

Public Document Pack
**HINCKLEY & BOSWORTH
BOROUGH COUNCIL**



**Hinckley & Bosworth
Borough Council**

**AGENDA FOR THE EXTRAORDINARY
MEETING OF THE COUNCIL**

**TO BE HELD ON
TUESDAY, 14 JULY 2020
at 6.30 pm**

Date: 06 July 2020



**Hinckley & Bosworth
Borough Council**

Dear Sir/Madam

I hereby summon you to attend an extraordinary meeting of Hinckley & Bosworth Borough Council as a virtual meeting via Zoom on **TUESDAY, 14 JULY 2020 at 6.30 pm**

Yours faithfully

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

Miss RK Owen
Democratic Services Manager

AGENDA

1. Apologies
2. 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.
3. Coronavirus - the council's response (Pages 1 - 40)
To update members about the impact of the coronavirus on our communities, council services and finances and set out the council's response to the challenges.
4. Coronavirus - recovery strategy (Pages 41 - 50)
To consider the draft recovery strategy in response to the issues and challenges raised in the preceding report.
5. COVID 19 response: amendment to constitution (Pages 51 - 54)
To seek approval for an amendment to the scheme of delegation in respect of pavement licences.
6. Climate Change Strategy (Pages 55 - 62)
To seek approve of the council's Climate Change Strategy.
7. Hinckley Crematorium Project Update (Pages 63 - 70)
To review the process of the Hinckley Crematorium project.

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Hinckley & Bosworth
Borough Council

Forward timetable of consultation and decision making

Council 14 July 2020

Wards affected: All Wards

Coronavirus - the Council's Response

Report of Strategic Leadership Team

1. Purpose of Report

- 1.1 The purpose of this report is to update members about the impact of coronavirus on our communities as far as we know, our Council services, our finances and set out the Council's response to the challenges it has presented. This includes the successful creation of the Resident Support Scheme and delivery of the Business Support Grant schemes. Please note there is a separate report on this agenda that sets out our targeted approach to recovery.

2. Recommendation

- 2.1 That members endorse the positive steps taken in response to the Coronavirus pandemic.

3. Background to the report

- 3.1 From early March all communities across the borough have been affected by the Coronavirus pandemic. As a consequence of the Government's strategy for dealing with the pandemic, and the associated "lockdown", we have had to find new ways of working, as well as delivering new initiatives in challenging circumstances and at a fast pace in very short timescales.
- 3.2 We have achieved a significant amount in the last three months and a summary of some of the key metrics for this are attached in the infographic as Appendix I. We are now moving towards the recovery phase and we have used the evidence at national and local level to inform the development of our Recovery Strategy, which is covered by a separate report on the agenda.
- 3.3 This report will cover the following:
- Impact on our communities
 - Impact on service delivery for our usual business activity
 - The success of the Resident Support Scheme
 - Delivery of Business Support Grants
 - Financial Impacts (additional expenditure and loss of income)
- 3.4 Scrutiny Commission considered this report at its meeting on Thursday 2 July and endorsed the positive steps taken by the council to the coronavirus pandemic. It also

passed a vote of thanks to all managers and staff of the council in their reference during this current crisis.

Impact on our Communities

- 3.5 Whilst it is still too early to tell, in respect of the full and long lasting impact the current COVID-19 pandemic, a summary of the community impacts are set out below.

Health

	Homes	Hospital	Care homes	Hospice	Other Communal Establishment	Elsewhere	Total
Blaby	3	48	19	1	1	0	72
Charnwood	3	69	38	4	1	0	115
Harborough	2	35	19	1	0	0	57
Hinckley	3	49	35	5	0	0	92
Melton	2	14	12	0	0	0	28
North West	5	43	15	1	0	0	64
Oadby	0	44	16	0	2	0	62

(Source ONS – number of COVID related deaths)

- 3.6 The figures above illustrate the stark impact this devastating virus has had on the health of our communities. With over 90 deaths in the borough (over 30 in care homes) and the rate of cases being 247 per 100,000 population, sits at one of the highest rates amongst districts in Leicestershire. However, as confirmed recently by the Director of Public Health, the rate of positive cases in the borough remains below the national average. As of week ending 13th June the latest available figures published up to 5 June, Hinckley & Bosworth has the second highest rate of COVID-19 cases and deaths in the county. The cases peaked on 6th and 19th April and since then there appears to have been an overall declining trend (albeit with two smaller peaks on the 4th and 18th May). More recently the Government has made available additional information on Covid cases. To date, all information has been produced based on Pillar 1 data (the clinically prioritised data). At the start of July, Pillar 2 data (all community testing) was published. From a report of the Leicestershire Director of Health on 3 July this showed total cases had doubled to 506 cases (271 Pillar 1 data; 235 Pillar 2 data).
- 3.7 The focus now in Leicestershire is to control the spread and manage any outbreaks through the development of Local Outbreak Plans work, which the Director of Public Health for LCC is leading on in dialogue with partners.
- 3.8 What these figures do mask is the impact on our community's mental health and the ongoing risks of this, even as we come out of lockdown. Also, as has been reported nationally, there is a significant backlog in general planned care. For example, it has recently been reported (The Times 12th June) that NHS figures for March and April show a 60% fall in urgent referral nationally for cancer care, falling from 181,873 in March to 79,573 in April. In April last year there were 199,217. This also appears to reinforce concerns over a hidden backlog of patients afraid to seek treatment during the pandemic.

Impact on Businesses and Workforce

- 3.9 Following the national lockdown from 13th March, the majority of businesses in the borough have had to stop or drastically reduce their operations. All retail businesses and our hospitality sector including restaurants, cafes, hotels and tourism attractions have all had to close. Of our 4,700 businesses registered in the borough, around 1,800 qualified for the Government's Small Business Grant Fund Scheme and the Retail, Hospitality and Leisure Business Grant Fund scheme, considered in more detail elsewhere in this report.
- 3.10 It has recently been reported that the UK's economy shrunk by 20.4% in April. According to the Office for National Statistics this historic fall has been the biggest the UK has ever seen, affecting virtually all areas of activity. Education, health, manufacturing industry, construction and housing, pubs and car sales saw particularly significant reductions. In summary:
- Education fell by 18.8% as a result of school and college closures during March and April.
 - Food and beverage services fell by 38.8% as a result of bars and restaurants closed in March and April.
 - Wholesale and retail trade and repair of motor vehicles and motorcycles fell by 41.6%
 - Health fell by 11.4%.
 - Retail trade by 8.9% due to temporary ceasing of trading.
 - Construction fell by 40.1%.
- 3.11 We know from anecdotal evidence, there are key impacts locally but that there are also positive stories from opportunities businesses have secured. Of note are Triumph who have confirmed over 240 job losses as a direct result of COVID-19 but given assurances that this is to secure their long-term future in Hinckley. Twycross Zoo has run significant losses amounting to over £250,000 per month during lockdown but, as a result of strong lobbying nationally and locally where, with the support of the council, able to open to visitors from 15th June. Our logistics sector on the whole has flourished with the demand for food and household supplies and some companies have diversified and been awarded contracts for production of PPE equipment, such as Upton Steel in Groby.
- 3.12 From information available from the Leicestershire and Leicester Local Enterprise Partnership (LLEP), since May there has been a 20% drop in jobs advertised or available in the borough since January 2020 (from 1,477 to 1,180). The numbers of furloughed staff in the borough by the 31st May was 14,500 representing 23.7% of total employment numbers.
- 3.13 Whilst furlough has helped stave off job losses in the short-term, DWP have reported a near 100% increase in job seekers allowance and we have seen unemployment rise from 2,500 registered in 2019, to around 3,500 locally. This is obviously of significant concern and hence we have set out a range of measures in our Recovery Strategy to seek to address these challenges going forward.

Impact on service delivery for our usual business activity

- 3.14 With the government's initial message clearly being to "Stay at Home", and certainly to work from home if possible, the first challenge was to enable homeworking for as many employees as possible. Fortunately, given our historical approach to flexible

working, we already had many people enabled for homeworking, albeit this may have been on an ad-hoc basis for some. For example, our Revenues and Benefits team predominantly already home worked for around 90% of the time.

- 3.15 One of the challenges was the availability of ICT equipment in a very short space of time. We therefore needed to prioritise the rollout of equipment that was in stock and this was undertaken by Directors based upon those that were clinically vulnerable and clinically extremely vulnerable. Within one week we had enabled approximately 67% of staff to work from home (where their role enabled) and within two weeks with more equipment becoming available this had increased to 94%. Meetings and business/customer visits also had to be assessed and we quickly developed a protocol for visiting officers to ensure staff were reassured that only critical visits were required.
- 3.16 Risk assessments were undertaken for all other staff whose role could not be delivered from home and those who are clinically vulnerable or extremely vulnerable were stood down, where appropriate, for example where social distancing could not be guaranteed.
- 3.17 Employee wellbeing is important and this is even more important during these challenging times. We have been continuing to positively engage with staff throughout the pandemic and managers are finding new ways of staying in touch. This has included signposting to wellbeing resources and tips for staying safe and well, supplemented by a comprehensive Employee Assistance Programme.
- 3.18 The impact of these new ways of working will now be explored on a service by service basis.

Waste

- 3.19 The operational challenges for this service have been significant due to increased demand and a 35% reduction in staff availability. Waste volumes for all three bins increased significantly during lockdown causing significant operational pressures. For example recycling tonnage was 30% higher at the peak and is still 24% higher than average which is Christmas levels and the increased gardening, DIY, time at home, clear outs (compounded by charity shops being closed), on line shopping etc, have meant all bins have been heavier and staff have been working much harder to ensure services were maintained.
- 3.20 At the start of lockdown 40% of staff were at home self-isolating and the garden waste collections stopped for five weeks before resuming on April 27th, following risk assessments and provision of PPE. In the two weeks following, HBBC collected three times the normal tonnage for garden waste and the service users have had a two month extension to the service in 2021 to compensate.
- 3.21 Additional trucks have been hired in and agency use has been high (over 40% of staff since garden waste collections resumed). Staff have been unable to take leave during this period so agency staff are being retained whilst staff take a well-earned break.
- 3.22 Bin deliveries have increased and waste transfer from the Jubilee have also had to be maintained throughout the lockdown.

Greenspaces

- 3.23 Priority was given to Ashby Road cemetery throughout the lockdown and burials have increased but not to the extent forecast, as the lockdown has resulted in lower deaths than forecast. Services have changed to graveside only in line with government's social distancing guidelines. The number of burials in May doubled compared to last year, but was manageable.
- 3.24 Grounds maintenance has operated throughout the virus with lower staffing levels (due to staff self-isolating) but with careful prioritisation the impacts seen by park users have been minimal. The gradual lifting of lockdown measures has resulted in significant increases in litter volumes on green spaces but parks have been key to maintaining peoples' mental and physical wellbeing throughout the lockdown and a lot of positive feedback has been received. Our parks have remained open throughout and we have monitored usage and social distancing and there have been no problems.
- 3.25 Events have been cancelled, pavilions closed and play areas still remain closed but tennis and bowls have resumed with additional controls. The café at Burbage common is now operating a takeaway service and options to reopen the toilets at Hollycroft park, cricket and football are all being considered.

Street Cleaning

- 3.26 High numbers of staff in this service area were clinically vulnerable to the virus and therefore the service operated at a reduced level at the start of lockdown and staff were also redeployed to refuse collections. Weekly fly tipping increased by 55% at its worst and is still significantly higher than normal but rates are reducing since the reopening of the household waste sites by LCC.
- 3.27 When the lifting of lockdown commenced litter volumes increased significantly but this has been managed with minimal complaints. There was also a significant delay in removing very large fly tips from two sites by contractors which were resolved. All services are now operating fully (litter collection, road sweeping, special collections, clearance of housing void properties, asbestos removal etc) with the exception of bulky (large item collections) which are still limited in number (due to waste disposal constraints and staff working on refuse collecting) and by the type of items which can be collected (limited to items which can be collected by one person). Officers are working to restore this service full as soon as possible.
- 3.28 Enforcement and environmental crime investigation has continued thorough out the virus particularly for fly tipping and residents have responded positively to social media posts about fly tipping in particular. Complaints about abandoned vehicles were high initially but the majority of these vehicles were residents not going to work.

Planning Service

- 3.29 The Service has been able to continue the majority of business as usual. Planning Committees were cancelled for March and April which has impacted on the determination of a very small number of applications. However, a number of additional committee dates have now been agreed to ensure that we are able to catch up and keep determining applications in accordance with Government targets. The Government have asked Local Authorities to ensure that the system continues. This has caused some disquiet members of the public and the Leader of the Council has expressed his concerns to Government. The usual consultation arrangements

have continued as has consideration of applications. The number of Planning Applications received March to May is 261 when compared to the same period last year when 332 were received. This represents a drop of 21% mainly during April and the beginning of May. For the first two weeks of June however 54 applications have been received compared to 55 for the same period last year. There has also been an increase in the requests for pre-application advice over the last few weeks.

- 3.30 Planning Enforcement has continued to receive a large volume of complaints regarding breaches of planning control. Investigations have continued where social distancing in the open air can be practiced. There is likely to be a delay in any action that requires the involvement of the courts as they are not currently sitting and when they do re-open there is likely to be a significant backlog of cases. Recruitment to vacant roles hasn't been progressed due to the lockdown and therefore there will continue to be reduced capacity.
- 3.31 The Local Plans team have been able to continue progressing the production of a local plan and analysis of evidence gathered. There has also been a significant draw of resources to work on neighbourhood plans with the Burbage, Desford and Newbold Verdon NP's at examination stage and other parishes such as Market Bosworth, Barlestone and Witherley progressing their plans towards submission as well and requiring advice and guidance from officers. Officers are also continuing to work cross-boundary with neighbouring authorities on strategic and local planning issues via online meetings.
- 3.32 The Major Projects team have been able to continue to support economic development initiatives and work on Section 106 monitoring/spending, the securing and managing external funding and providing Heritage support and advice, however, the main focus has been working on the response to Covid-19 with colleagues delivering the business support grant programme, working with the town centre group and working with the LLEP on a strategic response.
- 3.33 Members from across the planning service have also been redeployed to assist maintain other services and delivering new services, such as the business grants.

Environmental Health

- 3.34 The Resilience Officer has been heavily engaged during the crisis inputting and being the link with the county's Local Resilience Forum (LRF) response arrangements. Through the LRF cell structures we have been able to facilitate a local Covid-19 mobile testing site; provided guidance adopted throughout the county on visiting officer arrangements and implementation of a Business Closure Protocol and set up arrangements for our key worker staff to receive rapid testing for symptoms.
- 3.35 From the 16 March a number of key services were halted in response to the developing incident, particularly those that required visits to businesses which then were closed. The service did however remain committed to investigating serious health and safety accidents and food hygiene breaches and continued to provide advice to customers. The biggest effect on service was the decision to withdraw, in accordance with national guidance, from providing food hygiene and health and safety inspections. In the first few weeks of the incident this enabled some officers to be redeployed to providing assistance to the Business Rates service in contacting businesses about rate relief and grant applications. However, as the incident and legislation developed officers became heavily involved in advising businesses on compliance with the business closure and social distancing legislation with 123

requests between 23 March and 12 June 2020 (96 business closure and 27 social distancing service requests). These requests resulted in the service receiving in total 148 requests for service between 23 March to 12 June 2020, as opposed to the 43, for the same period in 2019, resulting in a 344% increase in requests handled.

