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Hinckley & Bosworth
Borough Council

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

Date: 30 September 2020

To: **Members of the Scrutiny Commission**

Cllr MR Lay (Chairman)
Cllr C Ladkin (Vice-Chairman)
Cllr P Williams (Vice-Chairman)
Cllr JMT Collett
Cllr DS Cope
Cllr MJ Crooks

Cllr SM Gibbens
Cllr A Pendlebury
Cllr MC Sheppard-Bools
Cllr R Webber-Jones
Cllr HG Williams

Copy to all other Members of the Council

(other recipients for information)

Dear member,

There will be a meeting of the **SCRUTINY COMMISSION** as a virtual meeting via Zoom on **THURSDAY, 8 OCTOBER 2020** at **6.30 pm** and your attendance is required.

The agenda for the meeting is set out overleaf.

Yours sincerely

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

Rebecca Owen
Democratic Services Manager

SCRUTINY COMMISSION - 8 OCTOBER 2020

A G E N D A

1. APOLOGIES AND SUBSTITUTIONS

2. MINUTES (Pages 1 - 4)

To confirm the minutes of the meeting held on 20 August 2020.

3. ADDITIONAL URGENT BUSINESS BY REASON OF SPECIAL CIRCUMSTANCES

To be advised of any additional items of business which the Chairman decides by reason of special circumstances shall be taken as matters of urgency at this meeting.

4. DECLARATIONS OF INTEREST

To receive verbally from members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. **This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the agenda.**

5. QUESTIONS

To hear any questions in accordance with Council Procedure Rule 12.

6. HERITAGE STRATEGY ACTION PLAN (Pages 5 - 16)

To provide an update on work undertaken to fulfil the aims and objectives of the Action Plan.

7. COUNTYWIDE HOARDING PROJECT (Pages 17 - 22)

To advise members of a countywide hoarding project.

8. UPGRADE OF HOUSING MOBILE SOLUTION SOFTWARE (Pages 23 - 30)

To inform members of the current position and seek approval for a supplementary budget for a housing repairs mobile solution.

9. MINUTES OF FINANCE & PERFORMANCE SCRUTINY (Pages 31 - 32)

Minutes of the meeting held on 9 September for information.

10. ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIRMAN DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY

As announced under item 3.

11. 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.

12. HINCKLEY LEISURE CENTRE (Pages 33 - 90)

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

SCRUTINY COMMISSION

20 AUGUST 2020 AT 6.30 PM

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

Cllr MJ Crooks, Cllr SM Gibbens, Cllr DT Glenville (for Cllr R Webber-Jones),
Cllr K Morrell (for Cllr JMT Collett), Cllr A Pendlebury, Cllr MC Sheppard-Bools and
Cllr HG Williams

Also in attendance: Councillor MA Cook

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

436 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillors Collett and Webber-Jones, with the following substitutions authorised in accordance with council procedure rule 10:

Councillor Morrell for Councillor Collett
Councillor Glenville for Councillor Webber-Jones.

437 MINUTES

It was moved by Councillor Pendlebury, seconded by Councillor P Williams and

RESOLVED – the minutes of the meeting held on 2 July be confirmed as
a correct record.

438 DECLARATIONS OF INTEREST

No interests were declared.

439 AMBION COURT REDEVELOPMENT

Members received a report which provided an update on the Ambion Court sheltered housing scheme redevelopment and also sought a revised budget.

In response to a members' question, it was noted that some of the Homes England funding was at risk because the conditions on the government's funding required the construction to be completed by March 2021, however due to COVID-19, this would not be possible and the government had not yet confirmed that the deadline could be extended. It was noted that most authorities partnered with Homes England on similar projects were in the same position. It was noted that there was the possibility of taking any shortfall from the regeneration fund but all efforts would be taken to secure the full Homes England allocation.

Concern was expressed about the change in price resulting in the requirement for additional budget and the reason for not having a fixed price contract for public sector projects was queried. In response, it was explained that the initial budget was based on an estimation on costs at that time. Since 2018, costs of delivery had increased and

included a contingency, but it was felt that the 7% increase since 2018 was acceptable and was still considered to be value for money.

RESOLVED – the report be noted and RECOMMENDED to Council.

