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**HINCKLEY & BOSWORTH  
BOROUGH COUNCIL**



**Hinckley & Bosworth  
Borough Council**

**AGENDA FOR THE  
MEETING OF THE COUNCIL**

**TO BE HELD ON  
TUESDAY, 27 OCTOBER 2020  
at 6.30 pm**



**Bill Cullen** MBA (ISM), BA(Hons) MRTPI  
**Chief Executive**

Date: 19 October 2020



**Hinckley & Bosworth  
Borough Council**

Dear Sir/Madam

I hereby summon you to attend a meeting of the Hinckley & Bosworth Borough Council which will take place via Zoom on **TUESDAY, 27 OCTOBER 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. Minutes of the previous meeting (Pages 1 - 4)  
To confirm the minutes of the meeting held on 15 September 2020.
3. Additional urgent business by reason of special circumstances  
To be advised of any additional items of business which the Mayor decides by reason of special circumstances shall be taken as matters of urgency at this meeting. Items will be considered at the end of the agenda.
4. Declarations of interest  
To receive verbally from Members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the Agenda.
5. Mayor's Communications  
To receive such communications as the Mayor may decide to lay before the Council.
6. Questions  
To deal with questions under Council Procedure Rule number 14.
7. Petitions  
To deal with petitions submitted in accordance with Council Procedure Rule 15.
8. Leader of the Council's Position Statement  
To receive the Leader of the Council's Position Statement.
9. Minutes of the Scrutiny Commission (Pages 5 - 8)  
To receive for information only the minutes of the Scrutiny Commission meeting held on 8 October.
10. Countywide hoarding project (Pages 9 - 16)  
To advise members of a countywide project and request supplementary income and expenditure budgets.  
  
This report was considered by the Scrutiny Commission on 8 October. An extract from the minutes of that meeting is attached.
11. Upgrade of Housing Mobile Solution Software (Pages 17 - 24)  
To seek approval for a replacement mobile solution for housing repairs and associated supplementary capital and expenditure budget.  
  
This report was considered by the Scrutiny Commission at its meeting on 8 October. An extract from the minutes of that meeting is attached.
12. Motions received in accordance with Council Procedure Rule 17
  - (a) Motion from Councillor Bray, seconded by Councillor Bill

"This Council notes:

1. The Residential Land Availability Monitoring Statement circulated to all members on which clearly states that the Council can demonstrate a 5-year land supply.
2. That the Council currently has an adopted Local Plan which goes up until the period of 2026.

Council further notes that:

1. The Member of Parliament for Bosworth erroneously stated in the House of Commons on the 8th of October that Hinckley and Bosworth Borough Council does not have either a Local Plan or a 5-year housing supply which he subsequently repeated in the local press.
2. The MP for Bosworth made a clumsy attempt to partially correct his statement in the House but failed to fully correct his inaccuracies before being further rebuked by the Speaker.

Therefore the Council resolves to:

1. Deplore the MP for Bosworth for deliberately misleading the House of Commons, local residents and the press with his false statements.
2. Write to him to better inform him of the true position.

The Council further resolves to call upon both the MPs representing the Hinckley and Bosworth area to oppose:

1. The Conservative Government's proposals which will almost double the amount of housing development in the Borough from 452 per year to 889 per year, with the inevitable consequences this will have on already over-stretched services and loss of green space.
2. The Conservative Government's proposals to overhaul the planning system which lead to a reduced role in local decision making, reduce the opportunity for public participation and make it easier for developers to ride roughshod over local people in their desire to concrete over our Borough."

(b) Motion from Councillor Mullaney, seconded by Councillor Webber-Jones

"Council recognises the tremendous work carried out by nurses, carers and other health workers here in Hinckley and Bosworth and across Britain during the coronavirus crises.

Council is appalled at the fact that hard working nurses who did so much during the coronavirus crisis will be denied a pay rise until April 2021 - while MPs will receive significant pay rises.

Council requests the Chief Executive writes to the Prime Minister to urge the government to reconsider its decision not to raise NHS nurses pay. Nurses here in Leicestershire and across Britain deserve more than applause they deserve proper payment for the essential work they do."

13. Matters from which the public may be excluded

To consider the passing of a resolution under Section 100A(4) of the Local Government Act 1972 excluding the public from the undermentioned item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 3 and 10 of Schedule 12A of the 1972 Act.

14. Hinckley Leisure Centre (Pages 25 - 80)

To consider a report in relation to Hinckley Leisure Centre.

This report was considered by the Scrutiny Commission at its meeting on 8 October. An extract from the minutes of that meeting is attached.