- 3.36 The Environmental Health (Pollution) services have continued as normal and has seen a significant increase in complaints, particularly on noise and smoke. Between 23 March and 12 June 2020 247 noise service requests were received, compared to 160 for the same period in 2019, an increase of 54%. For the same period in 2020 there were 99 bonfire complaints compared with 19 for the equivalent period in 2019, an increase of 421%. Overall the service has seen a 96% increase in service requests received in April 2020 compared to April 2019 and during May 17% increase from last year.
- 3.37 With regards to licensing, the service has been able to continue to offer all licence holders advice and guidance on Covid19 scenarios in their trade sector and specifically have been issued with a pre-opening check list and information on 'Off-Sales'.
- 3.38 For taxis and private hire vehicles (PHVs), we have been discouraging new applicants during the incident as the service would not have been able to complete the required pre-application checks and tests. However, current licensees have been provided with information as to how Covid-19 is impacting on the taxi trade and on advice and precautions necessary to protect drivers and customers for instance on the use of face coverings and screens.
- 3.39 Whilst Councils do not have the power to extend existing taxi/PHV licences, the Government have extended MOTs for vehicles for six months and relaxed the need to see original documents in person where renewals of vehicle licences are due, allowing us to request all applications be made via e-mail attaching the application and all required documents. The Council also agreed to give a three month extension to the payment licence fees as these are set locally which was well received by the local trade.

Community Safety and Housing

- 3.40 Officers from across Community safety and Housing have supported the new Resident Support Scheme detailed below, in various different roles.

Community Safety

- 3.41 Many crimes, such as burglary and violent crime, have seen significant reductions in offences during the crisis. However some emerging threats were identified and a COVID specific Community Safety Partnership Action Plan was developed and delivered to ensure an appropriate response to key emerging community safety related issues during the crisis. These emerging threats included Domestic Abuse, an increase in scams relating to COVID 19, an increase in secondary fires, vehicle crime and an increase in anti-social behaviour. A current focus for the partnership is the recovery of the Night Time Economy for which a dedicated partnership plan is in place. Close work is taking place across LLR and with town centre recovery teams to effectively plan for this re opening and to ensure actions are taken which will increase public safety.

- 3.42 The council's Domestic Abuse Outreach Service has continued to operate throughout the crisis. The numbers of referrals have remained steady into the service and telephone contact has been maintained. A recovery plan is in place to start to offer some face to face contact on a need basis with the majority remaining as telephone contact for the next few months. Our schools awareness programme is on hold with plans being looked at for alternative delivery options post September.
- 3.43 Community Houses have been closed to the public. During the crisis key users have been contacted by staff on a regular basis to reduce isolation and keep users up to date. A virtual community group offer is being delivered during the summer whereby service users can take part in group activities, such as crafts and cooking, virtually and provision for the activities are being delivered to participants.
- 3.44 Another consequence of the pandemic has been a significant increase in anti-social behaviour. We have seen an increase of 93.6% in reports to the council compared to the same period last year (23/3/19 - 15/6/19 = 141 cases compared to 23/3/20 - 15/6/20 = 273 cases). This significant rise can be directly associated with concerns that people may not be complying with lockdown restrictions.

Housing

- 3.45 Many of our tenants have advised us that they have been adversely affected financially throughout this period. In response the Rents Team have been proactively assisting and supporting our tenants to ensure that individual arrangements regarding repayment can be established.
- 3.46 At the beginning of the pandemic local authorities were asked to identify accommodation for different cohorts of people including the homeless, those affected by domestic abuse, key workers and hospital discharge as significant increases in those requiring support with accommodation during the pandemic was anticipated. In response the housing allocations process was temporarily suspended with the view that we could use our own housing stock to best meet this anticipated need.
- 3.47 Locally, however, this specific increased need for accommodation has not transpired as first expected, although we have seen a rise in people accessing support who are either homeless or at risk of homelessness. Since the start of the pandemic, the Housing Options Team has supported an additional 37 single people. Of these 37, 26 have now moved on for varying reasons, most having had a positive outcome such as securing move accommodation or re-uniting with friends and family. We have 11 people remaining in placements, all have been risk assessed and are either actively looking for private rented accommodation, have been referred to specialist hostel or to the Rapid Rehousing Pathway for assistance. There are a further 4 single people whom we have a duty to under the legislation and are awaiting social housing or private rented sector.
- 3.48 In response to the challenges presented by Covid-19 frontline service delivery has been adapted, across all services, to ensure that both staff and customers remain safe. Non priority visits were immediately suspended and most customer interactions, where appropriate, have taken place over the phone or by other virtual methods. The sheltered housing Scheme Managers, who are usually based at the sheltered schemes, have worked from home for the majority of their week, providing direct support over the phone, attending the schemes or visiting customers only when essential.

- 3.49 Until very recently only urgent and emergency repairs have been carried out within our tenants' homes. Working practices have been introduced to ensure that we are able to readily identify tenants or household members who are shielding or symptomatic. Repairs operatives attending these properties have been supplied with the appropriate PPE to ensure that they can work safely, and working practices have been introduced to mitigate any risks associated with Covid-19.
- 3.50 As lockdown easements are now beginning to be introduced we are working towards the resumption of usual business, re-establishing routine repairs, planned maintenance programmes and other routine housing visits.
- 3.51 The government introduced emergency legislation at the start of the pandemic to ban evictions in both the private and social sector for at least three months. The government has also progressed financial relief for private landlords who may have otherwise placed pressure on their tenants due to the impacts of the virus. Government direction to landlords is such that personalised repayment plans are advised rather than a move towards eviction. The Private Sector Housing Team expects to see an increase in requests for their intervention and support as further easements are introduced over the next coming weeks.

Leisure Services

- 3.52 In the very early stages of the pandemic, the majority of employees within this service area were re-deployed to support the new Residents Support Scheme. During this period complimentary work streams have focussed on:
- Supporting our voluntary led sports clubs - £24,000 of external funding has been secured to date.
 - Promotion of health & wellbeing lockdown activities, including advice on mental health and exercise.
 - Safeguarding our vulnerable adults and children.
 - Led on getting our town centres 'Back to Business'.
 - Entered into negotiations with Places Leisure over the closure and remobilisation of Hinckley Leisure Centre.
 - Assisting Tourism sector in recovery.
 - Developing a comprehensive partnership offer for children and young people.
- 3.53 The leisure centre closed on 20th March and since that date there have been discussions taking place with Places Leisure to understand the financial impact and to agree arrangements for the remobilisation and reopening of Hinckley Leisure Centre. Representations have been made at a national level regarding the negotiations taking place with leisure providers.
- 3.54 All events have been cancelled since March up to end of July. We are awaiting further guidance from Government post August.
- 3.55 There has been a significant uplift in the number of people undertaking moderate levels of physical activity. This included walking and cycling. The service area will need to maximise these opportunities with the aim to modify behaviour patterns, leading to positive health outcomes.

Resident Support Scheme

- 3.56 In response to the COVID-19 pandemic the council, working with volunteers and community groups, set up a Resident Support Service to work with those residents who had to self-isolate and who had no support networks. Priority is given to those over 70, those with an underlying health condition, individuals who are on their own and feeling isolated and families that struggle to cope.
- 3.57 The Resident Support Service developed in a dynamic, fast way to deal with people who suddenly were advised to stay at home. During the early stages of lockdown the service was continually reassessed and developed to ensure it was meeting the needs of those who were contacting the service. Officers from within the Community Services Directorate joined key multi agency cells to ensure that our localities needs and issues were represented.
The Resident Support Service provides the following:
- Links people into local support networks where these are in place.
 - Help with emergency food access and ongoing shopping assistance
 - Advise on collection of prescriptions and other essentials
 - Social contact for those who are lonely
 - Advise on financial help for those who are worried about their personal finances
 - Advise on how to look after your health and wellbeing whilst self-isolating
- 3.58 It was immediately evident that access to food was clearly the biggest need from day one of our service launch. Whilst a number of local offers were available through the large number of volunteers and community groups supporting their local areas, there were gaps and therefore ,as well as ensuring we use the local options available to us, we have created a number of options to fill the gaps, where needed. These are listed below:
- Emergency food parcels - complimentary packages have been delivered within a 4 hour window from receiving initial requests. We have worked in partnership with our local Sainsbury's who make up the parcels for us to purchase and deliver.
 - Food Buddies - a bespoke offer using the service of committed volunteers who provide ongoing shopping support to our most vulnerable customers.
 - Centralised food distribution - working in partnership with a registered local charity we have established a warehouse which stores food and acts as our distribution centre.
 - Foodbanks - we have embraced and enhanced delivery via the voluntary sector who oversees the coordination of our 4 Foodbanks.
 - Support material - with each food parcel we enclose targeted literature on wellbeing, such as mental health, staying active, sleep, trips and falls.
- 3.59 Another issue which was identified early on was that there were a number of people who were struggling with the isolation aspect of the COVID-19 pandemic. In response to this we set up a Staying Well Befriending Scheme which involves a weekly phone call to have a chat and check in with a resident. This service has been operating with redeployed staff and volunteers supplied via our local Volunteer Hub.
- 3.60 A key partner in our Resident Support Service response was Next Generation, who a week prior to the official lockdown measures being announced launched a volunteer recruitment exercise, specifically for this support service. This received a fantastic response with 261 people registering to volunteer. Next Generation enabled

effective registration, vetting and safe mobilisation of volunteers. Some of the volunteers were redirected to established VCS groups who needed more volunteers and a number were also used to support the service set up by the council, such as food buddies and the Staying Well Befriending Scheme.

- 3.61 One of the positives to come out of the COVID-19 pandemic has been the fantastic response of the VCS sector. This was celebrated during National Volunteers work and Appendix II provides details of some of the work undertaken by volunteers during the time.
- 3.62 The fact that the council had set up the Resident Support service meant that we were able to respond to the work needed to support Shielded residents quickly. Residents who are on the shielded list had to register if they wanted support with basic care needs, food assistance or other support. Districts are part of the partnership approach to responding to these requests for support, in particular to providing on going food support and social isolation support and to making calls to “priority” four residents (those who had registered for support but who didn’t have an emergency food need or basic care need). For Hinckley and Bosworth this has resulted in 1,744 calls being made to shielded people over eight weeks. Our Resident Support Service also picked up calls from residents confused about the shielded programme, in particular about the government emergency food delivery and priority supermarket slots.
- 3.63 Key areas that have contributed to the success of the Resident Support Service are:
- **Database of key contacts for support in each area** - work took place very early in the crisis with Parishes, local community groups and voluntary sector organisations to ensure we were aware of support networks in each area of the district. This has continued throughout the crisis and support options are added on a regular basis to this database. This has enabled effective signposting to support at the most local level
 - **Effective redeployment of staff** - the right staff with the right skills were redeployed in a timely way to support the support service.
 - **Clear effective scripts and procedures** - to ensure redeployed staff members are clear of processes and the customer gets a consistent service. This has been key as normal training and induction timescales have been extremely short due to the need to respond in a timely way to the crisis.
 - **Excellent community response** with all areas having communities and community groups who have responded to the crisis by providing support for people in their local areas.
- 3.64 Key performance data for the Resident Support Service can be seen below with more detail provided in appendix III.
1. Number of referrals received by triage - 411
 2. Number of referrals to Resident Support Service - 449
 3. Number of calls made - 6531
 4. Number emergency food parcels delivered - 134
 5. No of social contact calls made - 766 (call back housing and loneliness service)
 6. Number of volunteers registered with NG - 261 and 89 mobilised
 7. Number of volunteers working with trusted groups in the Community - at least 900
 8. Number of shielded referrals for additional support received 145
 9. Number receiving food buddy support - 18 volunteers supporting 60

- 10. Number of shielded priority 4 calls made - 1697
- 11. Number of Fitness Friends requests - 20

- 3.65 Moving forward we will be reviewing the Resident Support service taking into consideration future demand both for the current services and for demands arising from the financial consequences of COVID 19 on residents. We will remain flexible in order that we can step the service back up should there be a locality lockdown or impacts from track and trace.
- 3.66 By using existing officer capacity we have been able to deliver the service in a cost effective manner, with little additional financial burden on the council. This was assisted by the fact that officers were unable to deliver on their normal duties during this period.

Customer Services / Reception

- 3.67 At the start of the pandemic, we moved to an appointment only system within Customer Services Reception. This enabled us to remain open to customers in the greatest need and we were able to use the interview rooms to ensure both customers and staff continued to feel safe. Once lockdown was announced, we reinforced messages for customers to contact us by phone or via the website, wherever possible, and moved away from appointments. However, throughout the pandemic period we have always retained a presence within the reception area and have continued to serve customers where they have presented in crisis.
- 3.68 Unsurprisingly, we experienced significant increases in customer contact, particularly in relation to the wider impacts of the pandemic on our services alongside requests to access new schemes, such as the Resident Support Scheme and Business Support Grants. This culminated in 15,686 calls during March, which for business rates related queries alone was an increase of 1192%.

Homeworking for Customer Services had not previously been explored due to system restrictions. However, the pandemic was the trigger to fully test the capacity and capability of the new telephony system and home working has been successfully rolled out, whilst retaining high performance levels, despite the increase in demand. As lockdown restrictions are being lifted in other sectors, we have now reintroduced an appointment system for reception and early feedback is that this has been welcomed and all appointments are being fully utilised.

4. Business Support Grants

Initial Scheme

- 4.1 Early in the pandemic, the Chancellor set out a package of temporary, timely and targeted measures to support businesses through the disruption caused by COVID-19. In summary those for us to administer included the following:
 - A 12 month business rates 'holiday' for all retail, hospitality, and leisure businesses in England. This is known as expanded retail discount
 - A 12 month business rates 'holiday' for children's nurseries
 - Small business grant funding of £10,000 for all business in receipt of small business rate relief (SBRR) or rural rate relief

- Grant funding of £25,000 for retail, hospitality and leisure businesses for properties with a rateable value between £15,001 and £51,000
- 4.2 There was also an expectation that local authorities would implement these schemes without delay and all payments due should be made by the end of April if possible.
- 4.3 The Revenues and Benefits Team were quickly geared to deliver on the business rates holiday and these were applied immediately, and affected businesses notified. This totalled £1.8m across the Borough. Similarly, the retail, hospital and leisure business grants were relatively straightforward to administer and we have paid over £9m to nearly 500 businesses.
- 4.4 However, the Small Business grant of £10,000 presented significant challenges as most of the eligible businesses had never been required to make business rates payments as they were in receipt of SBRR and therefore we did not hold banking information to facilitate payments.
- 4.5 We set up a secure process for the businesses to provide banking information, but this required us making contact in the first instance. Given that there were approximately 1500 businesses, many of which were themselves closed due to the pandemic, this presented many challenges. At the peak of this work, we redeployed 20 people from many of our services. At the date of writing this report we have now paid out over £14m in Small Business Grants to over 1400 businesses and in total we have paid out over 95% of all grant funding.
- 4.6 As a consequence of the funding announcement, we have also seen an increase in businesses applying for SBRR. Where these applications are successful and we have clear evidence that this was the case for the qualifying date of 11 March, they are still being paid on a discretionary basis with sign off by the Head of Finance. We therefore expect to continue to make payments from this fund for some weeks.

