

Public Document Pack



Hinckley & Bosworth
Borough Council

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

Date: **10 June 2025**

To: Members of the Executive

Cllr SL Bray (Chair)
Cllr MC Bools (Vice-Chair)
Cllr MB Cartwright
Cllr WJ Crooks

Cllr L Hodgkins
Cllr KWP Lynch
Cllr MT Mullaney

Copy to all other Members of the Council

(other recipients for information)

Dear member,

There will be a meeting of the **EXECUTIVE** in the De Montfort Suite, Hinckley Hub on **WEDNESDAY, 18 JUNE 2025** 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

Fire Evacuation Procedures

- On hearing the fire alarm, leave the building **at once** quickly and calmly by the nearest escape route (indicated by green signs).
- *There are two escape routes from the Council Chamber – at the side and rear. Leave via the door closest to you.*
- Proceed to **Willowbank Road car park**, accessed from Rugby Road then Willowbank Road.
- **Do not** use the lifts.
- **Do not** stop to collect belongings.

Recording of meetings

At HBBC we are open and transparent about how we make decisions. We allow recording, filming and photography at all public meetings including Council, the Executive and Planning Committee as long as doing so does not disturb or disrupt the proceedings. There may occasionally be some reports that are discussed in private session where legislation requires this to happen, but this is infrequent.

We also allow the use of social media during meetings, which helps to bring the issues discussed to a wider audience.

Members of the public, members of the press and councillors are hereby informed that, in attending the meeting, you may be captured on film. If you have a particular problem with this, please contact us so we can discuss how we may accommodate you at the meeting.

Use of mobile phones

To minimise disturbance to others attending the meeting, please switch off your phone or other mobile device or turn it onto silent or vibrate mode.

Thank you

A G E N D A

1. **APOLOGIES**

2. **MINUTES (Pages 1 - 4)**

To confirm the minutes of the meeting held on 26 March 2025.

3. **ADDITIONAL URGENT BUSINESS BY REASON OF SPECIAL CIRCUMSTANCES**

To be advised of any additional items of business which the Chair 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. **ISSUES ARISING FROM OVERVIEW & SCRUTINY**

(If any)

7. **CORPORATE SUNDRY DEBTOR RECOVERY POLICY UPDATE (Pages 5 - 28)**

To update members on the Corporate Sundry Debtor Recovery Policy and the revised processes used for recovery.

8. **BUSINESS RATES WRITE OFFS (Pages 29 - 32)**

To seek approval to write off business rates in accordance with approval procedures.

9. **CIVIL PENALTY NOTICE (Pages 33 - 66)**

To seek approval to replace the existing civil penalty policy.

10. **HINCKLEY TOWN CENTRE STRATEGIC VISION (Pages 67 - 72)**

To seek endorsement of the Hinckley Town Centre Strategic Vision.

11. **CONSUMER STANDARDS AND TENANT INVOLVEMENT UPDATE (Pages 73 - 82)**

To provide the results and analysis of the second year of tenant satisfaction measures.

12. **COUNCIL HOUSING REPAIRS DECENT HOMES AND RESPONSIVE REPAIRS PERFORMANCE UPDATE (Pages 83 - 90)**
To provide an update on compliance with the decent homes standard.
13. **COST OF LIVING UPDATE (Pages 91 - 102)**
To update on work to support the cost of living crisis.
14. **DOMESTIC ABUSE OUTREACH SERVICE UPDATE (Pages 103 - 128)**
To update members on the domestic abuse outreach service.
15. **SAFEGUARDING UPDATE (Pages 129 - 142)**
To update members on the work of the safeguarding team.
16. **ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIR DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY**
As announced under item 3.

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

EXECUTIVE

26 MARCH 2025 AT 6.30 PM

PRESENT:

Cllr MC Bools – Vice-Chair in the Chair
Cllr MB Cartwright, Cllr WJ Crooks, Cllr L Hodgkins, Cllr KWP Lynch and
Cllr MT Mullaney

Also in attendance:

Officers in attendance: Rachel Burgess, Amie Carroll, Bill Cullen, Caroline Roffey, Sharon Stacey and Rebecca Valentine-Wilkinson

424. **Apologies**

Apologies were received from Councillor Bray.

425. **Minutes**

It was moved by Councillor Cartwright, seconded by Councillor Crooks and

RESOLVED – the minutes of the meeting held on 8 January be approved as a correct record.

426. **Declarations of interest**

No interests were declared at the meeting.

427. **Waste changes announced by government**

Members were updated on the recent changes to waste collections announced by Government. Members thanked officers for the work in responding to and implementing the national requirements.

It was moved by Councillor Cartwright, seconded by Councillor Bools and

RESOLVED –

- (i) The Extended Producer Responsibility (EPR) payment to be received in 2025/26, and the potential impact on future funding settlements from government be noted;
- (ii) The dry recycling collection system remained a fully co-mingled collection and that a TEEP assessment be completed, and agreed by SLT;
- (iii) No changes be made to the residual waste collections given the proposals for local government reorganisation;
- (iv) An update be issued to all Councillors.

428. **Car parks study and action plan**

Members received a report on the car parks study undertaken in 2023.

Members welcomed the report and thanked officers for their work on this.

In response to questions from members it was confirmed that:

- Although fake QR codes were becoming a problem nationwide, the machines were checked twice a day, and if fake stickers were found they were removed immediately;
- When the Church Walk car park was re-aligned the bay sizes were made significantly bigger;
- The extension of on street free parking stays planned by LCC was welcomed and would encourage more people into the town centre.

It was proposed by Councillor Crooks, seconded by Councillor Cartwright and

RESOLVED –

- (i) The car parks study 2023 and action plan would be included in the local plan evidence base;
- (ii) The car park action plan 2024-2028 be approved;
- (iii) There would be no change to the action plan following the comments received from the Town Centre Partnership.

429. VCS Partnership and Commissioning update

Members were updated on the key achievements arising from the Voluntary and Community Sector (VCS) partnership arrangements and supporting activities.

Members welcomed this report and thanked officers for their work on this and the outcomes improving wellbeing, community cohesion, and confirmed that the work should be celebrated.

It was moved by Councillor Mullaney, seconded by Councillor Cartwright and

RESOLVED –

- (i) That the positive impact, outcomes and contribution the voluntary and community sector and its many volunteers made was endorsed along with the partnership arrangements and the direct commissioning of the VCS frontline service provision;
- (ii) That the positive work undertaken be promoted and publicised.

430. Cost of Living update

Members were updated on the work undertaken by the authority in response to the cost of living crisis and the key achievements and workstreams in relation to those experiencing financial hardship.

In response to questions from members, it was confirmed that:-

- A community grant could be applied for to support the uniform swop shop;
- A Prom dress swop proposal would be worked up and introduced;
- Councillors would be invited to the Health & Wellbeing Cost of Living event on 6 June.

It was proposed by Councillor Mullaney, seconded by Councillor Cartwright and

RESOLVED –

- (i) That the extensive work undertaken by the authority supporting residents be endorsed and publicised;
- (ii) That that increase in demand upon services due to the cost of living crises is acknowledged.
- (iii) That provision of school equipment, such as calculators, be considered along with sanitary products.

431. **Children & Young People update**

Members were updated on the work undertaken in relation to children and young people.

It was proposed by Councillor Mullaney, seconded by Councillor Cartwright and

RESOLVED –

- (i) The content of the report be acknowledged and endorsed;
- (ii) The work undertaken by the authority to support young people in the Borough to meet their full potential and be protected from harm be acknowledged and endorsed;
- (iii) The work undertaken to ensure children and young people had the opportunity to influence matters which affect them be acknowledged and endorsed;
- (iv) Thank you be extended to the children and young people for engaging, including the work of the teachers and schools.

432. **Expenditure budget request: asylum dispersal**

Members received a report on the recent grant funding contributions received to meet asylum dispersal delivery and pressures within the Borough.

In response to a question from members around the funding, it was confirmed that as they had very low numbers in the Borough the funding would be sufficient.

It was proposed by Councillor Cartwright, seconded by Councillor Crooks and

RESOLVED –

- (i) The funding contributions received be noted;
- (ii) The associated income and expenditure budgets be approved.

433. Expenditure budget request: rough sleeper winter pressures

Members received a report on the recent grant funding received to meet homelessness rough sleeping pressures within the Borough.

It was proposed by Councillor Cartwright, seconded by Councillor Crooks and

RESOLVED –

- (i) The funding contributions received be noted;
- (ii) The associated income and expenditure budgets be approved.

434. Frontline service review: Street Scene Services

Members received a report on the performance of Street Scene Services.

It was proposed by Councillor Hodgkins, seconded by Councillor Cartwright and

RESOLVED -

- (i) The front-line workers, Streetscene service managers and volunteers across the Borough be thanked for their hard work and support;
- (ii) The report be endorsed.

(The Meeting closed at 7.24 pm)

CHAIR



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive 18 June 2025

Wards affected: All wards

Corporate Sundry Debtor Recovery Policy update

Report of the Head of Finance (Section 151 Officer)

1. Purpose of report

- 1.1 To update the Corporate Sundry Debtor Recovery Policy and revise the processes used for recovery.

2. Recommendation

- 2.1 That members approve the updated Sundry Debtor Recovery Policy.

3. Background to the report

- 3.1 The Corporate Sundry Debtor Recovery Policy needs to be updated to reflect up to date recovery requirements. Sundry debts cover all debtors other than Business Rates, Council Tax and HRA related debts. Sundry Debtors therefore includes a wide range of debts including, but not limited to commercial premises rents, waste services, planning and building control fees.

The council will always encourage debtors with financial difficulties to reach out for support and to come to an agreement with the Council. Members will be aware that especially during covid, recovery procedures were somewhat relaxed with legal action for recovery being avoided wherever possible. This policy will see a move back to more enforcement where necessary and appropriate. It is important to note that the majority of debtors this policy applies to are commercial organisations and not individual residents.

- 3.2 The primary aim of the Policy is to issue debt invoices punctually and correctly, and to ensure the council collects all sundry debt owing to it promptly, effectively, efficiently, and impartially, ensuring fair treatment of all customers.
- 3.3 In order to achieve this aim the Council will:
- Raise debt promptly and provide full information to debtors on the reasons for the debt and requirements to pay.
 - Recover all money outstanding in respect of debts owed to the Council.
 - Ensure that appropriate enforcement action is taken to recover debts.
 - Facilitate a coordinated approach to managing multiple debts owed to the Council, where possible.
 - Ensure that the Council engages with debtors when enforcing debts to take appropriate action considering the individual circumstances of the debtor.
 - Identify, where appropriate, the support which may be required for those owing money to the Council.
 - Giving specific considerations to vulnerable customers where appropriate.
 - Apply best practice to debt collection.
 - Minimise the risk of bad debts.
 - Ensure we make early contact to provide support and advice to avoid debt increasing.
 - Encourage our customers to contact us and/or recognised advice agencies as soon as there is a problem and to encourage the use of external agencies to assist individuals.
- 3.4 The key changes in the recovery process are in the table below, which give a time frame tided to legal action being taken when required.

Previous	Proposed	Comment
Except in the case of a demand payable by instalments or as otherwise contractually agreed, the generic recovery action (carried out by finance) for all demands is as follows:	Except in the case of a demand payable by instalments, or, as otherwise contractually agreed, the generic recovery action (carried out by finance) for all demands is as follows:	No change
An invoice will be issued with a payment due date the same date invoice issued.	An invoice will be issued with a payment due date. Typically, this is within 30 days of issue.	To bring into line with public sector expectations on prompt payment.
If no payment is received within 14 days, a first stage reminder letter will be issued giving a further 7 days' notice.	If no payment is received within 14 days of the due date of the invoice, a Stage 1 Letter will be issued giving a further 7 days' notice.	No change.

Previous	Proposed	Comment
If not, payment is received within 7 days a second reminder letter will be issued giving a further 7 days to pay	If no payment is received within 7 days of the Stage 1 Letter, a Stage 2 Letter will be issued giving a further 7 days to pay. Note, if the amount is £10,000 or less offer the debtor court mediation before taking the claim formally to court.	Introduced offer of court mediation.
If no payment is received within 7 days, a final written letter will be issued	If no payment is received within 7 days of the Stage 2 Letter, a Final Demand Letter will be issued.	No change.
If no payment is received within 7 days, the debt will be passed to legal services to consider further action	If no payment is received within 7 days of the Final Demand Letter, the debt will be referred to court by Finance for debts of less than £25,000 and passed to Legal Services to consider further action for sums totalling more than £25,000.	Finance can take Debtor to court without referral to legal services for smaller claims of less than £25k, no action is currently being taken.
Where legally permissible, the provision of future services to the debtor will be suspended until outstanding debts are settled	Where legally permissible, the provision of future services to the debtor will be suspended until outstanding debts are settled.	No change, but no actions currently being taken.
We will encourage people with payment problems to come forward early to discuss their individual circumstances.	We will encourage people with payment problems to come forward early to discuss their individual circumstances.	No change

3.5 In carrying out recovery action the Council will follow the principles outlined below.

- **Proportionality** – Proportionality allows for a balance to be struck between the potential loss of income to the Council and the costs of compliance.
- **Consistency** – Consistency means taking a similar approach in similar circumstances to achieve similar ends.
- **Transparency** – Transparency is important in maintaining public confidence. It means clearly explaining the reasons for taking any recovery/enforcement action. The Council will ensure that all recovery documentation is clear and informative so that debtors are fully aware of the procedures and consequences and options available.
- **Vulnerable debtors** – Any action to recover debts will take account of the debtor's personal circumstances. We may not pursue recovery of debts where exceptional circumstances exist, and recovery of the debt would cause unreasonable hardship to the debtor. In determining genuine financial hardship,

the Council will require an applicant to confirm the causes of the hardship or factors that have contributed to a downturn in business, these have to be beyond the control of the debtor, and they will have to provide documented evidence of such hardship or downturn including but not limited to the impact on the sales of Goods and Services and bank statements confirming the impact on cash available to settle the amount due

- 3.6 Also, for the first time HBBC will offer court mediation to come to a binding agreement where court action is the next step for full recovery. This can also help reduce the costs of recovery.
- 3.7 Mediation is still organised by the court. The court will offer mediation if the claim is for £10,000 or less and the defendant disputes it. This service is free. If both sides agree to mediation, a mediator from HM Courts and Tribunal Service (HMCTS) will be appointed.

Links to other Policies and Strategies

- 3.8 A number of Council policies and strategies contribute to and complement the Corporate Sundry Debt Recovery Policy and should be read in conjunction. These include:

- Council Tax, Non-Domestic Rates (Business Rates) and Benefits Overpayments Recovery Policy
- HRA Rent arrears Policy.
- Financial Procedure Rules
- Corporate Anti-Fraud Policy
- Anti-Fraud Framework
- Whistle Blowing Policy
- Equality Policy

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

- 4.1 Report is to be taken in open session.

5. Financial implications [AW]

- 5.1 None directly from this report

6. Legal implications [ST]

- 6.1 None

7. Corporate Plan implications

- 7.1 A robust recovery policy is required to ensure that resources are effectively collected to ensure delivery of all the aims, outcomes and targets included in the Council's Corporate Plan.

8. Consultation

- 8.1 All members of the Strategic Leadership Team have been consulted in preparing this Policy.

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

10. Knowing your community – equality and rural implications

- 10.1 The prompt recovery of income forms part of the Council's budget process budget process, which in turn fund and has will impact on all areas of the Borough and all groups within the population.

11. Climate implications

- 11.1 The stewardship of the financial resources of the council underpins all policy actions to address the council's objectives in ensuring it manages its resources to ensure climate considerations are achieved in accordance with the corporate plan.

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: None
Contact officer: Ashley Wilson
Executive member: Cllr K Lynch

This page is intentionally left blank



Hinckley & Bosworth Borough Council

CORPORATE SUNDRY DEBT RECOVERY POLICY

Contents

- 1 Introduction
- 2 Key Principles
- 3 Aims of the Policy
- 4 Roles and Responsibilities
- 5 Regulations and Legislation
- 6 Links to other Policies and Strategies
- 7 Policies Relating to the Raising of Sundry Debts
- 8 Policies Relating to the Payment of Sundry Debts
- 9 Policies Relating to the Recovery of Sundry Debts
- 10 Policies Relating to the Write Off of Sundry Debts
- 11 Policies Relating to the Monitoring of Sundry Debt
- 12 Policies relating to the Social Welfare of Debtors

1. Introduction

- 1.1. This Policy sets out the general principles to be applied in relation to sundry debt management across all services provided by this Council. . Sundry debts cover all debtors other than Business Rates, Council Tax and HRA Housing related debts (i.e. rent). It therefore includes a wide range of debts such as commercial premises rents, waste services, planning and building control fees. All budget holders must take note and apply this Policy to ensure that the Council maximises the collection of debts and income in the most efficient, fair, and cost-effective manner.
- 1.2. It is the Council's policy both to ensure that money owed to the Council is recovered so far as possible and to ensure that people receive benefits to which they are properly entitled.
- 1.3. Wherever possible the Council will distinguish between those who cannot pay their debts and those who will not pay them. Where genuine hardship exists, the Council's officers will adopt a sympathetic and reasonable approach, including referring them to the Council's Welfare Support Service.
- 1.4. This Policy sets out the general principles to be applied in relation to debt management across all services provided by the Council.
- 1.5. The management of income is a key business area for the Council. The Council collects income from many streams; some of this activity is governed by legislation while others by sound principles of financial management. The key to economic, efficient, and effective income management is the creation and maintenance of a clear framework that sets out the approach, principles, and strategy within which all activities will be conducted.
- 1.6. This Policy covers procedures relating to the sundry debt only. Additional policies relating to housing rent and revenues and benefits debts are in place.

2. Aims of the Policy

- 2.1 The primary aim of the Policy is to issue debt invoices punctually and correctly, and to ensure the council collects all sundry debt owing to it promptly, effectively, efficiently, and impartially, ensuring fair treatment of all customers.
- 2.2 In order to achieve this aim the Council will:
 - Raise debts promptly and provide full information to debtors on the reasons for the debt and requirements to pay.
 - Recover all money outstanding in respect of debts owed to the Council.

- Ensure that appropriate enforcement action is taken to recover debts.
- Facilitate a coordinated approach to managing multiple debts owed to the Council, where possible.
- Ensure that the Council engages with debtors when enforcing debts to take appropriate action considering the individual circumstances of the debtor.
- Identify, where appropriate, the support which may be required for those owing money to the Council.
- Giving specific considerations to vulnerable customers where appropriate.
- Apply best practice to debt collection.
- Minimise the risk of bad debts.
- Ensure we make early contact to provide support and advice to avoid debt increasing.
- Encourage our customers to contact us and/or recognised advice agencies as soon as there is a problem and to encourage the use of external agencies to assist individuals.

3.Key Principles

3.1. The council will follow the principles outlined below when recovering debt:

- Our action will be proportionate, allowing for a balance to be struck between the potential loss of income to the council and the costs of compliance.
- Our approach will be consistent, taking a similar approach in similar circumstances to achieve similar ends; this needs to be maintained, whilst at the same time considering the specific circumstances of each case
- Our actions will be transparent; helping people to understand what is expected of them and what they should expect from the council. It also means clearly explaining the reasons for taking any recovery/enforcement action.
- Additionally, our intention will be to be firm and fair, and our manner will be courteous.

3.2. Where necessary when working with debtors the Council will provide additional support with the aim of maximising their income by: -

- Providing welfare support advice to ensure the debtor is receiving any benefits, reductions and discounts they are entitled to.
- Promoting and referring debtors to agencies who can offer personal budgeting support / debt advice/ affordable credit.
- We will encourage people with payment problems to come forward early to discuss their individual circumstances.

- 3.3. The Council welcomes the involvement of welfare agencies where authorised by the debtor in connection with debts due to the Council. The benefits that these organisations offer both the debtor and the Council in prioritising repayments to creditors and in maximising income available to the debtor are recognised.
- 3.4. The Council supports the provision of advice from the following agencies and will work in conjunction with them for the benefit of the debtor.
- Age Concern
 - Citizens Advice Bureau (CAB)
 - Shelter

4. Roles and Responsibilities

- 4.1 The **Head of Finance** is the Council's Chief Financial Officer (section 151 officer) in accordance with the Local Government Finance Act. The Head of Finance is responsible for the organisation and supervision of all income arrangements, which includes proper accounting, management reporting, and collection arrangements. To achieve this, the Head of Finance assigns responsibility to budget holders of the team whose service provision gives rise to the debt or potential income with appropriate support provided by the Accountancy Manager and Income Officer.
- 4.2 **Budget holders** are responsible for notifying the finance team of any debt that is due. As the ultimate "owner" of the debts, budget holders should advise finance and legal of any circumstances relating to the debt or the debtor's position to inform them of the most effective method of debt recovery. Budget holders are responsible for requesting write-offs of debts when deemed irrecoverable. These requests should be sent to finance for authorisation by the Head of Finance.
- 4.3 Within the Council's finance team, the **Income Officer**, under the supervision of the **Accountancy Manager**, holds responsibility for administering the raising of debts and maintaining appropriate records. The finance team are responsible for the initial stages of debt recovery, as well as monitoring and reporting on the Council's aged debt position. The finance team will ensure that there are dedicated finance officers in maintaining the necessary separation of invoicing / pursuit of payment duties from the actual receipt of monies. All managers should be aware of the need to keep these two roles separate (segregation of duties).
- 4.4 The Council's **legal team** is responsible for evaluating and administering all legal proceedings relating to aged debt, as deemed appropriate in consultation with the finance team. Only debt where it is financially and economically not viable as the amounts involved in

recovery are greater than the debt outstanding should legal proceeding not be conducted.

