leisure centre site. It was stated that this would be factored into the consideration of options for disposal.

In considering the facilities within the new leisure centre, the representations made by Hinckley Swimming Club were discussed at length. The main requests of the club, as a basis for a compromise to be achieved, were for a moveable floor in the main pool and for raised ends to the pool. It was also suggested that retractable spectator seating would be an additional, but not essential, requirement. The swimming club felt that, whilst enhancements had been made to the facilities originally agreed and that the facilities provided would be of a similar standard to those they had currently, these additional requests would ensure sustainability for aquatic sport in Hinckley for the future. In response to the representative's claims that consultation had not been properly undertaken, it was reported that full consultation had been carried out and had been documented in the report before members.

Representatives of PFPLM explained that the pool had been developed as a competition pool with flexibility for training, schools and club galas in order to meet the needs of the community, with the additional compromise of increased spectator seating. It was also noted that Sport England had been supportive of the proposals and the process undertaken.

There appeared to be discrepancy between the level of work and associated costs contained within the report and that which was being requested by the swimming club and as such it was suggested that the council, the development partner and the swimming club meet as soon as possible to discuss the requests in more detail. It was also felt that member oversight of the process would be beneficial to all involved. Officers were supportive of the suggestion but expressed caution with regard to delaying any decisions after the scheduled meeting of Council on 2 September. They also emphasised the hard work of all involved to get to this stage and the need to progress the development.

Having reached 9.30pm, it was moved by Councillor Nichols, seconded by Councillor Richards and

RESOLVED – the meeting be permitted to continue until conclusion of all business to be transacted.

In summarising the discussion, officers and representatives of PFPLM explained the considerations given during development of the plans, the amendments already made and consultation undertaken. They agreed to arrange the requested urgent meeting with the swimming club and ASA in advance of the Council meeting on 2 September.

RESOLVED - officers be urged to convene urgent discussions with the ASA, Hinckley Swimming Club and the Developer partners, preferably in advance of the Council meeting on 2 September 2014.

RECOMMENDED -

- (i) Council endorses these discussions in seeking to secure a compromise resolution to the requests of Hinckley Swimming Club that the scheme includes
  - a) 'raised ends' to the pool;
  - b) a movable floor

within an overall cost envelop that provides value for money and protects the level of management fee income to the Council from the operator
- (ii) That there be continuing cross-party political oversight of the progress of discussion and implementation
- (iii) That, in future projects, ground condition surveys be undertaken prior to commencing the procurement process.

(The Meeting closed at 9.37 pm)

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CHAIRMAN



## SCRUTINY – 2<sup>ND</sup> OCTOBER 2014

### REPORT TITLE: HEALTH & WELLBEING UPDATE

### REPORT OF: DEPUTY CHIEF EXECUTIVE COMMUNITY DIRECTION

### WARDS AFFECTED: ALL WARDS

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#### 1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to update the Scrutiny Commission on the changes that have taken place in recent years in the planning and delivery responsibilities for Public Health. This report focuses on national, sub regional and local context, whilst detailing the localities health priorities. It also captures key achievements, future challenges/opportunities and details the process for reviewing of community health care.

#### 2. RECOMMENDATION

That Scrutiny Commission notes the following:

- 2.1 Endorses the effective work to reduce the health inequalities by the Hinckley & Bosworth Health & Wellbeing Partnership.
- 2.2 Acknowledges and welcomes the key achievements as detailed in section 8.
- 2.3 Supports the opportunity to receive a future presentation by West Leicestershire Clinical Commissioning Group on the outcomes of the Community Health Care review.

#### 3. BACKGROUND TO THE REPORT

- 3.1 There have been many significant changes to how public health is delivered. These changes followed the NHS White Paper (Liberating the NHS – July 2010) and the Health and Social Care Act, which received Royal Assent on 27<sup>th</sup> March 2012 both of which propose a number of significant changes for NHS organisations and their partners.
- 3.2 The following sections within this report sets out the national context, Leicestershire's approach and how this transpires in Hinckley & Bosworth.

#### 4. NATIONAL CONTEXT

- 4.1 A new national public health body, Public Health England encompasses the functions previously carried out by the Health Protection Agency, National Treatment Authority, Public Health Observatories and Cancer registries among others. Public Health England will focus on national resilience against incidents like flu pandemics and other health threats, as well as being a 'knowledge bank' for the best and most up to date evidence on behavior change techniques and monitoring data.
- 4.2 With the abolition of Primary Care Trusts (PCT's) on 31<sup>st</sup> March 2013 Clinical Commissioning Groups took over responsibility for commissioning the majority of NHS services in England. All GP's in England are members of their local Clinical Commissioning Groups. Hinckley and Bosworth GP's are members of the West Leicestershire Clinical Commissioning Group.

## 5. LEICESTERSHIRE'S APPROACH

- 5.1 With effect from 2013 upper tier and unitary authorities in England became responsible for improving public health. In Leicestershire this is Leicestershire County Council.
- 5.2 Leicestershire's Health and Wellbeing Board (H&WB) includes Elected Members, GP's, health and social care officials and representatives of patients and the public. Its role is to lead and advise on work to improve the health and wellbeing of the population of Leicestershire through the development of improved and integrated health and social care services.
- 5.3 Districts are represented on the H&WB by Councillor John Boyce, Leader of Oadby and Wigston Borough Council and Councillor Pam Posnett Deputy Leader of Melton Borough Council. Their role is supported by Sandra Whiles, Chief Executive of Blaby District Council and District Lead for Health.
- 5.4 The H&WB established a strategy for health improvement at a county level. This was undertaken through consultation with the public and other stakeholders together with evidence and intelligence gathered from the Joint Strategic Needs Assessment (JSNA). The final strategy was published in 2012 and covers the 3 year period 2013-16.
- 5.5 One of the key pieces of work being driven forward by H&WB is the Better Care Fund plan. This will result in changes to the health and social care services in Leicestershire over coming years.

Planned improvements include:

- More services provided outside of hospital which operate on a 24/7 basis
- Joined-up health and wellbeing services to give better co-ordination and access to information, health and advice in communities
- A joined-up response (within 2 hours), for those who need urgent assistance, but do not need to go to hospital
- More effective, timely and joined-up support to help people leaving hospital
- More people with long-term conditions benefiting from coordinated care, planned in advance, across agencies

## 6. LOCALITY ARRANGEMENTS IN HINCKLEY & BOSWORTH

- 6.1 Local strategic and operational delivery is coordinated by the Hinckley & Bosworth Health & Wellbeing Partnership (HWP). This multi agency partnership is chaired by Bill Cullen, Deputy Chief Executive (Community Direction).
- 6.2 The HWP oversees the delivery of health and wellbeing priorities, and reports to the Hinckley and Bosworth Local Strategic Partnership (LSP), as one of the Borough's key delivery partnerships delivering on the broader community plan priorities. There are a number of sub groups with supporting delivery plans for each of the health and wellbeing priorities, with regular high level performance reporting to the Partnership. The HWP also interacts proactively with complimentary delivery groups i.e. Think Family and Community Safety Partnerships. Refer to Appendix A which shows structure chart.
- 6.3 The HWP has received excellent support and guidance from Leicestershire's Director of Public Health, Mike Sandys, local GP's who sit on the West Leicestershire Clinical Commissioning Group, voluntary sector representatives, including Health watch and from HBBC Officers. The HWP is effective and is viewed externally as a model of good practice.



- 6.4 Our overall ambition of the HWP is to improve the health and wellbeing of people in the Hinckley and Bosworth Borough, and to reduce the inequalities in health experienced by some social groups or people living in geographical areas of greater social need.
- 6.5 A new Health & Well Being Strategy for the Borough of Hinckley & Bosworth is being finalised. The draft version of this document will be circulated at the Scrutiny meeting.
- 6.6 Local health priorities have been established through the Partnership by interpreting those established in the county HWB strategy overlaid with local intelligence and data.