Discretionary Scheme

- 4.7 Further to the initial announcements, we were awarded an additional £1,092,000 to support businesses across the borough as part of the Government's Local Authority Discretionary Grants Fund.
- 4.8 This scheme aims to provide support for businesses through the in addition to the Small Business Grant and the Retail, Leisure and Hospitality Grant Funds, businesses must have been trading on 11 March 2020 and not have received any other government funding (except the Coronavirus Job Retention Scheme).
- 4.9 The grant awards start at £500 with a maximum potential grant of £25,000. Our local scheme prioritised five main areas:
- Small businesses in shared offices or other flexible workspaces
 - Regular market traders with fixed building costs
 - Bed & Breakfasts which pay council tax
 - Charity properties in receipt of charitable business rates relief
 - Suppliers of the retail, hospitality and leisure sector who were not considered eligible for the previous grants

4.10 Applications were invited for this scheme from 1 June and closed on 14 June. We have so far received 333 applications and initial eligibility check is being carried before a team of assessors will determine the grant awards. Initial payments are expected to be made within two weeks of the closing date.

4.11 The impact of these schemes on services cannot be underestimated. Many staff worked through weekends and as set out previously, early in the scheme our Customer experienced an increase of 1192% of enquiries for business rates.

5. Exemptions in accordance with the Access to Information procedure rules

5.1 Report will be taken in open session.

6. Financial implications [AW]

6.1 The impact of Covid-19 on the finances of the council is significant and wide ranging. I have summarised the current risk profile and potential losses in the table below. There is also the potential for a further tranche of government funding support to assist with pressures arising from Covid impacts and also in relation to leisure centre pressures, but this has not been confirmed. The RAG rating is based on the likelihood of the impact being incurred; green is more sure, through to red, which is a possibility, but much less certain. This is used as the basis for reporting to Central Government.

6.2 The overall table comes to a worse-case scenario risk £3.4m general fund losses after current government funding is taken into consideration. A best-case scenario, if further funding from central government is made available for leisure centre costs and lost income, would be general fund losses in the order of £1m-£1.5m.

6.3 With the exception of Garden Waste, these all involve varying levels of estimation and are forecasts for the year and may well change as further information is obtained as the year progresses.

6.4 The table does not include HRA losses as it is too early to estimate the impact on rentals, but it is reasonable to assume there will be some reduction in rent collection in year and potential bad debt increases.

Key to table 1

RAG rating (of being incurred)	Risk Range
	High Risk (Range £1.6m to £2.2m)
	Medium (£150,000 to £300,000 – excluding Council Tax and Business rates)
	Low Risk (£100,000 to £590,000)

Table 1: Costs/Loss of income in 2020/21	Extra costs	Lost income	Comment	RAG rating
Commercial rents, Loss of rental due to rent loss "Holidays granted" to support tenants		£190,000	Loss of rents 3-6 months, Might recover some as rents rephased, so may end up as timing into next year.	Green
Leisure Centre Mgt fee Qtr year fee+ costs cover	£565,000	£935,000	This could lower as negotiations are ongoing, but is highly likely in the range £1m to £1.5m	Green
Lost interest		£90,000	Cash needed for cash flow, so less invested	Green
Car parks		£200,000	Three months loss of income slow return	Green
Garden waste		£130,000	Two months service moved to following financial year	Green
Crematorium income, assume project will slip.	£100,000		Now not expected to complete in year.	Green
Extra audit costs due to new income and payment risks	£25,000		Audit Assurance needed on grants paid out	Amber
Agency Staff overtime	£50,000		Some used for waste	Amber
Housing (including homelessness)	£150,000		Assume we do not put those given shelter back on streets	Amber
Environmental and regulatory services (including excess death management)	£75,000		Might be lower	Amber
IT costs	£80,000		Potential as costs of homeworking and some extra kit	Red
Trade waste		£100,000	Best Guess if business fail and close	Red
Other fees and charges		£80,000		Red
Bad debts increase	£120,000		General Fund impact	Red
Planning income loss		£150,000	Assume fees down as slow down in application	Red
Finance/ corporate services	£60,000		Overtime/Agency	Red
Loss total	£1,275,000	£1,825,000		
Business Rate (includes preceptor element)		£8,240,000	Lockdown easing may uncover more business that fail as government support withdrawn. £7.4m now covered by retail relief	Amber
Council Tax (includes preceptor element)		£1,200,000	Assume increase in non-collection/Bad debt and increased support for hardship.	Amber
Collection Fund		£9,440,000		

Table 1: Costs/Loss of income in 2020/21	Extra costs	Lost income	Comment	RAG rating
Covered by Government funding				
Extra S31 for retail relief		-£7,435,000		Received
Council Tax hardship fund		-£535,000		Received
Covid-19 pressures	-£1,182,222			Received
Total	£92,778	£3,295,000		
Combined lost income and extra costs	£3,387,778			

7. Legal implications [FA]

7.1 None arising directly from the report.

8. Corporate Plan implications

8.1 This report contributes to all aspects of the Corporate Plan.

9. Consultation

9.1 None for the report although trade unions, partners and the voluntary sector have been consulted during the coronavirus pandemic as appropriate.

10. Risk implications

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

10.2 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.

10.3 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
None		

11. Knowing your community – equality and rural implications

11.1 The coronavirus has affected all elements of our communities. We have considered the impact of each of the service impacts and new initiatives and developed our approaches accordingly to ensure no one group is disadvantaged as a result.

12. Climate implications

- 12.1 The impact of the coronavirus pandemic has been far reaching and inevitably the changes in service delivery will impact on the wider environment. These are set out more clearly within the Recovery Strategy.

13. Corporate implications

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

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications
- Data protection implications
- Voluntary sector

Background papers: None

Contact officer: Julie Kenny

Executive member: Stuart Bray

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Hinckley & Bosworth Borough Council

What we have been doing...

Here's just a small snapshot of what Hinckley and Bosworth Borough Council has been doing since the Coronavirus crisis started to impact our borough in March.

Awarded **£1.8m**
in business rates relief,
providing a year's free
business rates to local businesses



we continue
to empty
72,000
bins every week

Distributing **£22m**
of government
grants to
1,800
local businesses



78,487

views of the council's
webpage

www.hinckley-bosworth.gov.uk/coronavirus



Supported **449** residents
through the Coronavirus
Resident Support service



Signed up **261** new
volunteers through Next
Generation



Keeping our residents informed.

Sent out 188 tweets making

over **114,000** impressions



Created 286 facebook posts seen

162,000 times

Received **32,172**

calls and emails from residents
and businesses requesting
coronavirus related advice and support.

Enquiries by email are up by **83%**



Called **6,531**
residents
to offer support.

776 residents who asked
us to keep in touch.

Called back



Providing advice to
households to
prevent illegal
#coronavirus
home evictions

Awarded **£9.2m** of
Retail, Hospitality and Leisure

Discount to **459** local businesses



We have granted **109** discretionary
housing payments totalling over
£18k and there were **137**
new council tax support claims



Awarded **£67k**
of Nursery Relief to
9 local businesses



Assisted **29**
homeless people



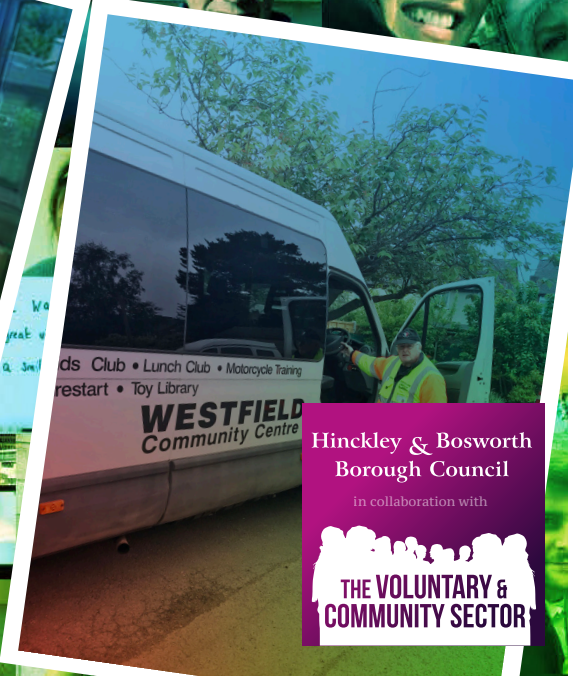
Responded to **96** business
closure enquiries and advised
27 other businesses on
social distancing practice to
protect the public



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NATIONAL VOLUNTEERS WEEK 1ST – 7TH JUNE 2020

MAKE A DIFFERENCE
VOLUNTEER



Hinckley & Bosworth
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**THE VOLUNTARY &
COMMUNITY SECTOR**

Introduction

As many of you will know we usually hold our annual Making a Difference Awards, during National Volunteers Week, to recognise and celebrate our many volunteers across the Borough. Unfortunately this highlight in our events calendar is currently on hold, but in the interim we will be making specific arrangements to acknowledge and recognise those individuals who have been nominated for the 2020 Awards, as well as those who took the time to nominate them.

However, there couldn't be a more pertinent time to be recognise volunteers, and we will be doing so all week, by profiling examples of just some of the many hundreds of volunteer contributions, to support our communities during these most challenging of times.

We have been truly amazed by the deftness of many of our established VCS organisations who so quickly reworked their offers to respond to emerging needs, and often with very reduced capacity, with many of their regular volunteers having to self isolation or take other measures to protect their health & wellbeing and that of others at this time. However, it has been heartening to see the vast number of new volunteers coming forward to fill the gap, and all of the new groups being set up whether this is on a village wide basis, street by street, or purely neighbour to neighbour.

Whilst this remains such a difficult and sobering time, community spirit and good will is thriving across all parts of our Borough. Therefore the Borough Council in partnership with Next Generation are delighted to share just some of the volunteer led initiatives being delivered, to ensure our community stays safe and well, now and the many months ahead.

Please note we will be carrying out an impact assessment exercise via the VCS partnership, in order to further and fully understand the immediate, and longer term needs and challenges of the sector, to inform our recovery planning and focus for future VCS commissioning.

'In such unprecedented and challenging times it has been truly remarkable how brilliantly our volunteers and volunteer organisations have stepped up and shown their value to our communities across the borough. I'm extremely proud of the support our volunteers have given to those more vulnerable members of the community who have needed a helping hand, support with food deliveries, or just a reassuring call at this most difficult of times'

Bill Cullen, Chief Executive, Hinckley & Bosworth Borough Council

'No one would have envisaged as we moved into 2020, the Covid -19 National Emergency being upon us within weeks and how this would impact in the very heart of our communities and on our lives. It was clear from day 1 the vital role that our dedicated volunteers would play and their brave challenges that lay ahead. Our unique HBBC/VCS Partnership has been a crucial factor, to support volunteering using local organisation networks and knowledge enabling immediate responses. Volunteer initiatives and creative approaches have been key to tackle the most complex of issues, in turn meeting the increasing number of vital needs of those who are most vulnerable and isolated across our rural Borough. The volunteers 'Call to Action' response has been heartfelt and astonishing with so many coming forward to give their time, knowledge and skills to support existing volunteers and help communities in need. This pandemic will go down in history and I personally am privileged and proud to know so many of our Borough's volunteers who will certainly go down in our Borough's History as true champions and heroes.'

Shani Smith, Chief Officer, Next Generation

'Our borough has always been rich in volunteers who give their time freely for the benefit of others, but the needs of the pandemic has multiplied their numbers with some 300 new volunteers registering via Next Generation to help. In addition there are very many small local groups who have taken it on themselves to ensure, as far as they are able, that the vulnerable people in their area are looked after in a situation where even a fifteen minute phone chat can be invaluable. We collectively owe our volunteers a great debt of gratitude.'

Cllr Keith Lynch, VCS Lead Member, HBBC



Barwell and Hollycroft Befrienders



A joint initiative of the Patients Participants Group and the GPs, is a well established scheme of 30 volunteers who make regular telephone calls to those who may be feeling lonely or vulnerable.

Over the last couple of months with many more people feeling the impact of self isolation, working with Next Generation more volunteers have been recruited, and the scheme extended. Whilst hearing a friendly voice on a regular basis has been invaluable, volunteers have also been able to link people with other voluntary services, meaning food parcels have been delivered, and prescriptions and medication collected and delivered.

Befrienders said:

'I've just had my initial call with my befriender and it was SUCH a success! We were chatting away for almost an hour, had loads in common and the conversation was very natural.'

'This programme is wonderful at supporting people within our community in many ways. I have enjoyed every minute of my time speaking with my special friend and I encourage anyone who may be interested to find out more, to get in touch.'

A beneficiaries' mom said:

'What an amazing difference having a befriending call makes to me and my Mum. My mum may not always remember the ladies name, but having things in common has given her a new zest that she had previously lost. It has helped our relationship too as mum now has more to chat about'



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Westfield Community Centre



Were quick to repurpose and reshape their services, with the support of their volunteers, and using grant funding from LCC and HBBC have been able to continue providing services at this time of crisis. They are providing check up and chat calls to the elderly and vulnerable, as well as food shopping, collection and delivery of prescriptions, transport to hospital or medical appointments, as well as the delivery of toys, books, jigsaws, and even wool and knitting needles.

Alongside this they have trained first aiders who can help with minor injuries, and most recently using part of the grant funding have acquired a fully automated defibrillator.

Westfield have been supporting the authority's resident support scheme, and as one of the key VCS organisations the authority has been able to make referrals to.

'Their support has been invaluable in ensuring our residents remain safe and well, at a time when the demand on statutory support services has increased significantly. Knowing we are referring residents to this well established, trusted service, who can provide timely support, could not be more welcomed'
'Totally Brilliant service - we wouldn't have been able to manage without them'
- medication collection and delivery'

Team Member, HBBC Resident Support Scheme.