Councillor Sheppard-Bools entered the meeting at 6.45pm.

440 PAY POLICY STATEMENT 2020/21

Consideration was given to the proposed HBBC Pay Policy Statement for 2020/21. It was noted that the pay structure had not changed since the previous year's report and there were no fundamental differences in the statement. It was requested that the gender pay gap be considered for inclusion in future years' reports.

RESOLVED – the report be noted and RECOMMENDED to Council.

441 PLANNING WHITE PAPER - UPDATE

The Chief Executive updated members on the Planning White Paper and other key national changes to the planning system which had been published recently. During discussion, the following concerns were raised by members:

- There was lack of clarity in the White Paper
- The proposal to lift the cap on S106 contributions, including for affordable housing, on small developments to 50 units would have an impact on local infrastructure improvements
- Zoning all land into the proposed categories may lead to a risk of land no longer being protected from development
- The proposed methodology for calculation of housing numbers may result in a large increase in required provision in Hinckley & Bosworth
- The issue of developers not building out the homes that have approval was a real issue, which would not be addressed by the proposed changes
- It would not be feasible to deliver affordable homes in the rural areas.

It was agreed that a scrutiny briefing would take place for all members to feed into the consultation.

442 LOCAL GOVERNMENT REORGANISATION UPDATE

The Chief Executive updated members on discussions around devolution and local government reorganisation in anticipation of a Devolution and Local Economic Recovery White Paper expected to be published in September. It was anticipated that the White Paper would suggest creation of mayoral combined authorities and more unitary authorities. It was expected that the White Paper would suggest some areas of the country moving quickly on reorganisation and that elections for those areas may not take place in 2021 but proposals for reforms would be considered for implementation in 2022.

Concern was expressed about the notion of the authority being absorbed into a county unitary and the impact on the residents, service provision and non-statutory services which were currently provided by the borough council for the benefit of residents.

443 MATTERS FROM WHICH THE PUBLIC MAY BE EXCLUDED

On the motion of Councillor Crook seconded by Councillor P Williams, 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.

444 MIRA ENTERPRISE ZONE

Members received a report on the MIRA Enterprise Zone.

RESOLVED – the report be supported and RECOMMENDED to Council.

(The Meeting closed at 7.50 pm)

CHAIRMAN

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Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

SCRUTINY COMMISSION 8 October 2020

Wards affected: All Wards

Hinckley & Bosworth Heritage Strategy 2018-2023 Action Plan Update

Report of Director Environment & Planning

1. Purpose of report

- 1.1 To provide Members with an update on work undertaken in the last 12 months, including ongoing initiatives, in order to fulfil the aims and objectives of the Action Plan of the Heritage Strategy 2018 – 2023.

2. Recommendation

- 2.1 That Members:
- a. Note and endorse the heritage work undertaken and outcomes achieved.
 - b. Endorse the ongoing work.

3. Background to the report

- 3.1 The Council, on 7 December 2017, approved the adoption of the Heritage Strategy and accompanying action plan.
- 3.2 The purpose of the strategy is to guide conservation and heritage activities in the borough from 2018 to 2023. The vision of the strategy is:
- To increase our understanding and awareness of the borough's heritage with improved accessibility to the historic environment
 - To implement positive action and active management of the borough's heritage to ensure its conservation and enhancement

- To enable an approach of partnership and collaboration where people, groups and communities come together to care for the borough's heritage
- To celebrate and promote the borough's heritage and identity, allowing it to make a difference for people, groups and communities

3.3 To achieve the vision of the strategy there are four aims with associated objectives. The Action Plan identifies key actions, initiatives and interventions to achieve each objective, to be developed and delivered over short (0-1 years), medium (up to 3 years) and long-term (up to 5 years) timeframes. Actions developed and delivered during the last 12 months to meet each of the four aims and associated objective are summarised below, with more detailed information regarding each action available on request.