The Partnership has agreed our localities high level priorities, these are:

Table 1

Priority	Expected Outcomes
Better Care Together	Coordinated service response to urgent need A reduction in emergency A&E admissions A reduction to residential or other long term care An increase in people living independently in their own homes for longer An increase in local services to provide low key but essential support to facilitate this e.g. befriending and sitting service.
Reducing obesity in children and adults	To reduce currently significantly high* obesity and excess weight in adults To maintain and further improve obesity levels in children To increase the number of adults that are physically active on a regular basis If sustained over time a reduction in health inequalities and NHS treatment costs for associated illness e.g. Type 2 Diabetes *when compared with England in PHE health profile 2014
Promoting wellbeing and good mental health	Improved resilience in terms of everyday challenges Improved quality of life Stronger communities and individuals Reduction in NEET numbers Improvement in children's lifestyles as vulnerable parents increase their confidence Reduced treatment costs
Supporting our ageing population	Increased resilience and quality of life Increased numbers living independently in their own homes for longer Reduced social isolation and loneliness Reduced hospital/care admissions following falls in the home Reduced winter deaths Through projects such as the "Lightbulb" in line with the Better Care Fund principles
Reducing the misuse of alcohol	Improved numbers of people "binge-drinking" Reduced numbers of hospital admissions that are specifically caused through alcohol Reduced numbers of hospital admissions from alcohol related harm Over time a positive impact on health inequalities
Reducing smoking	Improved health outcomes for the ex smoker Less second hand smoke related illness especially in children and young people from smoking households

	Improved quality of life Reduced illicit tobacco trade Positive impact over time in health inequalities Sizeable reduction in associated NHS treatment costs Further improvement in smoking related death
Supporting teenage parents	Further improvements in the number of teenage conceptions Increase in the number of younger people accessing education and work related opportunities Decrease in the number of terminations Improved quality of life Positive impact on health inequalities over time

## 7. THE HEALTH OF OUR BOROUGH

7.1 Broadly speaking the health of Hinckley and Bosworth is not dissimilar to that of Leicestershire.

7.2 Some of the key headline facts are:

- Life expectancy for both men and women is higher than the England average but the life expectancy gap between the least and most deprived areas of the Borough is 4.7 years for men and 4.9 years for women.
- 4.6% (England 5.5%) of the local population classify their general health as bad or very bad with 17% (England 17.6%) having a limiting long term illness or disability.
- Public Health England monitor 32 key health indicators and these are published annually (2014 Health Profile) and RAG rated. Currently Hinckley & Bosworth BC are rated as significantly better than the England average in 16 of these, significantly worse than the England average in 3 and not significantly better or worse in the remainder (13).

Table 2

Areas where we are better than the England average (selection of some of the 16)	Areas where we are worse than the England average
Deprivation	Obesity in adults
Drug misuse	Excess weight in adults
Children in poverty	Recorded diabetes
Under 75 mortality rate - cancer	
Statutory homelessness	
Obesity in year 6 children	

## 8. BOROUGH COUNCIL'S SUPPORT TO HEALTH

8.1 With the council there are a wide number of internal departments which pro-actively support the delivery of health & well being both directly and indirectly. In no priority order, these include:

- Environmental Health – through their statutory and non-statutory functions address wider determinants of health, including food, health and safety, air quality, noise, licensing, smoking and environment issues generally, making a fundamental contribution to the maintenance and improvement of public health and improving quality of life and wellbeing.
- Housing – The quality of housing stock, affordable warmth and homelessness

- Community Safety – In collaboration with other agencies the night-time economy, community work around alcohol and substance misuse
- Revenue & Benefits – support around social care benefits
- Planning – the built environment such as open spaces
- Cultural Services – health improvement planning, sport and physical activities

## 9. KEY ACHEIVEMENTS

9.1 The HWP are proud of its positive track record in achieving outcomes aimed at reducing health inequalities in the Borough. Below is a summarised list which captures just some of our successes:

- i) Production of Directory of Services – raising awareness of all community based services across the Borough and how to signpost/refer to them
- ii) Coordination Staying Healthy Grant Scheme – an allocation of money to all districts based on population which is to impact against identified health priorities
- iii) Locality approach to Mental Health coordination – results in a closer awareness of local groups and needs and facilitates direct action
- iv) Development of Dementia Care support material – we have taken a local approach to this resulting in a resource that will be available to local people and marketed outside of the Borough
- v) Development of Light bulb project – by coordinating services to residents across the Borough (tenure neutral) works to the principles of the Better Care Fund
- vi) Physical Activity & Sport Commissioning – Targeting work on areas in the Borough where there is an identified priority and ensuring an impact on the health priorities wherever this is possible and practical

## 10. CHALLENGES AND OPPORTUNITES MOVING FORWARD

10.1 The delivery model coordinated by HWP is effective. There is strong partner representation and a collective desire to make improvements to resident's health and wellbeing. This partnership will need to remain flexible to ensure future effective delivery.

10.2 The single biggest challenge will be retain service delivery within the wider partnerships budgetary constraints. The HWP and its partners will need to target its limited resources to those who are in greatest need.

10.3 The commissioning of services is changing. Making a difference and obtaining value for money are just two key areas which are being considered by the key commissioners i.e. Public Health and West Leicestershire Clinical Commissioning Group.

10.4 Engaging the voluntary sector to play an enhanced role in the delivery of services is an exciting opportunity. The recent changes to our local voluntary sector arrangements including revised governance and coordination, provides Hinckley & Bosworth with a sound platform. An example of this is the devolvement of the Staying Healthy Grant Scheme to the Next Generation who have taken responsibility for the commissioning of this scheme against a brief supplied by the Council.

## 11. COMMUNITY HEALTH CARE REVIEW

11.1 Given the aging population of Hinckley & Bosworth over the coming 25 years and the associated change in needs of the population, the aim of this project is to review the

type and scope of services which are currently provided in Hinckley, to ensure they meet the current and future needs of the population in and around Hinckley.

- 11.2 The review will be carried out within the context of the Better Care Together, the five year strategic plan 2014 – 2019, which sets out the strategic direction for health and social care and the vision for Leicester, Leicestershire & Rutland CCGs, NHS providers, Local Authorities, NHS Area Team and local Health watch bodies.
- 11.3 The approach will be to establish the scope of community health services which are delivered in and around Hinckley, and through meaningful conversations with local people, including working with existing community networks, such as Health Watch and the VCS, understand what matters most to them. The approach will also establish whether services currently meet, or will meet in the future, the strategic objectives in the Better Care Together plan.
- 11.4 In completing the future shape of community health services in the Hinckley area, no assumptions will be made based upon proposals or options from previous assessments, it will independently establish whether there is a clinical case for change.
- 11.5 If a clinical case for change is established, a number of potential options will be co-designed with key stakeholders, supported by an outline business case, and if approved by the WLCCG Board, subsequently a comprehensive public consultation.
- 11.6 The project plan indicates that Board sign off for public consultation will be completed by 31<sup>st</sup> March 2015.
- 11.7 HBBC is represented on the senior officer Project Board, and has requested an early presentation to Executive Committee and in due course Scrutiny Commission, once the outcomes of the consultation is known.

## 12. LIGHTBULB PROJECT

- 12.1 The Lightbulb project developed from the work undertaken by Leicestershire's District Council housing services and the Chartered Institute of Housing in 2013 which set out to demonstrate the contribution that housing services can make to health's priorities and pressures.
- 12.2 The vision of the Lightbulb project is to integrate practical housing support, adaptations and other informal support into a single support service for older people that is tenure neutral, stigma free and shaped around an individual's need – not an organizations threshold or capacity. The services to be aligned to Lightbulb include aids and equipment, affordable warmth, DFG's, occupational therapy assessments, handy person schemes. The aim is to have a single point of contact, single assessment and single case management of an older persons housing related issues.
- 12.3 This ambitious project is a key factor in the Better Care Fund, linked to preventing admissions to hospital and residential settings and reducing hospital discharge time. A bid has been submitted to the Transformation Challenge Fund to secure funding to develop the concept, with support from all seven District Council's and Leicestershire County Council. The timetable for development is over 2015/16 - 2016/17.

## 12. FINANCIAL IMPLICATIONS (AQ)

- 12.1 Issues arising from the review are currently unknown. Any future financial impact will need to be approved in accordance with the Council's financial procedure rules.

13. LEGAL IMPLICATIONS (EH)

13.1 There are none arising directly from the report however implications are considered on each action outlined above in conjunction with Legal Services as necessary, including the production of any necessary agreements to secure delivery.