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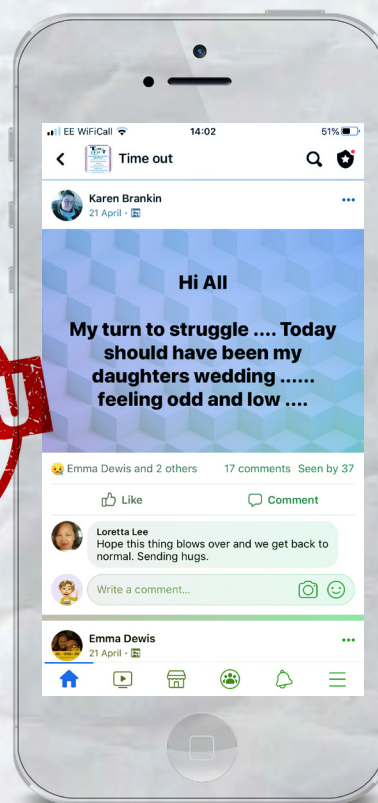
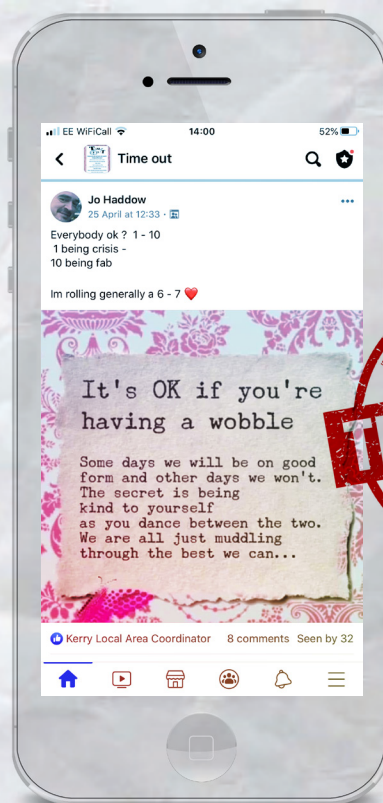
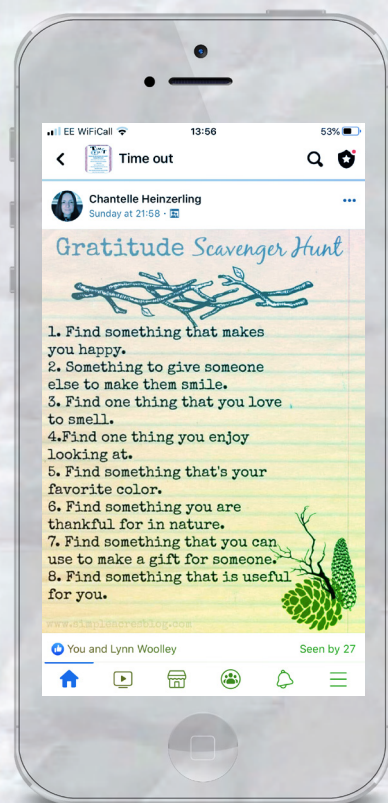
Time Out



Is another well established group, bringing together carers for mutual support and much needed respite, which has been needed more than ever over recent months. Day Centres and support services that would normally offer a life line are not currently available, at a time when the stress and challenges of caring for others is even greater.

During this time friendships have grown stronger, new members have joined, and having negotiated the technical challenges of online zoom meetings, it means that there is always a listening ear. This is a safe space to let off steam with others who truly understand, but also to share positive wellbeing ideas, as well as having some fun. For those not on line, there are telephone chats, to ensure no one is left out, to what is essentially a life line to maintaining good mental health and wellbeing.

Thanks to all those who support the scheme, and a special thank you to Tracy Underwood who has been overseeing the face book page, and to Kerry Smith the Local Area Coordinator who provides lots of support to this group.



Northern Parishes Central Support Hub Ratby, Groby, Bagworth & Thornton and Stanton Under Bardon



The idea of setting up a central hub came about from an early discussion (prior to lockdown) between Cllr Chris Boothby, Cllr Ozzy O'Shea and Rev Dr. Ed Bampton, and hence the hub was created operating out of St Phillips and St James Church in Ratby. During the last couple of months a team of over 100 volunteers have provided much needed essential help and support to nearly 500 residents.

Volunteers delivered a leaflet to every household making them aware of the support available including the provision of food parcels and essential items. Initially this was aimed at those having to self isolate, and sourced through donations of non-perishable foods and toiletry items. Having been successful in securing a LCC Community Fund Grants, this service was extended to include single parent families, and others falling into financial hardship, as well as expanding the offer to include frozen ready meals and fresh fruit and vegetables. Many residents are now in receipt of a weekly food and care package.

Alongside this volunteers have shopped for other essential items, collected and delivered prescriptions, posted mail, walked dogs, as well as set up a befriending service for those feeling lonely and have welcomed hearing a friendly voice.

Whilst it is a fantastic collective volunteer effort, specific recognition must go to Angie Cain, Ingrid Jones, Valarie Pears and Helen Crouch, who have overseen the coordination and delivery of the hub services, supported by the Hub Manager Chris Boothby. Special thanks also go to the team of young volunteers led by Reece Norton and Ellie Whaling, who ensure that care packages are cleaned and sanitized before they are dispatched to residents.



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Markfield Community Association Markfield Good Neighbour Scheme



Having recently set up a Good Neighbour Scheme, a full week before lockdown it was decided to utilise the fledgling scheme to help and support the community in the event of a lock down and the worsening of the pandemic.

Within a matter of days of having put out an appeal for volunteers, the offers of help and support came flooding in. 75 volunteers enrolled enabling the group to allocate a volunteer to every street in both Markfield and Fieldhead. The volunteers delivered leaflets to every household giving residents a street contact telephone number and a description of what help and support the Markfield Good Neighbours Scheme could provide.

The volunteers have delivered hundreds of acts of kindness, the list is endless but includes: shopping; collecting and delivering prescriptions; regular calls and chats to particularly vulnerable or lonely people; making scrubs and face masks for NHS workers and carers using materials donated by the community as well as collecting unused hand cream for these workers; knitting dolls for NHS crews dealing with anxious children; a bereavement counselling and support service via local churches; as well as enabling the reopening of the Markfield Post Office enabling much needed access to pensions, benefits and cash.

Alongside this, there have been numerous initiatives and activities to lift community spirits and to keep people smiling, again so many to mention: social media work out sessions; social distancing daily dancing in the street and bingo; weekly clapping for NHS and key workers; social distancing street parties for VE Day with the village festooned with flags and bunting; and the fabulous Queen Bee group who delivered sunflower plants to everyone in the village.

In addition the Rural Community Councils Coffee Connects Van, has been making regular visits to Markfield, parking outside the Post Office providing free coffee and tea to community volunteers, whilst they are supervising the queues. The focus of the Coffee Connect project is to help tackle rural loneliness by providing a safe and welcoming space for people to interact and connect within their communities – and of course at this time ensuring social distancing measures are in place.

It is a huge and sustained volunteering effort and our thanks go out to all of you, but particular credit goes to Ron and Dawn Grantham for their inspiration and drive to develop, coordinate and help deliver this work. Leicestershire Cares a countywide charity recently recognised their efforts awarding a Certificate of Recognition 'for outstanding contribution to the community during the coronavirus pandemic' – congratulations!



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Hinckley Area Foodbanks



Now in its eighth year of operation the Hinckley Area Foodbank was set up to provide emergency food supplies to those in temporary crisis, and works in partnership with multiple local agencies to identify those in need.

The Foodbank is supported by around 130 regular volunteers performing a variety of different roles from making tea and coffee, to managing the receipt and distribution of stock at the warehouse. In addition a further small army of other volunteers bring donations from their church or organisation to collection points.

The Covid-19 crisis dealt a major blow to the organisation, as almost 50% of the volunteer workforce were required to self isolate, as well as procedures having to be changed significantly to ensure social distancing and safe working.

However, it has been heartening to see the many new volunteers coming forward to fill the gap. Luke Robson a British Gas engineer is a great example, he says

'Getting involved seemed the right thing to do. It's good to know you are helping people who really need it'.

Nick Robinson a regular volunteer said 'It's a great feeling knowing that you are helping people who are struggling to cope with what life has thrown at them. There's also a great sense of camaraderie amongst the team, a feeling that we are all part of something really important'

With many regular referral agency staff working from home, the Foodbank have made it easier for them to refer clients to using electronic vouchers for redemption at foodbank centres, and where necessary if clients are self-isolating, it has been delivered contactless to their homes with built-in safeguards to protect both them and volunteers.



Hinckley
Area
foodbank



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Hinckley & Bosworth Community Transport and Dial a Ride



Over the last 25 years have provided community transport for the elderly and disabled residents of Hinckley & Bosworth, supported by 45 volunteer drivers using their own cars and the charity's 16 seater minibus.

After lockdown 35 of their regular volunteers had to stand down owing to age and health related factors, but they were able to quickly recruit a further 11 volunteers working with GPs, Local Area Coordinators and Next Generation.

During the last couple of months volunteers have supported nearly 300 residents providing the following services:

- Transport to essential health and hospital appointments
- Transport to supermarkets
- Collection and delivery of shopping from supermarkets
- Collection and delivery of medication
- Delivery of food parcels from Food banks
- Ringing all of their registered passengers and self isolating volunteers to check if they require support

As well as undertaking the above, volunteers have been making sure residents are sign posted to other relevant support, here are just a few examples:

- A lady with health concerns was referred to the Barwell Local Area Coordinator, who subsequently ensured she was getting support from the local GP.
- A disabled man had broken his kitchen table and had no where comfortable to eat his meals, this was referred to the HBBC Resident Support Team who were able to source and deliver a table.
- A lady from Barlestone was supported to get her dog to the vets in Market Bosworth on a number of occasions, and then on to the vets in Glenfield. Her pet means the world to her, and she had not one else who could help.

Thankful residents said:

'Many thanks for organising a weekly shopping collection for us to keep us fed and watered. We are most grateful and really appreciate the valuable work that you and your team are doing especially at this incredibly stressful time'

'Totally Brilliant service - we wouldn't have been able to manage without them' - medication collection and delivery

'Such a caring and kind volunteer' - Transport to health appointments

H&B Community Transport have also been supporting the authority's resident support scheme, and are one of the key VCS organisations the authority has been able to make referrals to. This support has been invaluable especially in the early weeks of lockdown whilst the authority's arrangements were being set up.

Volunteers have been delighted to receive face masks made by residents at Tom Eatough Court, where they have been delivering shopping and medication.



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Burbage Covid-19 support



Ellie is one of three co-ordinators for this volunteer group she says 'Burbage Covid-19 Support was set up by a small group of neighbours aiming to help out those shielding and self isolating during the corona virus outbreak. We very quickly had lots of offers of help and now have over 50 volunteers whom have carried out well over 150 errands such as shopping and collecting prescriptions. The residents we help are incredibly grateful and that makes it all worthwhile!'

As well as the residents being extremely grateful for this support, it has clearly been very rewarding for volunteers, here are just a few of the many positive views from the team of volunteers:

Deb: 'In a world where there is so much negativity and bad news, I like how volunteering to help people feels, everyone is so appreciative, it gives you a warm feeling inside'

Shanne: 'People we help are so appreciative of the little things we help with. What may seem like a really small task we complete can often be really significant to those more vulnerable and isolating'



Leena: 'Quite overwhelming to think there are people who can't access necessities or don't have anyone locally to help. That's where community steps in! The organisers of our group have done such a fab job.'

Really pleased to be a part of it'

Pat: 'I volunteered because I'm grateful that I'm fit and healthy, and want to give back to help those in our community who are less fortunate, and help them reduce a bit of the stress of the situation they find themselves in'

Immie: Q 'As a young person, we owe the help and good deeds to our elderly community as they have worked hard to make Burbage the lovely place that we know and love today. It was a no brainer to sign up to be a volunteer!'

Elaine: 'It's a privilege to help. I'm blessed to be a blessing'

Paula: 'To be able to put a little smile on someone's face during these uncertain times is worth more than the time it takes us to help them'

Susan: 'Clapping on my doorstep just didn't feel like enough to show my full appreciation. Volunteering gave me a sense of purpose, helping out the community at a genuine time of need. What an honour it has been to be involved with all of the other volunteers'

Claire: 'It means a lot to be able to help my community, it's hard to imagine being in that position myself so knowing I'm helping in even a small way is really rewarding'



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New Resident Support Service



During the pandemic the Borough Council has put in place a new service providing a broad range of help and support to the community. A key part of this support has been enabled and delivered by volunteers.

Next Generation is overseeing arrangements for the registration, vetting and deploying of new volunteers, who have come forward to volunteer specifically at this time, which has enabled the delivery of a staying well befriending scheme and food & wellbeing buddy scheme

A Food and Wellbeing Buddy

is aligned with someone, who has been referred through the HBBC Resident Support Service Team, who for example may be self isolating or due to other circumstances can not get access to food. The volunteer will make contact via telephone, to ascertain their requirements by a tick box system using the prepared shopping list form. The list is then emailed to our local Food Hub, overseen by Feed the Hungry in partnership with HBBC and the Hinckley Area Foodbanks. Volunteers pack the relevant food items, the food buddy collects it and delivers it to the person who has made the request.

The food and wellbeing buddy, will make a weekly call to the individual, to have a chat and make sure they have sufficient food supplies and other essential items. Andy was one of our first food buddy volunteers, he says

'I was furloughed from my job as a warrant officer in March. My scouting activity was also cancelled, so I was looking at ways to get out and help people in need in the community. When the council invited me to join the food buddy scheme I jumped at the chance. I now have 6 people I am helping out with food and a few prescription deliveries. I find it extremely rewarding to know you are helping people who are vulnerable and it keeps me busy during these times. The smiles after the knock make it all worthwhile'

A beneficiary said: 'I'd just like to give you some feedback on my food buddy Andy, he's been absolutely amazing and goes above and beyond. I've even contacted him out of hours on a couple of occasions for things I've missed or needed urgently and he's always been forthcoming and willing to help even if it was a weekend. He is also proactive in his approach which is good for someone like me who has ADHD, checking up to see if I need anything. Lovely guy'



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The Keep Well Befriending Scheme



essentially offers a telephone friendship service. A volunteer is matched with someone who has been referred through the HBBC Resident Support Service Team, and who has indicated they would like to take up this service.

The volunteer will make a weekly/regular telephone call for a social chat, with the overall aim of helping to reduce feelings of loneliness and social isolation. Volunteers are provided with a telephone induction and handbook, which provides details of what to do if they think the person needs further help and support, as well as a named key point of contact.



Lucy, a Keep Well Befriender said 'I decided to volunteer as I had time to spare whilst on maternity leave and having volunteered for various projects in the past I knew how rewarding it can be. My experience volunteering with Next Generation and HBBC during the coronavirus pandemic is really enjoyable, I get to chat with really interesting local people on a weekly basis. It reminds me of having pen friends as a child as I get to know the people I speak with. I look forward to my phone calls every week and it is great for my own mental wellbeing to know I am making a positive difference to someone else's day'



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COMMUNITY SECTOR

Next Generation



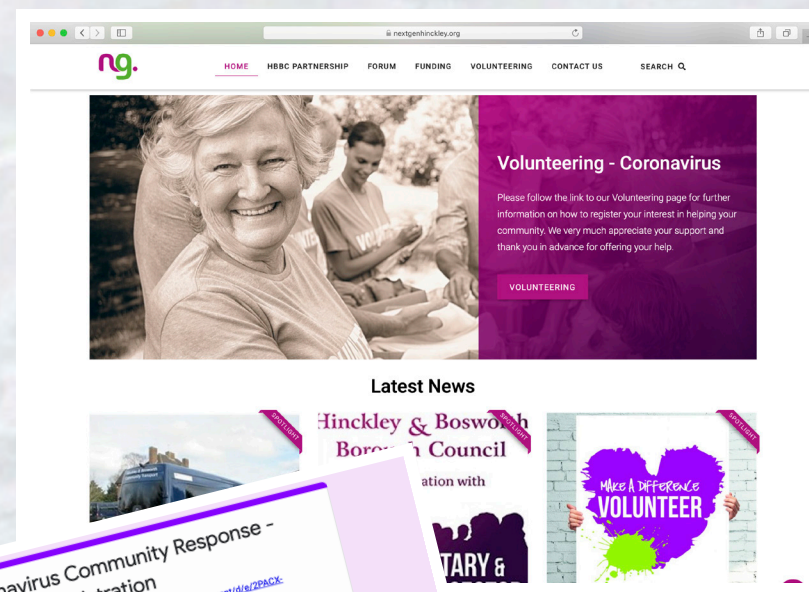
Next Generation's role as a lead VCS organisation for the Borough has been integral to the Resident Support Scheme. A week prior to the Government's official lockdown measures, Next Generation launched a volunteer recruitment exercise, specifically for this support service, which has resulted in an overwhelming response. We have been able to direct some of these volunteers to established VCS groups who have needed more volunteers at this time. Alongside the many new local/neighbourhood groups which have been set up by volunteers.