5. Principles of Enforcement - all sundry debts

- 5.1. Where a debt remains outstanding for a service provision and there is no statutory obligation to provide the service, consideration will be given to terminate the service until such time that the debt is brought up to date.
- 5.2. Costs incurred are the responsibility of the debtor. The aim of the policy is to minimise such costs wherever possible.
- 5.3. Payment orders made by a Court will take priority over any informal payment arrangement.
- 5.4. We will utilise all methods of recovery available including the use of legal proceedings and Enforcement Agents where appropriate.
- 5.5. Enforcement agents and debt collection agencies instructed by the Council will always be required to work within agreed guidelines, legislation, and Codes of Practice.

6. Links to other Policies and Strategies

- 6.1 A number of Council policies and strategies contribute to and complement the Corporate Sundry Debt Recovery Policy and should be read in conjunction. These include:
 - Council Tax, Non-Domestic Rates (Business Rates) and Benefits Overpayments Recovery Policy
 - HRA Rent Arrears Policy.
 - Financial Procedure Rules
 - Corporate Anti-Fraud Policy
 - Anti-Fraud Framework
 - Whistle Blowing Policy
 - Equality Policy

7. Raising of Sundry Debts

- 7.1 Budget holders are responsible for raising debtor invoices in their own service areas or notifying finance of the debt that is to be raised. When notifying finance, the following information should be provided:
 - The name and address of the debtor
 - The amount of debt to be raised.
 - Narrative to include on the invoice outlining the nature of the debt and which period (if applicable) the charge relates to
 - The purchase order reference as issued by the debtor (if applicable)

- The cost centre to which income should be receipted.
 - Any VAT rate should be applied.
- 7.2 All fees and charges should be raised in accordance with the Council's published Fees and Charges listing.
 - 7.3 Sundry debt accounts should only be raised where payment in advance for a service is inappropriate or there are alternative contractual arrangements in place, such as invoicing for rent or other supply in advance of that service being delivered.
 - 7.4 There is currently no minimum level for invoices. That said, budget holders should pay due regard to whether debts can be combined to achieve efficiency of processes.
 - 7.5 Debtor's invoices must be raised promptly and within one calendar month of the service provision. Budget holders must notify the Accountancy Manager and legal services when any contract, lease or arrangement is made, whose terms provide that the Council should receive money.
 - 7.6 Where a continuing supply is involved, invoices should be issued periodically, within five working days of the end of each period or, if payment in advance is appropriate, five working days in advance of the end of each period. The timing of invoices needs to take account of the Council's legal obligations under relevant legislation. In the case of accumulated invoices these should be raised, as far as possible, within 5 days of the last service date being charged.
 - 7.7 Where the potential for a statutory benefit or discount exists in relation to the debt, the budget holder is responsible for making the debtor aware of such opportunities and they will be assisted and encouraged to apply for these.
 - 7.8 Budget holders must ensure the Council is not breaching legislation by levying a charge for a service, or by pursuing recovery of sums arising from a service provision.
 - 7.9 The Civica system (or any replacement system that serves its function) will be used to raise invoices (and subsequent reminder letters), using approved Council Stationery.
 - 7.10 Every demand for money will be correctly addressed to the person who is liable to pay it. The name on the demand will be that of a person or body possessing "legal personality".
 - 7.11 Demands will, wherever possible, be issued on the day of production.
 - 7.12 All invoices issued by the Council will comply with the corporate style guidance and be readily identifiable as being from the Council. All bills

and notices will be clear, accurate and timely indicating what must be paid and when.

- 7.13 In the interest of economy and where appropriate all demands, reminders and final notices shall be issued by email as a preference or by 2nd class post unless contrary to regulations or other statutory or legal requirements.
- 7.14 All relevant information relating to a demand will be kept either in paper or scanned image format until at least six years after the demand is raised. If at the end of that six-year period the demand remains unpaid, the supporting documentation will be retained until either the bill is paid, or the debt is written off.

8. Payment of Sundry Debts

- 8.1 The Council will encourage the most cost-effective payment methods with the emphasis being on unmediated electronic means where possible. "Unmediated" in the context of electronic payment methods means a method of payment that requires no human intervention by officers of the Council to achieve its crediting to the account in question.
- 8.2 Customers may request an instalment arrangement, even when they are not generally available. The responsible budget holder, in liaison with finance, will consider each request on the following basis: the instalment amount offered; frequency of the payments; and the likelihood of a customer meeting the arrangement. The Council's general terms will apply in each case. If the Council is unable to accept an instalment arrangement, the officer must give a clear explanation of this to the customer.
- 8.3 An agreed payment plan should be a realistic representation of what the debtor can afford to pay over the period agreed but should at the same time mean that the Council is recovering some of the debt. Agreed payment plans are mutually beneficial for both parties because:
- The Council can recover the debt, albeit over a longer period, and at the same time avoid the costs associated with enforcement action.
 - The debtor can make repayments that are within their means and at the same time avoid becoming involved in any more serious debt enforcement action.
- 8.4 All debts should be paid in full by the due date. Therefore, if officers agree to an arrangement and the customer defaults, without having contacted the Council in advance, the remaining balance becomes due in full.

9. Recovery of Sundry Debts

- 9.1 The Council recognises that prompt recovery action is key in managing its debt and maximising income.
- 9.2 In carrying out recovery action the Council will follow the principles outlined below.
- **Proportionality** – Proportionality allows for a balance to be struck between the potential loss of income to the Council and the costs of compliance.
 - **Consistency** – Consistency means taking a similar approach in similar circumstances to achieve similar ends.
 - **Transparency** – Transparency is important in maintaining public confidence. It means clearly explaining the reasons for taking any recovery/enforcement action. The Council will ensure that all recovery documentation is clear and informative so that debtors are fully aware of the procedures and consequences and options available.
 - **Vulnerable debtors** – Any action to recover debts will take account of the debtor's personal circumstances. We may not pursue recovery of debts where exceptional circumstances exist, and recovery of the debt would cause unreasonable hardship to the debtor. In determining genuine financial hardship, the Council will require an applicant to confirm the causes of the hardship or factors that have contributed to a downturn in business, these have to be beyond the control of the debtor, and they will have to provide documented evidence of such hardship or downturn including but not limited to the impact on the sales of Goods and Services and bank statements confirming the impact on cash available to settle the amount due.
- 9.3 All statutory methods of enforcement of debts shall be available for use. If there is a refusal to pay an invoice, the council will take legal action to collect the overdue debt. This applies if:
- There is no response to any requests for payment.
 - There is a commitment to pay, and it is not honoured.
 - An agreement to provide information or contact us by a specified future date is not complied with.
 - A failure to provide evidence of why you can't pay.
 - There is no adherence to any agreed payment arrangement.

Enforcement action can include:

- Referral to a Third-Party Debt Collection Agency
- Issue a claim and enforce this through the Small Claims Court
- Referral to internal Solicitors to issue a claim and enforce this through the County Court
- Referral to High Court for the debt to be enforced by a High Court Sheriff.
- Potential enforcement action to recover the debt may involve:
 - Warrant of Execution – Court Bailiffs ('enforcement agents')
 - Charging Order – a Legal Charge over your land or property

- Attachment of Earnings – deductions will be made directly from your wages.
- Third Party Debt Order – an amount owed to you by a third party will be frozen and paid directly to us.
- Order to Obtain Information – you will be ordered to attend Court and be examined in relation to the debt under Oath.

9.4 If enforcement action is taken, additional charges including Court costs, interest and compensation charges will be added to the overdue debt. these will be in line with the following:

- Section 69 County Courts Act 1984 (interest charged at 8%)
- Late Payment of Commercial Debt (Interest) Act 1998 (interest charged at 8% above the Bank of England Base Rate).

9.5 Except in the case of a demand payable by instalments, or, as otherwise contractually agreed, the generic recovery action (carried out by finance) for all demands is as follows:

- An invoice will be issued with a payment due date. Typically, this is within 30 days of issue.
- If no payment is received within 14 days of the due date of the invoice, a Stage 1 Letter will be issued giving a further 7 days' notice.
- If no payment is received within 7 days of the Stage 1 Letter, a Stage 2 Letter will be issued giving a further 7 days to pay. Note, if the amount is £10,000 or less offer the debtor court mediation before taking the claim formally to court. (see <https://www.gov.uk/make-court-claim-for-money/mediation>)
- If no payment is received within 7 days of the Stage 2 Letter, a Final Demand Letter will be issued.
- If no payment is received within 7 days of the Final Demand Letter, the debt will be referred to court by Finance for debts of less than £25,000 and passed to Legal Services to consider further action for sums totalling more than £25,000.
- Where legally permissible, the provision of future services to the debtor will be suspended until outstanding debts are settled.
- We will encourage people with payment problems to come forward early to discuss their individual circumstances.

Stage	Action	Days	Cumulative Days
Invoice issued	With payment due date within 30 days	30	30
Stage 1	If no payment within 14 days of the payment due date, send Stage 1 Letter giving a further 7 days	14	44
Stage 2	Stage 2 Letter giving a further 7 days	7	51
Stage 3	Final written letter, including wording to encourage debtors in	7	58

	difficulty to contact the council to discuss payment options. This includes notice that the debt will be referred for legal recovery action. Payment or payment arrangements to be in place within 7 days to avoid court action. See County Court procedures required on : https://www.gov.uk/make-court-claim-for-money		
Stage 4	For items less than £25K when debt is 90 days old. Court claim procedures can be instigated by Finance. Items over £25k refer to legal services for legal recovery.	32	90
Stage 5	Failure to comply with legal decision by due date, refer to Council's Enforcement Agents	As given by court	

9.6 Ownership of all sundry debts rests with the originating services who can issue an instruction to cancel an invoice if it is appropriate and justified to do so. It is the responsibility of the originating services to correspond with or discuss with the debtor, issues relating to the validity of the debt if the validity is being challenged by the debtor.

9.7 When dealing with all debt enforcement and collection cases, local authorities should ensure that accurate records are kept of:

- A debtor's details including their personal circumstances and anything that could impact on their ability to repay the debt.
- Any other agencies that could be involved, such as social services or mental health teams.
- The total debt including any additional costs incurred, for example, enforcement agent costs or court fees.
- Any discussions with the debtor concerning repayment.
- Any payment plans that have been agreed and the debtor's compliance (or lack of compliance) with any such plan.
- Any enforcement action taken.
- Any other relevant correspondence with the debtor including anything that they have sent, such as bank statements or income and expenditure forms.

9.8 Keeping full and comprehensive records of all aspects of a debt recovery case will also:

- Enable cases to be dealt with quickly.

- Ensure that the Council has a detailed picture of a debtor's circumstances and will be able to consider the best method of recovering a debt from them.
 - Assist a debtor making a formal complaint to the Council or the Local Government Ombudsman (LGO) about how their case has been dealt with, as the background to the complaint can be easily investigated.
- 9.9 Debts should be collected as due and not allowed to build up with no clear payment plan. Anything other than this will lead to more hardship and perhaps start a downward spiral on the ability of the debtor to manage all debts.
- 9.10 Once a debt has reached a final written warning stage consideration of legal enforcement is required.
- 9.11 The initial consideration will be to establish if there are multiple debts between services and to make sure there is liaison with the other services such as Housing and Revenue and Benefits, to determine the relative priority of the individual debts for both the individual concerned and the staff preparing settlement. In such cases, staff are expected to liaise and agree an appropriate means of coordinated recovery. Overall, our approach will be a proactive one to provide for multiple debt payments. In assessing the payment, we will have regard to:
- Circumstances of debtor
 - The size of the debt
 - Its relative priority
 - Consequences of failure to pay.
 - Increases in the debt.
- 9.12 Following this assessment, a joint decision by the services involved can then be made on taking legal actions via a court claim. If services cannot agree, the decision will be made by the S151 Officer.
- 9.13 For amounts less than £25,000 the Controls Accountant and Exchequer Team Leader can, after notifying the Section 151 Officer, make a court claim without referral to legal services. For amounts above £25,000 the decision should be referred to legal services for consideration. The Controls Accountant and Exchequer Team Leader may have to attend court if required as part of the process (see 9.16, below, for more details on court procedures)
- 9.14 For items that are passed to legal services to consider for further action, a judgment by legal officers will need to be documented as to if it is worth enforcing and if the debtor has any assets against which the judgment can be enforced. If it is decided that the costs of legal recovery are higher than the value of the debt, consideration of writing off the debt will be made and documented by the S151 Officer for approval for write off in accordance with the financial procedure rules.

- 9.15 Using a court incurs fees. The fees, as of March 2024, are set out below. If the outstanding amount is less than the court fees, then it is economically inefficient to use the court to settle the recovery of debt, and action should not be taken. The court fee is based on the amount, inclusive of interest, being claimed. (See 9.4)

Claim amount	Fees
Up to £300	£35
£300.01 to £500	£50
£500.01 to £1,000	£70
£1,000.01 to £1,500	£80
£1,500.01 to £3,000	£115
£3,000.01 to £5,000	£205
£5,000.01 to £10,000	£455
£10,000.01 to £200,000	5% of the claim
More than £200,000	£10,000

What is a court claim

- 9.16 An application can be made to a county court to claim money owed to the council by a person or business. This is known as making a court claim. It was formerly known as taking someone to a 'small claims court'. Applications can be made online or by post. More detail can be found on the link below:

<https://www.gov.uk/make-court-claim-for-money/make-claim>

- 9.17 Claim the interest.** The Council can claim interest on the money owed. The interest will be calculated for you if you claim for an unspecified amount.
- 9.18 The amount of interest will need to be calculated when claiming for a fixed ('specified') amount of money.
- 9.19 Interest can be charged on late commercial payments for goods, or services. This is called 'statutory interest' - this is 8% plus the Bank of England base rate for business-to-business transactions. Statutory interest cannot be claimed if there's a different rate of interest in a contract.
- 9.20 For other types of debt, the rate is usually 8%. To calculate this, use the steps below.
- Work out the yearly interest: take the amount you're claiming and multiply it by 0.08 (which is 8%), then divide your yearly interest from by 365 (the number of days in a year) and multiply the daily interest from step 2 by the number of days the debt has been overdue.

- 9.21 A mediation service could be quicker and cheaper than going to court. Mediation is when an impartial person helps both sides work out an agreement.
- 9.22 Mediation organised by the court** - The court will offer mediation if the claim is for £10,000 or less and the defendant disputes it. This service is free. If both sides agree to mediation, a mediator from HM Courts and Tribunal Service (HMCTS) will be appointed.
- 9.23 The mediation appointment** - If both sides agree to mediation, a date and time will be advised for a telephone appointment.
- 9.24 The Small Claims Mediation Service can be contacted as below:

Small claims mediation service
scmreferrals@justice.gov.uk
Telephone: 0300 123 4593
Monday to Friday, 9am to 5pm

Use of Enforcement Agents (Bailiffs)

- 9.25 Enforcement Agents are employed as a last resort and follow a strict code of conduct agreed with the council and in accordance with the National Standards for Enforcement Agents. After all attempts to gain payment have failed, a debtor's account may be passed to the bailiffs for collection. The bailiff is employed to obtain goods belonging to the debtor and sell them to pay off the debt.
- 9.26 Enforcement Agents will make arrangements for payment under guidelines provided by the council. Their charges are set in law.
- 9.27 Once an account is passed to the enforcement agents, all future payments must be made directly to them. Unless there are exceptional circumstances, no arrangements or payments will be accepted by the Council.
- 9.28 Enforcement Agents strict Code of Practice ensures that approval to remove must be sought from the Council prior to the removals of goods from the debtors' home.

10. Write-Off of Sundry Debts

- 10.1 The Council recognise that where a debt is irrecoverable, prompt, and regular write-off of such debts is good practice.
- 10.2 The Council will seek to minimise the cost of write-offs by taking all reasonable action to recover what is due. All debts will be subject to the

full recovery, collection and legal procedures as outlined in this policy before write-off is considered.

- 10.3 Irrecoverable debts will be referred to the authorised signatory as per the constitution as needed, but within 30 days of the budget holder considering the debt to be irrecoverable. With sufficient information to be able to identify the amounts, customer and invoices the write off relates to and what time period it covered.
- 10.4 The limitations for writing off irrecoverable debts are those contained within the Council's Financial Procedure Rules.
- 10.5 Debts may be referred to authorised officers for write-off in the following circumstances:
- Debt remitted by a Magistrate.
 - The Council has evidence to confirm the claimant is suffering a severe physical or mental illness, which renders enforcement action inappropriate.
 - The Council is unable to trace the debtor.
 - The debt is not cost-effective to pursue due to small balance.
 - The debt is not cost-effective to pursue due to the likelihood of payment balanced against the cost of proceedings.
 - The claimant has died and there are no or insufficient funds in the estate to settle the debt.
 - The claimant is subject to formal insolvency proceedings and there is little likelihood of a dividend.
- 10.6 All accounts that are written off will be written off against the income code against which they are raised.

11. Policies Relating to the Monitoring of Sundry Debt

- 11.1 On a monthly basis, a report showing all debts over 120 days is passed to all budget holders. It is the budget holders' responsibility to review this listing and to advise finance whether to write off the debt, any reasons not to pursue legal action against the debtor, make arrangements to get the debt cleared or cancel the debt (if inaccurate).
- 11.2 The Council has a performance indicator for debt over 90 days old as a % of aged debt. This is monitored quarterly as part of the Performance Management Framework. Where either national or local performance indicators exist, the Council will strive for top quartile performance and will publish actual performance against these targets as required.
- 11.3 A report showing performance against the set indicator and the profile of aged debt month on month is reported to the Finance, Audit and Performance Committee on a quarterly basis.

- 11.4 In accordance with CIPFA Code of Practice on Local Authority Accounting in United Kingdom, a bad debt provision is calculated annually and accounted for as part of the Statement of Accounts. This is based on the age of the debt and factors known by budget holders affecting its recoverability.

12. Policies relating to the Social Welfare of Debtors

- 12.1 Equality and diversity considerations will be considered in accordance with the Council's Equalities Policy. Specifically, staff seeking to recover debts will have regard to:

- Ensuring information is accessible through translations, larger print versions or sign language, as appropriate to the needs of the debtor.
- The need for home visits where the debtors are unable to access advice services.

- 12.2 Budget holders will be able to intervene in the recovery cycle in appropriate circumstances to deal with hardship or dispute situations. This includes the ability to make deferred payment arrangements where immediate payment is impossible due to lack of means. Recovery procedures should not be so rigid as to cause unnecessary hardship or to prevent an individual approach and flexibility where appropriate.

- 12.3 The Council welcomes the involvement of welfare agencies were authorised by the debtor in connection with debts due to the Council and recognise the benefits that these organisations can offer both the debtor and the Council in prioritising repayments to creditors and in maximising income available to the debtor.

- 12.4 The Council supports the provision of advice from a number of agencies (including those below) and will work in conjunction with them for the benefit of the debtor.

- Age UK
- Citizens Advice Bureau (CAB)
- Shelter
- Clockwise Credit Union
- Jobcentre Plus
- National Debt Helpline
- Turn2us
- EDF Energy Trust
- British Gas Energy Trust (open to all customers)
- Energy Savings Trust
- Severn Trent Trust Fund
- Breathing Space

- 12.5 The Language Line facility is to be used as an aid to improve verbal communications with those customers for whom English is not their first

language. Language Line provides immediate access to a professional qualified telephone interpreter in 150 languages 24 hours a day 365 days per year.

This page is intentionally left blank



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive 18 June 2025

Wards affected: All

Business Rates Write off

Report of Head of Finance

1. Purpose of report

- 1.1 To seek approval of members to write off business rates of £54,840.22 in accordance with approval procedures.

2. Recommendation

- 2.1 That the following amounts in the table below are approved for write off by the Council due to insolvency:

Description	Liabe Period	Amount	Comments
Unincorporated Trader	2022/23	£28,848.75	Notified of occupation in February 2023, trader vacated May 2023. Forwarding address does not exist. The Landlord states he disappeared, and he cannot. Given circumstances and unable to trace have little option but submit for consideration of write off.
Limited Company	2023/24-2024/25	£25,991.47	All available enforcement and recovery options have been exhausted, and the business was struck off Companies House 25th February 2025.