14. CORPORATE PLAN IMPLICATIONS

14.1 The report highlights changes in the delivery of the health services which will impact on the following corporate plan aims,

- Creating a vibrant place to work and live
- Empowering communities
- Supporting individuals
- Providing value for money and pro-active services

15. CONSULTATION

15.1 The report highlights national policy and as such no consultation has been undertaken.

16. RISK IMPLICATIONS

16.1 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
The alignment of resources from partners will need to be considered and securing funds via Public Health and Clinical Commissioning Group commissioning process will be key to supporting the implementation of the Strategy. Without the relevant funding, delivery may be compromised.	Through the Borough Health and Wellbeing Partnership members will aim to co-ordinate and align resources to ensure maximum impact,	Bill Cullen

17. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

17.1 The report will impact on all residents of the borough. The new framework will especially impact on vulnerable groups and those accessing the health service.

18. CORPORATE IMPLICATIONS

18.1 Various internal teams are engaged in the delivery of Health, such as Housing, Community Safety, Environmental Health and Cultural Services.

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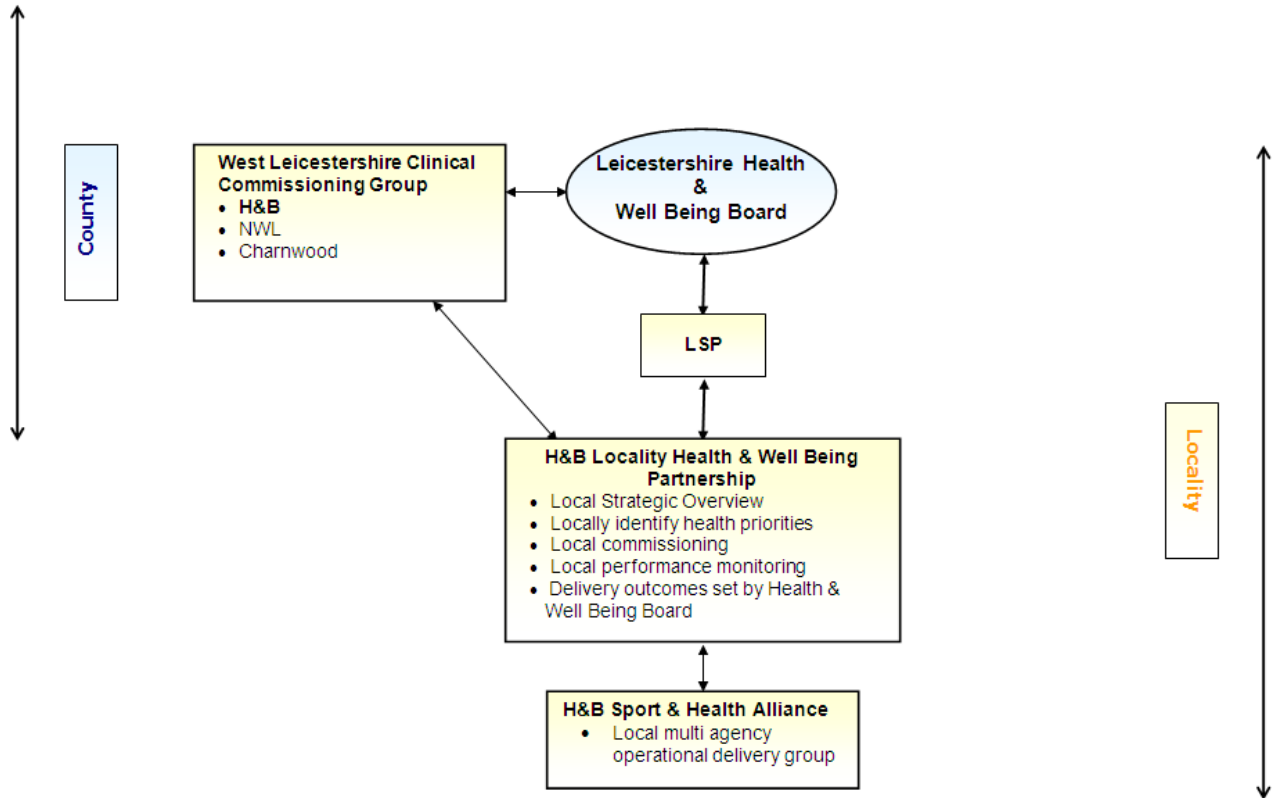
Background papers: None

Contact Officers: Andrew Head, Health Improvement Officer, HBBC  
Simon D. Jones, Cultural Services Manager - Health Lead

Executive Member: Cllr David Bill, Health Champion

# Appendix A

## Governance Structure for Hinckley & Bosworth – Health & Wellbeing Partnership



**SCRUTINY COMMISSION 2<sup>ND</sup> OCTOBER 2014**

**LOCAL CLOCKWISE CREDIT UNION PROVISION –  
COMMUNICATION AND MARKETING OPTIONS**

**REPORT OF THE DEPUTY DIRECTOR - CORPORATE DIRECTION**



Hinckley & Bosworth  
Borough Council

*A Borough to be proud of*

**WARDS AFFECTED: ALL WARDS**

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**1. PURPOSE OF REPORT**

-To present to scrutiny members proposals for the further marketing and promotion of the local credit union provision, in securing greater take up within the Borough, and increased profile of the Clockwise Credit Union.

**2. RECOMMENDATION**

-To support the options presented detailed at Appendix 1, both in relation to established mechanisms, and proposed new options.

- To continue to support the provision of the local access points, and supporting arrangements (as detailed at paragraph 3.4.)

**3. BACKGROUND TO THE REPORT**

3.1. Since the establishment of the local credit union provision in 2010, an annual progress report has been presented to Scrutiny members, with the latest progress report presented at the Scrutiny meeting on 23<sup>rd</sup> March 2014.

3.2. Whilst membership, loans and savings balances continue to grow, members expressed concern that levels of take up, particularly in relation to loans, did not reflect the potential numbers in terms of those who could benefit from this provision. Members were particularly concerned about the prolific level of promotion of pay day lenders, and the likelihood of vulnerable members of the community entering into these arrangements.

3.3. Therefore Scrutiny members requested that a communication options paper be developed and presented at a future Scrutiny meeting, to explore and agree actions to enhance our marketing and promotions activities, in securing greater take up of this local offer. However, it is important to reinforce that current take up is commensurate with similar locality Credit Union arrangements across the County. Current Hinckley and Bosworth membership stands at 391, Charnwood and Melton Borough Council have had a local Clockwise provision for double the length of time, their current active membership stands at 478 and 433 respectively.

3.4. HBBC makes an annual contribution of £10,000 which secures a part time credit union manager and local arrangements for Hinckley & Bosworth. These activities include the management of two local access points each week (plus scheduled appointments by request), and overtime the introduction of a range of regular interventions to market and promote our local offer. However, it should be noted that the £10,000 contribution does not include provision for an operational budget, for bespoke marketing materials/activities.

3.5. Therefore, the request from Scrutiny members has initiated both a review of current arrangements, and the development of further options to raise the profile and increase take up. Please see detailed at Appendix 1 an outline of both established (but refreshed), and proposed new options, and associated costs.

- 3.6. In developing these options advice has been sought from relevant sources within HBBC, including the PR/Communications Team, and the Clockwise Credit Union Marketing Team. Please note the proposed options, and associated costs, have been presented to HBBC Strategic Leadership Board, who subsequently gave their support for the recommended options.
- 4.0. **Promotion options**
- 4.1. The following sets out the rationale, for the introduction of the proposed new options detailed at Appendix 1.
- 4.2. **Targeted door to door leafleting**  
Based on experience to date within Hinckley & Bosworth and the broader Credit Union experience, one of the most effective methods in securing a return on investment, is in relation to door to door leafleting.
- 4.3. This activity has been undertaken in the past in relation to the Earl Shilton priority neighbourhood area, when the first local access point was established at Earl Shilton Community House. Whilst this is resource intensive, at the time it resulted in good levels of interest and subsequent sign up. A similar approach has been undertaken in both Barwell and Hinckley West priority neighbourhood areas, however, owing to this being resource intensive, ongoing promotion has been through the community house neighbourhood newsletter which targets the same audience.
- 4.4. The recent work undertaken in refreshing the authority's anti poverty strategy, utilising up to date data sets, identified the ten most affected/deprived areas within the Borough at a Lower Super Output Area (LSOA) level i.e. 1,000 households. As anticipated the data reinforces the multiple deprivation issues within our priority neighbourhoods, but also flags up areas where a particular LSOA features within the 10 most deprived, across a number of themes including Newbold Verdon North, Ratby North, Burbage North and Burbage North West, totaling 2554 households.
- 4.5. It is therefore proposed that the LSOAs detailed in paragraph 4.4. are targeted through a door to door leafleting campaign. Costs are detailed at appendix 1.
- 4.6. **Engagement of the Town Centre Partnership/BID**  
With the introduction of the most recent credit union access point at the Next Generation Building on Castle Street, it is proposed to undertake a joint campaign with the TCP/BID. The aim will be to secure the commitment of town centre businesses in promoting the credit union offer, recognising the offer is also about encouraging regular savings (no matter how small), ultimately enabling spending capacity in the town centre.
- 4.7. **Engagement of key/larger employers**  
In addition to the engagement of town centre/BID businesses, it is proposed that we target a number of the larger employers across the Borough, such as National Grid, Caterpillar, MIRA, etc. This will be initiated by working in the first instance, through the Business Forum and the Hinckley Chamber of Trade. The aim will be to secure business sign up to a promotional campaign, to include the Payroll deduction offer. The bus site development and associated retail offer presents future opportunities.
- 4.8. **Support of Clockwise Credit Union Marketing Team**  
Clockwise, as part of the Credit Union Expansion Project, will be asked to pilot marketing material over the next few months. While not directly bespoke to HBBC, this will increase the level of exposure of the credit union movement; specifically Clockwise in the area, to complement any increased marketing activity agreed arising from this report.