3.4 **Aim 1 – Increasing understanding and awareness of heritage with improved accessibility**

Summary and Highlights:

- Parish Councils and local heritage groups have identified the heritage of their area as part of a borough wide audit
- An assessment of the accuracy of listed building record entries on Historic England website has commenced
- Awareness of heritage has been improved with the installation of interpretation boards, the installation of a new blue plaques, signage at Hinckley & District Museum and the production of a Rural Heritage Trail
- A successful and expanded Heritage Open Days event took place over two weekends in September 2019
- Informal links have been established with North Warwickshire & South Leicestershire College to determine their desire to deliver traditional methods of construction as part of the educational offer on their Building Construction courses. These links are to be taken further through the development of the Hinckley High Street Heritage Action Zone (HAZ)

3.5 **Aim 2- Implement positive action to manage and enhance heritage**

Summary and Highlights:

- Funding from Historic England (c.900k) and the Leicester & Leicestershire Enterprise Partnership (LLEP) (c.500k) was sourced during late 2019 and early 2020 to develop and deliver a c. £1.85m town centre regeneration scheme – The Hinckley High Street Heritage Action Zone (HAZ). Match funding is also to be provided via others including HBBC and town centre property owners. Further information on the Hinckley Heritage Action Zone is provided in Appendix 1.

- Development of a HBBC Local Heritage List has continued, devised in part conjunction with a number of Neighbourhood Planning Groups
- A Public Realm Strategy for Hinckley town centre has been produced. Public realm contributions were secured during 2019 following market led redevelopment to deliver the new Aldi store with improvements delivered on site along Baptist Walk
- Scoping work has commenced on the production of a HBBC Heritage at Risk Register to identify heritage assets at risk and target remedial actions
- A number of enhancements to the historic environment have been delivered during 2019 via the Environmental Improvement Programme including wall and canal bridge repairs, installation of heritage name plates, war memorial repairs etc.
- Continued support is given to other Council departments in the development and delivery of projects via funding streams including the Parish & Community Initiative Fund and the Developing Communities Fund etc. e.g. Carlton Parish Church extension
- Input was provided to the production of the Good Design Guide Supplementary Planning Document which includes sections on shop front guidance, historic farm building conversion and an assessment of historic character for context
- Professional advice continues to be provided in a timely manner to Development Management, applicants and consultees in response to statutory consultations with sound and high quality decisions issued

3.6 **Aim 3 - Ensure a partnership approach to care for our heritage**

Summary and Highlights:

- Support to Neighbourhood Planning Groups during the development of Plans has been provided to ensure that heritage and the historic environment is adequately planned for at the Neighbourhood level. During the year advice has been provided to Burbage, Desford, Stoke Golding and Witherley Neighbourhood Groups
- A second HBBC Heritage Forum meeting was held in February 2020 to encourage capacity building in the voluntary sector, develop skills and effective means of communication. Members of the forum include Parish Councils, Local Heritage Groups and other heritage stakeholders (e.g. Hinckley & District Museum)
- The latest Leicestershire & Rutland Conservation Officers Forum was held in October 2019 and the HBBC Conservation Officer continues to be the County Representative for the East Midlands branch of the Institute of Historic Building Conservation (IHBC)

- Positive working practices with local heritage stakeholders have been maintained through various means, e.g. delivery of the Heritage Open Days event
- The involvement of the HBBC Heritage Champion in the assessment of blue plaque nominations has provided more scrutiny to the process

3.7 **Aim 4 - The promotion and enjoyment of heritage**

Summary and Highlights:

- The expanded Heritage Open Days 2019 event was utilised to promote heritage to a wide range of audiences
- Successful completion of the Heritage and Culture programme of the North Warwickshire Hinckley & Bosworth Destination Management Plan with a number of initiatives delivered including the Ada Lovelace Exhibition at the Atkins building, a Better Place Better Environment event and the production of the Rural Heritage Trail
- HBBC Conservation Officer support given to the development of the 1485 project, which has the overall vision of installing six sculptures around Bosworth Battlefield to tell the story of the battle
- Funding provided for new signage to Hinckley & District Museum

3.8 There are challenges to the successful delivery of the implementation of the aims and objectives of the Strategy which will need to be carefully monitored and managed. Such challenges include:

- The required focus upon the development and delivery of the Hinckley HAZ during 2020 may lead to difficulties in delivering some short-medium term objectives, e.g. completion of Conservation Area Re-appraisals etc.
- Delivery of some aims and objectives continue to rely on the time and will of the voluntary sector
- Ensuring information on heritage assets is fully up-to-date, accurate and accessible is resource intensive
- The difficulties of obtaining funding from HBBC and other external sources means some aims may not be delivered fully, e.g. acquiring a budget to comprehensively address heritage at risk, securing funding to deliver key elements of the Public Realm Masterplan etc.
- The impact of COVID-19 may be considerable with many possible adverse impacts, e.g. the overall impact upon the economy and the difficulties of public engagement threatens the early development and delivery of the Hinckley HAZ.