## HINCKLEY AND BOSWORTH BOROUGH COUNCIL

15 SEPTEMBER 2020 AT 6.30 PM

PRESENT:       CLLR L HODGKINS - MAYOR  
                  CLLR E HOLICK – DEPUTY MAYOR

CLlr RG Allen, CLlr DC Bill MBE, CLlr SL Bray, CLlr MB Cartwright,  
CLlr JMT Collett, CLlr MA Cook, CLlr MJ Crooks, CLlr WJ Crooks,  
CLlr DJ Findlay, CLlr REH Flemming, CLlr A Furlong, CLlr SM Gibbens,  
CLlr DT Glenville, CLlr C Ladkin, CLlr MR Lay, CLlr KWP Lynch,  
CLlr K Morrell, CLlr LJ Mullaney, CLlr MT Mullaney, CLlr K Nichols,  
CLlr LJP O'Shea, CLlr A Pendlebury, CLlr RB Roberts, CLlr MC Sheppard-  
Bools, CLlr H Smith, CLlr BR Walker, CLlr R Webber-Jones and  
CLlr P Williams

Officers in attendance: Bill Cullen, Malcolm Evans, Julie Kenny, Rebecca Owen, Julie Stay and Ashley Wilson

### 457    APOLOGIES

Apologies for absence were submitted on behalf of Councillors C Allen, Boothby, Cope and H Williams.

### 458    MINUTES OF THE PREVIOUS MEETING

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

RESOLVED – the minutes of the meetings held on 25 February and 14 July be approved.

### 459    DECLARATIONS OF INTEREST

No interests were declared.

### 460    LEADER OF THE COUNCIL'S POSITION STATEMENT

In presenting his position statement, the leader referred to Leicestershire County Council's report to its Cabinet seeking to gain support for requesting an invitation to submit a proposal for the establishment of unitary local government for Leicestershire, the impact of Covid-19 including alternative arrangements for events, town centre parking, planning reforms, MIRA Enterprise Zone, jobs and growth and the National Forest. Members wished to thank council staff, volunteers and residents for their hard work and support over the previous few months.

### 461    MINUTES OF THE SCRUTINY COMMISSION

The minutes of the Scrutiny Commission were received for information.

### 462    FINANCIAL OUTTURN FOR 2019/20 AND HIGH LEVEL FINANCIAL OUTLOOK

Council received a report on the draft financial outturn for 2019/20, the impact of Covid-19 on the first quarter's financial position and the longer term outlook. During discussion, the following points were raised:

- Concern over the financial impact of Covid-19
- Concern about action to mitigate the impact of being unable to access properties to carry out asbestos surveys. It was agreed that more information and reassurance would be provided to the councillor
- The financial savings of moving to a unitary authority were not evidenced or convincing
- Savings that would be required were not yet known and some difficult decisions may have to be taken.

It was moved by Councillor Lynch, seconded by Councillor Bray and

RESOLVED –

- (i) The general fund outturn for 2019/20 be approved;
- (ii) Transfers to earmarked reserves and balances as outlined in the report be approved;
- (iii) The general fund revenue carry forwards of expenditure and income to 2020/21 be approved;
- (iv) The housing revenue and housing repairs account outturn for 2019/20 and transfers to and from balances as details in sections 3.8 to 3.9 be approved;
- (v) The capital programme outturn for the general fund and housing revenue account from 2019/20 be approved;
- (vi) The HRA carry forwards be approved;
- (vii) The capital carry forwards be approved;
- (viii) A £60,000 contribution to a new HRA rent equalisation reserve to assist in smoothing of any future rental deficit be approved;
- (ix) The first quarter impact of Covid-19 on the in-year performance be noted;
- (x) The longer term financial pressures be noted.

463 PAY POLICY STATEMENT 2020/21

The HBBC pay policy statement for 2020/21 was proposed for approval. It was moved by Councillor Bray, seconded by Councillor Bill and

RESOLVED – the HBBC pay policy statement for 2020/21 be approved.

464 AMBION COURT

Members received an update on the Ambion Court sheltered scheme redevelopment. It was moved by Councillor Mullaney, seconded by Councillor Bray and

RESOLVED –

- (i) The progress with the project be noted;

- (ii) The estimated tender sum of £3,068,200.00 for a 54 week programme be noted and the revised budget of £,769,668.00 for delivery of the scheme be approved;
- (iii) The ongoing discussions with Homes England regarding their funding allocation be noted.