4.9. In addition to the above, we also explored the potential of utilising local radio and press. Appendix 2 details the offer and associated costs. Please note given the substantive costs, and unknown value for money impact, these options are not recommended, or supported by HBBC Strategic Leadership Board.

## 5. **FINANCIAL IMPLICATIONS [SJE]**

5.1 The Council currently contributes £10,000 per annum to fund the Credit Union Manager post.

6.2 Appendix 1 lists a variety of options that could be used to further market and promote the local credit union provision, with associated costs.

5.3 These options were presented to the Strategic Leadership Board, who subsequently agreed to approve a supplementary budget of £440.00, to support the 'door to door' leafleting campaign. The Chief Executive in consultation with Deputy Chief Executive (Corporate Direction) can approve a supplementary to limit of £10,000 as per the Financial Regulations. Any supplementary budgets will be funded from general fund balances.

## 6.0. **LEGAL IMPLICATIONS [MR]**

6.1 Section 2 of the Local Government Act 2000 empowers the Council to promote the social and economic well-being of its area and that includes incurring expenditure and giving financial assistance. Having set up the Credit Union, which would clearly fall within the ambit of section 2, it must also be the case that the promotion of the Union and its benefits would also fall within that ambit.

## 7. **CORPORATE PLAN IMPLICATIONS**

The contents of the report relate to and support the following strategic aims:

- Thriving Economy
- Safer and Healthier Borough
- Strong and distinctive communities

## 8. **CONSULTATION**

The established work within our priority neighbourhoods, informed through ongoing engagement and consultation, along with the recent research and analysis in support of our anti poverty strategy, provides the evidence base to inform the proposals outlined within this report. The monitoring information provides the evidence for the current delivery model.

## 9. **RISK IMPLICATIONS**

It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

The following significant risks associated with this report / decisions were identified from this assessment:

<b>Management of significant (Net Red) Risks</b>		
<b>Risk Description</b>	<b>Mitigating actions</b>	<b>Owner</b>
Net red risks Members of the community falling further into debt by taking up Pay Day and Door Step Lenders options	Promoting of credit union provision throughout the Borough, and take up of safe affordable loans	E Grant

10. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

The specific purpose of this facility is to provide additional resources to focus on a priority need within Hinckley and Bosworth i.e. to work towards eliminating financial exclusion, specifically within the most deprived areas of the Borough.

11. **CORPORATE IMPLICATIONS**

By submitting this report, the report author has taken the following into account:

- Community Safety - None
- Environmental - None
- ICT - None
- Asset management - None
- Human Resources - None

**Contact Officer:** Edwina Grant, Strategic and Community Planning, 01455 2445629  
Ext 5629

## Local Clockwise Credit Union Provision – Promotion Options

**EXISTING/REFRESHED OPTIONS:**

<b>MEDIA</b>	<b>ACTIVITY</b>	<b>TIMESCALE</b>	<b>COSTS</b>
HBBC Borough Bulletin	Inclusion of an advert/article in each addition, but noting adverts have more visual impact	Quarterly	No additional costs
Community House Newsletters	Inclusion of an article in each of the 3 community house newsletters – Earl Shilton, Barwell and Wykin. To be extended to Thornton as appropriate	Quarterly	No additional costs
Borough community events and key campaigns	Presence/attendance at relevant community events, and linkage with key HBBC/Partner campaigns	Ongoing	No additional costs
HBBC/Partner Forums, Partnerships, Networks	Development of effective partnerships/collaborations with other local agencies and organisations to promote the service provision locally Including regular leaflet drops at each service area (all partners) at the Hinckley Hub, and Depot	Ongoing  Twice yearly	No additional costs
HBBC Staff Newsletter	Regular article to remind staff about provision and offer to attend staff meetings, forums, partnerships, etc.	Annually	No additional costs

**NEW OPTIONS:**

Social Media	A regular and tailored update via HBBC Facebook and Twitter	Bi monthly	No additional costs
Targeted door to door leafleting	Target LSOAs: Newbold Verdon North – 663 households Ratby North - 497 households Burbage North - 731 households Burbage North West - 663 households <b>Total 2554 households</b>  Option to repeat on a regular basis in other targeted LSAOs dependent on impact	October and December 2014   Annually	£440.00   Dependent on no. of households in targeted area
Support via Town Centre Partnership/BID	Promotion materials/leaflets to be included in Loyalty Card packs	Ongoing	No additional costs

	Regular advert in TCP/BID newsletter circulation of 3600 Link on TCP/BID website Market Stall presence on market day linked to press coverage in Hinckley Times and promotion of Town Centre Access Point at Next Generation building	Quarterly 20 <sup>th</sup> October 2014	
Engagement of key Employers	Target larger Employers via H&B Business Forum and Chamber of Trade and secure promotional campaign	Target one per quarter from October 2014	No additional costs anticipated
Utilisation of Clockwise Credit Union Marketing Team	Where opportunities arise link in/align with Credit Union Expansion Project strategies/make use of marketing materials	Ongoing	No additional costs anticipated

## Local Clockwise Credit Union Provision – Promotion Options

## NONE RECOMMENDED/SUPPORTED OPTIONS:

MEDIA	ACTIVITY	COSTS
Local Press Advertising	<p>Hinckley Times quarterly advert:</p> <ul style="list-style-type: none"> <li>- Half page advert (17cm depth x width of page)</li> <li>- 'strip' advert (15cm wide x 24cm deep). Both include paper and web adverts and web will have link to Clockwise website.</li> </ul> <p>There is an opportunity to share costs by working with Charnwood BC, advertising in the Loughborough Times at the same time</p>	<p>Quarterly half page advert £630.30  <b>Total annual cost:£2521.20</b></p> <p>Quarterly strip advert £477.50  <b>Total annual cost: £1,910</b></p> <p>Quarterly half page advert in both Hinckley and Loughborough Times £447.35 per Borough  'strip' advert £369.50 per Borough  <b>Total annual cost per Borough</b> depending on options chosen: <b>£1,789.40 or £1,478</b></p>
Local Radio Advertising	<p>Comprehensive package via Touch Radio or Oak FM, professionally produced 30 second radio commercial to be played 35 times per week/seven times a day for 13 weeks. The commercial is estimated to reach 28,000 listeners in Hinckley and Nuneaton during the 13 week campaign, and would offer an insight into Credit Unions and the local benefits that can be provided.</p> <p>Potential to explore joint arrangement with Nuneaton &amp; Bedworth BC</p>	<p><b>£3,500 for a 13 week</b> campaign including production costs</p>

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## **SCRUTINY COMMISSION - 2 OCTOBER 2014**

### **REPORT OF CHIEF EXECUTIVE RE EQUALITIES - ACTION PLAN UPDATE**

#### **WARDS AFFECTED: ALL**

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#### **1. PURPOSE OF REPORT**

- 1.1 To update Members on the Council's actions to promote and ensure that equality and diversity are embedded within everything we do and to report specifically on the Action Plan agreed with the Equalities and Human Rights Commission (EHRC), within the terms of the Equality Act 2010, in relation to disability-related harassment and hate crime.