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 [CS]

- 5.1 The circa £1.85m mentioned in section 3.5 for the HAZ scheme has already been approved. Should any additional funding be required to achieve aims in the strategy, approval will be required in accordance with financial procedure rules.

6. Legal implications [MR]

- 6.1 None

7. Corporate Plan implications

- 7.1 The Heritage Strategy contributes to all three priority ambitions of the Council, in particular:

Places - creating clean and attractive places to live and work

Prosperity – encouraging growth, attracting businesses, improving skills and supporting regeneration

8. Consultation

- 8.1 The Heritage Strategy was subject to public consultation as part of its adoption in 2017 and is published on the council's website.

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		

10. Knowing your community – equality and rural implications

- 10.1 It is considered that this report will not have any effect on equality for any of the protected characteristics and therefore no further analysis or action is necessary.

10.2 Projects suggested in the Heritage Strategy generally have a good spread over the whole of the borough and this includes the rural areas.

11. Climate implications

11.1 We consider climate implications in all initiatives related to the Heritage Strategy e.g. the Hinckley Town Centre Public Realm Masterplan promotes improved walking and soft landscaping in the Town Centre Conservation Area, when new heritage lighting is installed this is now done with LED lighting and many projects delivered as part of the Environmental Improvement Programme look to reuse appropriate materials where possible.

12. Corporate implications

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

- Community Safety implications – none directly as a result of this report
- Environmental implications – various projects identified in this report will have a positive impact
- ICT implications - none directly as a result of this report
- Asset Management implications - none directly as a result of this report
- Procurement implications - none directly as a result of this report
- Human Resources implications - none directly as a result of this report
- Planning implications – planning matters will be dealt with, when appropriate, through the regeneration projects being brought forward
- Data Protection implications - none directly as a result of this report
- Voluntary Sector – the voluntary sector is supported through a number of initiatives identified in this report

Background papers:

Hinckley & Bosworth Heritage Strategy 2018 - 2023

Hinckley & Bosworth Heritage Strategy 2018 – 2023 Background and Action Plan

Contact officer: Paul Grundy 01455 255671

Executive member: Councillor D Bill

Appendix 1 Hinckley High Street Heritage Action Zone

Hinckley and Bosworth Borough Council has recently received agreement from Historic England to deliver a High Street Heritage Action Zone (HAZ for short) within Hinckley. The Heritage Action Zone consists of a range of projects worth £1.85million with the aim of using Hinckley's unique historic environment to revitalise the town centre. Projects are to be launched during autumn 2020 with overall completion by the end of March 2024. The Borough Council believe the Heritage Action Zone can play a key role in the economic and social recovery of the town centre following COVID-19.

What is a Heritage Action Zone?

A Heritage Action Zone is a heritage-led regeneration programme designed to secure lasting improvements to our historic high streets and the communities who use them. The zone is located within Hinckley Town Centre Conservation Area and comprises of an exciting and innovative array of projects to help safeguard and celebrate the heritage of the town. Heritage Action Zones are Historic England's flagship initiative to help transform historic places and Hinckley is one of a number of zones chosen throughout the country.

Who is involved?

Hinckley and Bosworth Borough Council will need to work closely alongside high street stakeholders and a number of local organisations to develop and deliver the programme as a partnership. Stakeholders including Hinckley Business Improvement District (BID), Hinckley Museum, Leicestershire County Council, cultural and educational establishments and local history groups have been involved in the development of the Heritage Action Zone programme so far and will continue to be involved in its delivery. Local communities have a key role in deciding what works they want to see happening within the Hinckley Heritage Action Zone and what sort of place they want it to be.

Why Hinckley Town Centre Conservation Area?