465 SIX MONTH ATTENDANCE RULE

Consideration was given to a report which recommended temporarily extending the period of absence for any councillor who is unable to attend meetings for a six-month period. A member queried whether this was also relevant for parish councils. In response, it was noted that this decision applied only to the borough council and that parish councils would need to take their own advice on the requirements. It was moved by Councillor Bray, seconded by Councillor Bill and

RESOLVED – a waiver of the six month rule be granted for members who fail to attend meetings for the reasons outlined in the report until 7 May 2021 or until revocation of The Local Authority and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020, whichever is the later.

466 CALENDAR OF MEETINGS

The draft calendar of meetings for 2021 was discussed. In addition, the Leader highlighted the intention to adhere to dates in the original calendar of meetings for the remainder of this calendar year. It was moved by Councillor Bray, seconded by Councillor Bill and

RESOLVED – the calendar of meetings for 2021 be approved.

467 MOTIONS RECEIVED IN ACCORDANCE WITH COUNCIL PROCEDURE RULE 17

Councillor Roberts, seconded by Councillor Morrell, proposed the following motion:

“Declare an expression of wish to extend the National Forest borders from the north of the Borough to the south, east and west of its borders.

Whilst the Council has already declared a climate emergency in July 2019, since this declaration few changes have been made.

However, with rapidly rising and increases of traffic and congestion, much tougher and much more ambitious plans will need to be implemented if the Borough is to become carbon neutral within the intended time scale.

Currently the Government has expressed an interest in extending and creating new woodland and forests to help mitigate some of these issues, along with extensive technology and infrastructure changes.

25 years ago, large swathes of the Midlands landscape had been left scarred by centuries of coal mining and other heavy industry. But a passionate group of people had a vision: a forest. The first forest to be created at scale in England for over 1000 years, it transformed the landscape from black to green. But the story doesn't stop here. This is Our National Forest. It belongs to us all.

The National Forest is right in the heart of the country, embracing 200 square miles of the Midlands. It spans across parts of Derbyshire, Leicestershire and Staffordshire and aims to link the two ancient Forests of Charnwood and Needwood. With a history of coalmining and heavy industry, the landscape is now that of rolling farmland, ancient forests and new planted woodlands. Its main towns and villages include Burton upon Trent (famous for its brewing), Coalville and Swadlincote (formerly associated with the clay and coal mining industries) and the historic town of Ashby-de-la-Zouch and reaches as far down as Bagworth and extending Thornton Reservoir in Hinckley and Bosworth.

Therefore to make the Climate emergency declaration and give it more emphasis, this motion proposes the following actions as a council:-

- Cross party agreement to pursue government support for the National Forest to extend the current forest to the North of Hinckley, to the South level with A47 and to join with Charnwood Forest to the East and A5 to the West to the extent of Hinckley and Bosworth Borough Borders.
- Draw up plans with the National Forest and Woodland Trust Organisations to identify sites.
- Identify Grants and funding sources to permit the acquisition of land and resource, plus cover the costs of planting and the legal framework required.
- Identify landowners willing to participate in the scheme, bearing in mind Central Government is already drawing up plans with Defra to look at land set aside with possible subsidies for landowners and farming communities to actively encourage participation in such a scheme.”

Upon being put to the vote, the motion was CARRIED and it was

RESOLVED – the motion be approved.

468 MATTERS FROM WHICH THE PUBLIC MAY BE EXCLUDED

On the motion of Councillor Bray seconded by Councillor Bill, it was

RESOLVED – in accordance with section 100A(4) of the Local Government Act 1972, the public be excluded from the following item of business on the grounds that it involves the disclosure of exempt information as defined in paragraphs 3, 5 and 10 of Part I of Schedule 12A of that Act.

469 MIRA ENTERPRISE ZONE

Members received a report in relation to the MIRA Enterprise Zone. It was moved by Councillor Bray, seconded by Councillor Bill and

RESOLVED – the recommendations within the report be approved.

(The Meeting closed at 7.55 pm)

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MAYOR

## HINCKLEY AND BOSWORTH BOROUGH COUNCIL

### SCRUTINY COMMISSION

8 OCTOBER 2020 AT 6.30 PM

PRESENT: Cllr MR Lay - Chairman  
Cllr C Ladkin and Cllr P Williams – Vice-Chairmen

Cllr JMT Collett, Cllr DS Cope, Cllr MJ Crooks, Cllr SM Gibbens, Cllr A Pendlebury,  
Cllr MC Sheppard-Bools, Cllr R Webber-Jones and Cllr HG Williams

Also in attendance: Councillor KWP Lynch

Officers in attendance: Matthew Bowers, Bill Cullen, Paul Grundy, Simon D Jones, Julie Kenny, Rosemary Leach, Karen Mason, Rebecca Owen, Madeline Shellard, Sharon Stacey and Ashley Wilson

#### 510 APOLOGIES AND SUBSTITUTIONS

It was noted that Councillors Cope, Gibbens and Pendlebury would be arriving late due to attending another meeting.