'Collectively our volunteers have made a huge difference to people's lives during this very challenging period. I've spoken to many volunteers over the past few months since the implementation of the schemes and cannot begin to express how grateful I am for their kindness, commitment and support.'

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The initial few weeks were extremely challenging, however as the months in lockdown have progressed, we have managed to work together to ensure the vulnerable in our community have been safe guarded. It just shows how our Borough has a grounded sense of community, as individual wellbeing is dependent on collective wellbeing and common resilience.' Louise Lock, Next Generation

**We're all
about the
next
generation.**



Coronavirus Community Response - Volunteer Registration

Please read our Privacy Notice: <https://docs.google.com/document/d/e/2PACx1v00a0c0m0z0wHMeJ0C0Y0Z0M0S0V0h0e0L0T0AN0Z0C0AN0P06C0H0K0v0n0P0C0y0W0d0e0L0g0a0z0ub>

* Required

Email address *

Your email

Full Name *

Your answer

Which area of Hinckley and Bosworth do you live in? *

- ☐ Hinckley
- ☐ Burbage
- ☐ Barwell
- ☐ Earl Shilton
- ☐ Western Parishes (Twycross/Sheepy etc)
- ☐ Northern Parishes (Markfield/Groby etc)
- ☐ Other:

Telephone Number:



Feed The Hungry Hinckley & Bosworth Central Food Hub



As part of the Resident Support Scheme, we have provided emergency food parcels to those who are self isolating and vulnerable but not on the government's shielded list, this has also been available to those who have fallen into financial hardship.

To enable this Feed The Hungry were quick to step up to offer their facility and volunteers, to host and oversee our central food hub. It is the central food storage and distribution centre, supported by Hinckley Area Foodbanks and HBBC.

Feed The Hungry were successful in securing a LCC Community Fund Grant, enabling them to ensure the safe adaption of their premises and associated expenses. To learn more about how this is operating you can view the youtube video clip

<https://youtu.be/XiuQsgpcsrQ>



Hinckley & Bosworth
Borough Council
in collaboration with

THE VOLUNTARY &
COMMUNITY SECTOR



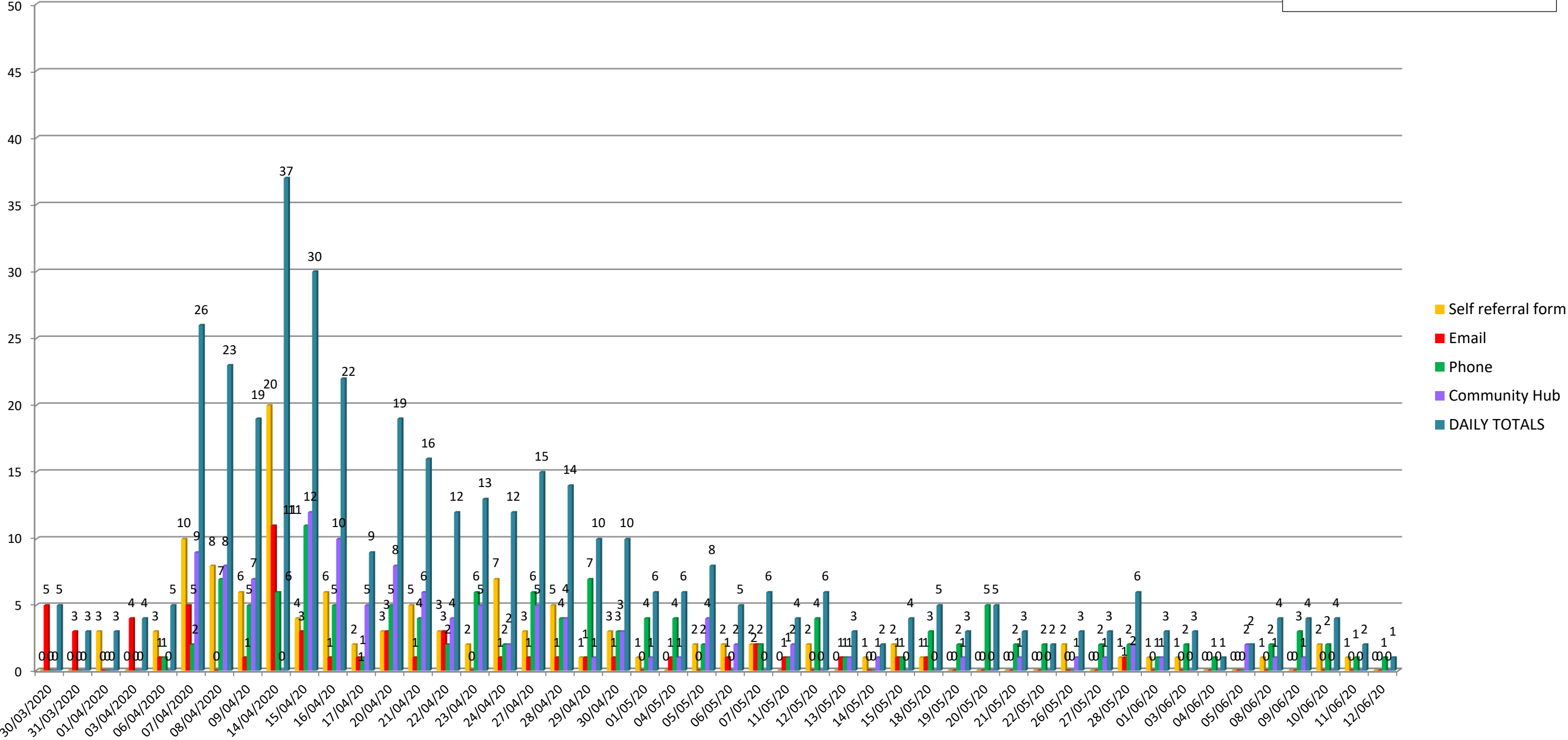
To find out more about the Hinckley & Bosworth Voluntary & Community Sector Partnership visit the website at: www.nextgenhinckley.org

The Partnership is overseen by Next Generation a well established Hinckley & Bosworth VCS organisation, and has the full support of Hinckley & Bosworth Borough Council - its aim is to support the development and sustainability of VCS organisations.

Sign up for our regular VCS Forums, find out about funding opportunities, find out about volunteering opportunities, and much more email vcinfo@nxt-gen.org or Tel 01455 632984

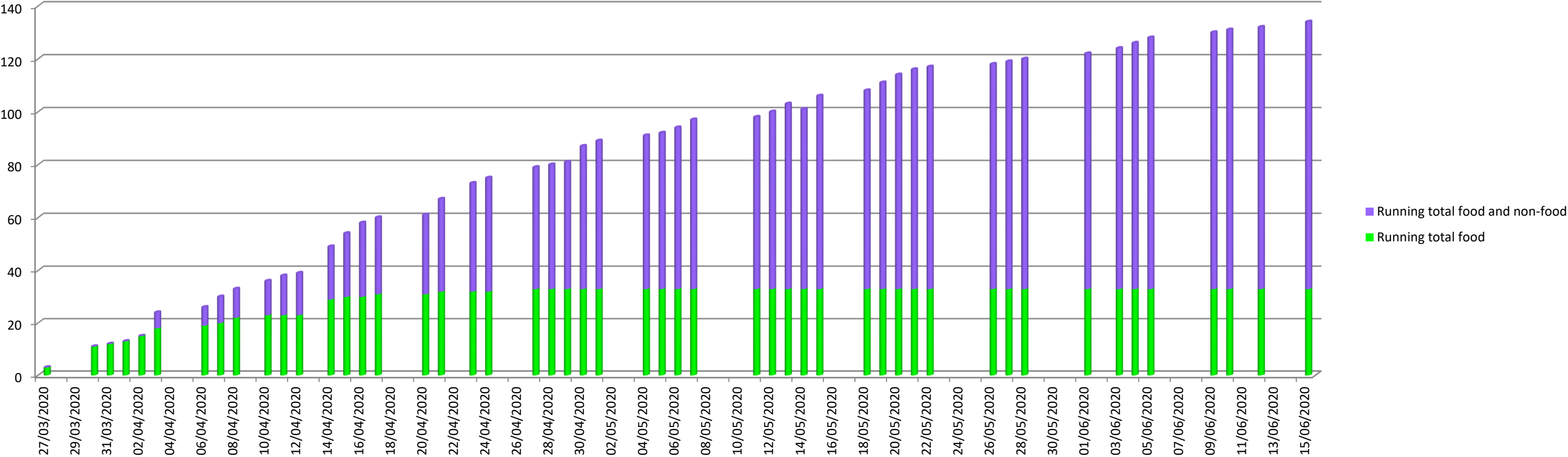
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Referrals by Self-referral form, email, phone and Community Hub

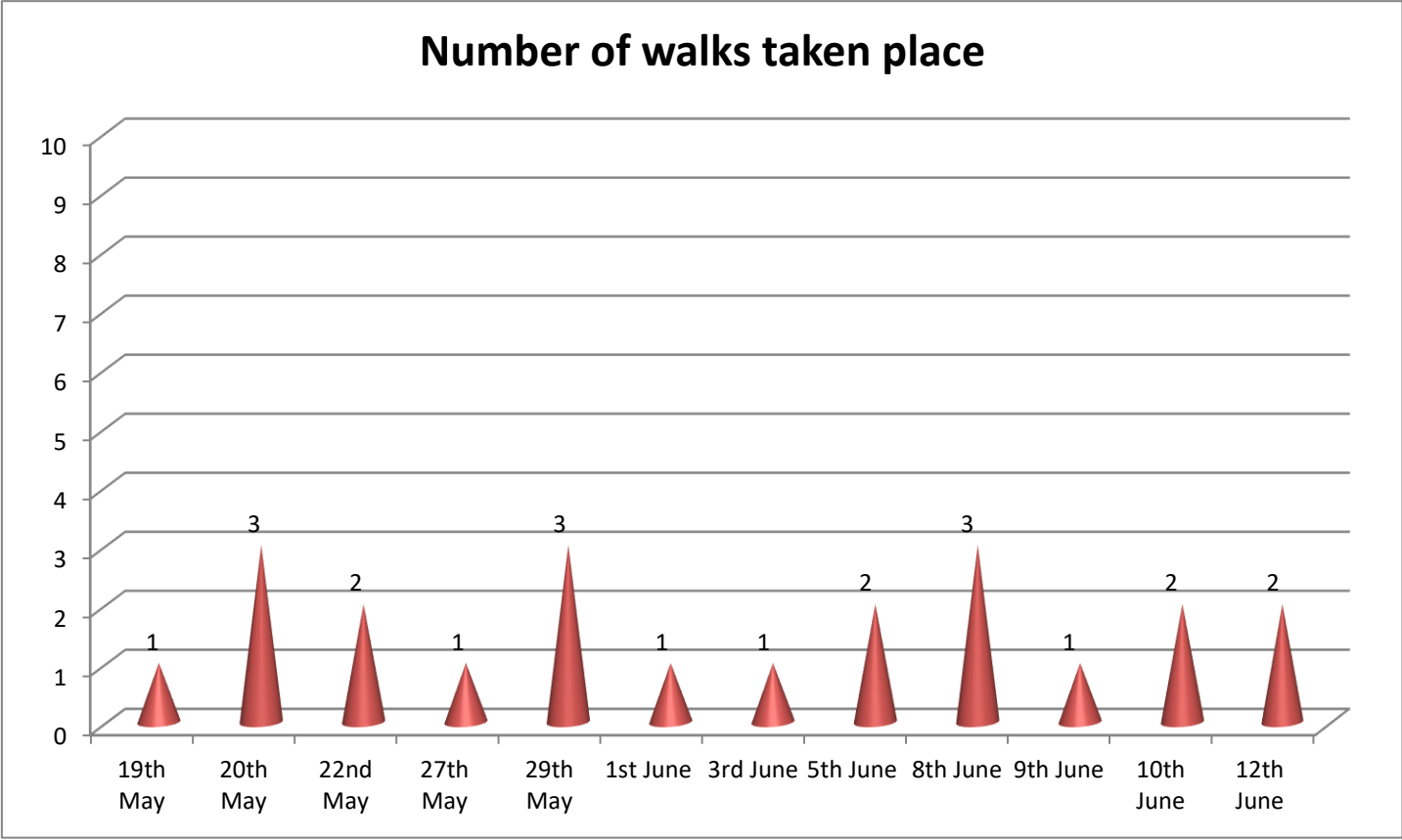
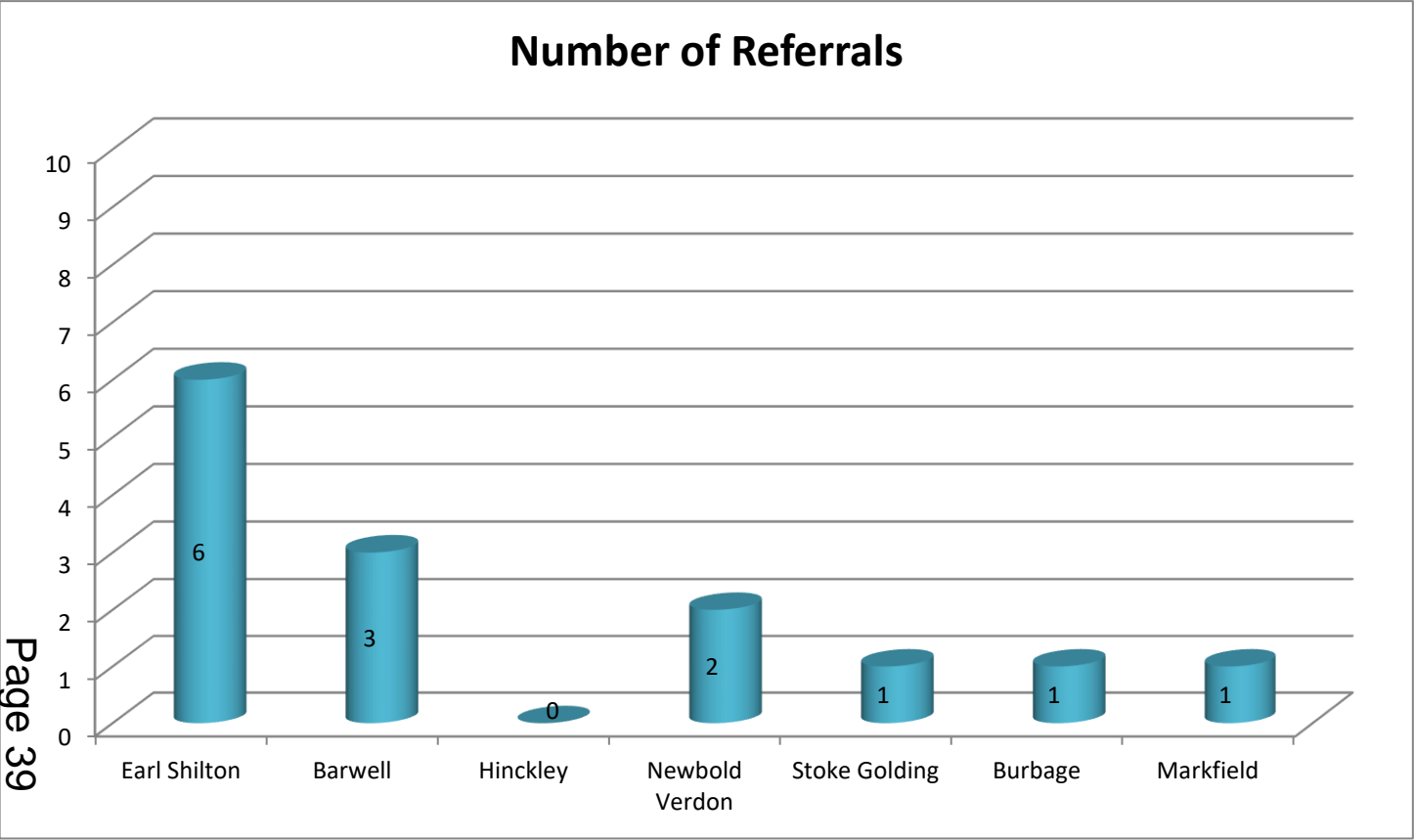


Total welfare referrals to date: 411

Running totals of Food and Non-food deliveries by date



Fitness Friends Referrals



Total referrals to date: 14

Total walks undertaken to date: 22

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Hinckley & Bosworth
Borough Council

Forward timetable of consultation and decision making

Scrutiny Commission 2 July 2020

Wards affected: All Wards

Coronavirus - Recovery Strategy

Report of Strategic Leadership Team

1. Purpose of Report

The purpose of the report is to seek members consideration and support to a draft Recovery Strategy in response to the issues and challenges raised in the proceeding report on the agenda 'Coronavirus - The Councils Response'.