3. Background

- 3.1 The Business rates of £54,840.22 noted in the table at 2.1 above are no longer recoverable and need to be written off. These amounts have already been accounted for in the financial statements and budget, with provisions made for 2023/24 and 2024/25, so will not change the current budgeted position. Our share of the write off is £21,936.09. In all cases legal action was taken, where appropriate, in an attempt to

collect the amount outstanding, and recovery procedures have been exhausted. The Constitution require Council to approve the write off, of debts over £50,000.

4 Implications

- 4.1 For the 2023/24 and 2024/25 year the budget had allowed for business rates growth of £3.7m and £4.35m respectively, mainly due to expectation of businesses becoming occupied and increases in Section 31 grant. This means that the loss to us of £71,349.50 will reduce the expected growth, but due to use of the provisions it has been possible to prevent the impact of the lost rates falling on the general fund. If the provision is at any time exhausted, then equalization reserve would have been used to offset the impact on the general fund. In the past members have agreed to keep this reserve at a minimum of £1,250,000.

5. Financial implications [IB]

- 5.1 Contained in the body of the report.

6. Legal implications

- 6.1 Section 25 of the Local Government Act (2003) requires the Section 151 officer to report on the robustness of the estimates made within the budget and the adequacy of the financial reserves.

7. Corporate Plan implications

- 7.1 A robust General Fund Budget is required to ensure that resources are effectively allocated to ensure delivery of all of the aims, outcomes and targets included in the Council's Corporate Plan.

8. Consultation

- 8.1 None

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.

It is not possible to eliminate or manage all the 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 have been identified, assessed and that controls are in place to manage them effectively.

No significant risks are associated with this report.

10. Knowing your community – equality and rural implications

- 10.1 There are no direct implications arising from this report.

11. Climate implications

- 11.1 There are no direct implications arising from this report. However financial planning is a key tool for delivering the corporate priorities of the Council. Included in those priorities are the Climate change considerations for services. The budget decisions

made by members in relation to issues such as Council tax, fees and charges, and in the longer-term asset investment directly affect the council's abilities to invest in climate change priorities.

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: None

Contact officer: Ashley Wilson

Executive member: Cllr K Lynch

This page is intentionally left blank



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive 18 June 2025

Wards affected: All Wards

Civil Penalty Policy for private sector housing offences

Report of Director (Community Services)

1. Purpose of report

- 1.1 To seek approval to replace the existing Civil Penalty Policy for certain Housing Offences within the private rented sector due to case law and impending legislative changes.
- 1.2 To allow a new policy to be adopted and kept updated as and when new case law applies, and Statutory Guidance and legislation is amended through the proposed Renters' Rights Act 2025 and other provisions.

2. Recommendation

- 2.1 That the Executive agree to the replacement of the Council's existing Civil Penalty Policy with 'Justice for Tenants' Civil Penalty Policy in the wake of sweeping legislative changes affecting the Private Rented Sector.
- 2.2 The Executive agree for delegated authority to be given to the Director of Community Services in consultation with the Executive Lead for Housing should changes to the policy be required.

3. Background to the report

- 3.1 In 2017 the government made it possible for Local Housing Authorities to issue Civil Financial Penalties of up to £30,000 to landlords as an alternative to prosecution for certain housing offences. This is for offences such a failure to comply with an Improvement Notice. In determining an appropriate penalty, Councils must adhere to the requirements set out in section 249(A) of the Housing Act 2004 and follow their own policy meeting the requirements set out in statutory guidance. At the time, consideration was given to devising our

own policy but in the end the council adopted the use of Nottingham City Council's free-to-use 'Civil Financial Penalties Policy' which has enabled the council to determine the level of civil penalties to be issued in respect of 5 separate housing offences – each being for breaches of Improvement Notices.

- 3.2 Recent case law however, particularly the case of *Leicester City Council v Morjaria* [2023] UKUT 129 (LC) in the Upper Tribunal (Lands Chamber), has raised concern that the adopted policy is no longer compliant and needs to be overhauled. Nottingham City Council do not appear to have yet modified their policy so there is a need to change this so we can remain compliant. At present, Officers are holding back from issuing other penalties until the policy is amended.
- 3.3 At the same time, the government are proposing wholesale legislative changes affecting the Private Rented Sector (PRS), principally through the Renters' Rights Bill which is expected to receive Royal Assent within the next couple of months with changes anticipated to take effect from as soon as May 2025. Some of the changes that are proposed include:
- a) abolishing section 21, so-called 'no-fault' evictions, and move all new and existing assured tenancies to periodic rather than fixed term agreements with no end date
 - b) reforming possession grounds to allow landlords to regain possession of their properties in various circumstances whilst ensuring tenants' rights
 - c) introducing a new private rented sector landlord ombudsman
 - d) creating a private rented sector database to help landlords demonstrate compliance, inform tenants, and support local authority enforcement
 - e) Applying the decent homes standard to the PRS and 'Awaab's Law' setting requirements over how landlords must tackle hazards in their properties
 - f) Outlawing discrimination against prospective tenants in receipt of benefits or with children, and strengthening tenants' rights to have a pet
 - g) Strengthen Rent Repayment Orders, and crucially
 - h) Expanding civil penalties issued by local housing authorities and introducing a new package of investigatory powers
- 3.4 The expansion of Civil Penalties is broad. Maximum fines imposed by councils will increase from £30,000 to £40,000 for serious, persistent or repeat non-compliance. Initial or minor non-compliance offences will incur a civil penalty of up to £7,000. The extent of civil penalties will also be far more encompassing than they currently are, extending to almost all of the reforms set out in the Bill, whereas at present they are limited to just a few housing-related offences.
- 3.5 Not only will they be much more encompassing, Part 4 of the Bill proposes it shall be a duty of every local housing authority to enforce the new requirements and very clearly sets out in Chapter 2(6) that it shall require authorities to impose a financial penalty or institute proceedings for offences.

This will limit the ability of authorities to take an alternative approach to enforcement, such as warning letters and negotiation.

- 3.6 Once passed, the government have made clear that there will be limited transitional arrangements as they seek to bring the whole of the PRS in line with the new requirements as quickly as possible. In the past they have applied new legislation to new tenancies only and then extended requirements to existing tenancies two or more years later. This will not be the case with the Renters' Rights Bill – the changes will affect all tenancies and landlords all at the same time. Statutory and non-statutory guidance will however need to be drafted, and some aspects such as new reporting requirements to government will be introduced following further consultation, as will the implementation of the PRS Database.
- 3.7 With the current Civil Penalty policy already requiring alteration and these upcoming changes soon to come into effect, there is a need, in collaboration with others, to adopt or develop a dynamic new Civil Penalty policy that is capable of being quickly updated or amended where necessary to accommodate all of the changes laid out in the Bill, and those that will surely emerge in the months and years ahead as case law develops.
- 3.8 All Authorities are in the same position as ourselves while we wait to hear how the law develops. However, in dealing with current financial penalties, two neighbouring authorities (Leicester City and Charnwood) have both recently adopted the grant-funded 'Civil Penalty Policy' created by the non-profit organisation, 'Justice For Tenants' (JFT). At least 100 English Authorities are now using this Civil Penalty Policy and it's likely that by the end of the year, over half of all councils will be using it, primarily because:
- a) It's funded by a £2,000 grant to each authority by the charity 'Impact on Urban Health', unless additional services by JFT are sought.
 - b) It's quick and easy to use.
 - c) Officers are trained in its use by JFT, and crucially,
 - d) JFT keeps the policy updated with all changes in law and case law, and, it is expected, shall expand their policy to cover each of the new offences that shall be punishable by a financial penalty proposed under the Renters' Rights Act 2025.
- 3.9 Through the Leicestershire Housing Best Practice Group, the remaining Leicestershire Authorities are known to be considering adopting JFTs policy also. Officers are keen to promote a single unified approach to Civil Penalties across the county – which our own adoption of this policy would assist with.
- 3.10 Though not required by law, the council are also keen to put in place a policy on the use of civil penalties under two further sets of Regulations affecting the Private Rented Sector. These being, The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 and The Minimum Energy Efficiency Standards (MEES) with respect to domestic privately rented property under The Energy Efficiency (Private Rented Property) (England and

Wales) Regulations 2015. It would be an ideal opportunity to set out how offences under those Regulations are to be calculated at the same time.

- 3.11 Approval to replace the existing policy with JFTs Civil Penalty Policy with the inclusion of a policy on the use of civil penalties under The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 and The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 is requested.

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

- 4.1 None.

5. Financial implications [IB]

- 5.1 In accordance with financial procedure rules a £2,000 supplementary income and expenditure will be required.

6. Legal implications [ST]

- 6.1 None

7. Corporate Plan implications

- 7.1 The policy shall contribute to all aspects of the Corporate plan. More specifically.

People: Helping people to stay safe in their homes by dissuading repeat offending of Housing offences

Places: Encouraging private and social landlords to keep their homes safe by robustly enforcing against those who fail to meet their legal obligations.

Prosperity: Encouraging sustainable housing growth by challenging those landlords who fail to comply with the law who otherwise have an economic advantage over others.

8. Consultation

- 8.1 None

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:

Risk description	Mitigating actions	Owner
Demand on JFTs services exceeds the £2,000 grant	Civil penalties are designed to be self-funding. Proceeds are ringfenced by law for funding Private Sector Housing enforcement activities. Such income could be used to fund additional JFT services if ever required, but at Council's decision and following procurement	Environmental Services Manager/ Legal Services Manager
Adopted model Civil Penalty Policy is found to be defective at Tribunal	Policy is subject to continual review by JFT, taking into account new case law.	Environmental Services Manager/ Legal Services Manager
Civil Penalties issued are unpaid	Legal Services instructed to enforce collection of debt as a simple contract debt	Environmental Services Manager/ Legal Services Manager

10. Knowing your community – equality and rural implications

- 10.1 The new policy will impact all landlords operating in the borough who fail to meet their legal obligations and face a financial civil penalty as an alternative to prosecution. There are no other equality or rural implications for consideration.

11. Climate implications

- 11.1 Service delivery is informed by Carbon Reduction targets.

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: None

Contact officer: Steven Connor

Executive member: Councillor M Mullaney

Appendix: [HBBC Civil Penalty Policy 2025](#)

CIVIL PENALTY POLICY 2025



**Civil Penalties under the
Housing and Planning Act
2016; The Electrical Safety
Standards in the Private
Rented Sector (England)
Regulations 2020 and The
Energy Efficiency (Private
Rented Property) (England
and Wales) Regulations 2015**

1.0 Introduction

In this policy, the term 'landlord' should be read as including letting agents, managing agents, licensors, property owners, directors of corporate landlords and any other person involved in the letting or management of privately rented accommodation.

In this policy, the terms 'House of Multiple Occupation' or 'HMO' are defined by the Housing Act 2004 sections 254-257.

1.1 Current Offences liable for the issue of Civil Penalty

Section 126 and Schedule 9 of the Housing and Planning Act 2016 provide local authorities with the power, through the insertion of section 249A Housing Act 2004, to impose a civil penalty as an alternative to prosecution in respect of the following offences under the Housing Act 2004:

- Failure to comply with an Improvement Notice [section 30]
- Offences in relation to licensing of Houses in Multiple Occupation (HMOs) under Part 2 [section 72]
- Offences in relation to the Selective Licensing of 'houses' under Part 3 [section 95]
- Failure to comply with an Overcrowding Notice [section 139]
- Failure to comply with a management regulation in respect of an HMO [section 234]

Section 23 of the Housing and Planning Act 2016 provides that a civil penalty may be imposed in respect of a breach of a **Banning Order**.

Regulation 11 of The Electrical Safety Standards in the Private Rented Sector (England)

Regulations 2020 provides local authorities with the power to impose a civil penalty in respect of breaches of Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020.

Regulation 38 of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

2015 provides local authorities with the power to impose a civil penalty in respect of breaches of Regulation 23; 27 and 37(4)(a) of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015.

1.2 Setting a Civil Penalty

The Council has the power to impose a civil penalty of up to a maximum of £30,000 for each separate offence and £5,000 for certain offences under The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015. If multiple offenders have committed the same offence at the same property, a separate civil penalty can, and usually will, be imposed on each offender. In each case, the level of civil penalty imposed on each offender will be in line with this policy.

This document outlines the Council's policy in setting the level of a civil penalty in each case where it has been determined to issue a civil penalty as an alternative to prosecution proceedings.

The Council considers the need for transparency and consistency in the discharge of its functions under the Housing Act 2004, The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 and The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 to be of primary importance. The general objective of this policy is, therefore, to promote both transparency and consistency in the imposition of financial penalties so that, for example, those managing and having

control of rented properties across the Hinckley and Bosworth borough (a) know how the Council will generally penalise relevant offences and (b) are assured that, generally, like cases will be penalised similarly, and different cases penalised differently. The further objectives of using financial penalties, in particular, as a means of enforcing the above offences are explained below.

2.0 Statutory Guidance

The Government has issued statutory guidance under Section 23(10) and Schedules 1 and 9 of the Housing & Planning Act 2016 entitled “Civil Penalties under the Housing and Planning Act 2016. Guidance for Local Housing Authorities”. The Council has regard to this guidance in the exercise of its functions in respect of civil penalties.

Paragraph 3.5 of the statutory guidance states that ‘The actual amount levied in any particular case should reflect the severity of the offence, as well as taking account of the landlord’s previous record of offending’. The same paragraph sets out several factors that should be taken into account to ensure that the civil penalty is set at an appropriate level in each case:

- a. Severity of the offence.** The more serious the offence, the higher the penalty should be.
- b. Culpability and track record of the offender.** A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be expected to be aware of their legal obligations.
- c. The harm caused to the tenant.** This is a very important factor when determining the level of penalty. The greater the harm or the potential for harm (this may be as perceived by the tenant), the higher the amount should be when imposing a civil penalty.
- d. Punishment of the offender.** A civil penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrate the consequences of not complying with their responsibilities.
- e. Deter the offender from repeating the offence.** The ultimate goal is to prevent any further offending and help ensure that the landlord fully complies with all of their legal responsibilities in future. The level of the penalty should therefore be set at a high enough level such that it is likely to deter the offender from repeating the offence.
- f. Deter others from committing similar offences.** While the fact that someone has received a civil penalty will not be in the public domain, it is possible that other landlords in the local area will become aware through informal channels when someone has received a civil penalty. An important part of deterrence is the realisation that (a) the local authority is proactive in levying civil penalties where the need to do so exists and (b) that the level of civil penalty will be set at a high enough level to both punish the offender and deter repeat offending.
- g. Remove any financial benefit the offender may have obtained as a result of committing the offence.** The guiding principle here should be to ensure that the offender does not benefit as a result of committing an offence, i.e. it should not be cheaper to offend than to ensure a property is well maintained and properly managed.

The factors detailed in the statutory guidance and policy aims will be considered by the Council when deciding where, within the Civil Penalties matrix below, a particular offence and penalty fall.

3.0 Other Policy Aims

The Council is mindful that despite its best efforts, many landlords may operate unlawfully for a significant period of time without detection, and only a proportion of landlords committing relevant offences will be discovered. The Council is, therefore, mindful that when deciding to impose a Civil Penalty, it should create an environment where it is clear to the offender and others that operating unlawfully as a landlord will be financially disadvantageous when compared to operating lawfully.

The Council intends to create an environment where landlords engage with the Council's requests and demands completely, openly and honestly. This helps create a level playing field which supports the aims of transparency and consistency. No landlord should be able to financially benefit from withholding information the Council deems relevant that is, or should be, in their control to disclose. It is expected that complete supporting evidence is provided to support any Written Representations received in response to a Notice of Intent.

4.0 Civil Penalties Matrix

In determining the level of a civil penalty, officers will have regard to the matrix set out below (figure 4.1), which is to be read in conjunction with the associated guidance. The matrix is intended to provide an indicative 'starting level' under the various offence categories, with the final level of the civil penalty adjusted in each case, taking into account aggravating and mitigating factors the Council deems significant including, but not limited to, factors relating to the track record and culpability of the landlord and the actual or potential harm to the occupants.

In deciding what level of penalty to impose, officers will conduct the following four stage process:

1. They will consider the seriousness of the relevant housing offence to identify a starting level of the penalty.
2. An assessment of the number of rental properties controlled or owned or managed by the landlord and/or their experience in the letting/management of property will be considered, which may have the effect of increasing or decreasing the penalty.
3. Aggravating and mitigating factors including, but not limited to, culpability, track record and harm will be considered, which may have the effect of increasing or decreasing the penalty.
4. If any of the Discounts, as set out below, apply, the penalty will be decreased.

Once the seriousness of the relevant housing offence has been identified, the starting level of the penalty will be identified using the table at Figure 4.1 below with the headings 'Seriousness of offence' and 'Starting level [£]'. Consideration of the number and type of rental properties controlled or owned or managed may adjust the penalty.

To reflect the seriousness of the offence(s) in question, the presence of one or more mitigating factors will rarely result in the penalty being decreased by more than £5000. In exceptional circumstances, officers may determine that the presence of one or more mitigating factors justify a decrease in the penalty in excess of £5000. The presence of numerous mitigating factors will not automatically be considered as exceptional circumstances.

The Council has not provided a list of mitigating factors in this policy because it acknowledges that there are a large number of possible circumstances that might give rise to mitigation.

To ensure that any penalty imposed is proportionate to the offending behaviour, the presence of one or more aggravating factors will rarely result in the penalty being increased by more than £5000. In exceptional circumstances, officers may determine that the presence of one or more aggravating factors justify an increase in the penalty in excess of £5000. The presence of numerous aggravating factors will not automatically be considered as exceptional circumstances.

The Council will consider on a case-by-case basis whether any such exceptional circumstances exist.

Figure 4.1

Seriousness of offence	Starting level [£]
Mild	2500
Moderate	7500
Serious	12500
Very Serious	17500
Severe	22500
Very Severe	27500

5.0 Offences where a civil penalty may be levied as an alternative to prosecution and relevant considerations as to the level of that penalty

5.1 Failure to comply with an Improvement Notice - Section 30 of the Housing Act 2004.

Maximum Court fine following successful prosecution that can be levied for failure to comply with an Improvement Notice - Unlimited

An Improvement Notice served under Part 1 Housing Act 2004 specifies repairs/improvements that the recipient should carry out in order to address one or more identified Category 1 and/or Category 2 hazards in a property. Category 1 hazards are the most serious hazards, judged to have the highest risk of harm to the occupiers; the Council has a duty to take appropriate action where a dwelling is found to have one or more Category 1 hazards present.

In some cases, the service of an Improvement Notice will have followed an informal stage, where the landlord had been given the opportunity to carry out improvements without the need for formal action. In such cases, an identified failure to comply with an Improvement Notice will represent a continued failure on the part of the landlord to deal appropriately with one or more significant hazards affecting the occupier[s] of the relevant dwelling.

The Council would view the offence of failing to comply with the requirements of an Improvement Notice as a significant issue, exposing the tenant[s] of a dwelling to one or more significant hazards. The seriousness of the offence is viewed by the Council as being a Severe matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £22,500.

Under the Council's policy, the following table, Figure 5.1, shows the starting level financial penalty for a landlord controlling/ owning/ managing the number of dwellings/HMOs specified:

Figure 5.1

Offence	Starting level for Financial Penalty	Landlord controlling/ owning/ managing 1 – 2 dwellings (no more than 1 HMO). No other mitigating relevant factors or aggravating features	Landlord controlling/ owning/ managing 3 – 5 dwellings and/or 2 HMOs). No other mitigating relevant factors or aggravating features	Landlord controlling/ owning/ managing 6+ dwellings and/ or 3+ HMOs) and/or relevant experience. No other mitigating relevant factors or aggravating features
Failure to Comply with an Improvement Notice	£22,500	£17,500	£22,500	£27,500

Should mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly from the figures shown in Table 5.1.

Aggravating features/factors specific to non-compliance with an Improvement Notice

- The nature and extent of hazards that are present. Multiple hazards and/or severe/extreme hazards that are considered to have a significant impact on the health and/or safety of the occupant[s] in the property or their guests would justify an increase in the level of the civil penalty.

Generic aggravating features/factors

The Council will have regard to general aggravating factors in determining the final level of the civil penalty including, but not limited to:

- A previous history of non-compliance could justify an increased civil penalty. Examples of previous non-compliance would include previous successful prosecutions, receipt of financial penalties, rent repayment orders, works in default undertaken by the Council and breaches of regulations/ obligations, irrespective of whether these breaches had been the subject of separate formal action.
- A failure to cooperate with a Council investigation. Examples of failure to cooperate would include failing to comply with a s.16 Local Government (Miscellaneous Provisions) Act 1976 notice, failing to comply with a s.235 Housing Act 2004 notice, failing to provide a substantive response to a letter of alleged offence.
- Deliberate intent when committing the offence. Examples of deliberate intent would include knowledge that the offence was occurring, committing the offence after relevant correspondence was sent by the Council.