#### 511 MINUTES

It was moved by Councillor Sheppard-Bools, seconded by Councillor P Williams and

RESOLVED – the minutes of the meeting held on 20 August be confirmed as a correct record.

#### 512 DECLARATIONS OF INTEREST

Councillor P Williams declared a personal interest in the Heritage Strategy Action Plan as Heritage Champion for the Council.

Councillors Cope, Gibbens and Pendlebury entered the meeting at 6.33pm.

#### 513 HERITAGE STRATEGY ACTION PLAN

Members received an update on work undertaken in the last twelve months in order to fulfil the aims and objectives of the Heritage Strategy Action Plan. During discussion, the following points were raised:

- The importance of continuing conservation area re-appraisals
- Funding for the 1485 trail had been granted by the LLEP and progress on the project would not be greatly impacted by covid-19
- A resident had compiled an early history of Newbold Verdon which would be shared with the conservation officer
- Concern about the ability for businesses to focus on the Heritage Action Zone given other pressures. It was noted that a heritage officer had been appointed to work with building owners
- The need for the Heritage Forum to continue meeting, albeit virtually
- The importance of taking enforcement in conservation areas as required.

Cllr Ladkin entered the meeting at 6.45pm.

The inclusion of conservation in the Planning White Paper was highlighted.

It was moved by Councillor Crooks, seconded by Councillor Webber-Jones and

RESOLVED –

- (i) the report be noted and work undertaken be endorsed
- (ii) the importance of continuing conservation and heritage work across the borough.

514 COUNTYWIDE HOARDING PROJECT

Councillor Pendlebury declared a personal interest in this item as a mental health worker.

The Scrutiny Commission was informed of a pilot countywide project funded through the Disabled Facilities Grant element of the Better Care Fund aimed at a holistic approach to dealing with cases of hoarding.

Members generally felt this was a valuable piece of work and were happy that the Council was leading on the project.

A member expressed concern that, in the current climate where businesses and individuals were struggling financially, the cost to taxpayers of the project was high yet outcomes commensurate with the expenditure may not be achieved. In response, it was noted that the cost would be met from the Disabled Facilities Grant which was a ringfenced budget and could not be used to support businesses or other general fund functions. Members were reassured that positive outcomes had been seen in other areas and it was anticipated that the return on investment would be achieved by reducing delayed hospital discharges and the associated cost of bed blocking and through reducing the need for multiple clear outs of peoples' properties.

In response to a question about the extent of the problem, it was noted that in the borough in May 2019 there were 31 cases of which officers were aware. In addition, there were around ten people per week in Leicestershire hospitals unable to be discharged as their property being uninhabitable due to hoarding.

It was suggested that an update be brought to the Scrutiny Commission at an appropriate point.

It was moved by Councillor Webber-Jones, seconded by Councillor Crooks and

RESOLVED –

- (i) The report be endorsed and RECOMMENDED to Council;
- (ii) An update be brought to a future meeting.

515 UPGRADE OF HOUSING MOBILE SOLUTION SOFTWARE

Consideration was given to a report which looked at the current mobile solution software utilised by the housing repairs team and recommended an upgrade to the system. In addition to providing a more flexible service to meet tenants' needs, it was noted that the solution would reduce travel and paper usage thereby reducing the council's carbon footprint. In relation to savings, it was agreed that members would be updated during the course of the project.

Members welcomed the improvements proposed and it was moved by Councillor Crooks, seconded by Councillor Webber-Jones and

RESOLVED – the report be endorsed and RECOMMENDED to Council.

516 MINUTES OF FINANCE & PERFORMANCE SCRUTINY

The minutes of Finance & Performance Scrutiny on 9 September were received for information.

517 MATTERS FROM WHICH THE PUBLIC MAY BE EXCLUDED

On the motion of Councillor H Williams, seconded by Councillor Sheppard-Bools, it was

RESOLVED – in accordance with section 100A(4) of the Local Government Act 1972, the public be excluded from the following item of business on the grounds that it involves the disclosure of exempt information as defined in paragraphs 3 and 10 of Part I of Schedule 12A of that Act.

518 HINCKLEY LEISURE CENTRE

Members received a report about the operation of the leisure centre and the impact of covid-19. It was moved by Councillor Webber-Jones, seconded by Councillor Gibbens and

RESOLVED –

- (i) The report be endorsed and RECOMMENDED to Council;
- (ii) An update be brought to the Scrutiny Commission in three months.