The conservation area has a unique and special character. However in recent times it has suffered from the loss of historic building details, the installation of some unsympathetically styled shop fronts, and some poor quality modern development. Certain buildings demonstrate a lack of maintenance and repair. Areas of the public realm and shared spaces with the town centre provide great opportunities for improvement. The conservation area is currently on the Historic England At Risk Register.

A Heritage Action Zone provides the opportunity to work with partners in a coordinated and pro-active way in order to address these issues. In doing so, we would help secure the long-term sustainability of the area for future generations by preserving, restoring and enhancing its architectural, historical and cultural heritage.

Delivering a Heritage Action Zone would also support the building of momentum for the regeneration of Hinckley Town Centre as a whole, meet the aims of the Council's Heritage Strategy, and assist in the delivery of other complimentary projects including those identified in the Hinckley Town Centre Public Realm Masterplan.

What types of work can be funded?

A Programme Design document has been produced which identifies a number of exciting projects:

- Historic building owners and occupiers can apply for generous grants for works of repair and reinstating traditional features, including a particular focus on shop fronts
- Works to improve the public realm (areas of open space and spaces between buildings) and to facilitate safer pedestrian movement
- Determining whether vacant buildings and spaces can be brought into alternative uses that better meet the demand of the area
- Increasing understanding and awareness of heritage assets within the town centre
- Putting management procedures in place to secure the long-term conservation of heritage assets
- Engaging the public through a range of activities and training to appreciate the area and its history

Historic buildings located on Castle Street (lower and upper), Market Place, The Borough and Station Road have been chosen as the focus for the proposed works of enhancement. The works to the public realm are targeted to the area around the Church Walk Car Park, Castle Street and the historic jitties located off Castle Street.

The projects total £1.85 million with Historic England providing approximately 50% of the funding required. The remainder of funding is to come from private and public sources and includes a contribution of approximately £360,000 from the Borough Council.

What happens next?

Despite a delay to the launch of the Heritage Action Zone due to COVID-19 development and delivery of the projects can now begin in earnest. To aid this process since the beginning of September 2020 the Borough Council have employed two HAZ Project Officers (a shared-role equating to one full-time post) and they have overall responsibility for managing and delivering the programme of projects.

Community engagement is critical to the development of the projects so safe and innovative ways to engage with people are being devised as part of detailed Community Engagement Plan and Cultural Programme. These plans are to be submitted for discussion with Historic England by late October.