- The number of residents placed at risk.
- Offending over an extended period of time i.e. 3 months or longer.
- Whether any vulnerable residents were in occupation at the time of the offence. Examples of vulnerable residents include young adults and children, persons vulnerable by virtue of age, persons vulnerable by virtue of disability or sensory impairment, persons with a drug or alcohol addiction, victims of domestic abuse, children in care, people with complex health conditions, people who do not speak English as their first language, victims of trafficking or sexual exploitation, refugees, asylum seekers.

5.2 Failure to Licence Offences

Maximum Court fine following successful prosecution that can be levied for failure to license an HMO or Part 3 House – Unlimited

Failure to license a Mandatory 'HMO' – Section 72(1) of the Housing Act 2004

Under Part 2 Housing Act 2004, most higher risk HMOs occupied by 5 or more persons forming 2 or more households are required to hold a property licence issued by the local authority. HMO licensing was introduced to allow local authorities to regulate standards and conditions in high risk, multiply occupied residential premises. Through the property licence regime, local authorities ensure that the HMO has sufficient kitchens, baths/showers and WCs and place a limit on the number of persons permitted to occupy it and the licence holder is required to comply with a set of licence conditions.

The Council would view the offence of failing to license an HMO as a significant failing; Licensing was introduced by the Government in order to regulate management, conditions, standards and safety in the properties considered to represent the highest risk to tenants as regards such matters as fire safety and overcrowding.

This seriousness of the offence is viewed by the Council as being a Very Serious matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £22,500.

Should there be other mitigating/relevant or aggravating factors, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to failure to licence offences

- The condition of the unlicensed property. The nature and extent of any significant hazards that are present would justify an increase in the level of the civil penalty. Equally, an HMO that was found to be poorly managed and/or lacking amenities/fire safety precautions and/or overcrowded would also justify an increased civil penalty.
- Any demonstrated evidence that the landlord/agent was familiar with the need to obtain a property licence e.g. the fact that they were a named licence holder or manager in respect of an already licensed premises.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at paragraph 5.1 above.

5.3 Failure to comply with an Overcrowding Notice - Section 139 (7) of the Housing Act 2004

Maximum Court fine following successful prosecution that can be levied for failure to comply with an Overcrowding Notice – Level 4 - £2,500

Section 139 Housing Act 2004 allows the Council to serve an Overcrowding Notice in respect of an HMO that is not required to be licensed under Part 2 Housing Act 2004. The notice specifies, on a room-by-room basis, the maximum number of persons allowed to occupy each room as sleeping accommodation or that the room is not considered suitable for that purpose.

The Council would view the offence of failing to comply with the requirements of an Overcrowding Notice as a significant matter, exposing the tenant[s] of an HMO to unacceptably cramped living conditions.

The seriousness of the offence is viewed by the Council as being a Very Serious matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £22,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to non-compliance with an Overcrowding Notice

- The level of overcrowding present – breaches that relate to over-occupation of multiple rooms or extreme over-occupation of an individual room would justify a higher civil penalty.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at paragraph 5.1 above.

5.4 Failure to comply with a Banning Order - Section 21 of the Housing And Planning Act 2016

Maximum Court fine that can be levied for failure to comply with a Banning Order following successful prosecution – Unlimited. In addition, the Court can also impose a prison sentence for up to 51 weeks.

The Housing and Planning Act 2016 includes provisions and processes for a person to be banned from being involved, for a specified period, in one or more of the following activities:

- Letting housing
- Engaging in letting agency work
- Engaging in property management work

Banning Orders are reserved for what are recognised as being the most serious housing-related offences. In the event that the Council was satisfied that the offence of breaching a Banning Order had occurred, this would normally be the subject of prosecution proceedings. Where it was determined that a civil penalty would be appropriate in respect of a breach of a Banning Order, this would normally be set at the maximum level of £30,000 to reflect the severity of the offence.

5.5 Failure to Comply with The Management of Houses in Multiple Occupation [England] Regulations 2006 and The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007

Maximum Court fine following successful prosecution that can be levied for failure to comply with each individual regulation - unlimited

5.5.1 The Management of Houses in Multiple Occupation (England) Regulations 2006 impose duties on the persons managing HMOs in respect of:

- Providing information to occupiers [Regulation 3]
- Taking safety measures, including fire safety measures [Regulation 4]
- Maintaining the water supply and drainage [Regulation 5]
- Supplying and maintaining gas and electricity, including having these services/appliances regularly inspected [Regulation 6]
- Maintaining common parts [Regulation 7]
- Maintaining living accommodation [Regulation 8]
- Providing sufficient waste disposal facilities [Regulation 9]

5.5.1a The Licensing and Management of Houses in Multiple Occupation (Additional Provisions) (England) Regulations 2007 impose duties on the persons managing HMOs as defined by Section 257 Housing Act 2004 in respect of:

- Providing information to occupiers [regulation 4]
- Taking safety measures, including fire safety measures [regulation 5]
- Maintaining the water supply and drainage [regulation 6]
- Supplying and maintaining gas and electricity, including having these services/appliances regularly inspected [regulation 7]
- Maintaining common parts [regulation 8]
- Maintaining living accommodation [regulation 9]
- Providing sufficient waste disposal facilities [regulation 10]

It is important that the manager of an HMO complies with all regulations, but the Council recognises that a failure to comply with certain regulations is likely to have a much bigger impact on the safety and comfort of residents than others.

5.5.2 Failure to comply with the duty of manager to provide information to occupier

The Council would view the seriousness of the offence of failing to comply with the duty of the manager to provide information to occupier as a Mild matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £2000, attracting a civil penalty of £500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £2000, attracting a civil penalty of £4,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Management Regulation breach offences

- The number and/or nature and/or extent of the management regulation breach(es) and/or the deficiencies within each regulation.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at paragraph 5.1 above.

5.5.3 Duty of manager to take safety measures

The Council would view the seriousness of the offence of failing to comply with the duty of the manager to take safety measures as a **Very Serious** matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £22,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Management Regulation breach offences

As set out under 'Failure to comply with the duty of manager to provide information to occupier' at Paragraph 5.5.2 above.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at paragraph 5.1 above.

5.5.4 Duty of manager to maintain water supply and drainage

The Council would view the seriousness of the offence of failing to comply with the duty of the manager to maintain the water supply and drainage as a Serious matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £17,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly

Aggravating features/factors specific to Management Regulation breach offences

As set out under 'Failure to comply with the duty of manager to provide information to occupier' at Paragraph 5.5.2 above.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.5.5 Duty of manager to supply and maintain gas and electricity

The Council would view the seriousness of the offence of failing to comply with the duty of the manager to maintain the gas and electricity supply as a Serious matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £17,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly

Aggravating features/factors specific to Management Regulation breach offences

As set out under 'Failure to comply with the duty of manager to provide information to occupier' at Paragraph 5.5.2 above.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.5.6 Duty of manager to maintain common parts, fixtures, fittings and appliances

The Council would view the seriousness of the offence of failing to comply with the duty of the manager to maintain the common parts, fixture, fittings and appliances as a **Moderate** matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £12,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly

Aggravating features/factors specific to Management Regulation breach offences

As set out under 'Failure to comply with the duty of manager to provide information to occupier' at Paragraph 5.5.2 above.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.5.7 Duty of manager to maintain living accommodation

The Council would view the seriousness of the offence of failing to comply with the duty of the manager to maintain the living accommodation as a Moderate matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £12,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly

Aggravating features/factors specific to Management Regulation breach offences

As set out under 'Failure to comply with the duty of manager to provide information to occupier' at Paragraph 5.5.2 above.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.5.8 Duty to provide waste disposal facilities

The Council would view the seriousness of the offence of failing to comply with the duty of the manager to provide waste disposal facilities as a **Moderate** matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £7,500.

Under the Council's policy the civil penalty for a landlord controlling/ owning/ managing only one HMO dwelling and no more than one other dwelling that is not an HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £12,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly

Aggravating features/factors specific to Management Regulation breach offences

As set out under 'Failure to comply with the duty of manager to provide information to occupier' at Paragraph 5.5.2 above.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.6 Breach of licence conditions – Section 72(3) Housing Act 2004

Maximum Court fine following successful prosecution that can be levied for failure to comply with a licence condition - unlimited

All granted HMO licences impose a set of conditions on the licence holder. These conditions impose a variety of obligations relating to the letting, management and condition of the rented property.

It is important that the manager of a licensed property complies with all imposed conditions, but the Council recognises that a failure to comply with certain licence conditions is likely to have a much bigger impact on the safety and comfort of residents than others.

5.6.1 Failure to comply with licence conditions related to:

- Signage or the provision of information for tenants
- Provision of written terms of occupancy for tenants
- Procedures regarding complaints
- Procedures regarding vetting of incoming tenants
- Compliance with deposit protection legislation
- The recording and provision of information regarding rent payments
- Procedures relating to rent collection
- The provision of information regarding occupancy of the property
- The provision of information regarding change of managers or licence holder details
- The provision of information related to changes in the property
- The provision of information relating to a change in mortgage provider
- Requirements relating to the sale of the property
- Attending training courses
- Requirements to hold insurance
- The provision of insurance documentation
- The provision of or obtaining of suitable references
- The provision of keys and alarm codes
- Security provisions for access to the property
- The provision of suitable means for occupiers to regulate temperature

The Council would view the seriousness of the offence of failing to comply with a licence condition as set out in Paragraph 5.6.1 above as a **Mild** matter (in accordance with Figure 4.1 above), attracting a financial penalty with a starting level of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £2000, attracting a civil penalty of £500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £2000, attracting a civil penalty of £4,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Licence Condition breach offences

The number and/or nature and/or extent of the licence condition regulation breach(es) and/or the deficiencies within each licence condition breach.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.6.2 Failure to comply with licence conditions related to:

- Procedures and actions regarding Inspections
- Procedures regarding repair issues
- Maintenance and use of common parts (including gardens, outbuildings and property exterior) and living areas
- Safeguarding occupiers and minimising disruption during works
- The provision of information regarding alterations and construction works
- Procedures regarding emergency issues
- Waste and waste receptacles, pests, minor repairs, alterations or decoration.
- Giving written notice prior to entry
- Allowing access for inspections
- Minimising risk of water contamination
- The compliance of furnishings or furniture with fire safety regulations

The Council would view the seriousness of the offence of failing to comply with a licence condition as set out in Paragraph 5.6.2 above as a Moderate matter, attracting a financial penalty with a starting level of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £12,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Licence Condition breach offences

- The number and/or nature and/or extent of the licence condition regulation breach(es) and/or the deficiencies within each licence condition breach.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.6.3 Failure to comply with licence conditions related to:

- The provision of documentation regarding energy performance certificates, fire detection and prevention, emergency lighting, carbon monoxide detection, fire risk assessments, gas installations, electric installations and appliances
- Notification of legal proceedings, contraventions and other relevant information that may affect a fit and proper person status
- Procedures and actions regarding Anti Social Behaviour.

The Council would view the seriousness of the offence of failing to comply with a licence condition as set out in Paragraph 5.6.3 above as a Serious matter, attracting a financial penalty with a starting level of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £7,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £17,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Licence Condition breach offences

- The number and/or nature and/or extent of the licence condition regulation breach(es) and/or the deficiencies within each licence condition breach.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.6.4 Failure to comply with licence conditions related to:

- Minimum floor areas
- Occupancy rates
- Occupancy of rooms or areas that are not to be used as sleeping accommodation
- Limits on number of households allowed to occupy the property or part of the property

The Council would view the seriousness of the offence of failing to comply with a licence condition as set out in Paragraph 5.6.4 above as a Very Serious matter, attracting a financial penalty with a starting level of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £22,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Licence Condition breach offences

The number and/or nature and/or extent of the licence condition regulation breach(es) and/or the deficiencies within each licence condition breach.

Generic aggravating features/factors : As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

5.6.5 Failure to comply with licence conditions related to:

- The condition or existence of smoke alarms, carbon monoxide alarms, emergency lighting, gas installations, electric installations and appliances, fire detection or other fire safety features or requirements
- The prevention including provision of safe means of escape

The Council would view the seriousness of the offence of failing to comply with a licence condition as set out in Paragraph 5.6.5 above as a Severe matter, attracting a financial penalty with a starting level of £22,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £22,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £27,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly

Aggravating features/factors specific to Licence Condition breach offences

The number and/or nature and/or extent of the licence condition regulation breach(es) and/or the deficiencies within each licence condition breach.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

6.0 Additional Offences where a civil penalty may be levied and relevant considerations as to the level of that penalty

6.1 Failure to Comply with Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020

Where a local housing authority is satisfied, beyond reasonable doubt, that a private landlord has breached a duty under Regulation 3, the authority may impose a financial penalty (or more than one penalty in the event of a continuing failure) in respect of the breach.

The penalty may be of such amount as the authority imposing it determines but it must not exceed £30,000. The duties on private landlords in relation to electrical installations is detailed below:

Regulation 3 – Duties of private landlords in relation to electrical installations –

(1) A private landlord who grants or intends to grant a specified tenancy must:

- (a) ensure that the electrical safety standards are met during any period when the residential premises are occupied under a specified tenancy;
- (b) ensure every electrical installation in the residential premises is inspected and tested at regular intervals by a qualified person; and
- (c) ensure the first inspection and testing is carried out—
 - (i) before the tenancy commences in relation to a new specified tenancy; or
 - (ii) by 1st April 2021 in relation to an existing specified tenancy.

(2) For the purposes of sub-paragraph (1)(b) “at regular intervals” means:

- (a) at intervals of no more than 5 years; or
- (b) where the most recent report under sub-paragraph (3)(a) requires such inspection and testing to be at intervals of less than 5 years, at the intervals specified in that report.

(3) Following the inspection and testing required under sub-paragraphs (1)(b) and (c) a private landlord must:

- (a) obtain a report from the person conducting that inspection and test, which gives the results of the inspection and test and the date of the next inspection and test;
- (b) supply a copy of that report to each existing tenant of the residential premises within 28 days of the inspection and test;
- (c) supply a copy of that report to the local housing authority within 7 days of receiving a request in writing for it from that authority;
- (d) retain a copy of that report until the next inspection and test is due and supply a copy to the person carrying out the next inspection and test; and
- (e) supply a copy of the most recent report to—
 - (i) any new tenant of the specified tenancy to which the report relates before that tenant occupies those premises; and
 - (ii) any prospective tenant within 28 days of receiving a request in writing for it from that prospective tenant.

(4) Where a report under sub-paragraph (3)(a) indicates that a private landlord is or is potentially in breach of the duty under sub-paragraph (1)(a) and the report requires the private landlord to undertake further investigative or remedial work, the private landlord must ensure that further investigative or remedial work is carried out by a qualified person within:

- (a) 28 days; or
- (b) the period specified in the report if less than 28 days, starting with the date of the inspection and testing.

(5) Where paragraph (4) applies, a private landlord must:

- (a) obtain written confirmation from a qualified person that the further investigative or remedial work has been carried out and that—
 - (i) the electrical safety standards are met; or
 - (ii) further investigative or remedial work is required;
- (b) supply that written confirmation, together with a copy of the report under sub-paragraph (3)(a) which required the further investigative or remedial work to each existing tenant of the residential premises within 28 days of completion of the further investigative or remedial work; and
- (c) supply that written confirmation, together with a copy of the report under sub-paragraph (3)(a) which required the further investigative or remedial work to the local housing authority within 28 days of completion of the further investigative or remedial work.

(6) Where further investigative work is carried out in accordance with paragraph (4) and the outcome of that further investigative work is that further investigative or remedial work is required, the private landlord must repeat the steps in paragraphs (4) and (5) in respect of that further investigative or remedial work.

(7) For the purposes of sub-paragraph (3)(e)(ii) a person is a prospective tenant in relation to residential premises if that person:

- (a) requests any information about the premises from the prospective landlord for the purpose of deciding whether to rent those premises;
- (b) makes a request to view the premises for the purpose of deciding whether to rent those premises; or
- (c) makes an offer, whether oral or written, to rent those premises.

It is important that a private landlord complies with all aspects of Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020. However, the Council recognises that a failure to comply with certain aspects of Regulation 3 are likely to have a more impact on the safety and comfort of residents than others.

6.1.1 Failure to comply with Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 Sub-Regulations (3)(b), 3(d), 3(e)

The Council would view the seriousness of the offence of failing to comply with Sub-Regulations (3)(b), 3(d) or 3(e) of Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 as a **Mild** matter, attracting a financial penalty with a starting level of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £1500, attracting a civil penalty of £1000.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £2,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £1500, attracting a civil penalty of £4,000.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Electrical Safety Regulations breaches of duty

- The number and/or nature and/or extent of the Electrical Safety Regulation breach(es) within each sub-regulation.
- Using an unqualified person lacking appropriate certification to carry out inspection, testing, investigative or remedial work.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

6.1.2 Failure to comply with Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 Sub-Regulations (1)(a), (1)(b), (1)(c), (3)(a), (3)(c), (5)(b), (5)(c)

The Council would view the seriousness of the offence of failing to comply with Sub-Regulations (1)(a), (1)(b), (1)(c), (3)(a), (3)(c), (5)(b) or (5)(c) of Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 as a **Serious** matter, attracting a financial penalty with a starting level of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £2500, attracting a civil penalty of £10,000.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £2500 attracting a civil penalty of £15,000.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly.

Aggravating features/factors specific to Electrical Safety Regulations breaches of duty

- The number and/or nature and/or extent of the Electrical Safety Regulation breach(es) within each sub-regulation.
- Using an unqualified person lacking appropriate certification to carry out inspection, testing, investigative or remedial work.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

6.1.3 Failure to comply with Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 Sub-Regulations (4), (5a), (6)

The Council would view the seriousness of the offence of failing to comply with Sub-Regulations (4), (5a) or (6) of Regulation 3 of The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 as a Very Serious matter, attracting a financial penalty with a starting level of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing one or two dwellings, including no more than one HMO, with no other relevant factors or aggravating features [see below], will reduce by £5000, attracting a civil penalty of £12,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a significant property portfolio, being three, four, or five dwellings, and/or two HMOs, with no other relevant factors or aggravating features [see below], will attract a civil penalty of £17,500.

Under the Council's policy, the civil penalty for a landlord controlling/ owning/ managing a large property portfolio, being six or more dwellings, and/or three or more HMOs and/or has demonstrated experience in the letting/management of property (irrespective of the size of the portfolio), with no other relevant factors or aggravating factors [see below], will increase by £5000, attracting a civil penalty of £22,500.

Should other mitigating/relevant or aggravating factors exist, then under the Council's policy, the civil penalty imposed by the Council may be decreased or increased accordingly

Aggravating features/factors specific to Electrical Safety Regulations breaches of duty

- The number and/or nature and/or extent of the Electrical Safety Regulation breach(es) within each sub-regulation.
- Using an unqualified person lacking appropriate certification to carry out inspection, testing, investigative or remedial work.

Generic aggravating features/factors: As set out under 'Failure to comply with an Improvement Notice' at Paragraph 5.1 above.

6.2 Statement of principles to determine the amount of a penalty charge for a breach of the Minimum Energy Efficiency Standards (MEES) with respect to domestic privately rented property under The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

Regulation 38 of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 provides local authorities with the power to impose a civil penalty in respect of breaches of Regulation 23; 27 and 37(4)(a) of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 ("the Energy Efficiency Regulations").

The Energy Efficiency Regulations were introduced to improve the energy efficiency of housing in the private rented sector and to reduce greenhouse gas emissions and tackle climate change. They should help make tenants' homes more thermally efficient.

An energy performance certificate (EPC) gives the property an energy efficiency rating – 'A' rated properties are the most energy efficient and 'G' rated are the least efficient. An EPC is valid for 10 years and must be provided by the owner of a property, when it is rented or sold.

The Energy Efficiency Regulations cover all relevant properties, even where there has been no change of tenancy.

An EPC contains information about the type of heating system and typical energy costs. It also gives recommendations about how the energy use could be reduced, lowering running costs. You can find the recommended energy efficiency improvements on the current EPC.

If you're a private landlord, you must either:

- ensure your rented properties have an EPC with a minimum 'E' rating
- register a valid PRS exemption on the PRS exemptions register
- Failure to do either of these is a breach of the Regulations.

The Energy Efficiency Regulations make it unlawful to rent out a domestic property if it has an EPC rating of 'F' or 'G' (unless a valid exemption has been registered on the PRS Exemptions register).

If you are a landlord and you fail, when requested, to provide an EPC for the start of a tenancy, you will be in breach of the Regulations

The Council investigates any potential breaches of the Energy Efficiency Regulations. If the Council is satisfied that you are in breach of the Energy Efficiency Regulations or have, at any time in the 18 months preceding the date of service of the penalty notice, breached the Energy Efficiency Regulations, you may be subject to a penalty notice imposing a financial penalty. The Council may also impose a publication penalty.

The "publication penalty" means publication, for a minimum period of 12 months, or such longer period as the Council may decide, on the PRS Exemptions Register of such of the following information in relation to a penalty notice as the Council decides:

Where the landlord is not an individual, the landlord's name;
Details of the breach of these Regulations in respect of which the penalty notice has been issued;
The address of the property in relation to which the breach has occurred, and
The amount of any financial penalty imposed.