(The Meeting closed at 7.40 pm)

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CHAIRMAN

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## Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

SCRUTINY COMMISSION  
COUNCIL

8 OCTOBER 2020  
27 OCTOBER 2020

Wards affected:

ALL WARDS

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### **PILOT PROJECT – Countywide hoarding project funded from the Better Care Fund**

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Report of Director Community Services

#### **1. Purpose of report**

To advise members of a countywide hoarding project led by Hinckley and Bosworth Borough Council on behalf of the seven districts councils, funded through the Disabled Facilities Grant (DFG) element of the Better care Fund.

#### **2. Recommendation**

Council:

- 2.1 Endorses participation and hosting of the pilot project.
- 2.2 Agrees a supplementary income and expenditure budget for the value of the external funding of £315,000.
- 2.3 Agree a one off reduction in the DFG budget of £45,000.

#### **3. Background to the report**

- 3.1 Members will be aware that the Council's disabled facilities grant (DFG's) service is managed through the Lightbulb partnership. There is approximately £1.8m underspend of DFG funding across Leicestershire. This underspend is due to receiving additional DFG funding from central government and needing to spend less on expensive DFGs as a result of better prevention work.

- 3.2 As a result of the budget underspend the Lightbulb Management Board have considered a number of options that the underspend could support. One of the options approved by the Board and by District Chief Executives, and which was developed and led by officers from Hinckley and Bosworth Borough council, has been a pilot project to test a new approach to supporting and assisting people who are hoarders.
- 3.3 Hoarding is impactful for individuals, families, communities and services and anecdotally is reported by front line services in Leicestershire to be increasing in numbers and complexity. The purpose of the pilot is to move away from traditional approaches to dealing with hoarders, where Districts take enforcement action to clear a property once it reaches a certain threshold (filthy and verminous, with risk to human life) to a more holistic approach which focuses on trying to address the underlying cause of hoarding and break the cycle.
- 3.4 The Purpose of this Pilot is to provide:
- a) An understanding for hoarding demand across all services and associated costs and resources needed to help manage the increasing demand
  - b) A common, holistic hoarding needs assessment for Leicestershire residents, provide efficient, cost effective service delivery through service redesign; capitalising on opportunities to create more effective working practices, and improved processes to create more timely and appropriate solutions to aid hoarded households.
  - c) A broader, targeted offer of support, providing a pragmatic response to a wide range of complex issues that contribute to hoarding including therapy work alongside practical support, and helping to prevent such work being required in the future. The purpose of the pilot is to determine and present a sustainable offer going forward.
- 3.5 The pilot offer comprises:
- Hoarding Support Officers who will be specialists working across the County directly with service users. This will include commissioning clearances, advocacy and support work with people affected, their relationships, neighbours and services to work towards positive outcomes.
  - Commissioned specialist mental health support – Hoarding Disorder has been listed as a distinct mental health condition, or may be caused by some other condition and therapy support is needed to promote a holistic recovery, enable safe and healthy independent living and social inclusion. Specialists such as 'Ardent Care' offer therapy alongside clearance to help with the underlying issues
  - Commissioned house clearance specialists for house clearance and therapy / support.

- For Self Neglect Cases, being able to offer a service that prevents residents having to reach an unacceptable threshold before an intervention is offered.

3.6 It has been agreed that each District will allocate £45,000 from their 2020/21 DFG allocation for a one year pilot. Through the Flexible Use of Capital Receipts Statutory Guidance it is possible to 'top slice' DFG funding with all partners agreement. This means that capital funding can be used to support the revenue costs associated with this pilot project. Funds will be transferred, with a Memorandum of Understanding from County Council (who hold the overall Disabled Facilities grant funding under the Better Care Fund) to Hinckley & Bosworth Council to manage the pilot on the behalf of Leicestershire Districts. The overall cost of the Pilot Project is £315,000. A draft cost proposal is summarised in the table below:

	<b>Cost £000</b>
Staffing Resource 1 x Coordinator 3 x Support officers	168
Consultancy and CBT support i.e. Ardent Care offer	10
Commissioned House Clearance	100
IT	2
Self Neglect clearances	35
<b>Total</b>	<b>315</b>

3.7 A Performance Dashboard will be reported to the Lightbulb Management Board on a quarterly basis and will include:

- Number of self neglect cases by district
- Number of complex cases by district
- Completion times
- Type and Number of outcomes
- Spend per case

5.2 The pilot outputs will be reviewed quarterly during the pilot and it is anticipated that these will include:

- At least 1 complex hoarding case per district
- 100 self neglect cases across all districts
- Creation of a database to record and monitor activity
- A sustainable pathway / standard operation procedure after the pilot