2. Recommendation

- 2.1 That Members Consider and Agree to adopt the Draft Recovery Strategy attached with this report.

3. Background to the report

- 3.1 The background context to this report is covered in the proceeding report on the agenda entitled Coronavirus -The Council's Response. Whilst that report sets out the key actions and activities the Council has undertaken in immediate response to the COVID-19 pandemic, it also highlights the key community impacts and challenges it has raised and therefore the need for us to plan for recovery. This report sets out how the Council is currently engaged in recovery and it proposes a draft Recovery Strategy (see Appendix 1) which highlights the key ambitions of the Council linked to its recovery effort and the actions we propose to take with partners in addressing the challenges faced by our communities, as a result of this unprecedented pandemic.
- 3.2 Scrutiny Commission considered this report at its meeting on 2 July 2020 and endorsed the Strategy and passed a vote of thanks to all managers and staff for their efforts during the pandemic.

4. Engagement in Local and National Response and Recovery

- 4.1 Since the start of the pandemic in the UK national and local emergency planning structures were stood up. Nationally this was in the form of Government COBRA meetings and for Leicestershire this was the Local Resilience Partnership.
- 4.2 At a local level we have had senior SLT representatives on the Strategic Council Group and Tactical Group of the Resilience Partnership together with senior officer representatives on thematic multi-agency partnerships cells, such as the shielded and vulnerable and the volunteering and communities cell. Moving into the Recovery phase there is a Tactical Recovery Partnership established, led by Districts. We have

- 4.3 Directors leading on the county-wide market Towns Group and Chief Housing Officers Group that are represented on this Recovery Group. This has allowed the Council to influence and facilitate the sharing of practice on topics such as high street reopening and supporting vulnerable members of our communities. This has also enabled the council, working with its volunteer partner organisations, to shape the roll-out of resident support schemes and assist the County Council with those on the shielded list.
- 4.4 Nationally through our leadership role in the District Council's Network, we have successfully engaged with Ministers from across Government departments which has helped secure important financial payments to assist in addressing the financial impacts on the Council from loss of income and increased costs arising from COVID-19. The Council's Chief Executive has also been invited onto MHCLG's National Economic Recovery Group that provides input into Ministers.
- 4.5 Senior engagement both nationally and locally continues as part of the recovery phase and is expected to run for some time yet.

5. Recovery Strategy

- 5.1 Nationally and locally we have entered into the 'recovery phase' of the COVID-19 pandemic. Over the coming months we will see the further introduction of freedoms from the COVID-19 lockdown. A significant milestone was reached on the 15th June with the opening up of our high streets for 'non-essential retail'. Alongside this we have seen the lifting of restrictions on travelling extended and businesses asked to return to full operation. All of these activities are subject to having the necessary social distancing measures and PPE in place. This is all part of the national and local recovery effort. The emerging national focus is around economic recovery.
- 5.2 It is within this context and challenges identified in the report elsewhere on the agenda that a draft Recovery Strategy has been prepared. The key themes seek to address:
- Impacts on People
 - Impacts on Places
 - Impacts on Prosperity and Businesses
- 5.3 These all align to current priority themes of our adopted Corporate Plan. The Recovery Strategy (attached as Appendix 1) identifies the key ambitions and outcomes and the actions we propose to take to achieve these. In summary, the following thematic outcomes are prioritised:

People

- Business service and thrive and local employment is maintained.
- Vulnerable residents are supported and local voluntary capacity is sustained and developed.
- Residents have access to health and wellbeing advice and interventions

Places

- Our town centre vitality is improved and viability of our high streets maintained.
- People to choose to shop local and support the local economy through promotion of the retail offer.
- Footfall to our main centres and tourism attractions is rebuilt.

Prosperity

- Local tourism attractions are supported to safeguard and grow the local visitor economy.
- Manufacturing businesses are supported to safeguard and maintain local employment opportunities
- Commercial investment confidence is maintained and regeneration opportunities are secured.
- Local housing is supported to maximise opportunities for residents

5.4 A key outcome of COVID-19 pandemic has seen the positive impact on climate change through behaviour change and the reduction in carbon emissions as a result of the lockdown. Climate change opportunities and considerations will need to run through all of our recovery plans.

5.5 Members are requested to endorse the Recovery Strategy and subject to this agreement, it is intended that this will be embedded in the next refresh of the Corporate Plan and MTFS.

6. Exemptions in accordance with the Access to Information procedure rules

6.1 Report will be taken in open session.

7. Financial implications [AW]

7.1 The impact of Covid-19 on the finances of the council is significant and wide ranging. I have summarised the current risk profile and potential losses in the table below. There is also the potential for a further tranche of government funding support to assist with pressures arising from Covid impacts and also in relation to leisure centre pressures, but this has not been confirmed. The RAG rating is based on the likelihood of the impact being incurred; green is more sure, through to red, which is a possibility, but much less certain. This is used as the basis for reporting to Central Government.

7.2 The overall table comes to a worse-case scenario risk £3.4m general fund losses after current government funding is taken into consideration. A best-case scenario, if further funding from central government is made available for leisure centre costs and lost income, would be general fund losses in the order of £1m-£1.5m.

7.3 With the exception of Garden Waste, these all involve varying levels of estimation and are forecasts for the year and may well change as further information is obtained as the year progresses.

7.4 The table does not include HRA losses as it is too early to estimate the impact on rentals, but it is reasonable to assume there will be some reduction in rent collection in year and potential bad debt increases.

Key to table 1

RAG rating (of being incurred)	Risk Range
	High Risk (Range £1.6m to £2.2m)
	Medium (£150,000 to £300,000 –excluding Council Tax and Business rates)
	Low Risk (£100,000 to £590,000)

Table 1: Costs/Loss of income in 2020/21	Extra costs	Lost income	Comment	RAG rating
Commercial rents, Loss of rental due to rent loss "Holidays granted" to support tenants		£190,000	Loss of rents 3-6 months, Might recover some as rents rephased, so may end up as timing into next year.	Green
Leisure Centre Mgt fee Qtr year fee+ costs cover	£565,000	£935,000	This could lower as negotiations are ongoing, but is highly likely in the range £1m to £1.5m	Green
Lost interest		£90,000	Cash needed for cash flow, so less invested	Green
Car parks		£200,000	Three months loss of income slow return	Green
Garden waste		£130,000	Two months service moved to following financial year	Green
Crematorium income, assume project will slip.	£100,000		Now not expected to complete in year.	Green
Extra audit costs due to new income and payment risks	£25,000		Audit Assurance needed on grants paid out	Amber
Agency Staff overtime	£50,000		Some used for waste	Amber
Housing (including homelessness)	£150,000		Assume we do not put those given shelter back on streets	Amber
Environmental and regulatory services (including excess death management)	£75,000		Might be lower	Amber
IT costs	£80,000		Potential as costs of homeworking and some extra kit	Red
Trade waste		£100,000	Best Guess if business fail and close	Red
Other fees and charges		£80,000		Red
Bad debts increase	£120,000		General Fund impact	Red
Planning income loss		£150,000	Assume fees down as slow down in application	Red
Finance/ corporate services	£60,000		Overtime/Agency	Red
Loss total	£1,275,000	£1,825,000		
Business Rate (includes preceptor element)		£8,240,000	Lockdown easing may uncover more business that fail as government support withdrawn. £7.4m now covered by retail relief	Amber
Council Tax (includes preceptor element)		£1,200,000	Assume increase in non-collection/Bad debt and increased support for hardship.	Amber
Collection Fund		£9,440,000		

Table 1: Costs/Loss of income in 2020/21	Extra costs	Lost income	Comment	RAG rating
Covered by Government funding				
Extra S31 for retail relief		-£7,435,000		Received
Council Tax hardship fund		-£535,000		Received
Covid-19 pressures	-£1,182,222			Received
Total	£92,778	£3,295,000		
Combined lost income and extra costs	£3,387,778			

8. Legal implications [FA]

8.1 None arising directly from the report.

9. Corporate Plan implications

9.1 This report contributes to all aspects of the Corporate Plan.

10. Consultation

10.1 None for the report although trade unions, partners and the voluntary sector have been consulted during the coronavirus pandemic as appropriate.

11. Risk implications

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

11.2 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.

11.3 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
None		

12. Knowing your community - equality and rural implications

12.1 The coronavirus has affected all elements of our communities. We have considered the impact of each of the service impacts and new initiatives and developed our approaches accordingly to ensure no one group is disadvantaged as a result.

13. Climate implications

- 13.1 The impact of the coronavirus pandemic has been far reaching and inevitably the changes in service delivery will impact on the wider environment. These are set out more clearly within the Recovery Strategy.

14. Corporate implications

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

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications
- Data protection implications
- Voluntary sector

Background papers: None

Contact officer: Julie Kenny

Executive member: Councillor S Bray

Scope

This COVID 19 Recovery Strategy provides a strategic framework for the recovery from COVID 19 and sets out the actions that Hinckley and Bosworth Borough Council, working with its key partners and communities, will undertake to ensure Hinckley and Bosworth remains a place of opportunity. The council will lead the local recovery work and, with its partners, will help rebuild the confidence of communities and businesses to enable the Borough to emerge positively from these unprecedented times.

The Recovery Strategy identifies three priority themes:

1. People 2. Places 3. Prosperity



People - Keeping our residents in jobs and supported

COVID 19 has affected many aspects of people's lives and will continue to do so through the financial impacts of the epidemic and the impact on their health and wellbeing.

The council will:

- 1 Engage with our Employment & Skills Partnership to develop an action plan on intervention and support, including securing local data to inform on trends and inform actions.
- 2 Assess impacts on local labour markets and in respect of graduate and apprenticeship opportunities.
- 3 Consider financial impacts and support via our Discretionary Business Grants, Business Rate New Investor Policy and benefit support.
- 4 Review housing implications and support requirements.
- 5 Work with voluntary sector partners to support people and communities most affected and to maximise our volunteering capacity.
- 6 Work with our local schools to enable young people to have confidence in their future and raise aspirations.
- 7 Work in partnership with Health sector colleagues to implement targeted interventions.
- 8 Ensure its work spaces and buildings are COVID safe and provide advice to businesses and partners on COVID requirements.

Outcomes:

- Businesses survive and thrive and local employment is maintained
- That vulnerable residents are supported and the local voluntary sector capacity is sustained and developed
- Residents have access to health and wellbeing advice and interventions to aid their physical and mental health

Places - Our local town centres remain vibrant

One of the significant impacts of COVID 19 has been on our town centres and on the retail and leisure sector, including tourism. Alongside these concerns is the potential long term decline in national productivity and innovation resulting from behaviour changes and lack of investment in our cities and larger towns.

The council will:

- 1 Invest in marketing and communication to promote our town centres - i.e. shop local campaigns, building on momentum from lockdown behaviour.
- 2 Work with partners including the BID to develop our plans and new Events Programme and to attract shoppers to our centres while maintaining social distancing.
- 3 Reopen the town centre market, building our campaign to shop and stay local.
- 4 Continue to support our rural town centres.
- 5 Re-imagine the town centre through a new masterplan to identify new opportunities that will secure the ongoing regeneration of Hinckley.
- 6 Promote improved walking and cycling access to our town centres and implement Hinckley Public Realm Strategy working with partners to access funding and deliver improvements.
- 7 Deliver a small business grants scheme and discretionary grants scheme.
- 8 Work with the Community Safety Partnership to minimise anti-social behaviour as lockdown eases and provide reassurance to the community.

Outcomes:

- Our town centre vitality is improved and viability of our high streets maintained
- Footfall to our main centres and tourism attractions is rebuilt
- People choose to shop local and support the local economy through promotion of the retail offer



Prosperity - Our businesses and tourism destinations survive and thrive

There are concerns over tourism's 'lost summer', with local economies reliant on the visitor economy. There is also concern for manufacturing, including the disruption to international supply chains and/or persistent lack of export demand. There is potential damage to the property sector due to a reduction in demand for office and commercial space and a depressed home owner market, which could adversely impact and prevent regeneration schemes from progressing.

The council will:

- 1 Support key local tourism attractions in their bids to Government for funding support to help sustain them through reopening and recovery.
- 2 Work with tourism partners and the LLEP to secure external support for key tourism destinations in our area.
- 3 Advance the Bosworth 1485 Legacy Trail for the public to visit and enjoy.
- 4 Engage with key local manufacturing companies to understand local impacts and ensure they are signposted to LLEP and BEIS for appropriate support.
- 5 Provide advice and support to local businesses on how to access financial support and how to safely operate their business.
- 6 Review opportunities through master planning for potential re-uses of vacant office/commercial buildings in our centres.
- 7 Through the Local Plan identify opportunity sites for re-imagined development and investment opportunities.
- 8 Make use of data collection and intelligence to engage with local commercial agents to understand changing market conditions and build confidence.
- 9 Target SMEs for discretionary business grant scheme.
- 10 Develop our understanding of the impact on our local housing market (private and social; rented, to buy and intermediate; specialist needs) and review our housing strategies and local plan allocations to ensure we reflect local needs.
- 11 Undertake a review of our own commercial estate and opportunities for the future.

Outcomes:

- Local tourism attractions are supported to safeguard and grow the local visitor economy
- Manufacturing businesses are supported to safeguard and maintain local employment opportunities
- Commercial investment confidence is maintained and regeneration opportunities are secured
- Local housing is supported to maximise opportunities for residents



Climate change opportunities

One of the outcomes of the COVID 19 lockdown has been the positive impact on climate change through behaviour change and the reduction in emissions. We must ensure that we capitalise on these changes and encourage sustained behaviour change to continue the positive trends. Climate change considerations must feature in all of our recovery plans.