The Council will impose the following financial penalties:

- a) letting a property with an 'F' or 'G' rating for less than 3 months: £2,000
- b) letting a property with an 'F' or 'G' rating for more than 3 months: £4,000
- c) registering false or misleading information on the PRS exemptions register: £1,000
- d) failing to provide information to the Council demanded by a compliance notice: £2,000

The Council may not impose a financial penalty under both subsections (a) and (b) above in relation to the same breach of the Energy Efficiency Regulations but may impose a financial penalty under either paragraph (a) or paragraph (b), together with financial penalties under paragraphs (c) and (d), in relation to the same breach. Where penalties are imposed under more than one of these paragraphs, the total amount of the financial penalty may not be more than £5,000.

However, where a Landlord fails to take the action required by a penalty notice within the period specified in that penalty notice the Council may issue a further penalty notice based on the financial penalties above.

7.0 Process for imposing a civil penalty and the right to make representations

Before imposing a financial penalty on a person, the Council will give the person a Notice of Intent, apart from in relation to offences under The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015.

A person who is given a Notice of Intent may make written representations to the Council about the proposal to impose a financial penalty. Any representations must be made within a 28-day period, this period starting the day after the date on which the Notice of Intent was served on the recipient. As the burden lies with the recipient of any such notice to explain why the Council should, or should not, depart from the Civil Penalties Matrix and guidance above and Statement of Principles (in respect of The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015), the Council will expect the recipient of a Notice of Intent to explain and provide strong evidence to support the existence of any exceptional circumstances when they make representations in response to the notice.

In the event of two or more persons receiving separate Notices of Intent for the same matter, it should be noted that acceptance/payment of a civil penalty by one person will not negate the Council's intention to impose a civil penalty on the second or further persons. Each person served with the Notice of Intent is considered individually liable to pay the civil penalty notified to them. It is therefore important that any recipient of a Notice of Intent takes the opportunity to make representations should they consider for any reason a civil penalty should not be individually imposed upon them.

After the end of the period for representations the Council will:

- a) Decide whether to impose a financial penalty on the person, and
- b) If it decides to impose a financial penalty, decide the amount of the penalty.

In determining whether to impose a financial penalty, and the level of any penalty, the Council will consider any written representations received in the appropriate time period and will also consider the totality principle by applying a total penalty reflecting the overall seriousness of the breach. Furthermore, an offender's actions to remedy the identified breach during the representation period would not, in itself, be reason for the Council to determine that the imposition of a financial penalty was inappropriate. However, compliance at this stage may be relevant with respect to any mitigating factors which could decrease the amount of any imposed financial penalty.

If, following the receipt of written representations and/or the expiry of the time period to make written representations, the Council decides to impose a financial penalty on the person, it will give the person a Final Notice imposing that penalty (or in the case of penalties under The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 a notice confirming or modifying the penalty). The Final Notice will set out and summarise:

- a) The amount of the financial penalty;
- b) The reasons for imposing the penalty;
- c) Information about how to pay the penalty;
- d) The period for payment of the penalty;
- e) Information about rights of appeal, and
- f) The consequences of failure to comply with the notice.

8.0 Discounts

The Council will automatically apply the following discounted rates to any imposed financial penalties in the following circumstances:

- A discount of 15% of the original calculated financial penalty will be deducted from the penalty imposed in the Final Notice should the penalty be paid within a specified time period (normally 28 days).

Illustrative example

The landlord of a Mandatory HMO property fails to obtain a licence. They only operate two HMO properties and there are no other relevant factors or aggravating features. The offence is regarded as a Very Serious matter. Upon receipt of the 'Notice of Intent' to impose a £17,500 financial penalty, written representations are made to the Council.

On account of the written representations received from the landlord, the Council imposes a financial penalty of £16,000. In the event the landlord pays within the specified period, a 15% discount will be given, so that the landlord makes a discounted payment of £13,600.

9.0 Service Complaints

9.1 If you feel the Council has not acted in accordance with this policy please contact

**The Environmental Services Manager, Hinckley and Bosworth Borough Council Hinckley Hub,
Rugby Road, Hinckley, Leicestershire, LE10 0FR**

E-mail: esadmin@hinckley-bosworth.gov.uk Telephone: 01455 213342

If you are dissatisfied with the response you can pursue your complaint through the Council's complaints procedure.

10.0 Policy Review

This policy will be reviewed periodically to ensure it continues to meet the principles of good enforcement.



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive 18 June 2025

Wards affected: All Hinckley Wards

Hinckley Town Centre Strategic Vision

Report of Director (Community & Development Services)

1. Purpose of report

- 1.1 To seek endorsement of the Hinckley Town Centre Strategic Vision

2. Recommendation

- 2.1 That the Hinckley Town Centre Strategic Vision be endorsed by the Executive and the development and delivery of the actions within the Vision be taken forward.

3. Background to the report

- 3.1 Town centres play a key role at the heart of local communities and within the National Planning Policy Framework (NPPF) local planning authorities are tasked with taking a positive approach to their growth, management and adaptation via a positive strategy for their future that promotes their long-term vitality and viability.
- 3.2 The Council's Corporate Plan, under the Places theme, sets out key objectives of enhancing and promoting our town centres and adopting new plans for our key towns. Under the Prosperity theme, the Plan sets out the key objectives of supporting the regeneration and enhancement of our town centres.
- 3.3 To ensure these national and local objectives are met the Council has developed a strategy (a Strategic Vision) for Hinckley town centre.

- 3.4 Development of the Strategic Vision has consisted of:
- Reviewing the current position, activities and opportunities for the town centre
 - Consulting with key stakeholders and relevant HBBC Officers
 - Creating a vision for Hinckley town centre
 - Identifying the themes required to enable this vision
 - Considering what a successful town centre will look like
 - Considering how this can support key policies of the emerging Local Plan and subsequent policies and proposals for the town centre
- 3.5 The proposed vision for Hinckley town centre for the next ten years is “*Destination Hinckley: A place where people wish to spend more time.*” To achieve this vision a set of objectives have been identified:
- Creating an attractive and active town centre
 - Delivering a range of attractions and events
 - Providing a range of facilities
 - Allowing for easy town centre access and movement
- 3.6 This has led to the identification of the four key themes of environment, services, activity, access and movement, against which short, medium and long-term actions can be taken to help reinforce and maintain the sustainability and success of the town centre.
- 3.7 Successful implementation of the Strategic Vision will result in a town centre that is sustainable, vibrant, accessible, attractive, useful and adaptable. Development and delivery of the actions and ideas will be primarily led by the Council but will also require continued partnership working with key partners, bodies and organisations.
- 3.8 The Strategic Vision will guide activities for the regeneration and management of Hinckley town centre. The next steps are for Council Officers to work on the development and delivery of the actions in accordance with the Vision.
- 3.9 Suggested governance arrangements are to discuss progress on development and delivery of actions and recommendations at Member level via Executive Leads and at Officer level via the Economic Prosperity Board.
- 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 [CS]**
- 5.1 A hard copy of the Strategic Vision will be made available for a charge. The charge will need to be set as part of the yearly fees and charges review.
- 5.2 £20,000 of UK Shared Prosperity Fund Stage 2 funding for 2025/26 has been secured for feasibility work to support the development and delivery of

strategic actions in accordance with the Vision. Should additional funding be required for projects and initiatives identified within the Strategic Vision approval will need to be sought in accordance with financial procedure rules.

6. Legal implications [SN]

- 6.1 None raised directly by this report. However, the legal implications for individual actions and initiatives outlined in the Strategic Vision will be considered as they progress.

7. Corporate Plan implications

- 7.1 The Strategic Vision would contribute to the following priorities of the Council:
- Places – Enhancing and promoting our town centres and adopting new plans for our key towns
 - Prosperity- Supporting the regeneration and enhancement of our town centres

8. Consultation

- 8.1 Council Officers, key partners and stakeholders have been consulted during the preparation of the Strategic Vision to inform its development.
- 8.2 The Economic Prosperity Board, Hinckley Town Centre Partnership, Hinckley Town Centre Working Group and Executive Leads have been briefed at varying times on the development of the Strategic Vision.

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 The Strategic Vision relates to Hinckley Town Centre.

- 10.2 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.

11. Climate implications

- 11.1 The Strategic Vision seeks to address the wider challenges posed to the town centre by climate change with potential actions identified within the document able to meet this objective.

12. Corporate implications

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

- Community safety implications- none directly arising from this report
- Environmental implications- the Strategic Vision seeks to enhance the town centre environment
- ICT implications- none directly arising from this report
- Asset management implications- none directly arising from the report
- Procurement implications- none directly arising from this report
- Human resources implications- none directly arising from this report
- Planning implications- none directly arising from this report
- Data protection implications- none directly arising from this report
- Voluntary sector- none directly arising from this report

Background papers: Hinckley Town Centre Strategic Vision

Contact officer: Paul Grundy, 01455 255671

Executive member: Councillor S Bray



Hinckley & Bosworth Borough Council

Background and Principles

The Borough Council is committed to supporting Hinckley town centre for the long term. The survival of the town centre is vital to the local economy and community. We will focus upon supporting more local living, working, shopping, socialising and shared enjoyment of the town centre environment in the context of climate change.

This vision builds on the key Council's Corporate Plan themes of people, places and prosperity whilst linking to wider supporting strategies.

The Vision

Destination Hinckley – A place where people wish to spend more time

To achieve the vision the following set of objectives have been identified:

Creating an attractive town centre

An attractive town centre, celebrating and enhancing its own unique history and culture, high quality green and open spaces. An excellent retail and service offer from the independent sector.

Delivering a range of attractions and events

A growing range of attractions and events throughout the year and at different times of day, with something for everyone. A super café culture fostering increased dwell time.

Providing a range of facilities

A diverse range of facilities and services where people can meet, shop, eat, drink, play, work or just watch the world go by in a safe and welcoming atmosphere. A place where people can live with a choice of homes.

Allowing for easy town centre access

Easy, comfortable access for those within 20 minutes on foot or by bike, good public transport services for those further afield, and convenient, suitably located car parks for those who need to drive. A clearly signed and functional public realm allowing for ease of movement.



Key themes

Four key theme commitments have been identified allowing us to achieve these objectives:

Environment: We will ensure sustainability and be climate friendly in all of our approaches. We will further beautify the town centre by improving the public realm, parks and open spaces. Consider increasing the number of public art pieces. Celebrate our heritage and culture.

Services: We will work alongside trusted partners to ensure the retail, service and voluntary sector offers are complimentary and meet the needs and expectations of shoppers, visitors and residents.

Activity: We will ensure an increase in the amount of time people spend in Hinckley, leading to increased footfall and spend. Developing the café culture concept and having a wide range of fun and free events will compliment this.

Access: We will enhance how visitors and shoppers move around the town centre through signposting and wayfinding, ensuring our offer is accessible and promoted. There will be improvements to safe cycling storage, our parking will remain competitive, and we will uplift the digital promotion.

Actions

High level actions will be developed for delivery in the short, medium and long term over the lifetime of the Vision. Each proposed action will need to consider many external factors such as funding, competing priorities, market forces, Government policies, associated risks, financial viability and deliverability.

Actions will relate to a specific part of the town centre, or a specific site. Some may be closely linked to operational town centre management and promotion, whilst others will relate to the policy framework that guides development of the town centre. Partnership working, private sector investment and public sector funding will be required to develop and deliver actions.



What will success look like?

A successful Hinckley town centre will have the following characteristics with proposed actions intended to contribute to securing these: proposed is intended to contribute to securing these:

Sustainable: Both environmentally and in the wider meaning of the word – Hinckley will continue to be able to meet the needs of its changing population over time.

Vibrant: It will be interesting, exciting, enjoyable, varied and dynamic with things to do for all ages and across the hours of the day increasing dwell time and enabling a healthy lifestyle.

Accessible: People will be able to get to it easily on foot by bicycle and by a range of modes of transport and safely move and navigate around it easily and in comfort.

Attractive: The environment of the town centre, its approaches and its buildings will feel like a nice place to be, offering spaces that are beautiful and interesting and promote a sense of wellbeing by creating a destination.

Useful: It will offer a range of living, working, learning and cultural experiences and services that encompass people's day to day needs and their special occasions.

Adaptable: It will incorporate flexibility in how it is managed and developed, enabling positive and timely responses to people's needs as they change. Underpinning everything will be financial viability where we ensure value for money, with interventions being complementary to existing services and adding value to the existing offer.



Hinckley & Bosworth
Borough Council



[Hinckley-bosworth.gov.uk](https://hinckley-bosworth.gov.uk)



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive
Wards affected:

18 June 2025
all wards

Consumer Standards and Tenant Involvement Update

Report of Director (Community Services)

1. Purpose of report

- 1.1 To provide members with the results and analysis of the second year of Tenant Satisfaction Measures (TSMs).

2. Recommendation

The Executive

- 2.1 Note the results of the TSMs and work underway to respond to tenant feedback.

3. Background to the report

- 3.1 The Regulator of Social Housing introduced Tenant Satisfaction Measures (TSMs) in April 2023 as part of a wider programme to strengthen consumer regulation and improve accountability in the social housing sector. The TSMs are designed to provide clear, comparable information about landlords' performance and the quality of services provided to tenants.
- 3.2 The TSMs form a key part of the new regulatory framework and are intended to:
- Enable tenants to scrutinise their landlord's performance and hold them to account
 - Support the Regulator in identifying areas of concern and prioritising regulatory engagement
 - Encourage landlords to drive service improvement through greater transparency
- 3.3 Landlords are required to collect and report on 22 measures across five themes:

- Overall satisfaction
- Keeping properties in good repair
- Maintaining building safety
- Respectful and helpful engagement
- Effective handling of complaints

This report presents the results from the second year of TSM data collection and provides analysis of key trends, areas of improvement, and actions being taken in response to tenant feedback.

A full list of the 22 TSMs can be viewed in Appendix A.

3.4 Tenant Satisfaction Measures

The second year of Tenant Satisfaction Measures (TSMs) offers valuable insights into tenant experiences and perceptions. The results reflect a strong foundation across service areas, with opportunities identified to further enhance the quality and responsiveness of services.

The table below shows answers to perception questions that tenants were asked, in line with the technical requirements set out by the Regulator of Social Housing. The number in brackets shows how many people responded to that question (of a possible 554).

Table A: Tenant Satisfaction results 24/25

Ref	Question	2024/25	Previous year (2023/24)	Difference (+/-)
TPO1	Overall satisfaction (n 554)	80.1%	82.5%	-2.4%
TPO2	Repairs service overall (378)	77.5%	79.9%	-2.4%
TPO3	Speed of repairs (372)	76.3%	80.7%	-4.4%
TPO4	Home is well-maintained (547)	79.0%	81.5%	-2.5%
TPO5	Home is safe (549)	89.4%	89.4%	0.0%
TPO6	Listens to views and acts (517)	74.1%	72.9%	1.2%
TPO7	Keeps tenants informed (533)	82.4%	78.9%	3.5%
TPO8	Treats tenants fairly and with respect (545)	85.0%	87.5%	-2.5%
TPO9	Complaint handling (107)	43.0%	46.5%	-3.5%
TP10	Communal areas are clean and well-maintained (124)	71.0%	73.6%	-2.6%
TP11	Contribution to neighbourhood (549)	75.9%	76.1%	-0.2%
TP12	ASB handling (548)	74.9%	73.6%	1.3%

The next table refers to the landlord collected measures which make up the remainder of the full TSM questions to be submitted to the Regulator. Anti-Social Behaviour figures have been collected in part, with a new system implementation meaning the remainder of the figures will be collected in June prior to submission to the regulator.

Table B: HBBC Landlord performance measures as required by the Regulator of Social Housing

Tenant Satisfaction Measures	Result
BS01 Proportion of homes for which all required gas safety checks have been carried out (%)	100%
BS02 Proportion of homes for which all required fire risk assessments have been carried out (%)	100%
BS03 Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out (%)	99.65%
BS04 Proportion of homes for which all required legionella risk assessments have been carried out (%)	100%
BS05 Proportion of homes for which all required communal passenger lift safety checks have been carried out (%)	100%
CH01: Complaints received (Stage 1) per 1000 properties	34.8
CH01: Complaints received (Stage 2) per 1000 properties	5.9
CH02: Complaints responded to within Complaint Handling Code timescales (Stage 1)	94.60%
CH02: Complaints responded to within Complaint Handling Code timescales (Stage 2)	100%
NM01: Number of Anti-social behaviour cases (including hate incidents) per 1000 properties	TBA
NM01: Number of ASB cases involving hate crimes per 1000 properties	TBA
RP01: Proportion of homes that do not meet the Decent Homes Standard	0%
RP02: Repairs (non-emergency repairs completed within target timescales)	78%
RP02: Repairs (Emergency repairs completed within target timescales)	84%

3.5 Benchmarking and Performance Overview

Compared to national and peer group benchmarks, the majority of TSM scores remain above average, highlighting continued tenant satisfaction across many areas of service delivery. While there have been some minor changes in specific areas, the overall picture remains positive and provides a clear foundation for identifying and prioritising targeted improvements.

Chart C: Performance compared to national and peer median

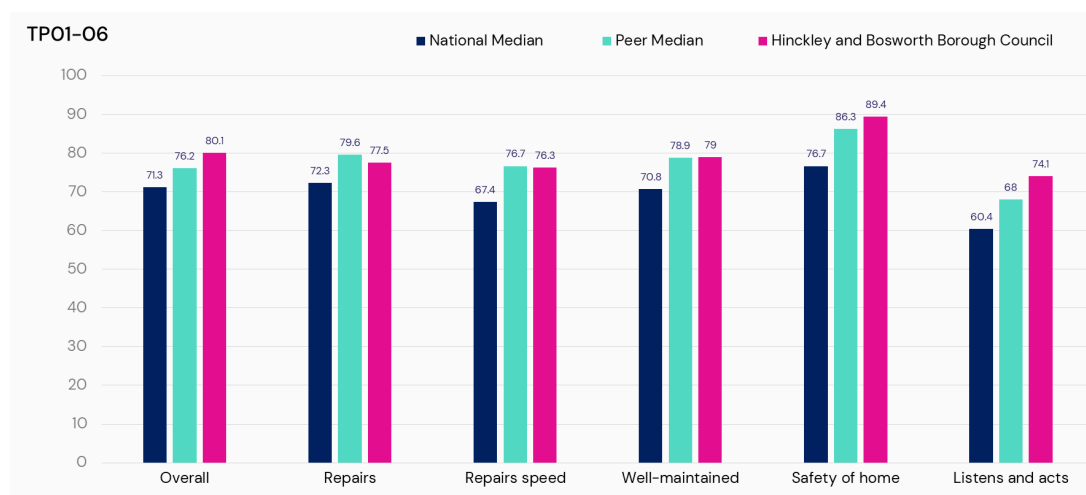
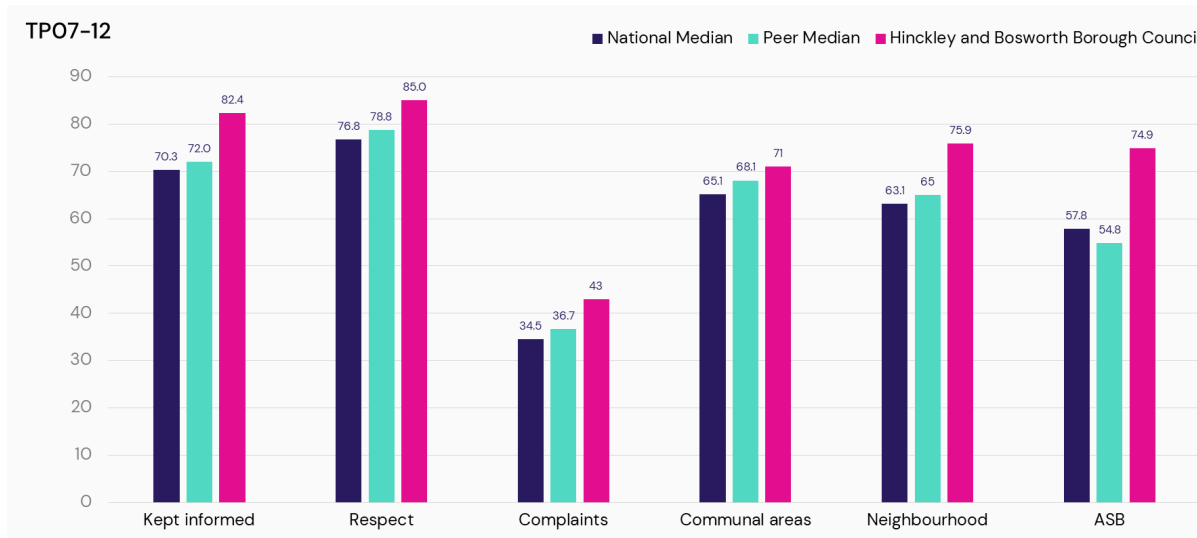


Chart D: Performance Compared to national and peer median continued



Hinckley and Bosworth have a higher rate of satisfaction across all questions compared to the national median. We also have a higher rate of satisfaction, except for repairs and repairs speed, compared to peer median.