#### **2. RECOMMENDATIONS**

- 2.1 That the Scrutiny Commission endorses the actions undertaken to deliver the Action Plan agreed with the Equalities and Human Rights Commission.
- 2.2 That the Scrutiny Commission notes that the final draft of the Action Plan has been submitted to the Equalities and Human Rights Commission, as the basis for sign-off of the S23 Agreement relating to disability-related harassment and hate crime.

#### **3. BACKGROUND TO THE REPORT**

- 3.1 Members have received reports previously on the Council's progress to improve and embed our activities to respond to the requirements of the Equality Act 2010 and undertakings placed upon us by our S23 Agreement with the EHRC, working with the Commission to improve our performance as a service provider and to take specific steps to prevent any discriminatory practices in relation to disability-related harassment and hate crime.
- 3.2 As part of the S23 Agreement, an Action Plan was drafted by the Council's internal Corporate Equalities Steering Group (CESG) and agreed with the EHRC. The timeline for completing the actions set out in the Action Plan was September 2014.
- 3.3 Membership and Terms of Reference of the CESG are attached at Appendix A and the S23 Action Plan and activities completed are attached at Appendix B.
- 3.4 The Action Plan and its implementation have been monitored by the EHRC, most recently by telephone in March 2014, at which point it was agreed that a final updated Plan and related actions should be submitted for final 'sign off' by EHRC in September 2014. The document attached at Appendix B was submitted to the relevant officer at EHRC on 9 September 2014. A meeting with her has been arranged for 25 September and I will report the outcome of that to Members at the meeting on 2 October.

4. **FINANCIAL IMPLICATIONS [KP]**

4.1 There are no financial implications arising directly from this report. The cost of producing the associated documents have been met from existing budgets.

5. **LEGAL IMPLICATIONS [EH]**

5.1 By submitting the Action Plan in accordance with the deadline and requirements of the EHRC, the Council has complied with its statutory duty in relation to the Action Plan.

6. **CORPORATE PLAN IMPLICATIONS**

6.1 This report reflects two of the key aims of the Council - empowering communities and supporting individuals. However, more fundamentally, it should underpin all our work and activity.

7. **CONSULTATION**

7.1 As set out in the Action Plan at Appendix B

8. **RISK IMPLICATIONS**

8.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

8.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.

8.3 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
That the Council does not have in place clear actions to address discrimination against people with disabilities within the Council and in areas which the Council can influence in the wider community; thus failing in our statutory duties	Endorse the Action Plan and the actions within it for continuous implementation	Chief Executive

9. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

9.1 This report and the Action Plan are aimed at addressing issues of discrimination against people who have disabilities, wherever they live in the Borough.



## 10. **CORPORATE IMPLICATIONS**

10.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Human Resources implications
- Planning Implications
- Voluntary Sector

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Background papers: Report to Scrutiny Commission – 13 March 2012

Contact Officer: Steve Atkinson, Chief Executive Ext 5606

Executive Member: Cllr Bron Witherford

HINCKLEY CORPORATE EQUALITIES STEERING GROUP

MEMBERSHIP AND PURPOSE

- Membership** - Hinckley and Bosworth BC - Steve Atkinson (Chair)  
Cllr Bron Witherford  
Cal Bellavia  
Graeme Chilvers  
Jacqueline Puffett  
Julie Kenny  
Julie Stay  
Paul Scragg  
Rachel Burgess  
Steve Merry  
Storme Coop  
Mervyn Watson
- Leicestershire County Council - Michelle Nicholls
- Job Centre Plus - Helen Cole
- Purpose** - To understand and promote the awareness, profile and operation of the highest possible standards of response to equality and diversity within all organisations based in or working with employees in the Hinckley Hub, building on statute and local policies to ensure that outcomes for all customers and employees are based on equality of treatment.

Steve Atkinson  
1 April 2014

**Equalities Action Plan with August updates (includes SA updates following 01 Sep meeting)**

Area For Improvement identified from the EHRC inquiry "hidden in plain sight" or from the Independent report of Glenys	Actions Proposed by the Inquiry and HBBC	Specific Actions identified	When	Officer Responsible	Progress
The most critical factor in organisations improving their performance is the level of commitment and determination to address the issue shown by their leaders. If there is a real and visible commitment to change at the most senior level then it is likely that this will drive real change throughout the organisations	Commitment by leaders or organisation and community	The Chief Executive will continue to lead and Chair the Corporate Equalities Steering Group. Both Political Groups will continue to have representatives on that group	Immediate	Chief Executive	Most recent meeting – 1 September 2014
		Regular reports to Scrutiny and Council	Immediate	Chief officer	13 March 2012 – Scrutiny 17 April 2012 - Council See <a href="http://www.hinckley-bosworth.gov.uk">www.hinckley-bosworth.gov.uk</a> Scrutiny Commission 2 October 2014
	The Corporate Plan contains the Councils value of Equality and Fair Treatment for all	Review and refresh Corporate Plan, ensure actions are in all Service Improvement Plans	Immediate	SLB/COB	March 2013 refreshed July 2013 agreed amendments to the Corporate Plan which retains the Corporate Value of Equality and Fair Treatment For all. It also focuses on creating safe places, empowering communities and identifying and supporting the most vulnerable people
Definitive data is available which spells out the scale, severity and nature of disability harassment and enables better monitoring of the performance of those responsible for dealing with it	We will publish our performance and the data we hold	We will comply with the specific duties and publish data regarding our staff and community	Immediate	Community Safety Partnership	In place. Hate crime data is published quarterly and is made available to the public via county wide website. The data is presented by protected characteristic
	We will ensure that we are able to record whether the victim is a disabled person (and/or has another type of protected characteristic)	We will ask pertinent and relevant questions to establish this.	Immediate	Community Safety Partnership	In place and recorded on Sentinel database, which HBBC continues to support.
	We will work with the Police and other agencies to determine whether the incident was motivated by the victim's disability (and/or has another type of protected characteristic)	We will share information in order to establish the motivation of incidents	Immediate	Community Safety Partnership	In place via mechanisms such as JAG and Endeavour Team. The introduction of Sentinel database has enabled easier access to partner information relating to ASB.
		We will continue to use the ASB vulnerability matrix to record and identify vulnerabilities and risks when dealing with cases of anti-social behaviour	Immediate	Community Safety Partnership	Hate incidents are now recorded on joint Sentinel case management system. The vulnerability matrix is used to identify vulnerability and risks
	We will ensure that we work with other agencies to enable identification of all ongoing or repeat instances; this will include proactive sharing of data.	We will use the Information Sharing Protocols and Partnerships such as the JAG and Endeavour to ensure there are joint responses	Immediate	Community Safety Partnership	In place. Repeat incidents are monitored and addressed via the Endeavour Team

The criminal justice system is more accessible and responsive to victims and disabled people and provides effective support to them	Support for victims	We will use mechanisms to support victims such as victim support referrals , safe at home schemes and safer places scheme	Immediate/ June 12	Community Safety Partnership	Safe Place scheme was launched in Hinckley Town Centre in June 2012. A new safe place in the night time economy was introduced in 2013. [The Safe Place scheme is a network of places across the town centre (shops, the library, fire station), where people can go if they are feeling vulnerable and want a safe haven. They receive initial support and are referred to first contact if appropriate. We were the first Borough to introduce the scheme in the county. New Safe Place scheme launched that better supports vulnerable people and follow up of issues
					HBBC support the countywide First Contact scheme, with relevant referrals re victims of hate crime/harassment also referred through this process. A number of Parish Councils in H&B have signed up to First Contact as part of a countywide pilot in 2013 with a view to engaging all Parishes. We continue to support the First Contact Scheme with all Service Areas receiving referrals and front line workers completing referral forms as appropriate. Every opportunity has been taken to encourage further take up/engagement of Parish Councils and we have worked with the Leicestershire & Rutland Association of Parish Councils to promote this.
					Referrals continue to be made via victim support and safe at home scheme. Funding has been secured for safe at home scheme and to support victims of ASB and hate crime/incidents
	Review and remove all obstacles for reporting harassment	Work with partners to provide alternative reporting centres, easy read report forms and work continually to promote awareness on how to report harassment	Immediate And ongoing	Community Safety Partnership	Review of reporting centres has taken place and training delivered in 2014. Easy read report form for reporting hate crime in place. Signposting centres also established. Awareness raising and how to report harassment is in place and ongoing
	Continually review barriers to reporting in conjunction with the Hate Incident Monitoring Steering Group- Annual review of gaps and future actions and review statistics available at district level on a quarterly basis	Immediate And ongoing	Community Safety Partnership	Annual Review in place via County Steering Group and feeds into an annual review of Partnership priorities. Hate Crime dashboard reviewed quarterly at district level	
Seek the views of disabled people	We will use the Disability Forums to seek the views of disabled people	Immediate	Communications team	Disability forum established and have been consulted over disabled car parking, access and design of the new council offices building and changes to welfare benefits in 2012 and 2013 to date. Consulted re: new leisure centre design and access 30 April 2014, incorporated into final design	