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

6.1 This report is to be taken in open session

## 7. Financial implications (DW)

7.1 The estimated impact of the pilot study project outlined is set out below:-

	£
Cost County Wide Hoarding Project Pilot Study	315,000
Income Better Care Funding *	(315,000)
<b>Overall Impact</b>	<b>0</b>

\*Of the Better Care funding the councils contribution would be £45k being the per council contribution from their 2020/21 DFG allocation

7.2 This Councils element will be met from an underspend Disabled Facilities Grant budget.

7.3 Additionally, the Council will need to consider various other issues as part of the governance and monitoring process for the project. These will include:-

Ensuring only eligible expenditure is committed.  
Scheme monitoring (financial and non financial outputs)  
Appropriate accounting treatment  
An exit strategy

All additional governance, monitoring and administration costs will need to be met from the £315,000 allocation of the budget.

7.4 The exit strategy will need to ensure any the Council is not left with a financial liability at the end of the project. Primary this may arise for employee related costs.

7.5 In accordance with financial procedure rules, if endorsed by SLT, the £315,000 expenditure and income budget mentioned above will require Council approval. As part of this report the DFG budget reduction of £45,000 will also require approval.

7.6 Any future projects arising from a successful pilot will require separate approval in accordance with financial procedure rules.

## 8. Legal implications MR

8.1 Section 1 of the Localism Act 2011 empowers the Council to do anything which individuals generally may do for the benefit of persons residing or present in its area

## 9. Corporate Plan implications

9.1 Contributes to people, places and prosperity priorities .

## **10. Consultation**

- 10.1 The hoarding task and finish group, lightbulb delivery group and District Chief Executives

## **11. Risk implications**

Management of significant (Net Red) risks		
Risk description	Mitigating actions	Owner
The funding is claimed upfront.	No penalties imposed low risk.	Rose Leach
Reputational risk	Working to ensure compliance with requirements of the funding	

## **12. Knowing your community – equality and rural implications**

- 12.1 The decision will enhance the powers available to HBBC to improve conditions in people's homes to the benefit of all members of the community accessing the service.

## **13. Climate implications**

- 13.1 There are no specific climate implications.

## **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

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Background papers:

Contact officer: Rosemary Leach 01455 255923  
Executive member: Councillor M Mullaney

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HINCKLEY AND BOSWORTH BOROUGH COUNCIL

SCRUTINY COMMISSION

8 OCTOBER 2020 AT 6.30 PM

PRESENT: Cllr MR Lay - Chairman  
Cllr C Ladkin and Cllr P Williams – Vice-Chairmen

Cllr JMT Collett, Cllr DS Cope, Cllr MJ Crooks, Cllr SM Gibbens, Cllr A Pendlebury,  
Cllr MC Sheppard-Bools, Cllr R Webber-Jones and Cllr HG Williams

Also in attendance: Councillor KWP Lynch

Officers in attendance: Matthew Bowers, Bill Cullen, Paul Grundy, Simon D Jones, Julie Kenny, Rosemary Leach, Karen Mason, Rebecca Owen, Madeline Shellard, Sharon Stacey and Ashley Wilson

512 DECLARATIONS OF INTEREST

Councillor P Williams declared a personal interest in the Heritage Strategy Action Plan as Heritage Champion for the Council.

Councillors Cope, Gibbens and Pendlebury entered the meeting at 6.33pm.

514 COUNTYWIDE HOARDING PROJECT

Councillor Pendlebury declared a personal interest in this item as a mental health worker.

The Scrutiny Commission was informed of a pilot countywide project funded through the Disabled Facilities Grant element of the Better Care Fund aimed at a holistic approach to dealing with cases of hoarding.

Members generally felt this was a valuable piece of work and were happy that the Council was leading on the project.

A member expressed concern that, in the current climate where businesses and individuals were struggling financially, the cost to taxpayers of the project was high yet outcomes commensurate with the expenditure may not be achieved. In response, it was noted that the cost would be met from the Disabled Facilities Grant which was a ringfenced budget and could not be used to support businesses or other general fund functions. Members were reassured that positive outcomes had been seen in other areas and it was anticipated that the return on investment would be achieved by reducing delayed hospital discharged and the associated cost of bed blocking and through reducing the need for multiple clear outs of peoples' properties.

In response to a question about the extent of the problem, it was noted that in the borough in May 2019 there were 31 cases of which officers were aware. In addition, there were around ten people per week in Leicestershire hospitals unable to be discharged as their property being uninhabitable due to hoarding.