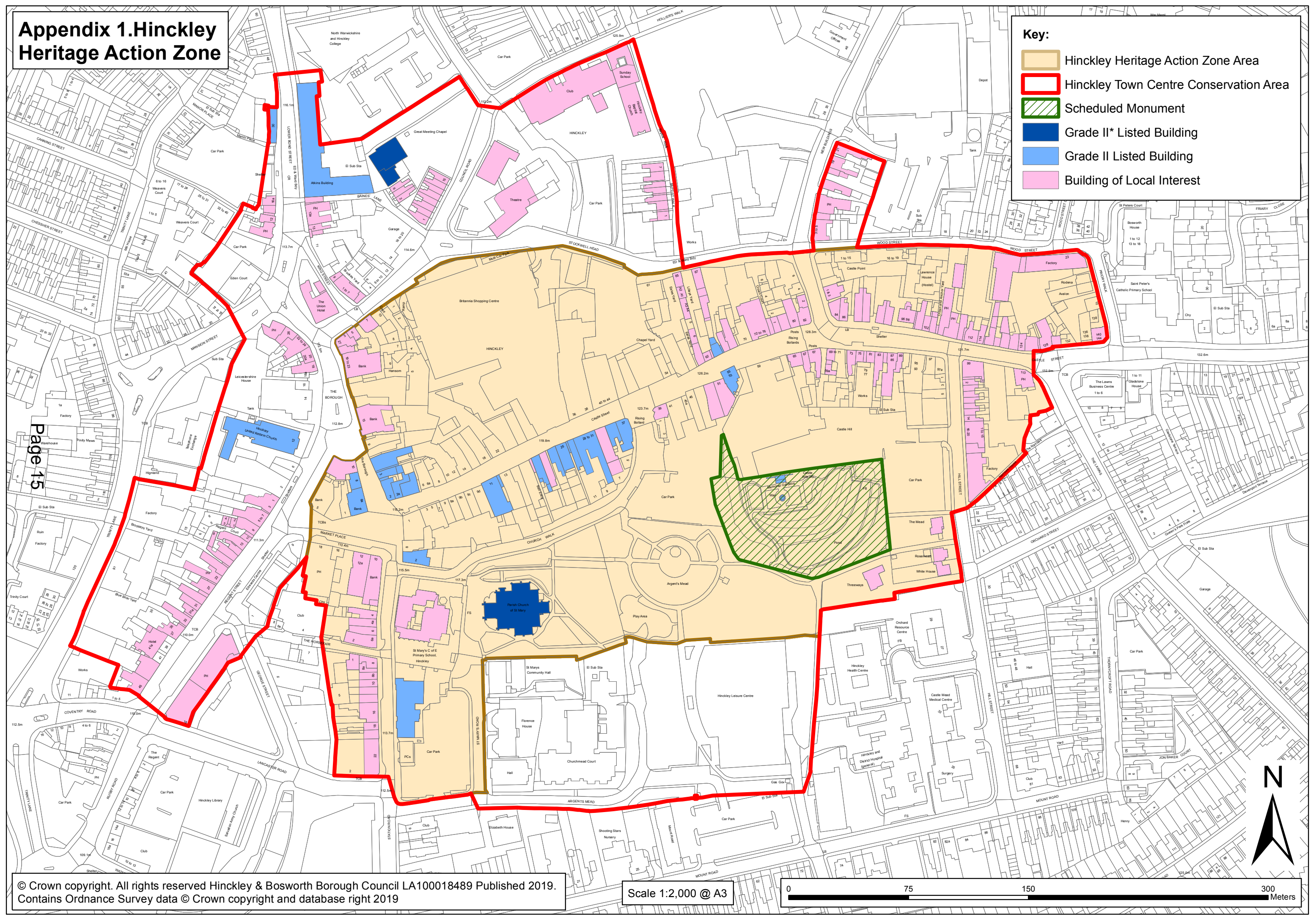
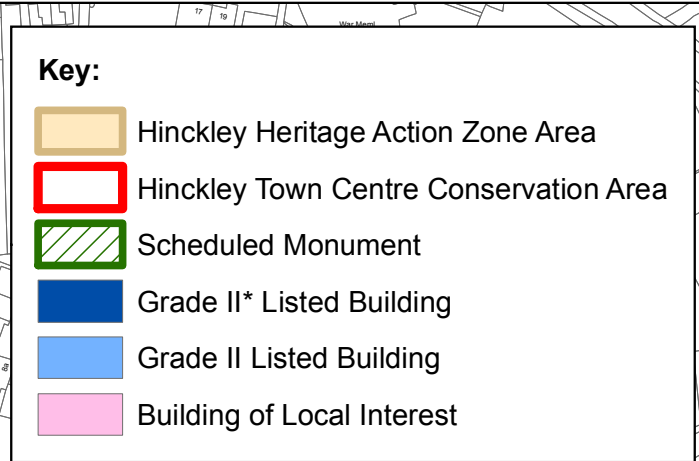
Building owners and occupiers are to be contacted and provided details about the grants that are available, contact is also envisaged to commence from October onwards.

Further information about the Heritage Action Zone is to be made available on the Borough Council website and via other sources as soon as possible.

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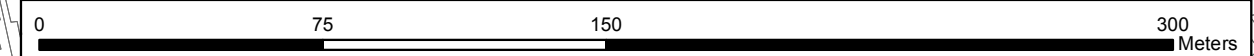
Appendix 1.Hinckley Heritage Action Zone

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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

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

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:

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

3.7 A Performance Dashboard will 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)
Overall Impact	0

*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

Background papers: None

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

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Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Scrutiny Commission	8 October 2020
Council	27 October 2020

Wards affected: All wards

Upgrade of Mobile Housing Solution

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, SLT have confirmed that there is no requirement to tender for a new system.

ICT were also consulted regarding the proposed solution. ICT confirmed that moving towards an Apple based system would be preferable to remaining on an Android system as there are significantly less security risks in doing so.