The wider community has a more positive attitude towards disabled people and the seriousness of disability related harassment, and more general social attitudes towards disabled people	Review the effectiveness of current awareness raising activities concerning disability-related harassment and assess whether there are any gaps	We will promote positive images of disabled people	Immediate and ongoing	HBBC	Images in the council newspaper (Borough Bulletin) eg Winter 2011 p5, Spring 2012 p13 & p15, spring 2013 p5, 7, & 16, Autumn 2013 p 6 & Spring 2014 p4
		We will ensure that there are no barriers to prevent representation from disabled people as Councillors	2011/15/19	HBBC	The 'Becoming a Councillor' event/opening evening which takes place at in pre-election period. This event has been publicised aiming at reaching as many groups as possible encouraging all people to stand. The member development steering group put together a list of various community & voluntary groups etc. to send out our 'become a councillor' leaflet to, and to invite to the Prospective Councillor events so we could encourage greater diversity. Additional support provided to the elected candidates if they have a disability e.g. <ul style="list-style-type: none"> <li>• For a physically disabled councillor we provide equipment for, reimburse him/her for taxis, hire accessible buses for etc. Arrangements for physical support for him/her to carry out their duties.</li> <li>• For a councillor with a learning disability, additional support is provided for the completion of forms, expense claims etc.</li> </ul> Next 'becoming a councillor' event will take place in January 2015
		We will encourage all individuals and organisations to recognise, report and respond to any incidences of disability related harassment	Immediate and ongoing	Community Safety Partnership	In place and ongoing. Workshops delivered to high schools across the borough on hate crime, disability awareness and antisocial behaviour. Workshops delivered to over 1600 pupils 2013-14. In the first quarter of 2014-15 delivered to over 500 young people.
		Continue to co-ordinate and deliver the Community Relations Forum aimed at working towards eliminating discrimination of any kind and building community relationships to be proud of	Ongoing with twice yearly events	Community Planning	In place and ongoing delivery of twice yearly Forum events. Growing engagement of organisations/agencies representing those with disabilities, learning difficulties, victims of discrimination/harassment, etc. We continue to support the delivery of twice yearly Forums recent themes have included: 'Valuing difference in our community' providing the opportunity to acknowledge, better understand and value all members of our community which has embraced those with mental health issues, learning difficulties, etc. We have utilised the newly established Voluntary and Community Sector database (representing 1200 active VCS organisations in H&B), to broaden promotion, which has resulted in further engagement of a broad and diverse membership of the Forum
All frontline staff who may be required to recognise and respond to issues of disability-related harassment have received proper training	All frontline staff where disability-related harassment or antisocial behaviour are trained in how to recognise and ensure appropriate safeguarding	We will train all frontline staff to recognise and record vulnerability and train them to recognise safeguarding and the process to follow on identification of safeguarding.	Immediate and ongoing	Chief Officer	Complete. Refresher training events to be arranged, as needed. Hate crime training to be mandatory for those who are identified as in need
	More generally all agencies should consider whether their wider staff training and development processes and appraisal and promotion systems should be amended	Safeguarding training for Gold Silver and Bronze rolled out to all staff utilising online training modules where appropriate	Immediate and ongoing	HR	In place

Urge local partnerships to raise the issue of disability related harassment on their agendas in order to effectively tackle it together	Local agencies and partnerships need to communicate and act together in ways that produce a swift resolution.	Promote positive attitudes towards disabled people	Immediate	Communications team – Borough Bulletin	Promotion of the 'safe Place' scheme to the local media and in the council's own newspaper. Promotion of hate crime and reporting hate crime campaign in the council's newspaper
	Local agencies and partnerships should review the priority they give to dealing with harassment and work together to eliminate it.	The Community Safety Partnership will include within their delivery plans outcomes/actions in relation to dealing with harassment and work towards eliminating it	Immediate	Community Safety Partnership	New Community Safety Strategy and Action Plans developed for 2014-15. Actions include: to support the county-wide Stop & Tell campaign and encourage reporting of hate crime, to provide support to Victim Support in their bid to continue offering services to victims of ASB and hate incidents
	All agencies and partnerships dealing with crime and disorder should appoint a local harassment co-ordinator (unless they can evidence properly there is no requirement) and such co-ordinators should meet on a regular basis to identify issues of joint concern	We will review Community safety priorities annually by the and any gaps identified by the EIA assessment will be built into the Community Safety Action Plans	Immediate and ongoing	Community Safety Partnership	Community Safety Priorities reviewed and strategy reviewed April 2014
				Chief Officer	In place
		We will support a local Hate crime policing officer, Local Authority Hate crime champion and equalities member champion.	Immediate and ongoing	Executive	In Place (Cllr Witherford)
	Statistics on the performance of local agencies and partnerships in addressing harassment, and any service guarantees, should be published annually in a uniform format using accessible media. These should include surveys which measure community satisfaction with their work.	JAG and Endeavour to continue and develop practises in the identification and partnership response to hate crime	Immediate and ongoing	Community Safety Partnership	Practices in place. Some developments include: • Community Protection Officer role established to review partner intelligence and coordinate Endeavour Team activity • Hate incidents flagged/recorded on Sentinel by Endeavour Team
	Local partnership boards should be fully accessible for disabled people to join.	Publish Annual Hate Incident Monitoring Project Report	Published 2011 next annual review 2012	Community Safety Partnership via County Hate Incident Steering Group	Published
Local agencies and partnerships should ensure support and advocacy services in their area are adequate, accessible and that the victims of disability-related harassment, and potential victims, know their rights and the options available to them with regard to all forms of harassment.	Victim Support services in place. Look to sustain delivery of victim support services	Currently funded at county level until April 2014 (Now October 2014, pending PCC funding)	Community Safety Partnership Board	In place and sustained until March 2015. From April 2015, the local Police and Crime Commissioner will assume sole responsibility for funding.	

Local authorities should play a lead role in driving local partnerships to deliver on preventing and tackling disability related harassment	Organisations should invest in awareness campaigns aimed at encouraging victims of disability-related harassment to come forward.	Deliver annual Stop and Tell Campaign to raise awareness and reporting of hate crime	Next Campaign March 2014	Community Safety Partnership	'Stop and Tell' Campaign delivered in March 2014 - "Respect difference, say NO to hate"
	They should ensure that good quality accessible, independent advocacy is available to disabled people, enabling them to get the support that they need.	Work closely with organisations that work with people with disabilities to encourage victims of disability related harassment to come forward	Immediate and ongoing	Community Safety Partnership	The county hate incident steering group has members from MIND, MENCAP and health services. We work together with a wide number of partners via this county group to promote reporting and awareness and put annual action plans together
	They should undertake access audits of the support services offered to victims to establish where disabled people are receiving inadequate support and action remedies	The Community Safety partnership will include within their delivery plans outcomes/actions in relation to preventing and tackling disability related harassment	Annual Review	Community Safety Partnership	In place - actions were reviewed Action planning and new strategy developed for 2014-17
		Key delivery partnerships namely: TCP, CSP, Health & Wellbeing, Think Family Partnership, provide quarterly progress reports to the LSP, which could include a requirement to report on the above	LSP meets 3 times per year plus an annual review meeting in February each year	LSP February 2014 and ongoing	In place and reported to the LSP Board on a quarterly basis, as well as delivery of presentations/performance reports as and when requested by the LSP Board. Also informs the Annual LSP statement of achievements report. The LSP continues to call to account the key delivery partnerships and to receive performance reports as appropriate, with the opportunity to call in reports on access to provision
	Continue to provide Victim support for victims of hate crime and hate incidents	Currently funded at county level until April 2014	Community Safety Partnership	Victim services to be commissioned via PCC and PCC currently consulting to shape services. Full funding until March 2015; Police and Crime Commissioner to determine funding thereafter	
Further develop and embed arrangements to identify and consult with vulnerable residents in its borough including those with learning disabilities	We will ensure that vulnerable residents are represented and consulted	We will hold regular workshops with people with all types of disabilities	ongoing	Communications Team	In place
			Community Planning	Establishment of new Voluntary and Community Sector (VCS) arrangements in Hinckley & Bosworth w.e.f. 1st April 2013. The local authority has ringfenced funding to enable the instigation of a new VCS Forum comprising 30 VCS organisations, and the establishment of a comprehensive VCS database detailing 1200 active VCS organisations (at Feb 2014) This provides a further mechanism to consult more widely on the needs of our most vulnerable residents	
			Community Planning	Ongoing engagement and support of the Hinckley and Bosworth Locality Group, and attendance at monthly meetings (as part of the Independent Voices for Engagement organisation, IVE). IVE support service users and carers, and specifically vulnerable people, raise views and recommendations through engagement and consultation. Ongoing attendance and support for the IVE, including facilitating linkage with relevant locality arrangements, for example securing appropriate representatives at group meetings such as Police, Employment Service, etc., and ensuring linkage with other relevant Forums/Networks i.e. Community Relations Forum, VCS Forum, Changing Minds Group, to ensure that the IVE is not operating in isolation and gaining access to existing support and provision.	