It was suggested that an update be brought to the Scrutiny Commission at an appropriate point.

It was moved by Councillor Webber-Jones, seconded by Councillor Crooks and

RESOLVED –

- (i) The report be endorsed and RECOMMENDED to Council;
- (ii) An update be brought to a future meeting.



## Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Scrutiny Commission	8 October 2020
Council	27 October 2020

Wards affected: All wards

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### Upgrade of Mobile Housing Solution

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Report of Director (Community Services)

#### **1. Purpose of report**

- 1.1 To inform Members of the current position with the mobile solution software (SVS) utilised by Housing Repairs to manage responsive repairs and planned works.
- 1.2 To advise Members of the potential risks to service delivery if advancements to mobile solutions are not supported by upgrading current arrangements.
- 1.3 To seek approval from Members for a supplementary capital and expenditure budget to be established for the recommended Repairs Mobile solution.

#### **2. Recommendation**

- 2.1 That Members approve the recommendation to purchase AccuServ - Orchard Repair Mobile to replace current SVS software.
- 2.2 A supplementary capital budget of £71,850 and an annual revenue budget of £10,015 is established.

#### **3. Background to the report**

The Council's Digital Strategy supports our workforce to work in an agile manner in order to provide efficient and effective services to meet the needs of our customers. In 2014 the Housing Repairs team implemented a new system called Direct Works and SVS Mobile to mobilise our workforce and offer a paperless solution to our repairs and maintenance processes, working

alongside our existing Orchard system; thus meeting our digital objectives and improving efficiency, productivity, and in turn customer satisfaction.

Although our current solution does meet our essential requirements, Orchard has advised that the SVS product is now retired and support will be revoked from December 2020. We currently have no ICT upgrades or security releases going forward and any technical support is limited. To mitigate against this risk, further procurement of this system or an alternative system is required. This will enable continuance of our safe working practices and compliance. In addition, this provides us with an opportunity to create further efficiencies within the system which will ultimately build capacity within the team, capacity which is much needed given increasing service demands due to changing legislation and our customer base.

### 3.1 OPTIONS APPRAISAL AND PROCUREMENT

The Housing Service uses Orchard Housing as its primary Housing Management system. A number of alternative providers were considered against our specifications which are cited in Appendix A. There are no readily accessible procurement frameworks available for the provision of a Repairs Mobile Working solution; alternative solutions that were explored did not meet the specified requirements. The preferred option, to ensure standardisation and integration with the existing Housing Management system is further procurement of an Orchard solution. There are considerable efficiencies in adopting an Orchard Housing product rather than purchasing an entirely new system which would require integration and officer time, across a number of teams, to manage and support its implementation.

Part 3 section 4.3 of the Constitution states that;

Notwithstanding compliance with EU public procurement rules, tenders also need not be invited where.

*The contract consists of goods/services the same as currently in use by the council, which are required, in the interest of standardisation, for maintenance or other special reasons. In such a case, a report should be prepared and presented to SLT stating such reasons.*

As this is an upgrade rather than a new system, it has been confirmed that there is no requirement to tender for a new system.

The table below details the associated costs incurred including the annual revenue budget required, and the annual support and maintenance costs. This includes continuous development, updates, and upgrades, patches including security updates, technical support and the provision of a support desk.

Option	Name	Description	Initial Outlay	Annual Cost	Cost Over 5 years
1	SVS (unsupported system)	Continue with SVS and accept the risks of an unsupported solution with no security updates.	£0	£8095.13	£0
2	Orchard Accuserv	A product from our existing Housing Management Software supplier, Orchard.	£71,850	£10,015*	£101,895

\*We already pay annual revenue costs for the existing SVS software, therefore the additional amount required is the difference which is £1,919.87.

### 3.2 Option 1 – Remain with existing SVS Software

From December 2020 we will no longer have any support or patch upgrades to remedy system errors and arising issues. Any issues that arise would be chargeable. Each occasion would cost a minimum of £400 which is for half a day's work. The software is already retired and we no longer receive updates, upgrades or security releases.

This option creates other inefficiencies and would see a return to paper based solutions further impacting capacity.

By remaining with this system we may see a decline in customer satisfaction as problems or issues with the systems can not be easily remedied.

### 3.3 Option 2 – Upgrade to Orchard's Accuserv Mobile Solution

Moving to this upgrade would ensure business continuity whilst creating further opportunities for service improvements; informed by our customer satisfaction surveys and resident feedback.

The ability to monitor voids and reactive trade in conjunction with other housing services would improve, enabling us to better direct resources and meet performance targets.