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.

3.4 RECOMMENDED OPTION

Whilst additional costs will be incurred in the short term to upgrade the system there are considerable benefits to both the customer and service delivering in doing so.

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

Appendix A

Statement of requirements

The requirements needed to replace the existing system like for like are:

- A mobile app/software compatible with a smartphone that will facilitate the receiving, processing and completion of Housing Repairs jobs.
- Each user has their own account, in order to log jobs via individuals.
- The software must already be able to send and receive data to and from Orchard Housing (our existing Housing Management Software).
- Capable of holding supplier materials and hire information, which can be allocated to jobs when used.
- Able to complete vehicle check forms on the app which will send to the back office for review.
- Provide labour, material and hire cost breakdown against each job.
- Ability to take photos and store securely against the job, using the app.
- Provide an integrated method of communication with the back office. E.g. the ability to request follow-on work.
- Real-time events, timestamped and recorded in Orchard to provide a full record events against each job.
- Will work offline when in a poor signal area.

What currently does not work and what we would like to see in the upgraded software:

- The current system does not handle multiple engineers working on the same job. This is a particular issue with void properties where a large number of engineers could work on the same job. The record of labour, materials and hire is poor, data is often lost or missing and each job requires a full manual review and amendments on completion.
 - Therefore the upgrade must provide a solution that is fit for purpose with multi-operative jobs.
- The current system only has provision for Repairs Work visits.
 - We would like the new upgrade to facilitate Repairs Inspections and Void Inspections.

What we would like to see in new software, following on from feedback from tenants in the Repairs Working Group and from Satisfaction Surveys:

- The facility to send text messages to tenants when the engineer is on their way.
- Ability to attach associated documents electronically. For example, technical drawings or specifications. In order to reduce the need for printing/paperwork and have more information at the time of the visit.
- The ability to manage van stocks, and integrate with our supplier. This would improve our 'Right First Time' KPI due to having more stock availability on the van, rather than making multiple trips per day to the merchant.
- Provide more specific appointment times such as a 2 hour window, rather than AM or PM which is what the existing system allows us to do.

What we would like to see in new software, following on from staff feedback:

- More real time visibility of all engineers, so that appointments can be changed dynamically based on urgency and geographical area. This would maximise the engineers' time, which in turn would allow for more jobs to be completed per day.
- Ability to review performance data of engineers and increase productivity. E.g. compare time taken to complete jobs.
- Ability to complete forms using the new software which can automatically populate in Orchard. This would reduce the need for printing and save time. Officers currently fill

out paperwork in the field and then have to return to the office to manually key in their form to Orchard.

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

FINANCE & PERFORMANCE SCRUTINY

9 SEPTEMBER 2020 AT 6.30 PM

PRESENT: Cllr C Ladkin - Chairman
Cllr P Williams – Vice-Chairman
Cllr JMT Collett, Cllr SM Gibbens, Cllr K Morrell, Cllr LJ Mullaney, Cllr MC Sheppard-Bools and Cllr R Webber-Jones

Members in attendance: Councillors Cllr KWP Lynch

Officers in attendance: Julie Kenny, Rebecca Owen and Ashley Wilson

453 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillor Cope. It was also noted that Councillor Webber-Jones would be arriving late.

454 MINUTES OF PREVIOUS MEETING

It was moved by Councillor Sheppard-Bools, seconded by Councillor Gibbens and

RESOLVED – the minutes of the meeting held on 9 March 2020 be approved.

455 DECLARATIONS OF INTEREST

No interests were declared.

Councillor Webber-Jones entered the meeting at 6.32pm.

456 FINANCIAL OUTTURN FOR 2019/20 AND HIGH LEVEL FINANCIAL OUTLOOK

Members received a report which informed them of the draft financial outturn for 2019/20, the impact of covid-19 on the first quarter's financial position and the longer term outlook.

Councillor Mullaney entered the meeting at 6.33pm and Councillor Morrell entered at 6.38pm.

It was moved by Councillor Williams, seconded by Councillor Williams, seconded by Cllr Collett and

RESOLVED – the report be supported and RECOMMENDED to Council.

(The Meeting closed at 6.49 pm)

CHAIRMAN

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