We were anticipating a potential challenge with repairs, due to the completion of the 'tail end' of the covid backlog in the last financial year. Out of target jobs where tenants were potentially waiting the longest, reduced by 97% between 2022 and 2025. We recognise the need to keep tenants informed about this progress and ensure communication channels are used to share this messaging. Tenants remain highly satisfied that their home is safe.

"Since I have been falling a lot, they have been helping me a great deal to ensure my safety."

"My house is beautiful"

"Because he is disabled, if he reports any repair that needs to be done, they come straight away."

3.6 Key areas for improvement

Repairs:

- 77.5% of tenants were satisfied with the overall repairs service, and 76.3% with the speed of repairs.

In terms of perception surveys, these areas remain a priority for improvement, as they have a strong influence on overall satisfaction—tenants who are "very satisfied" with repairs are, on average, 98.5% satisfied with the overall housing service.

The repairs service and service development team are launching a new tenant engagement workshop later this year; to review along with tenants, how transactional surveys could be implemented across the repairs service to help us gain better insights into what improvements tenants would like to see. We'll co-create those surveys with tenants, ensuring they remain at the heart of our

service as per the housing customer charter. We'll also involve tenants in reviewing our satisfaction levels via tenant scrutiny opportunities.

Complaints Handling:

- 19% of tenants (107 respondents) reported making a complaint in the past year.
- 57% expressed satisfaction with how their complaint was handled, highlighting an opportunity to strengthen communication and resolution processes.

In 2023-2024 the housing service implemented additional monitoring of complaints performance. We can combine our existing performance data with the comments provided alongside the TSMs to gain further insight. Initial analysis suggests:

- Officers are encouraging the use of the complaints process to accurately record dissatisfaction and as a route to resolution and in line with new practices brought in by the Housing Ombudsman.
- As a result we saw an increase in complaints by 47%. (23/24 69 complaints and 24/25 130 complaints)

We are piloting a complaints survey scheme, to be issued to people on completion of their complaint handling. This will go one step further to close the feedback loop and assist in tailoring the service we provide to tenants.

3.7 Respectful and helpful engagement

One of our strongest areas, and the area we have also improved in the most this year is the respectful and helpful engagement. We can see positive improvements in perception across the board, as detailed in the below examples:

- Listening to tenant views and acting on them (TP06) improved to 74.1%, reflecting progress in tenant engagement.

"I appreciated the fact that they showed up when they said they would and listened to the way I wanted the work done."

"My sister is disabled, and every time we have had to call up, they have been exceptional, and everything has been done on that day."

- Keeping tenants informed (TP07) remains a strong area and is our biggest increase this year at 82.4%.

"The scheme manager keeps us informed and he is very helpful"

"Communication was excellent, and the staff was very helpful"

- Fair and respectful treatment (TP08) also scored highly at 86.9%.

"They are really nice people, very polite and they do the job well."

"Any person the Council sends out to do work is always polite, professional, and cleans up after themselves."

3.8 Benchmarking and Performance Trends

Due to the regulatory requirements, our current methodology involves surveying a random sample of tenants each year. Whilst this approach ensures a representative snapshot of tenant feedback, it limits our ability to directly compare trends over time, as different individuals are surveyed each year. An approach that also considers a targeted approach towards tracking individual respondents over several years will be considered to ensure a more balanced perspective.

- 3.9 This year the housing service asked additional questions over and above the required questions by the regulator. These were:

Question:	Comments	Outcome
Can you briefly tell us why you gave that score?	As a follow up to “How satisfied or dissatisfied are you with HBBC housing services approach to complaints handling?”	
Would you be interested in finding out about opportunities to get involved to influence decisions made on homes and the services provided?	Tenants will be added to our tenant involvement opportunities register (170 preexisting members)	137 tenants indicated that they would like to find out more about getting involved
Do you have any further comments or suggestions for improving services at HBBC housing services?	Help steer us towards what matters to tenants the most	218 comments received
Collect an up-to-date email address from survey respondents. This will only be used by HBBC housing services for the purpose of issuing council housing updates and relevant news.		We collected 339 up to date email addresses from respondents
How would you like to be kept informed about things that matter to you as a tenant?	Although more tenants are moving towards email usage, it is a priority for tenants that we continue to use more traditional methods of communication.	1 st : Letter/post 2 nd : Email 3 rd : Tenant newsletter 4 th : Phone call 5 th : The website

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

4.1 Open

5. Financial implications [IB]

None

6. Legal implications [ST]

None.

7. Corporate Plan implications

- 7.1 The objectives of this report align with the following aims of the corporate plan:

People: Help people to stay healthy, happy and active and continue to provide initiatives that support children and young people, older people and our vulnerable residents

8. Consultation

- 8.1 None

9. Risk implications

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

Management of significant (Net Red) risks

Risk description	Mitigating actions	Owner
Failure to meet requirements due to limited resource	Resource needs to be mapped out	Head of Housing

10. Knowing your community – equality and rural implications

- 10.1 The objectives of this report relate to council tenants.

11. Climate implications

- 11.1 Regulatory reform imposed by the Social Housing Regulation Act will support the reduction of the council's carbon footprint.

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: None

Contact officer: [Lois Hodgkins 5719/ Maddy Shellard 5746]
Executive member: [Cllr M Mullaney]

Appendix A- Measure per category.

1. Overall Satisfaction

- TP01: Overall satisfaction with the landlord's services

2. Keeping Properties in Good Repair

- TP02: Satisfaction with repairs
- TP03: Satisfaction with time taken to complete most recent repair
- TP04: Satisfaction that the home is well maintained
- RP01: Homes that do not meet the Decent Homes Standard
- RP02: Repairs completed within target timescale

3. Maintaining Building Safety

- TP05: Satisfaction that the home is safe
- BS01: Gas safety checks
- BS02: Fire safety checks
- BS03: Asbestos safety checks
- BS04: Water safety checks
- BS05: Lift safety checks

4. Respectful and Helpful Engagement

- TP06: Satisfaction that the landlord listens to tenant views and acts upon them
- TP07: Satisfaction that the landlord keeps tenants informed about things that matter to them
- TP08: Agreement that the landlord treats tenants fairly and with respect

5. Effective Handling of Complaints

- TP09: Satisfaction with the landlord's approach to handling complaints
- CH01: Number of stage one complaints per 1,000 homes
- CH02: Number of stage two complaints per 1,000 homes
- CH03: Complaints responded to within Complaint Handling Code timescales

6. Responsible Neighbourhood Management

- TP10: Satisfaction that the landlord keeps communal areas clean and well maintained
- NM01: Anti-social behaviour cases relative to the size of the landlord



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive 18 June 2025

Wards affected: All Wards

Council Housing Repairs Decent Homes and Responsive Repairs Performance Update

Report of Director (Community Services)

1. Purpose of report

- 1.1 To provide an update on compliance with the Decent Homes Standard, statutory safety regulations, and the current position of the responsive repairs backlog.
- 1.2 To present the associated financial performance for relevant capital and revenue budgets.

2. Recommendation

- 2.1 The Executive is recommended to note the current performance against key housing compliance indicators and the progress made in reducing the responsive repairs backlog.

3. Background to the report

- 3.1 The Decent Homes Standard was first introduced by the UK Government in 2000 to ensure that all social housing meets a minimum standard of condition. A home is considered decent if it meets the following four criteria.
 - Meets the statutory minimum standard for housing, primarily assessed via the Housing Health and Safety Rating System (HHSRS).
 - Is in a reasonable state of repair.
 - Has reasonably modern facilities and services, including kitchens, bathrooms, and adequate insulation.

- Provides a reasonable degree of thermal comfort, i.e. efficient heating and effective insulation.

3.2 Performance against the standard per month is provided in Appendix A.

3.3 In recent years renewed emphasis has been placed on the updating and enforcement of the standard. A revised Decent Homes Standard is expected in the next 12 months and is expected to include requirements in relation to damp and mould, energy efficiency and tenant experience.

3.4 The Quality and Safety Housing Consumer Standard outlined by the Social Housing Regulation Act 2023 builds on the requirements and principles of the Decent Homes Standard. The standard places clear proactive duties on landlords in respect to property maintenance, health and safety including the effective management of hazards such as damp and mould, asbestos and fire safety risks, proactive and timely intervention; and accurate data.

3.5 Performance

3.5.1 As of March 2025 the Housing Repair Service achieved 100% Decent Homes compliance, with all council homes meeting minimum quality standards. Performance against key statutory compliance areas including gas, electrical safety, fire safety, asbestos, lifts and legionella is also to a consistently high standard (Appendix B).

3.5.2 The Service continues to build capacity to meet the enhanced regulatory expectations in the following ways.

- Ongoing improvements to data quality and accuracy through IT management systems such as the Promaster System and Compliance Workbook
- Dedicated oversight of safety and compliance led by the designated responsible officer, the Older Persons and Assets Manager
- Clear audit trails for repairs and planned maintenance activity per property
- Enhanced tenant engagement and feedback regarding property condition matters via Tenant Engagement arrangements

3.5.3 Budgetary Performance

3.6.1 All major programmes supporting property standards supporting health and safety compliance were delivered on or close to budget. One minor carry forward was requested for kitchen replacements where access prevented full delivery. Appendix C provides a detailed budget position.

3.7 Responsive Repairs Backlog

3.7.1 The Covid-19 Pandemic prevented property access to complete both responsive repairs and planned maintenance work. As a result a significant backlog developed. Through additional temporary resource, effective supervision and hard work by the wider team, as of March 2025 performance is now considered to be within normal operational thresholds (Appendix D and

E). Since 2022 the Service has reduced out of target jobs by 97% with 51% less jobs being outstanding at any one time.

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

4.1 Open

5. Financial implications [AW]

5.1 No significant issues on budgetary spend in relation to the expenditure programme required to meet the Decent Homes Standard. The total budget was £3,838,580 and projects have been completed with a saving of £64,954.43 in total (see Appendix C for details).

5.2 The Responsive Repairs Backlog Position has a total value of £226,282.71, which is a much improved position on historical levels (See Appendix D for details).

6. Legal implications [ST]

6.1 None

7. Corporate Plan implications

7.1 The objectives of the report and subsequent service delivery align to the following corporate objective:

People: Helping people to stay safe, healthy, active and in employment

Places: Creating clean, sustainable and attractive places to live, visit and work in

Prosperity: Encouraging sustainable commercial economic and housing growth, as well as attracting businesses, improving skills and supporting regeneration.

8. Consultation

8.1 None

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:

Risk description	Mitigating actions	Owner
Failure to meet Statutory compliance requirements	Robust Compliance Monitoring and effective programme management	Head of Housing/Designated Housing Manager/Housing Repairs Manager
Poor Budget management	Robust Budget Monitoring	Housing Repairs Management
Poor Tenant Satisfaction	Compliance with Decent Homes, Effective Tenant Engagement	Head of Housing/Housing Repairs Manager

10. Knowing your community – equality and rural implications

- 10.1 The Housing Services works to meets the needs of all of its tenants across the borough in accordance with the Equality Act 2010.

11. Climate implications

- 11.1 The Housing Services strives to delivery its services to minimise carbon emissions.

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: None

Contact officer: Gary Upton/Maddy Shellard
Executive member: Cllr M Mullaney

Appendix A- Compliance with Decent Homes Standard

Table A- Compliance with Decent Homes status of properties for year 2024-2025

Date (End of Month)	Number of Decent Homes	Number of Non-Decent Homes	% that meet Decent Homes	Comments
Mar 23	3206	0	100%	Figures quoted are of 31 March 2024
Jun 24	3088	122	96.20%	Figures quoted are of 30 June 2024
Sept 24	3125	86	97.32%	Figures quoted are of 30 September 2024
Dec 24	3204	17	99.47%	Figures quoted are of 31 December 2024
Mar 25	3221	0	100%	Figures Quoted are of 31 March 2025

Appendix B- Statutory Compliance Position

Table B - Statutory compliance position across compliance areas

Area	Level of Compliance March 25	Level of Compliance for previous Quarter	Comments
Gas Servicing	100%	100%	2905 Properties require an annual gas safety check. All currently have an in date CP12
Electrical Testing	Dwellings – 98.87% Communal – 100%	Dwellings – 99.88% Communal – 100%	36 of 3208 properties still require a test. These are now at the legal stage for applications for warrants
Communal Fire Risk Assessments	100%	100%	All relevant sites have up to date FRA's. 188 actions raised, 166 completed, 16 in progress, 6 on-going, 0 not started
Asbestos Management Surveys	99.65%	99.45%	11 still require a survey due to access issues. Of these 8 now have a court access warrant granted.
Communal Legionella Testing	100%	100%	Monthly Legionella Testing regime in place & full set of Risk assessments. Recommended remedial works completed
LOLER (Lifts)	100%	100%	All passenger & stairlifts Serviced. No outstanding actions. Passenger lift at Castle Ct renewed & under warranty. Armada Ct lift to be renewed 2025/26

Appendix C

Table C - Budgetary position and summary of each programme required to meet the Decent Homes Standard

Budget Code	Description	Baseline Budget for 24-25	Actual Spend Year End	Variance	Comments
SAH	Electrical Rewires	£858,710.00	£853,235.42	-£5,474.58	Planned Programme complete on budget. No carry forward required
SAI	Windows	£267,010.00	£253,140.11	-£13,869.89	Planned Programme complete on budget. No carry forward required
SAK	Roof Finish	£483,010.00	£486,310.88	+£3,300.88	Planned Programme complete. Marginally over budget
SBH	Kitchens	£885,080.00	£865,460.24	-£19,619.76	Planned Programme completed to achieve decency. Carry forward requested as full programme not completed
SBW	Heating & System Upgrades	£541,450.00	£524,650.59	-£16,799.41	Planned Programme complete on budget. No carry forward required
SBX	Door Replacement	£51,020.00	£48,985.45	-£2,034.55	No planned programme in place. Doors being replaced on a responsive basis.
SUQ	Bathrooms	£752,300.00	£741,842.88	-£10,457.12	Planned Programme complete on budget. No carry forward required

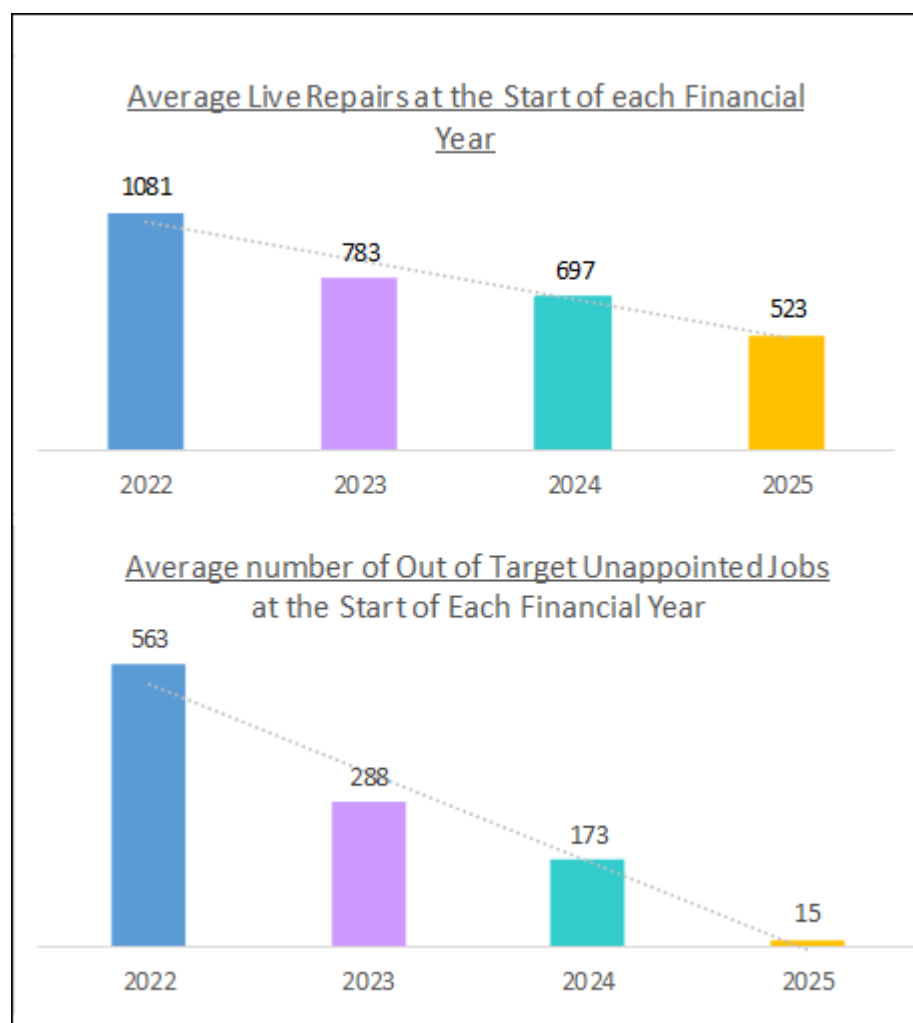
Appendix D- Responsive Repairs Backlog Position

Table D -Record of the backlog position for year 2024-2025

Date (End of Month)	Total Number of Responsive Repairs Out of Target	Estimated Value of Out of Target Responsive Repairs	Comments
Mar 24	312	£79,008.88	Two permanent operatives remain on long term sick leave. One operative moving to step 5 of Attendance management framework. Vacant temporary post currently being recruited to. 2 Agency staff currently being utilised. Significant damp & mould works being received also impacting on ability to reduce the backlog

June 24	311	£66,208.37	One permanent operative remains on long term sick leave. 2 nd operative on long term sick leave has left the authority, post to be advertised. Vacant temporary post has had to be re-advertised 2 Agency staff being utilised. Level of damp & mould works remain high for the time of year & continuing to impact on the backlog
Sept 24	271	£41,652.19	Service area is now fully staffed with no long term sick leave. No agency staff being utilised. Efficiency improvements to scheduling of works & increased supervision of operatives producing a positive impact on the backlog, which is now consistently reducing on a monthly basis.
Dec 24	164	£20,057.19	Significant reduction of Backlog through Q3 following introduction of new Operations Manager within In-House
Mar 25	111	£19,356.08	Higher % of jobs now being completed within target. As of 31 st March there were 511 live jobs within the system. It is deemed that 300-500 live jobs constitutes normal operating parameters. It is expected that this target will be achieved by June 25, meaning there is no longer a backlog of responsive repairs.

Appendix E- Total Housing Repairs jobs including repairs outside of target response times





Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive: 18 June 2025

Wards affected: All wards

Cost of Living update

Report of Director, Community Services

1.0 Purpose of report

To update Executive on

- The work undertaken by the welfare support team in response to the cost-of-living crisis.
- Key achievements and workstreams in relation to those experiencing financial hardship.
- Performance trends in relation to the welfare support service.

2.0 Recommendation

That Executive

- 2.1 Acknowledge and endorse the extensive work undertaken by the team to support residents of the borough affected by the cost-of-living crisis.
- 2.2 Acknowledge the increase in demand upon services due to the cost-of-living crisis.
- 2.3 Recognise the importance of the service to residents in any future Local Government Reorganisation structure.

3.0 Background to the report

- 3.1 In light of the growing financial strain faced by a significant portion of Hinckley and Bosworth's residents, the authority took the proactive step of declaring a Cost-of-Living Emergency in August 2022.
- 3.2 Many of Hinckley and Bosworth borough's residents are currently struggling with rising living costs. We feel it is important that people know what support is available that could benefit them and that they are supported to maximise their income. The Welfare Support Service has now been established for 4 years and has assisted over 3500 residents throughout that time. Support offered ranges from support to claim the correct benefits, maximise households' incomes, access to grants and help towards food and energy costs.
- 3.3 The [Hinckley and Bosworth Community Health and Wellbeing Plan 2023-2026](#) recognises five key priorities for the local community, with rising living costs identified as a primary concern. A Cost of Living action plan has been collaboratively developed with key stakeholders to ensure and drive delivery of key actions to respond to the current cost of living at a local level. It has also been highlighted that there is a high number of cross cutting themes and workstreams with that of another two of the priorities identified in the Health and Wellbeing Plan, namely Housing and Mental Health.