Other system benefits include:

- This upgrade would allow us to carry out void works, planned maintenance, variations to existing jobs and inspections digitally, improving efficiencies to all types of work carried out by In-House by reducing manual paperwork, printing, scanning and data entry.
- A reduce carbon footprint- eliminating the need for paper and scanning.
- The ability to attach documents and technical drawings to job tickets and inspections, satisfying tenant feedback.
- Real time information-creating flexibility within the scheduling system to redeploy officers more dynamically.
- The scheduling system is integrated with google maps and provides suggestions and guidance to book better geographically, creating fuel and time efficiencies.

- This solution allows the system to send text messages to tenants in relation to appointments and “engineer on way” texts. This is the biggest request from tenant groups in relation to repairs. This would also reduce the number of tenants that our out at the time of appointments, which reduces wasted operative time.
- In-House will be able to offer narrower appointment time windows, rather than just AM/PM. This also satisfies feedback from tenants who have asked for this to help support them fit appointments around school run times and working hours.
- The upgraded system will allow the scheduling team to share individual requirements with engineers such as keysafe information or waiting longer for tenants to come to the door if they have mobility issues etc.
- This solution offers a stock monitoring system, allowing real time stock ordering – creating even further staffing efficiencies by not needing to visit merchant as frequently. Automated stock updates for van stocks – reducing the number of visits to a tenant to complete one job by increasing the ability to get the job right the first time with the appropriate equipment.
- A tenant signature or satisfaction survey can be captured at the end of the repair, thus encouraging engineers to strive for higher satisfaction rates from tenants and reducing complaints.

By upgrading the current software capacity and efficiencies will be realised across the Housing Service. The system will also enable us to make greater progress towards climate change objectives.

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

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

#### **5. Financial implications [AW]**

- 5.1 A supplementary capital budget of £71,850 is needed with an annual revenue cost of £10,015. These costs are not covered by any identified savings or reserve balances.
- 5.2 As the supplementary is over £50,000, the constitution requires approval by Council.

#### **6. Legal implications [MR]**

- 6.1 Contract is in excess of £50,001.00.

#### **7. Corporate Plan implications**

- 7.1 The following objective will be met.  
Places- to improve the quality of existing homes.

## **8. Consultation**

8.1 None required.

## **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
Failure to meet the objectives set out within the corporate Digital Strategy, should a solution not be met.	Implementation of one of the options recommended	Maddy Shellard

## **10. Knowing your community – equality and rural implications**

10.1 The adoption of one of the systems recommended will support the completion of repairs work across our housing stock, including rural areas.

## **11. Climate implications**

11.1 The recommended option has considerable climate benefits. It will enable the council to further reduce its carbon footprint by reducing fuel emissions by working smarter. By integrating with google maps, jobs can be booked in geographically which should reduce fuel and emissions from excessive travelling. It will also enable a move to a paperless system.

## **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: Digital Strategy

Contact Officer: Lois Hodgkins/ Maddy Shellard  
Executive Member: Councillor M Mullaney

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

SCRUTINY COMMISSION

8 OCTOBER 2020 AT 6.30 PM

PRESENT: Cllr MR Lay - Chairman  
Cllr C Ladkin and Cllr P Williams – Vice-Chairmen

Cllr JMT Collett, Cllr DS Cope, Cllr MJ Crooks, Cllr SM Gibbens, Cllr A Pendlebury,  
Cllr MC Sheppard-Bools, Cllr R Webber-Jones and Cllr HG Williams

Also in attendance: Councillor KWP Lynch

Officers in attendance: Matthew Bowers, Bill Cullen, Paul Grundy, Simon D Jones, Julie Kenny, Rosemary Leach, Karen Mason, Rebecca Owen, Madeline Shellard, Sharon Stacey and Ashley Wilson

512 DECLARATIONS OF INTEREST

Councillor P Williams declared a personal interest in the Heritage Strategy Action Plan as Heritage Champion for the Council.

Councillors Cope, Gibbens and Pendlebury entered the meeting at 6.33pm.

515 UPGRADE OF HOUSING MOBILE SOLUTION SOFTWARE

Consideration was given to a report which looked at the current mobile solution software utilised by the housing repairs team and recommended an upgrade to the system. In addition to providing a more flexible service to meet tenants' needs, it was noted that the solution would reduce travel and paper usage thereby reducing the council's carbon footprint. In relation to savings, it was agreed that members would be updated during the course of the project.

Members welcomed the improvements proposed and it was moved by Councillor Crooks, seconded by Councillor Webber-Jones and

RESOLVED – the report be endorsed and RECOMMENDED to Council.

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