Improves its use of equality impact assessments. Although the process for completing equality impact assessment and undertaking equality monitoring is understood throughout the council it needs to improve both the quality and robustness of information captured, the analysis undertaken and be able to demonstrate the impact made	We will continue to embed the use of impact assessments and ensure that any actions identified are fed into the business planning process	The TEN Performance Management system is used to ensure that Service Improvement Plans, targets, risks and Equality impact assessments are all in one place	Ongoing	Head of Service	In place
Works with its partners in Health and Social Care to ensure that young people with moderate learning difficulties are targeted for support and awareness raising about harassment and how to report it.	We will improve contact with the health and social care organisations to ensure that people with learning difficulties are targeted for support	Through the Health and Wellbeing Board, we will improve relationships communication and representation	Ongoing	Deputy Chief Executive and Chair of the Health and Wellbeing Board	In place and ongoing quarterly meeting of the Health and Wellbeing Partnership, including representatives from Adults and Social Care to ensure profiling of this work and encouragement of collaborative working. Ongoing quarterly meetings and ongoing support of key partners including WLCCG, Public Health, Health Watch, Adult and Social Care, VCS, and recently LCC First Contact representative. The new Health and Wellbeing Strategy and underpinning priorities were finalised in September 2014 and representation on Corporate Equalities Steering Group confirmed
Works with health agencies to secure their engagement in the work of the council and its partners, in identifying victims of anti-social behaviour and addressing their needs.	We will improve contact with the health agencies to ensure that they feed into our Partnerships to address needs	The Health and Wellbeing Board will feed into the LSP and have representation on the LSP	Ongoing	Deputy Chief Executive and Chair of the Health and Wellbeing Board	In place and ongoing quarterly meeting of the Health & Wellbeing partnership. Development of effective relationships and representation from West Leicestershire CCG, Public Health, Health Watch and the VCS. Quarterly reporting to the LSP Board. The Health and Wellbeing Partnership is one of the key delivery partnerships which reports into the LSP Board on a regular basis. This includes annual reporting on progress and performance against partnership priorities, at the LSPs annual review meeting. The Chair of the Health & Wellbeing Partnership, and our lead member for health and wellbeing, also sit on the LSP Board. Representation from Health and Wellbeing Board on Corporate Equalities Steering Group now confirmed





# Hinckley & Bosworth Borough Council

**Finance, Audit and Performance Committee**

**ANNUAL REPORT**  
2013/2014

## **CONTENTS**

- 1. Role and Responsibility**
- 2. Membership and Structure**
- 3. 2013/2014 Achievements**
- 4. Looking Forward**

## **1. ROLE AND RESPONSIBILITY**

- 1.1 The Finance, Audit and Performance Committee (FAP) operates as the Audit Committee for Hinckley and Bosworth Borough Council. The Chartered Institute of Public Finance and Accountancy (CIPFA) <sup>1</sup>states that “The purpose of an audit committee is to provide to those charged with governance independent assurance on the adequacy of the risk management framework, the internal control environment and the integrity of the financial reporting and annual governance processes.”
- 1.2 Finance, Audit and Performance Committee (the Committee) operates alongside the Scrutiny Commission to perform the Overview and Scrutiny function for the Authority in accordance with the Local Government Act 2000.
- 1.3 The Committee assists in addressing the Authority’s responsibilities with regard to financial reporting, external and Internal Audits and controls. This includes reviewing the Authority’s annual Statement of Accounts, together with the periodic financial reports, together with monitoring and reviewing the effectiveness of the Internal Audit activities and systems of risk management and internal controls. The ultimate responsibility for reviewing and approving the Statement of Accounts, Annual Governance Statement and Budget remains with Council.
- 1.4 The principal functions of the Finance, Audit and Performance Committee are outlined in the CIPFA guidance as follows:
  - Be satisfied that the Council’s assurance statements, including the Annual Governance Statement, properly reflect the risk environment and any actions required to improve it, and demonstrate how governance supports the achievements of the Council’s objectives (Assurance role)
  - In relation to the authority’s Internal Audit functions (Internal Audit Role):
    - oversee its independence, objectivity, performance and professionalism
    - support the effectiveness of the Internal Audit process
    - promote the effective use of Internal Audit within the assurance framework.
  - Consider the effectiveness of the authority’s risk management arrangements and the control environment. Review the risk profile of the organisation and assurances that action is being taken on risk-related issues, including partnerships with other organisations (Risk Management Role).
  - Monitor the effectiveness of the control environment, including arrangements for ensuring value for money and for managing the authority’s exposure to the risks of fraud and corruption (Value for Money Role/ Fraud and Corruption Role).
  - Consider the reports and recommendations of external audit and inspection agencies and their implications for governance, risk management or control (External Audit Role).
  - Support effective relationships between external audit and Internal Audit, inspection agencies and other relevant bodies, and encourage the active promotion of the value of the audit process (see both audit roles above).

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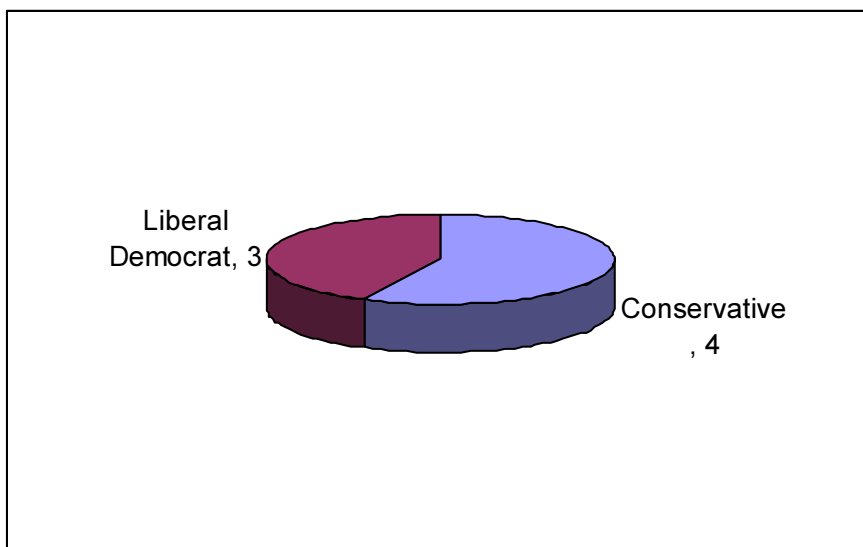
<sup>1</sup> “Audit Committees- Practical Guidance for Local Authorities and Police” (2013)

- Review the financial statements, external auditor's opinion and reports to members, and monitor management action in response to the issues raised by external audit (Financial Statement Role).

1.5 Further details of the role of the Committee and the terms of reference are contained in Part 2 Article 6 of the Council's Constitution.