4.0 Welfare Support Service Update

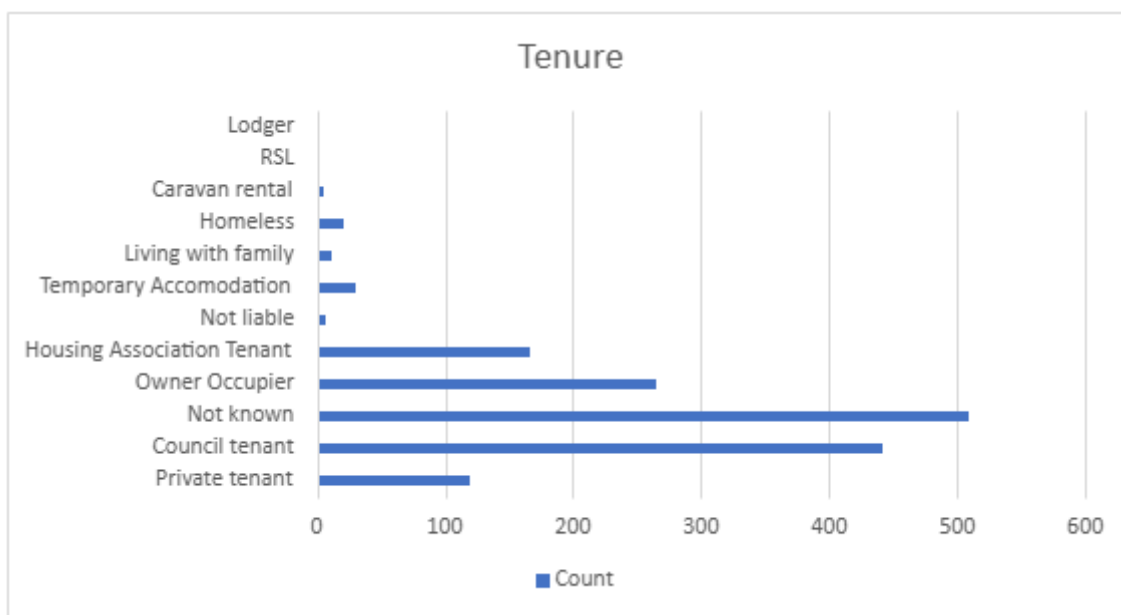
- 4.1 The Service remains jointly funded by the UK Shared Prosperity Fund (UKSPF) and Cadent. During 2024/25 the team experienced some staffing changes that meant we went from 4 welfare support officers to 3, due to one officer taking a permanent position in Tenancy Management.
- 4.2 During the 2024/25 period, the Welfare Support Service assisted 1,617 residents of Hinckley and Bosworth who were experiencing financial hardship. Notably, over 33% of these residents accessed the service on more than one occasion. Several factors have contributed to this figure, with the Household Support Fund (HSF) playing a significant role.

The HSF, provided by the Government and administered by Leicestershire County Council, supports families with children and individuals most in need. It replaced the Covid Local Grant Scheme (CLGS) and offers food vouchers in the form of supermarket gift cards and financial assistance towards fuel debt. The fund allows one referral per applicant per round.

When the HSF opens, we experience a surge in referrals, as many individuals seek immediate assistance from this fund. Often, these individuals are less inclined to engage in broader financial inclusion efforts. The welfare support service completed a total of 225 HSF referrals across 4 different funding rounds during 2024/25.

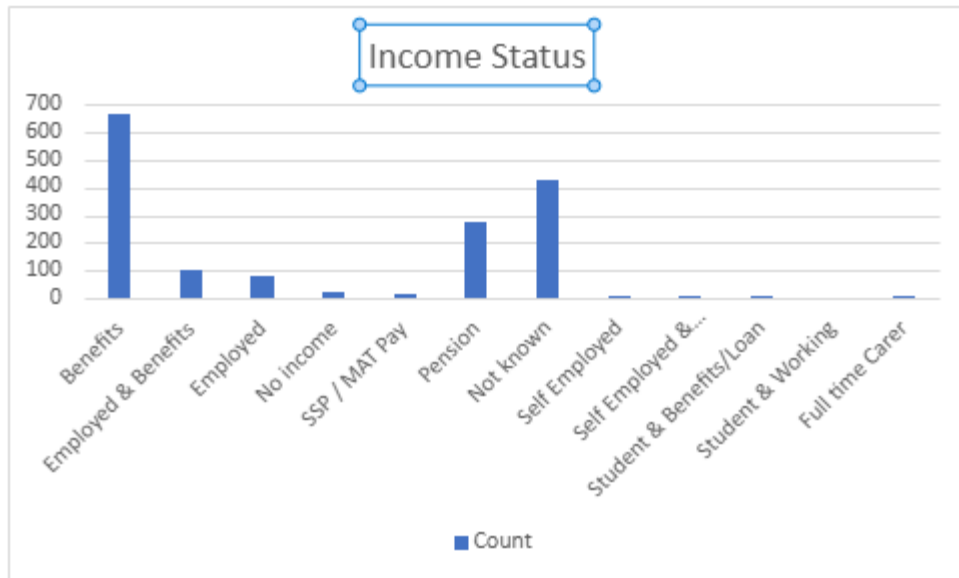
- 4.3 The graph below shows that over 27% of all referrals in 2024/25 were for Hinckley and Bosworth Council tenants. Additionally, more than 16% of referrals were from homeowners, a significant increase compared to 2023/24, when homeowners made up only 7% of all referrals.

This data highlights the growing impact of the cost of living crisis, indicating that more people in our community are struggling financially.



- 4.4 The below graph shows the income status of the residents that accessed the service. There has been an increase in residents, accessing welfare support, who receive a pension, this may be down to the work we have carried out around raising awareness of a historically underclaimed benefit, pension credits.

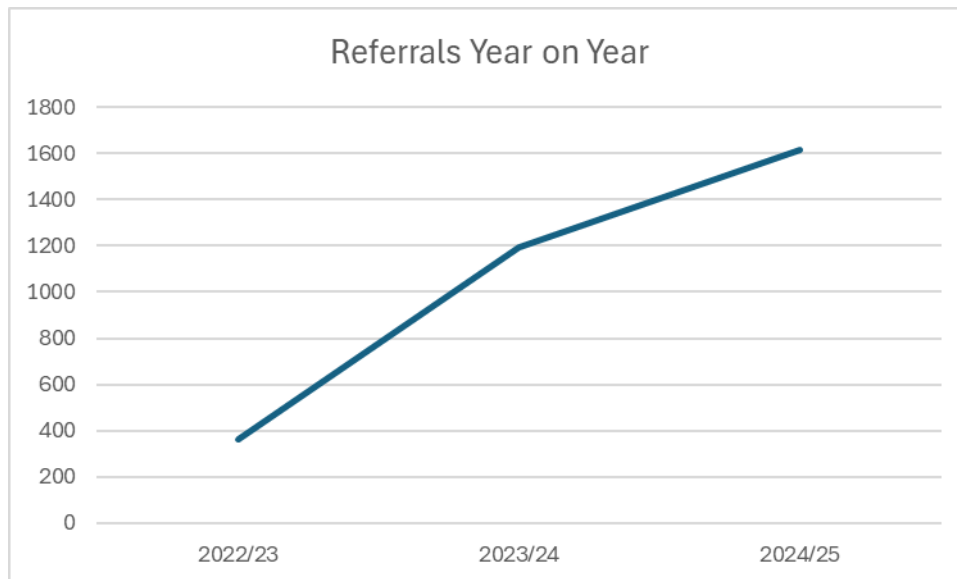
In August 2024, the new government announced that pensioners would no longer automatically receive a winter fuel payment and instead would only receive the payment if they were in receipt of the qualifying benefit, Pension Credits. Welfare Support has been collaborating with partners and internal teams, such as Housing and Revenues and Benefits, to promote Pension Credits eligibility to the appropriate residents in the borough. By partnering with our Revenue and Benefits team, we have adopted a more targeted and collaborative approach. This includes working with the Department of Work and Pensions to ensure that all eligible residents, particularly those receiving State Pensions and Housing Benefit, are informed about Pension Credits.



- 4.5 The table below outlines the main types of support offered by the Welfare Support service. In 2024/25, 72 individuals were referred for food assistance, a notable decrease from the 133 referrals in previous years. This reduction is attributed to the extensive efforts we have undertaken to address food poverty. Welfare Support officers have been asking more detailed questions to better understand the circumstances and determine if there is a genuine need for emergency food parcels or if there is a more suitable provision they can be referred to.

Key Support Given	Yes
Benefits Advice Given	277
Big Difference/Trust Funds/ Warm Homes Discount Advice	106
Referred for Food Parcel	72
Debt Advice	135
Mental health issues disclosed?	54

- 4.6 The graph below illustrates a substantial year-on-year increase in referrals from 2022/23 to 2024/25. This growth has been matched by an expansion in our team, which has enabled us to meet the rising demand.



4.7 Further performance data can be found on the attached infographics at Appendix 1.

4.8 The true impact of the service can be seen from the great feedback we have received from residents.

“Hi. Just received my household support vouchers and my washer and cooker are arriving tomorrow. I've also had a positive 1st meeting with a social worker. Just wanted to say a huge thank you for all your help so far and possibly the future too. It is really appreciated.”

“I have recently spoken with a customer who was referred to welfare support around September time last year as she was financially struggling with the rising costs with inflation. She has told me that she felt extremely supported and grateful to the officer that dealt with her as she never realised how much support she could get, She was also scared about applying for DHP as she said she had no idea what she was doing so the support she had with this was amazing.” - Housing Options officer about a resident,

5.0 Food Poverty

5.1 Since taking on the role in May 2024, the Food Poverty Officer has made significant strides in tackling food poverty within the borough. A key achievement has been the creation of the Hinckley and Bosworth Food Poverty Network, which aims to encourage knowledge sharing among relevant service providers. To date, three meetings have been held, where providers have discussed best practices and challenges. These meetings have also included presentations on GDPR, to boost confidence in data sharing, and from Citizens Advice on the support they can offer to food bank users. Further presentations are planned on housing pressures and Domestic Abuse.

- 5.2 Further work around practical resource development has also taken place in the form of resource folders, contact directories, provision tables and a free and affordable meal guide. All these resources are available to both emergency food providers and professionals alike, with the aim of encouraging a more holistic approach to food poverty.
- 5.3 Strong engagement with internal teams has been created to address concerns raised by food providers such as referral consistency and general processes. The Food Poverty Officer is also in the process of creating a process to support those in temporary accommodation to access food provisions suitable for their needs i.e. food parcels that can be used with no cooking facilities such as kettle packs, ensuring no household is left behind when accessing essential support. Furthermore, the officer is also an integral part of the first county wide Food Insecurity Working Group.
- 5.4 The Food Poverty Officer has also built a strong relationship with our Food Waste Officer and continues to promote food waste initiatives and build relationships with community champions and Wonky Veg Box provider.

6.0 Community Outreach and Rural Work.

- 6.1 In 2023/24, funding from Cadent enabled the Welfare Support Service to reach more rural communities that might otherwise struggle to access our services. This support allowed us to visit various community groups and promote the advice and assistance available through the Welfare Support Service.

Recognising that our monthly drop-in sessions at the Hinckley Hub may not be accessible to everyone, we focused on engaging with community groups in rural areas. This approach has proven to be very successful and has been warmly welcomed by these communities. Some of the rural groups attended include;

- Newbold Verdon Coffee Morning.
- Burbage Patient Participation Group
- U3A AGM
- Barwell Winter Warmer event
- Craft session in Newbold Verdon and Ratby ran by HBBC community Houses
- Welfare Support drop-in sessions held at Ratby library
- Cancer Screening event at Sport in Desford
- Mayflower club, Markfield

- 6.2 In order to further promote the service and reduce stigma around accessing our service, we have held 2 stalls on Hinckley Market as well as attending the St George's Day events in Hinckley town centre. Below are some highlights. We also attended a multi-agency patch walk that followed a fire incident at a property in Burbage to promote the welfare support service, on people's doorsteps.



7.0 Exemptions in accordance with the Access to Information procedure rules

7.1 The report is to be taken in open session.

8.0 Financial Implications [CS]

8.1 The following table details the external funding secured per year towards these workstreams:

Workstream	Funding Body	2022/23	2023/24	2024/25	2025/26	TOTAL
Welfare support	UKSPF	£40,000	£80,000	£80,000	£51,398	£251,398
Centres for Warmth	Cadent	£0	£57,110	£114,220	£57,116	£228,446
Food Poverty	UKSPF	£0	£0	£33,110	£35,898	£69,008
TOTAL		£40,000	£137,110	£227,330	£144,412	£548,852

9. Legal implications [ST]

9.1 None

10. Corporate Plan implications

- 10.1 This report relates to priority ambitions of Hinckley and Bosworth Borough Council's Corporate Plan 2024-28, namely:
- People
 - Place
 - Prosperity

11. Consultation

- 11.1 Relevant council teams have been consulted in the preparation of this report, alongside relevant information and intelligence from key partners such as emergency food providers, voluntary organisations and service user data.

12. Risk implications

- 12.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 12.2 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.
- 12.3 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
Current Welfare Support Service, Warm Welcome Support and Food Poverty work is reliant on temporary external funding	Continue to look to identify and access external funding opportunities and opportunities to sustain services	AC/RB

13. Knowing your community – equality and rural implications

- 13.1 Council services, including welfare support services are promoted and delivered across the borough. Expanded work with Cadent funding has further enhanced accessibility of the welfare support service and reach into all communities via outreach work.
- 13.2 Statistics are captured for services within this report to ensure that any gaps in access can be identified and rectified.

14. Climate implications

- 14.1 Uniform swap shop work reduces school uniforms going to landfill.

15. Corporate implications

15.1 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: Appendix 1 – Cost of Living Infographic 2024-25

Contact officers: Rachel Burgess Ext 5400, Amie Carroll Ext 5746, Madeleine Shellard Ext 5746

Executive member: Councillor M Mullaney

This page is intentionally left blank

Cost of Living Support 2024/25

Hinckley & Bosworth
Borough Council

Below is a snapshot of some of the work the council has been doing to help residents with the rising cost of living

Welfare Support



1,618
residents experiencing
financial hardship
assisted.

76%
of those residents were
accessing the service for
the first time.

Key Support Given

277

Benefits
Advice
Given

106

Discount
Advice

72

Referred
for Food
parcel

135

Debt
Advice

54

Mental
health issues
disclosed

224

Hardship
Grant

84

Housing
Support
Fund

Warm Welcomes Winter

62

Venues
in Hinckley and
Bosworth

42

Grants
issued totalling
£63,000

Uniform Swap Shop

50+
schools

9

locations



Housing

1,289 Homelessness approaches for
the year (11.12% increase on last year)

271 tenant referrals to Welfare support

£1.4m of grant funding to improve
thermal efficiency of 103 council
properties

Pension Credits

- Targeted promotion with Housing and Revenues and Benefits teams.
- Collaboration with the Department of Work and Pensions.

This page is intentionally left blank



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive: 18 June 2025

Wards affected: All wards

Domestic Abuse Outreach Service Update

Report of Director Community Services

1. Purpose of report

- 1.1 To advise Executive of current trends, demand and work undertaken within the council's Domestic Abuse Outreach Service.

2. Recommendation

That Executive:

- 2.1 Acknowledge and endorse the contents of this report.
- 2.2 Acknowledge the demand for the Domestic Abuse Outreach Service and relevant service offers that provide support to residents of the borough.
- 2.3 Recognise the importance of the service to residents in any future LGR structure.

3. Background

- 3.1 The Domestic Abuse Outreach Service (DAOS) consists of one permanent staff member who is dedicated to the service full time.
- 3.2 DAOS is a neighbourhood-based offer for domestic abuse survivors. The service provides confidential help, advice, advocacy, emotional and practical support and guidance on how to deal with any instances of domestic abuse for those living or working within the borough. Residents wishing to engage with the service can self-refer or can be referred by other professionals with consent. The service offers one-to-one support or group support offers such

as Freedom Programme, Recovery Toolkit, and Healing Together (for children& their protective parents), alongside a peer support coffee morning.

- 3.3 The service has a yearly action plan which drives delivery and continuous improvement in the service.
- 3.4 The Council's Housing Options team have had a dedicated Domestic Abuse Housing Options Officer (DAHOO) in place via Domestic Abuse Act Funding (MHCLG), since 2023. DAOS and DAHOO work collaboratively to provide a seamless and holistic offer of support for residents.

4.0 Updates for April 2024- March 2025

- 4.1 Between April 2024 and March 2025, DAOS received 167 referrals. Of the 167 referrals, 75 referrals required advice from the service, 31 survivors were seeking group support, 35 referrals wanted one to one support alone and 26 survivors wanted one to one support alongside group support offers. (Appendix A provides a full data summary for 2024/25).
- 4.2 During 2024/25 the DAOS conducted 578 one to one sessions/telephone calls with survivors and collaborated with fellow agencies on 81 complex cases.
- 4.3 In 2024/25, referrals submitted into DAOS by county commissioned Domestic Abuse (DA) Services have increased from last year's figures by 90%. DAOS have worked diligently with partner DA Services to ensure that residents receive support that they need in a timely manner.
- 4.4 In 2024/25 there has been significant uptake for group referrals, with an increase of 13%. Within this period there have been 4 domestic abuse support group programmes delivered, enabling support for 27 survivors. Alongside these programmes a peer support group/coffee morning offer has been developed to include parts of the Unbreakable programme, and this is held monthly. The Unbreakable programme is a short course that aims to reinforce positive self-image, confidence, self-esteem and promotes positive steps towards refocussing survivors on their own self development and wellbeing.
- 4.5 With support from the joint Community Safety Partnership (CSP), DAOS have collaborated with Blaby District Council to jointly deliver group support programmes for survivors in 2024/25. This offer allows ease of access into group support programmes for survivors from both districts, alongside offering support to each DAOS in terms of staffing, capacity and support to run group programmes. This is helpful given that both areas only have limited capacity, with 1 full time DAOS staff member in each area.
- 4.6 In 2024/25 DAOS held 3 multi-agency DA forums on behalf of Hinckley & Bosworth and Blaby District. There is ongoing commitment from partners to attend and mental health professionals have become a further regular attendee of the forum. This network contributes towards an increased and proactive response to survivors within our borough. The DA forum allows

partners to raise key barriers for DA survivors, areas of future learning, consider recommendations from Domestic Homicide Review's (DHRs) and helps ensure that new information, support and signposting is shared at the earliest opportunity with all partners.

- 4.7 A highlight of 2024/25 for DAOS was the DA Networking Event that started the council's White Ribbon Campaign in November 2024. This networking event was co-ordinated by the service to bring key partners together that support survivors within our neighbourhood. Approximately 60+ partners attended the event, many holding stalls to share their service offers and work. Survivors with lived experience, with support from DAOS, created an interactive display for the theme of economic abuse. This interactive model was impactful on professionals attending the event and many reported that it had been a significant highlight (Please see Appendix B for qualitative feedback).
- 4.8 During the White Ribbon Campaign in 2024/25, DAOS alongside the dedicated DA Housing Options Officer (DAHOO) launched a target hardening offer for residents which was funded via the Office of the Police & Crime Commissioner Community Safety Partnership funding. This offer provides survivors with access to a target hardening pack that includes a personal alarm, window alarm, alarmed door wedge, solar light, alongside a referral to the Leicestershire Fire Safety service. Additional offers to survivors supported by our Housing and Community Safety Teams also include access to electronic recording video doorbells and HBBC Lifeline.
- 4.9 In Q3 and Q4 of 2024/25 DAOS and the Domestic Abuse Housing Options Officer (DAHOO) supported partners such as internal council teams, the Police, Family Help Service, Joint Action Groups and County Commissioned DA services to be able to refer survivors to access target hardening support. Stringent risk assessments are required to ensure that the target hardening support does not replace required safety measures and risk mitigation, such as temporary accommodation etc.
- 4.10 In 2024/25 we had 5 survivors referred for target hardening support. 4 survivors accepted the support offer, with one survivor declining due to the alleged perpetrator being remanded to prison and safety significantly increasing. Survivors that accessed this service reported via evaluation, both feelings of safety and security improving post receiving target hardening support. Qualitative feedback from survivors suggested that the council's DA workers "made me feel very heard and supported" (Appendix B).
- 4.11 Within 2024/25 DAOS and DAHOO colleagues worked hard to strengthen the working relationship between both services to provide a holistic and supportive environment for survivors fleeing domestic abuse. This collaborative approach has increased referrals to DAOS from housing by a further 5% on 2023/24 figures and ensured that high risk survivors have specialist housing support at point of crisis. It is also worthwhile to note that there has been a significant increase of nearly 30% of survivors contacting

housing options for support to flee from domestic abuse in comparison to 23/24 figures (Appendix A).

- 4.12 In Q3 DAOS streamlined, updated and produced a new service leaflet. This was done in conjunction with survivors. Survivors suggested key changes that were implemented to ensure that the DAOS continues to be survivor led. This leaflet version has been communicated to partners via post and email to raise awareness of updated information. A PDF version of this leaflet (please see appendix C) is available. Professionals have fed back on the leaflet and said they find the new version to be clearer and concise for survivors they are working with.
- 4.13 In Q4 DAOS reviewed and updated the Hinckley and Bosworth Borough Council website for domestic abuse support. The new web page gives survivors further choice on services that may be accessible to them, details of wider support and allows the referral process to be more accessible and efficient for survivors and professionals to utilise ([Domestic abuse | Hinckley & Bosworth Borough Council](#)).