Proposed local action:

- 1 Adopt and deliver our Climate Change Strategy and action plan.
- 2 Identify how we can support new working practices for businesses which have a positive impact on carbon emissions.
- 3 Support our own staff with new working practices and ICT infrastructure to facilitate reductions in carbon emissions.
- 4 Support LCC to deliver active travel interventions that will encourage greater use of walking, cycling and electric vehicles.

Outcome:

- The carbon footprint of the borough is reduced by improved sustainable travel, resident behaviour, and business practices



For more information please contact:

Hinckley & Bosworth Borough Council

Tel: **01455 238141**

Email:

Web: **www.hinckley-bosworth.gov.uk/**

**Hinckley & Bosworth
Borough Council**

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Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Council 14 July 2020

Wards affected: All wards

COVID 19 response : Amendment to Constitution

Report of Director (Environment & Planning)

1. Purpose of report

- 1.1 To seek Members' approval to amend the Scheme of Delegation.

2. Recommendation

- 2.1 That the scheme of delegation contained within part 2f of the Council's constitution is amended to delegate powers to the Director (Environment & Planning) in respect of Pavement Licences, when the Business and Planning Bill is enacted.

3. Background to the report

- 3.1 As part of the response to Covid-19, on the 25 June 2020 the Government introduced to Parliament the Business and Planning Bill. The purpose of the Bill is to introduce a range of measures to help businesses adjust to new ways of working as the country recovers from disruption caused by Covid-19. The measures support the transition from immediate crisis response and lockdown into recovery. The measures support businesses to implement safer ways of working to manage the ongoing risks from Covid-19, in particular the need for social distancing. It contains a mix of different legislative agendas: planning, licensing, financial, and HGV testing and licences. Whilst the majority of the measures that are being introduced are covered by the Councils existing Scheme of Delegation, such as temporary planning changes, the introduction of Pavement licences is not.

- 3.2 To ensure that the Council can respond quickly to support businesses if they apply for a Pavement Licence it is necessary to amend the Scheme of Delegation as contained within the Council's constitution.
- 3.3 A pavement licence is a licence granted by the local authority, or deemed to have been granted, which allows the licence-holder to place removable furniture over highway land. It is usually administered by the County Council and is usually subject to a 28 day consultation period. The Bill, when enacted will introduce a streamlined process to enable businesses to secure the licences in time for the summer and to remain in place for a year but not beyond 30 September 2021. This will support them to operate safely while social distancing measures remain in place and enable them to trade over the summer months. It will also require the Borough Council to administer the regime.
- 3.4 Officers have already been working with the County Council as Highways Authority to put in place a temporary licencing regime prior to the legislation being announced. Useful work has been undertaken on identifying the processes and procedures to discharge our responsibilities. It is recommended that the Director (Environment and Planning) is delegated to discharge this function given the similarities with the Licencing and Planning regimes. However, it may be appropriate that the actual administration of the application process is undertaken by the Town Centre team.
- 3.5 It is envisaged that the Bill will receive Royal Assent by the end of July. Due to their not being another Council meeting scheduled until September it is considered that it is necessary to seek approval to amend the Scheme of Delegation enable the regime to be implemented once the Bill is enacted.
- 4. Exemptions in accordance with the Access to Information procedure rules**
- 4.1 To be taken in open session.
- 5. Financial implications [AW]**
- 5.1 The fee for applying for a licence under the new process, is capped at £100. There is expected to be minimal fee income from the issuing of licences at about £2,000 per year.
- 6. Legal implications [FA]**
- 6.1 Pavement licences are presently granted primarily under Part 7A of the Highways Act 1980. The fee for applying for a licence under the new process, is capped at £100 and the consultation period is 5 working days (excluding public holidays). It is currently a minimum of 28 calendar days under Part 7A.
- 6.2 If the local authority does not determine the application before the end of the determination period (which is 5 working days beginning with the first day after the public consultation period (excluding public holidays), the licence is

deemed to have been granted for a year (but not beyond 30 September 2021) and the business can place the proposed furniture such as tables and chairs within the area set out in the application for the purpose or purposes proposed.

- 6.3 Once a licence is granted, or deemed to be granted, the applicant will also benefit from deemed planning permission to use the land for anything done pursuant to the licence while the licence is valid. The draft guidance refers to the possibility that licensing committees might be used to consider any “appeals” about refusals.
- 6.4 If the applicant has a licence to serve alcohol on-premises temporary amendments to the Licensing Act 2003 will allow them to sell alcohol for consumption off the premises without needing to apply for a variation of their licence.
- 6.5 As this requires an amendment to the constitution, a two-thirds majority decision is required.

7. Corporate Plan implications

- 7.1 This report contributes to the following priorities of the Council:
Prosperity: Support the regeneration of town centres and villages

8. Consultation

- 8.1 There has been no consultation on the specifics of the Bill by the Borough Council.

9. Risk implications

- 9.1 It is the council’s policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 9.2 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.
- 9.3 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
None identified		

10. Knowing your community – equality and rural implications

- 10.1 The Government has assessed the implications of the requirements of the new legislation on Human Rights.

11. Climate implications

- 11.1 The ability for local businesses to continue to trade will help people to shop local and reduce the need for travel.

12. Corporate implications

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

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications
- Data protection implications
- Voluntary sector

Background papers: Business and Planning Bill (available on the .gov website)

Contact officer: Matt Bowers, x5641

Executive member: Councillor S Bray



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Council 14 July 2020

Wards affected: All Wards

Climate Change Strategy

Report of Director (Community Services)

1. Purpose of report

- 1.1 To present the Council's Climate Change Strategy for approval.

2. Recommendation

2.1 Council:

- 2.1.1 Approves the Climate Change Strategy and acknowledge the further work to take place during the next 12 months.
- 2.1.2 Approves the setting up of an expenditure budget of £100,000 funded from the Reserve agreed at February Budget Council to support actions needed to implement the Council's Climate Change Strategy.

3. Background to the report

- 3.1 In July 2019 the Council declared a Climate Emergency and agreed to bring back a Climate Change Strategy which details the work to be undertaken to move towards Hinckley and Bosworth Borough Council becoming carbon neutral by 2030, along with detailing the Council's leadership role in promoting community, public, business and other Council partnerships to achieve the carbon neutral position throughout the borough.
- 3.2 Following on from the declaration, work was undertaken across the Council to understand what activity already took place which contributes to the Climate Change work, along with what activity and action could take place. This work included exploring ways the Council works with statutory partners, local businesses, schools and residents to promote climate issues. Discussions

also took place with local schools, young people and the Employment and Skills Task Force, along with some key organisations in the Borough such as Twycross Zoo.

3.3 This work culminated in the development of the attached Climate Change Strategy and high level action plan (appendix A). The focus of the Strategy is under four headings:

- Leadership
- Regulation
- Estate and operations
- Procurement and finance.

3.4 Consultation on the Climate Change Strategy was launched at the Rural Conference in early March. Consultation was due to take place with a number of groups, but due to the COVID 19 pandemic these did not happen. An online survey was undertaken, where along with a series of questions, people were asked to provide details of work they were doing on climate change, either individually, though a business or community group and to give their ideas around work that could be done.

3.5 Through the online consultation 56 responses were received. In summary:

- 69.7% of those who responded agreed we had captured the key issues and challenges in the draft Climate Change Strategy
- 76.8% agreed with the four priority themes
- 75% said they'd like to be more involved in action to tackle climate change,
- 75% had suggestions on how we can involve more local people in tackling climate change.

3.6 One of the outcomes of the COVID 19 epidemic has been the positive impact on climate change through behaviour change and the reduction in emissions as a result of lock down. We must ensure that we capitalise on these changes and encourage sustained behaviour change to continue the positive trends. Climate change considerations need to run through all of our recovery plans and to be reflected in the ongoing work connected to the Climate Change Strategy.

3.7 Next Steps

The suggestions made by people in response to the Climate Change Strategy consultation will be further analysed and be included in ongoing consultation with residents and businesses. An officer working group will progress actions within the Climate Change Strategy, working with the Cross Party Member Working Group. It was envisaged that this Climate Change Strategy would be updated in 12 months time and be informed by the work to be undertaken, in particular the ongoing consultation with residents and the review of internal operations of the Council. This work will now be further influenced by the

COVID 19 Recovery Plan and associated work both internally and externally with partners and residents.

4. Exemptions in accordance with the Access to Information procedure rules

4.1 None

5. Financial implications [AW]

5.1 The Council approved an Environmental Action Reserve of £100,000 at the February 2020 council meeting. Therefore any expenditure due to the implementation of the Council's Climate Change Strategy can be funded out of that reserve as needed, and if not spent in the financial year it will be carried forward as needed. This will mean there is no impact on the in year general fund position due to this expenditure.

6. Legal implications [MR]

6.1 None

7. Corporate Plan implications

7.1 Contributes to the Corporate Plan Place priority.

8. Consultation

8.1 Middle managers within the Council were consulted. Meetings have taken place with young people and with organisations such as Midlands Energy Hub and the National Forest. The Climate Change Strategy was launched at the Rural Conference where Parish Councils were consulted. Online resident consultation has taken place.

9. Risk implications

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

9.2 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.

9.3 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
Due to COVID 19 the engagement activity planned for the spring/summer which would inform the Climate Change work cannot take place.	Look at alternative ways of engagement using virtual forums	Sharon Stacey
Capacity required to drive work forward and deliver	Budget identified to enable capacity to be put in place	Sharon Stacey

10. Knowing your community – equality and rural implications

10.1 Climate change affects all communities and areas of the Borough.

11. Climate implications

11.1 The Climate Change Strategy will lead the way for climate activity across the council and identifies the way the council will work with communities, businesses and schools to develop and deliver on the work.

12. Corporate implications

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

- Community safety implications
- Environmental implications
- ICT implications
- Asset management implications
- Procurement implications
- Human resources implications
- Planning implications
- Data protection implications
- Voluntary sector

Background papers: Climate Change Strategy

Contact officer: Sharon Stacey

Executive member: Councillor M Cartwright

Hinckley & Bosworth Climate Change Strategy 2020 to 2021

Hinckley & Bosworth
Borough Council

Scope and Purpose

The council recognises that we face a climate change emergency and will work both internally and with others to ensure that work takes place to reverse the current trend.

This strategy sets out the actions that Hinckley & Bosworth Borough Council (HBBC) will undertake to address the climate change emergency declared in July 2019. These include actions the council can take itself and how the council can lead others to take steps towards addressing the climate crisis through both influencing behaviours and by creating the policy and regulatory framework to ensure others take appropriate steps.

One of the outcomes of the COVID 19 epidemic has been the positive impact on climate change through behaviour change and the reduction in emissions as a result of lock down. These changes must be capitalised on and behaviour change sustained to continue the positive trends. Climate change considerations will be a cross cutting theme in the council's recovery plan and will be reflected in the ongoing work connected to this Climate Change Strategy

The strategy identifies four priority themes:

1. Leadership
2. Regulation
3. Estate and operations
4. Procurement and finance

Vision

To work towards making HBBC carbon neutral by 2030, taking into account both production and consumption costs, minimising the environmental impacts of our activities and through our leadership role influence and empower others to take similar actions.

To ensure every decision of the council considers the climate impact.

Corporate Plan links

The Climate Change Strategy supports the Corporate Plan vision of creating great places to live, work and relax through creating clean and attractive places to live and work.



Delivery theme

1 Leadership

The council will act as leader to influence and empower communities, businesses, schools and residents, bringing them together to exchange ideas, develop initiatives and promote climate change activity.



What we will do to achieve this:

- Work with schools to bring together a schools community around climate change and ensure young people's views are heard and acted on, including holding a youth summit.
- Through our employment and skills taskforce bring best practice together from businesses across the borough.
- Work with the BID to develop a low carbon Hinckley town centre and to share best practice with our key rural town centres.
- Work with rural parishes on their climate initiatives.
- Identify and work with community champions throughout the borough.
- Lobby central government and MPs to provide powers and resources to enable support local action.
- Support communities through our VCS and partnership structures to provide training and awareness raising.
- Introduce an annual award at our Making A Difference Awards for the most innovative and impactful community initiative.
- Lead change within the council through climate friendly staff and member initiatives.
- Use the council's communication channels to promote climate change messages to raise awareness and encourage public engagement.
- Through the council's event programme promote waste and plastic reduction.
- Promotion of local businesses and shopping to reduce the number of car journeys.
- Support the Hinckley Area Foodbank initiative to enable the redistribution of excess food from supermarkets
- Support and utilise the county-wide reuse and recycling of furniture and white goods scheme via Worklink.
- Work with the county and district councils to progress joint initiatives.

2 Regulation

We will utilise our regulatory powers to ensure that positive change happens.



What we will do to achieve this:

- Minimise the climate impact of new development through our Local Plan policies and development management decisions.
- Enforce buildings standards to ensure new builds are meeting their planning permission targets.
- Use our housing powers to enforce minimum standards for private sector landlords.
- Promote the council's collective switching initiative to minimise residents' fuel costs.
- Target fuel poor/vulnerable households with energy efficiency measures.
- Work with landlords to encourage energy efficiency measures in properties.
- Facilitate access to financial assistance to home owners to carry out home energy efficiency measures to their properties.
- Review the council house investment priorities to include enhanced energy efficiency measures in the council stock.
- Encourage food business to move to plastic free.
- Review taxi licence opportunities to encourage use of EV taxis.
- Monitor and review air quality across the borough.
- Use Environmental Protection and Clean Air Act powers to ensure residents activities are compliant.
- Encourage active environments within new housing developments, leading to increased cycling and walking

Delivery theme

3 Estate and Operations

Through our buildings, vehicles and services we will minimise our impact on carbon emissions.

We will achieve this by:

- Establishing the council's carbon baseline and monitor council house green house gas emissions and CO₂.
- Ensure all new policies, strategies and activities are assessed against climate change implications.
- Identify climate change champions in each service area of the council.
- Review the council's travel policy and incentivise reduction in energy.
- Install EV charging points at car parks and support others in the provision of charging points.
- Utilise our land to draw down carbon.
- Review existing buildings and estate for additional energy efficiency measures.
- Review the council's fleet to ensure impacts are minimised.
- Minimise the use of single use plastic across the council.
- Maximise, where appropriate, online transactions.
- Use Environmental Protection and Clean Air Act powers to ensure residents activities are compliant.
- Promote walking and cycling through our healthy lifestyles work and through the Public Realm Strategy.