## **2. MEMBERSHIP AND STRUCTURE**

- 2.1 Requirements for the structure of the Finance, Audit and Performance Committee are set out in the Constitution. As per Part 2, Article 6, section 6.5 “Finance, Audit & Performance Committee [should consist] of seven members of Council and ...be politically proportionate. The Mayor and members of the Executive may not be a member... The Chairmanship of the Scrutiny Commission will be allocated to a Councillor who is not from the majority group, by decision of the Council, and two Vice-Chairmen appointed from each of the other two Groups. One of these Vice-Chairmen will be Chairman of the Finance, Audit & Performance Committee. Non-Council members may be co-opted to Overview & Scrutiny bodies in a non-voting capacity for specific areas of investigation, by agreement of the Scrutiny Commission.
- 2.2 Chapter 7 of the CIPFA guidance states that “good” Audit Committees are characterised by the following membership attributes:
- A membership that is balanced, objective, independent of mind, knowledgeable and properly trained to fulfil their role
  - A membership that is supportive of good governance principles and their practical application towards the achievement of organisational objectives
  - A strong independently minded chair – displaying a depth of knowledge, skills and interest.
  - Unbiased attitudes – treating auditors, the executive and management fairly
  - The ability to challenge the executive and senior managers when required
- 2.3 The membership of Finance, Audit and Performance Committee for 2013/2014 is detailed below, along with the political makeup
- Councillor Miss DM Taylor (Chairman)
  - Councillor R Mayne (Vice-Chairman)
  - Councillor JS Moore
  - Councillor PR Batty
  - Councillor Mrs R Camamile
  - Councillor PAS Hall
  - Councillor K Morrell



2.4 The functions of the Committee are supported by Internal Audit, External Audit and the Council's finance officers who attend meetings as required. The key contacts of these parties are detailed below:

<b>Organisation</b>	<b>Name</b>	<b>Contact number</b>
Hinckley and Bosworth Borough Council – Finance	Sanjiv Kohli – Deputy Chief Executive (Corporate Direction) and s151 Officer	01455 255 607  01455 255 609
	Katherine Plummer – Head of Finance and Deputy s151 officer	
PricewaterhouseCoopers LLP – External Audit	Alison Breadon – Engagement Leader	07740 894817
	Sophia Mouyais – Audit Manager	0751 554 1313
Coventry and Warwickshire Audit Services – Internal Audit	Tim Ridout – Chief Internal Auditor	07590 960639

### 3. 2013/2014 ACHIEVEMENTS

3.1 An outline of the reports discussed at each meeting of the committee in 2013/2014 is included in Appendix 1.

3.2 The following table highlights how the committee has achieved each of the functions outlined in 1.4

Role	Achievements
Assurance Role	<ul style="list-style-type: none"> <li>• Reviewed the draft Annual Governance Statement ahead of submission to Council for approval</li> <li>• Monitored the implementation of the Housing Repairs Action Plan to ensure that actions had been taken to address a “significant control weakness” highlighted in the 2012/2013 Annual Governance Statement</li> <li>• Received, as requested an update on progress against control issues identified within car parking</li> </ul>
Internal Audit Role	<ul style="list-style-type: none"> <li>• Received and reviewed periodic Internal Audit reports which include recommendation tracking updates to ensure that any issues with internal control are identified</li> <li>• Received the Annual Internal Audit report and considered any impact on the Annual Governance Statement</li> <li>• Reviewed the Annual Internal Audit Satisfaction Survey, ensuring that the Council continues to achieve the required service from this outsourced function</li> </ul>
Risk Management / Performance Role	<ul style="list-style-type: none"> <li>• Considered quarterly Performance Management reports to identify any issues with the achievement of corporate objectives</li> <li>• Considered quarterly Risk Management reports</li> </ul>
Value for Money Role	<ul style="list-style-type: none"> <li>• Monitored the General Fund, capital and Housing Revenue Account outturn reports; ensuring the Council maintains a strong financial position</li> <li>• Reviewed quarterly Treasury Management reports; ensuring that the Council’s investment and borrowing activities are prudent and secure</li> <li>• Considered the financial position of Hinckley Club for Young People to ensure the ongoing stability of this organisation</li> <li>• Monitored the financial performance of the Local Council Tax Scheme and Business Rates Pool</li> <li>• Requested and received regular aged debt analysis, including information on recovery processes</li> <li>• Requested and received a report on the outcomes of housing repairs “Schedule of Rates” review. The Committee endorsed the increase in rates arising from this review</li> <li>• Requested an update on the introduction of a Tennant Recharge Policy, designed to recovery the cost of damage to Council properties</li> </ul>

	<ul style="list-style-type: none"> <li>• A joint meeting of Finance, Audit and Performance and the Scrutiny Commission was held on 16<sup>th</sup> January 2014 to consider the 2014/2015 budget ahead of submission to Council</li> </ul>
Fraud and Corruption Role	<ul style="list-style-type: none"> <li>• Received a presentation on the Audit Commissions “Protecting the Public Purse Survey” – an assessment against the checklist included in this report was requested by the Committee and was presented to members in the first meeting of 2014/2015</li> <li>• Received the updated Anti-Fraud and Corruption Policy</li> </ul>
External Audit Role	<ul style="list-style-type: none"> <li>• Received the ISA(260) Report as “Those Charged with Governance”</li> <li>• Received the External Auditor’s Annual Report and Audit Plan</li> <li>• Received the External Auditors Annual Grants Certification Report</li> </ul>
Financial Statements Role	<ul style="list-style-type: none"> <li>• Received training on the Statement of Accounts</li> <li>• Reviewed the annual Statement of Accounts ahead of submission to Council for approval</li> </ul>



#### **4. LOOKING FORWARD**

- 4.1 Looking forward, the Committee is keen to continue to develop its role as a key function of the Council's Scrutiny and assurance function. As such, a work programme will be developed to ensure that this is achieved
- 4.2 A work programme for is key to ensuring that the Committee's work is:
- Outcome focussed;
  - Prioritised accordingly;
  - Resourced properly; and
  - Project planned properly.
- 4.3 In devising the work programme for 2014/2015, the Committee should consider the following questions, many of which are highlighted by the CIPFA guidance:
- Is the Committee sufficiently trained to carry out its role? Is any further training required to support members?
  - Does the Committee robustly review the Annual Governance Statement and Statement of Accounts ahead of recommending these to Council for approval?
  - Does the Committee encourage ownership of the internal control and risk management framework by officers by requesting their attendance at meetings?
  - Is due attention given to ensuring that the Council obtains required support from both Internal and External Audit?
  - Does the Committee focus activity around risk?
  - Does the Committee review major projects and programmes to ensure that governance and assurance arrangements are in place?
  - How does the Committee ensure that fraud risks are identified and adequately addressed through both preventative and detective means?
  - Does the Committee ensure that assurance on value for money arrangements is included in the assurances received?
  - Does the Committee effectively challenge?

**10<sup>th</sup> June 2013**

- Internal Audit Progress Report
- Annual Internal Audit Report
- Annual Governance Statement
- Performance Management to 31 March 2013
- Prudential Code & Treasury Management Annual Report 2012/13
- Housing Repairs Review
- Hinckley Club for Young People.

**16<sup>th</sup> September 2013**

- Report to those charged with Governance (ISA260)
- Internal Audit Progress Report
- Internal Audit Annual Satisfaction Survey
- Revenue & Capital Outturn – 1<sup>st</sup> Quarter 2013/14
- Statement of Accounts 2012/13
- Annual Governance Statement 2012/13
- Performance & Risk Management Framework
- Local Council Tax Report & Business Rate Retention Quarter 1 2013/14
- Sundry Debts Update Report

**11th November 2013**

- Annual Audit Letter (External Audit)
- 2<sup>nd</sup> Quarter Treasury Management Report
- Housing Repairs Update
- Sundry Debts Update

**6<sup>th</sup> January 2014**

- Internal Audit Progress Report
- Draft Capital Programme
- 2nd Quarter Budget Monitoring
- Risk Management Framework
- Local Council Tax Support & Business Rates
- Sundry Debts Update
- Tenant Recharge Policy
- Hinckley Club for Young People

**31<sup>st</sup> March 2014**

- Protecting the Public Purse
- Anti Fraud and Corruption Policy
- Annual External Audit Plan
- Annual Grants Certification Report
- Internal Audit Progress Report
- Internal Annual Audit Plan
- 3<sup>rd</sup> Budget Monitoring
- 3<sup>rd</sup> Quarter Treasury Management

- Aged Debt Report
- Council Tax Report and Business Rates Update
- Housing Repairs Update – Schedule of Rates Review
- Car Parking Update
- Hinckley Club for Young People Update (Verbal Report)

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