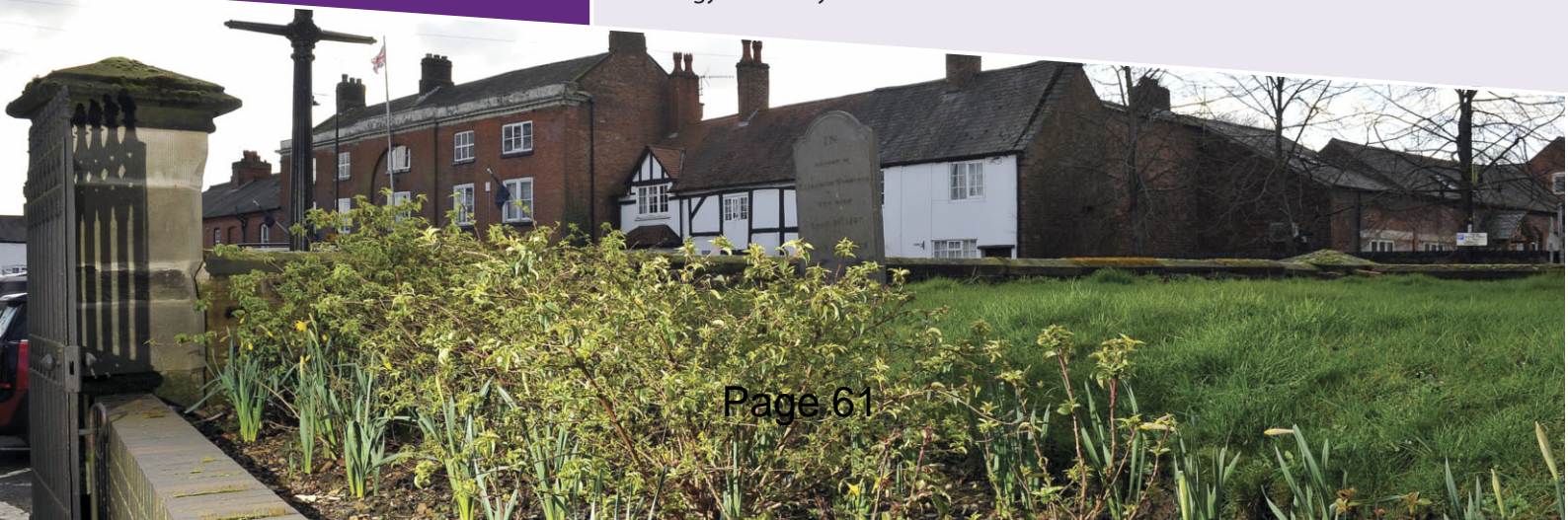


4 Procurement and Finance

We will maximise financial opportunities to support climate change work.

We will achieve this by:

- Ensuring climate change impacts are considered in all procurement activity.
- Consider climate change impacts when awarding grants and funding.
- Identify external funding opportunities.
- Ensure the council's energy is from sustainable sources.
- Ensure council's investments are placed in environmental and socially responsible investments.
- Consider ways of incentivising businesses and homeowners to adopt energy efficiency measures.



Climate Change: Call for Information

The success of this strategy depends on widespread action by local people, alongside the commitment of Hinckley and Bosworth Borough Council and its partners.

Climate change and its impact is the responsibility of everyone and it very much needs to be at the forefront of everything we do.

Please help us:

The council would like to hear about what you, your family, your community, your business or your schools are doing to support reducing the impact of climate change.

Please let us know your initiatives, however small, by emailing:

climatechange@hinckley-bosworth.gov.uk

You can also feedback on this Strategy by visiting:

www.hinckley-bosworth.gov.uk/climatesurvey

or emailing: climatechange@hinckley-bosworth.gov.uk



For more information please contact:

Hinckley & Bosworth Borough Council

Tel: **01455 238141**

Email: **climatechange@hinckley-bosworth.gov.uk**

Web: **www.hinckley-bosworth.gov.uk/climatechange**

**Hinckley & Bosworth
Borough Council**





Hinckley & Bosworth Borough Council

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

SCRUTINY
COUNCIL

2 JULY 2020
14 JULY 2020

WARDS AFFECTED: ALL WARDS

HINCKLEY CREMATORIUM PROJECT UPDATE

Report of Director of Corporate Services

1. Purpose of report

- 1.1 This report reviews the progress of the Hinckley Crematorium project following the tender period for selection of a Main Contractor to carry out the construction phase of the project.

2. Recommendation

- 2.1 That members:
- note the tender sum of £5,070,819.24 for a 50 week programme
 - approve a revised budget of £6,915,000 for delivery of the scheme (£1,943,190 supplementary).
 - approve the updated business case and proposed in-house management model or via a council wholly owned company depending on the VAT response obtained from Her Majesty's Revenue and Customs (HMRC).

3. Background to the report

- 3.1 HBBC accessed the Procure Partnerships East Midlands Framework to select potential contractors. Our projects estimated value sat within the £4m - £12m procurement category which contained eight contractors, all of which were informed of the tender opportunity and asked if they would be interested in tendering
- 3.2 Six contractors responded positively to the invitation to tender from the Procure Partnerships East Midlands Framework, of which four were selected to receive the tender documentation electronically.

- 3.3 Bids were sought from the four contractors based on the amended JCT Design and Build (2016) Building Contract. The tender documentation was issued to the four contractors via the Hinckley and Bosworth Borough Council's Delta site on 15th January 2020, with a return date of 26th February 2020. The return date was later extended to 1st April 2020 following extension requests from the tendering contractors.
- 3.4 On the 13th February one of the bidders notified the project team that following discussions with the Regional Framework Team, due to the timescales involved and level of sub-consultant and sub-contractor design elements along with the costs associated to these, that they would decline the opportunity to tender for this project.
- 3.5 Three contractors successfully returned their tender to the Delta site on the 1st April.
- | | | |
|----------|---|--|
| Bidder A | - | £4,916,205.00 *based upon a 40 weeks programme |
| Bidder B | - | £5,829,059.00 *based upon a 40 weeks programme |
| Bidder C | - | £5,898,749.44 based upon a 40 weeks programme |
- *Both Bidders A and B have stated that they think a 40-week programme is unachievable and have based their tenders on a 50-week programme.
- 3.6 Bidder A included several clarifications and proposals in their tender submission. These have been reviewed and formal responses were issued to them on 1st May 2020. Bidder A was asked to submit their response together with an adjusted tender price by 11th May 2020.
- 3.7 Bidder B included several proposals in their tender submission, including Value Engineering options which equate to £545,000 in savings, however many of these options would require planning approval and even if these were deliverable, it was still significantly higher than the lowest tender.
- 3.8 The revised tender figures, to account for the adjustments made following the clarification process, are below:
- | | | |
|----------|---------------|----------|
| Bidder A | £5,070,819.24 | 50 weeks |
| Bidder B | £5,838,909.00 | 50 weeks |
- 3.9 Our finance team have conducted financial background checks on each of the tendering contractors and have confirmed all contractor reports to be acceptable. Performance Bonds or Parent Company Guarantees will also be in place to help manage any future risks.
- 3.10 Members should note that there are outstanding risks where costs need to be added to mitigate such and professional fees etc. The table below gives detail of the likely project costs in total of £6,639,400.

Bidder A Revised tender submission following receipt of tender clarifications and proposals		£ 5,070,819.24
LCC Section 278 works, LCC Fees, Design costs provisional estimate	£150,000.00	
Potential Ransom over Access LCC provisional estimate	£200,000.00	
Utility Connections for supply provisional estimate	200,000.00	
Landscaping costs by Green Spaces - say Provisional estimate	£200,000.00	£ 750,000.00
HBBC Fees - internal and consultant assuming 18 months to completion	£200,000.00	
Principle designer / certification for post contract works	£15,000.00	£ 215,000.00
Total Project Cost		£ 6,035,819.24
10% Project contingency		£ 603,581.92
		£ 6,639,401.16
Cost already expended through feasibility & Planning		£ 274,814.00

- 3.11 It is therefore the Projects teams recommendation that the tender submitted by Bidder A to be the best value for money. And recommend that we appoint them as our preferred contractor to develop Hinckley Crematorium.

MANAGEMENT MODEL

- 3.12 It should also be noted by Members that there are alternative delivery routes in order to provide a crematorium facility on the preferred site.
- a) Disposal of the site to a crematorium operator. This would allow the market to deliver the crematorium facility and the Council to receive a one off capital sum for the land. This option however would not provide any ongoing revenue from the crematoriums operation.
 - b) Look to procure a partnership approach whereby an operator is appointed to deliver cremation services for the Council. This would run in a similar manner to the Leisure Provider currently running Hinckley Leisure Centre. This could be through a build and operate agreement or simply an operational model once the Council have provided the facility. This approach carries risks as the Council

would be required to agree a fixed contract period during which the private supplier will manage the facility within the terms of the contract. The loss of flexibility in management of the contract is counterbalanced by the experience an existing operator may bring.

- c) Council Run (In-house) / Wholly Owned Company run Services. It is understood that Members currently prefer one of these approaches as this provides the Council with control of the facility and the ability to balance the quality of customer experience. Whilst we are progressing with the in-house model, officers are currently awaiting VAT advice which may determine which the wholly owned company route be more favourable. If this becomes the case, a further report will be brought to members for their consideration and decision.

4. Exemptions in accordance with the Access to Information procedure rules

- 4.1 The report is to be taken in open session.

5. Financial implications (AW)

- 5.1 The update of the capital programme in February 2020 approved by council included capital expenditure of £4,895,380 expected for the development of the Crematorium, bring the total capital costs to £4,971,025 including any costs already incurred. This was based on the crematorium being operational as from the 1 February 2021 generating income of £79,523 in that year, with £333,747 being expected in the following year based on 800 cremations growing at 2% a year.
- 5.2 The total new capital cost, including contingency elements, equals £ 6,639,401 and with costs already included, this is a total capital cost of £6,914,215. This is an increase in the budget of £1,943,190 and will reduce the level of return. The current expectation, if the contractor is given the project by mid July 2020, is the crematorium will be operational as from the 1 August 2021.
- 5.3 The February budget for the scheme included £3,17m of reserves and capital receipts could be made available to offset borrowing costs. The current position, due to Covid-19 pressures and risks, is that at best £1.5m maybe available to offset such costs. This impacts on the net return of the project. There is also the potential number of crematoriums may be higher initially at 1000 a year, instead of the 800 used in February's 2020 budget. The table below gives local information on nearby crematoria, showing that 1000 cremations a year is not an unreasonable assumption.

CREMATORIA	Cremations 2019	January 2020 Basic Cremation Fee
Countesthorpe	1,367	£950
Great Glen	1,023	£915
Leicester	1,785	£870
Loughborough	1,558	£1,035
Nuneaton	2,098	£1,070

- 5.4 The tables below summaries the impact on expected costs and income between the original and revised costs of the crematorium project:

- Table 1 Compares the budget as agreed in February 2020 with the revised position. This does give a positive return in the first five years of £0.4m compared to £1.8m previously hoped for. Due to the impact of Covid19 on the finances of the council, it is unlikely that the £3.17m of capital receipts and reserves previously expected will be available to offset these costs. The level of such support will be closer to £1.5m, being mainly £1.25m from capital receipts. The table compares the revised position and the budgeted position. However, if the impact of Covid 19 is not as detrimental on the finances of the council as expected, there is up to £1.5m in reserves to off set these capital financing charges.
- Table 2 give an investment analysis using net present value (NPV) cash flows. It assumes an average inflation rate of 2% as this is the Bank of England's Target inflation rate. A negative NPV means the investment is not viable. Both are positive and demonstrate the investment will increase the cash position of the council over a 20-year period. The revised costs lead to a reduction in NPV return of £2.2m.

Table 1: Using reduced level of reserves/Capital receipt

	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27-2042	Total Gain to 31/3/2042
Cost £6.91m, with £1.5m use of reserves/capital Gain/(Loss) £000	£20	£58	£83	£108	£136	£6,449	£6,854
Cost £4.97m, with £3.1m use of reserves/capital Gain/(Loss) £000	£181	£334	£359	£385	£412	£10,595	£12,266
Difference (£000)	-£161	-£276	-£276	-£277	-£276	-£4,146	-£5,412

Table 2: Net Present Values, all debt financed

	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27-2042	NPV total
Cost £6.9m NPV calculation Cash flow (£000)	£258	£276	£293	£312	£330	£2,918	£4,387
Cost £4.9m, Cash flow (£000)	£312	£328	£345	£362	£379	£4,859	£6,584
Difference (£000)	-£53	-£52	-£51	-£50	-£49	-£1,941	-£2,197

- 5.5 There is currently underway a review of the impact of the increase in cost on the VAT status of the project now the costs have increased. The increased costs may take the Council over the partial exception limit and mean that the VAT is not reclaimable on this project. This could potentially add a further 20% (£1.4m) to the costs if council directly own and run the crematorium.
- 5.6 There is also the potential that the number of cremations per year has been understated. It is possible that the 1000 cremations per annum is not unrealistic, but

further advice would be needed to confirm this number. This would significantly improve the viability of the crematorium project, as noted in the table below.

Cost £6.91m, but use £1.5m of capital receipts and reserves							
Cremation Revenue	2021/22	2022/23	2023/24	2024/25	2025/26	15 more years	Total
Cremations per annum	1000	1020	1040	1061	1082	19093	24,297
Fee Per cremation	800	824	849	874	900		
General ledger Gain/(Loss) (£000)	£128	£223	£255	£290	£326	£10,713	£11,999

- 5.7 The Council has still not decided if the Crematorium should be owned and run directly or held and run via a wholly owned company (the company). The company would be subject to different taxation rules. As part of this planning, we need to consider the impact of VAT and corporation tax.
- 5.8 Each year the Council has to check that it does not breach its partial exemption threshold on VAT. As the Council is VAT registered it comes within the scope of partial exemption when it has supplies of both a taxable and an exempt nature. VAT cannot be charged on an exempt supply and equally any input VAT incurred directly in making the exempt supply cannot usually be recovered. This is unless it is at a relatively low level, less than 5% (£1.4m) for HBBC. The capital expenditure on the Crematorium has a risk of pushing us over that limit. This would add 20% to the cost of the project. We will be writing to HMRC to ask for advice and hopefully a set aside of the normal calculation for the limited period of the building of the project, but this may not be possible and we will not get a response in the period needed for members to reflect this in the decision made. Therefore, as part of the council's effective tax planning members should confirm now that their intention is either to continue with the in-house operation, or via the wholly owned company, based on the advice of HMRC as the best way to proceed.
- 5.9 The use of the wholly owned company will attract corporation tax at 19% on any gains, but will require a loan and repayment mechanism for the company to proceed, which will entail an interest return at a commercial rate to the council. Therefore, a further report may be needed at a later date to provide the financial modelling for this if needed.

6. Legal implications [FA]

- 6.1 None arising directly from the report.

7. Corporate Plan implications

- 7.1 Be driven by efficiency - We will do everything we can to make sure that we provide quality services for everyone that represent good value for money and make the best use of our assets.

8. Consultation

- 8.1 No consultation has been necessary in the production of this report.

9. Risk implications

- 9.1 It is the Council's policy to proactively identify and manage significant risks, which may prevent delivery of business objectives.
- 9.2 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.

10. Knowing your community – equality and rural implications

- 10.1 No implications have been raised at this time.

11. Climate implications

- 11.1 Climate considerations have been built into the specification of the build as appropriate.

12. Corporate implications

- 12.1 By submitting this report, the report author has taken the following into account:
- Community Safety implications
 - Human Resources implications
 - Environmental implications
 - ICT implications
 - Asset Management implications
 - Procurement implications
 - Planning implications
 - Data Protection implications
 - Voluntary Sector

Background papers: None

Contact Officer:	Malcolm Evans	
	Estates & Asset Manager	extension 5614
	Ashley Wilson	
	Head of Finance	extension 5609

Executive Member: Councillor K. Lynch

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