5.0 Aims for 2025-26

- 5.1 There are a further 3 domestic abuse support groups planned for 2025/26. DAOS also hope to sustain the peer support coffee morning, enabling ongoing ad hoc support for those survivors that need this within the community.
- 5.2 In 2025/26, after considering last year's data which showed that although we had a number of referrals from rural areas a high number of survivors accessing DAOS were living within the Hinckley area of Hinckley and Bosworth, the service plans to hold a campaign to increase the awareness of the DAOS and DAHOO offers within our rural areas. One of the planned actions will be for the DAOS and DAHOO to present and share awareness at the summer parish forum and ensure communication and relevant literature is available in places such as village noticeboards and other public facing rural venues.
- 5.3 When considering that for 2024/25 only 14% of survivors accessing DAOS were homeowners, an aim for 2025/26 will be for DAOS to support DAHOO to increase awareness for professionals of the housing options available to survivors. A planned update session around domestic abuse and housing, will look to give wider professionals an opportunity to engage with the council's DA support services and outline remits of both support offers, giving more knowledge to professionals working with survivors that may need financial and housing support to flee from abuse.
- 5.4 The current target hardening offer is to continue in 2025/26. DAOS have plans to extend the reach of target hardening support to professionals working alongside survivors and are actively engaging with partners to raise awareness of the support offer. Promotion for this will also reoccur with internal partners and teams to highlight the offer.

- 5.5 After positive partner feedback, DAOS plans to repeat the annual White Ribbon campaign in 25/26, which will include a further DA Networking event.
- 5.6 DAOS plans to refresh the DA Workplace Policy (2022). ([Hinckley & Bosworth Borough Council Staff Domestic Abuse Policy and Procedure Final- 2022-25.pdf](#))
- 5.7 DAOS also have further DA forums in 2025/26, with the next date arranged for the 18th June 2025.
- 6. Exemptions in accordance with the Access to Information procedure rules**
- 6.1 The report is to be taken in open session.
- 7. Financial implications [CS]**
- 7.1 £35,188 of Domestic Abuse funding was received from MHCLG in 2024/25 & a further £35,662 has been received for 2025/26. This is being used to fund a dedicated Domestic Abuse Housing Options Officer.
- 8. Legal implications [ST]**
- 8.1 None.
- 9. Corporate Plan implications**
- 9.1 This report relates to the priority ambition of 'People' within Hinckley and Bosworth Borough Council's Corporate Plan 2024-28.
- 10. Consultation**
- 10.1 The service uses survivor voice and those with lived experience to inform service delivery and associated literature.
- 10.2 Relevant council service areas have been consulted in the formulation of this report.
- 10.3 Qualitative feedback from survivors and partners is collected and used for informing service delivery.
- 11. Risk implications**
- 11.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 11.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with

this decision / project have been identified, assessed and that controls are in place to manage them effectively.

11.3 No risks identified.

12. Knowing your community – equality and rural implications

12.1 The service collects data and feedback which is used to inform the service.

12.2 Data is used to inform work to increase access to services, this is evidenced at 5.2 and 5.3.

12.3 Those with lived experience are actively involved in the development of the service.

13. Climate implications

13.1 Work will be delivered to limit carbon impact where possible, for example virtual methods of engagement and paperless systems.

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:

Appendix A - Domestic Abuse (DA) 2024-25 Data Summary

Appendix B - Survivor Voice & Feedback 2024-25

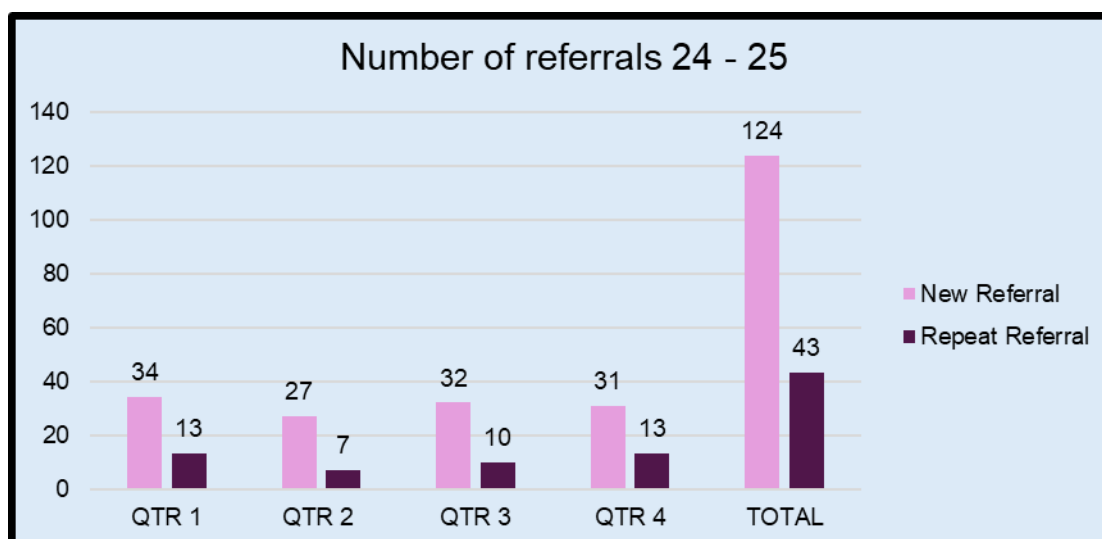
Appendix C - Domestic Abuse Outreach Service 2024-25 Leaflet

Contact officers: Rachel Burgess Ext 5400, Jodine Legg Ext 5746

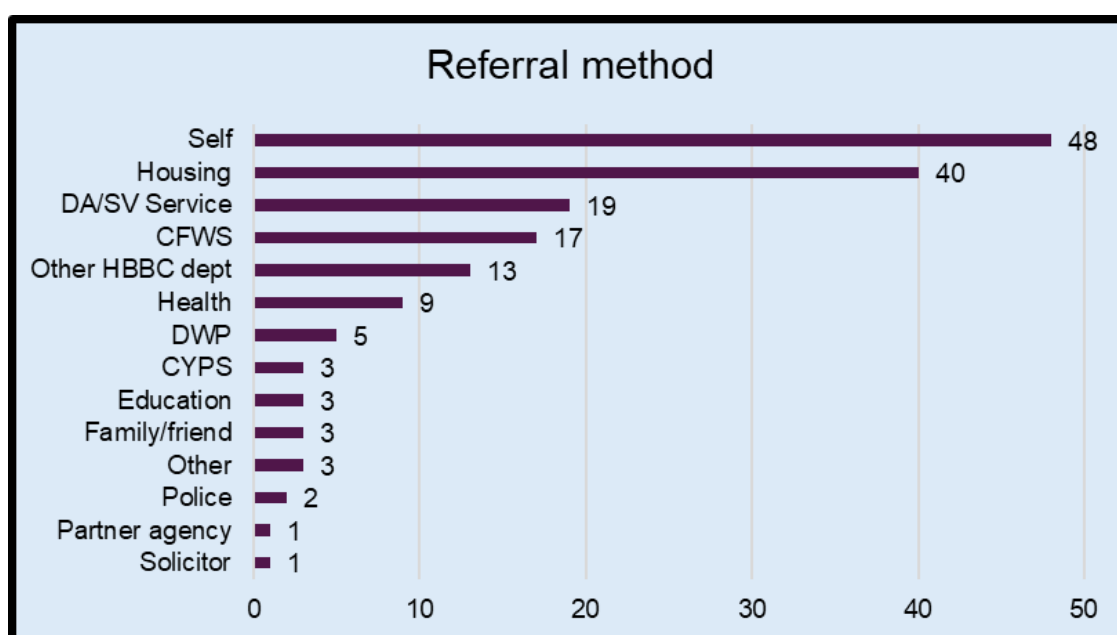
Executive member: Councillor M Mullaney

Domestic Abuse Figures 2024 - 2025

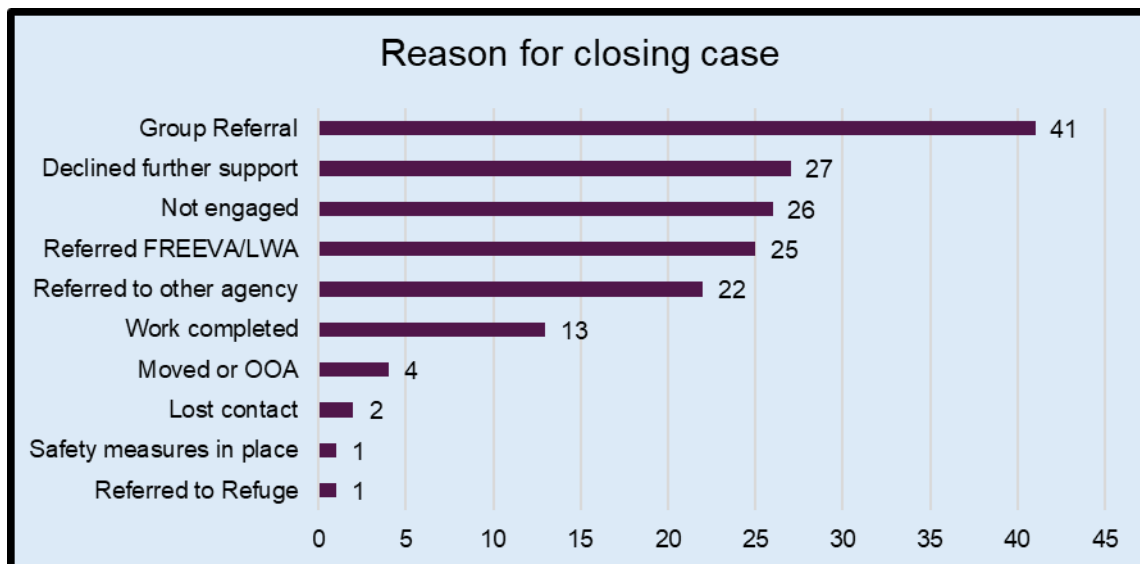
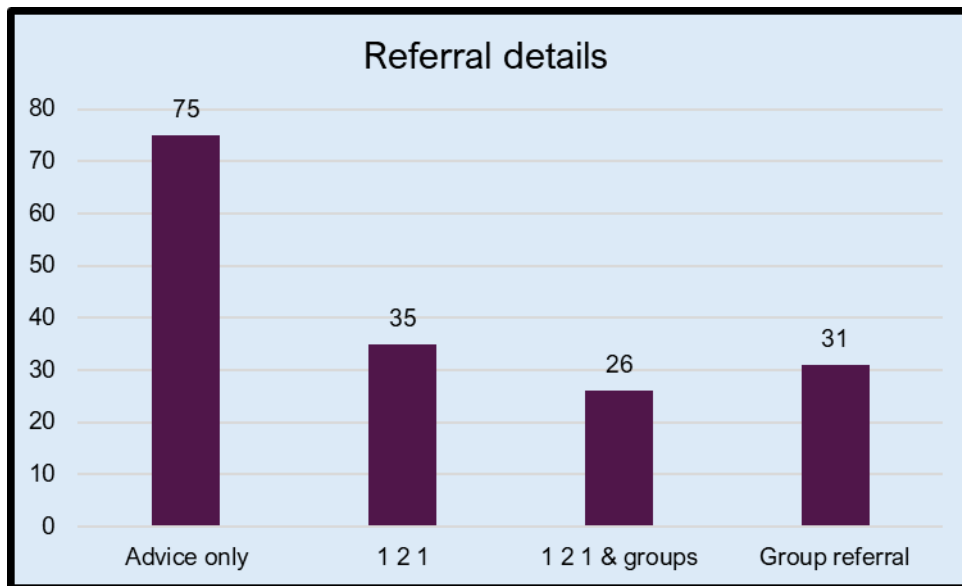
Referral detail



There were 167 referrals received into the Domestic Abuse team, of these 124 were new referrals and 43 were repeat referrals. This was a decrease of 5 referrals from the previous year showing a consistent use of the service.

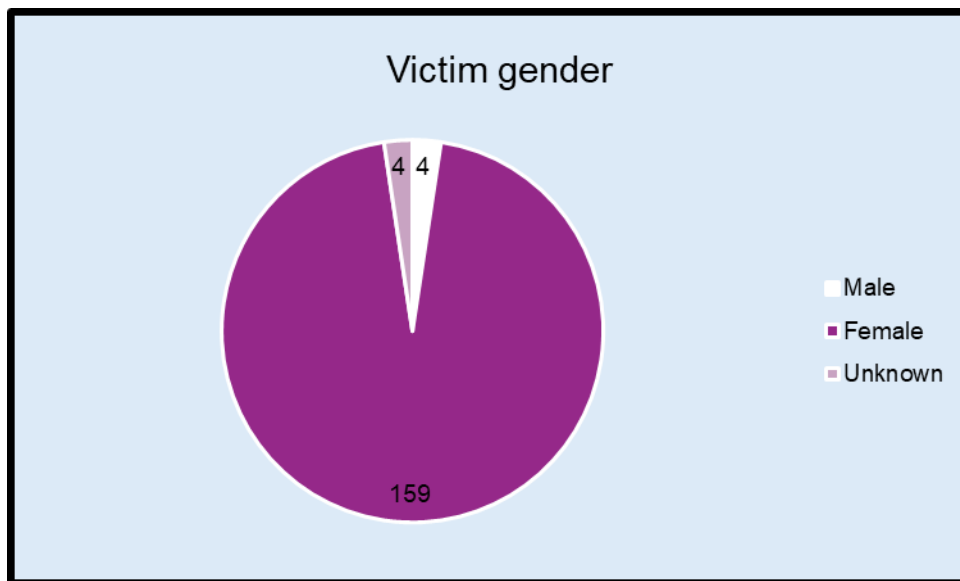


Self-referral was the route of referral seen the most with 29% of all the referrals. Three quarters of all referrals came from self-referral, Housing, DA/SV or CFWS. Last year matched these figures with 29% also coming from self referral.

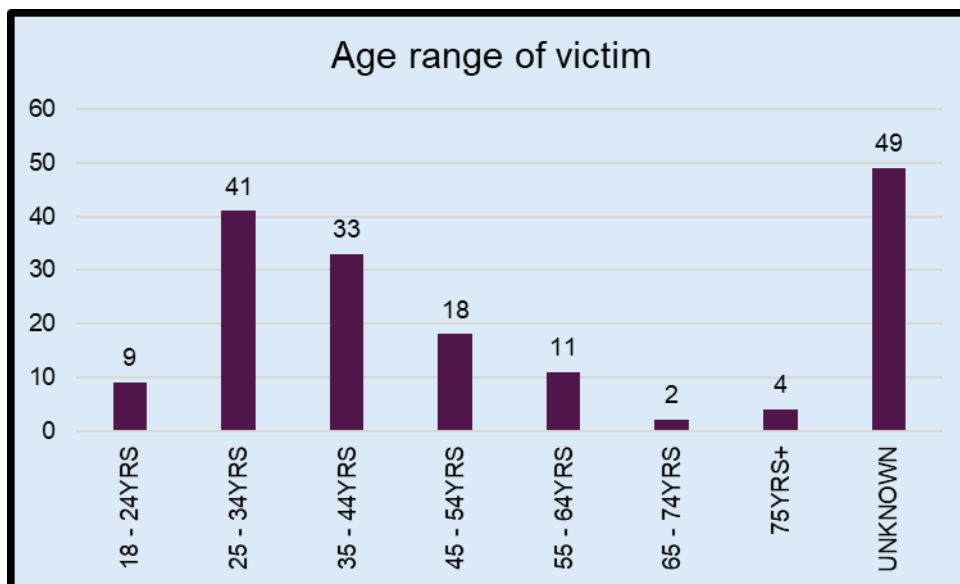


Referring onto a group referral was the highest reason for closing, making up 25% of closures. Lost contact, not engaged and declined support made up 35%. A positive result compared to last year as the highest reason was not engaging last year with 38% of all closures so a much better uptake of group referral this year.

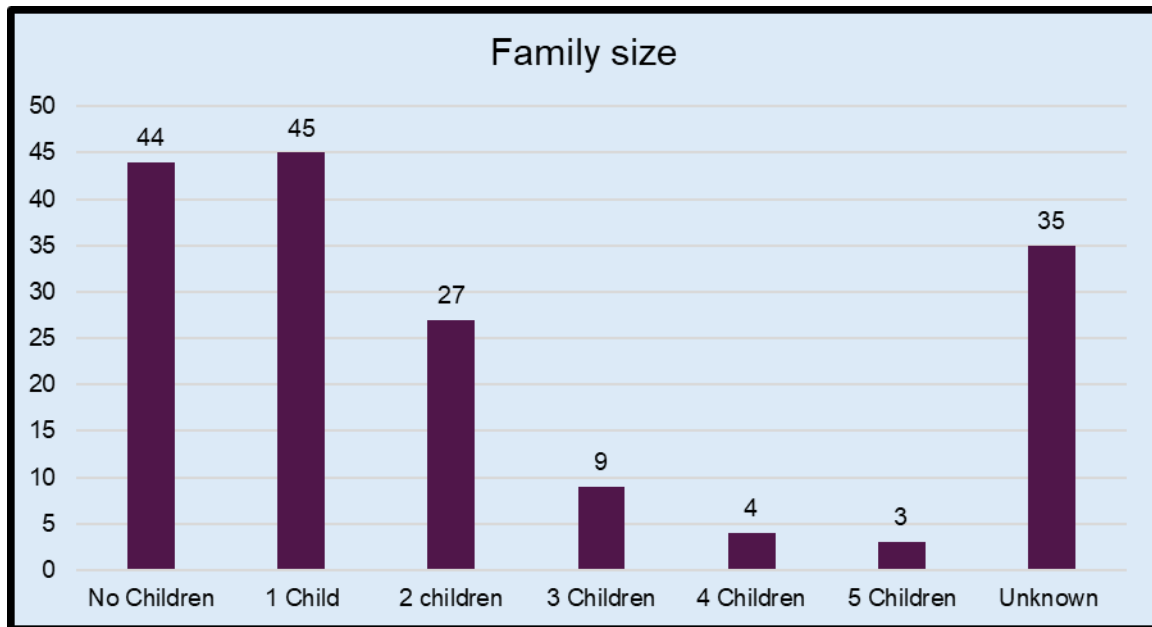
Victim detail



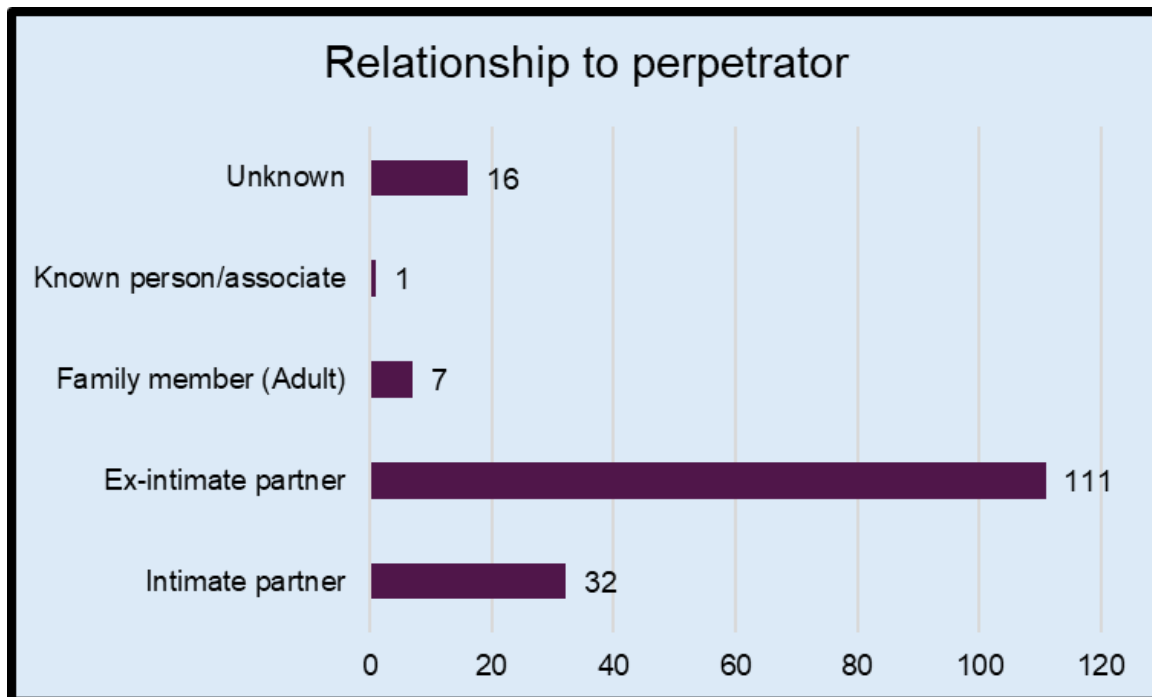
Of all referrals received where gender was known, 98% of survivors/victims were female, with only 4 male survivors/ victims, this matches the same trend as last year.



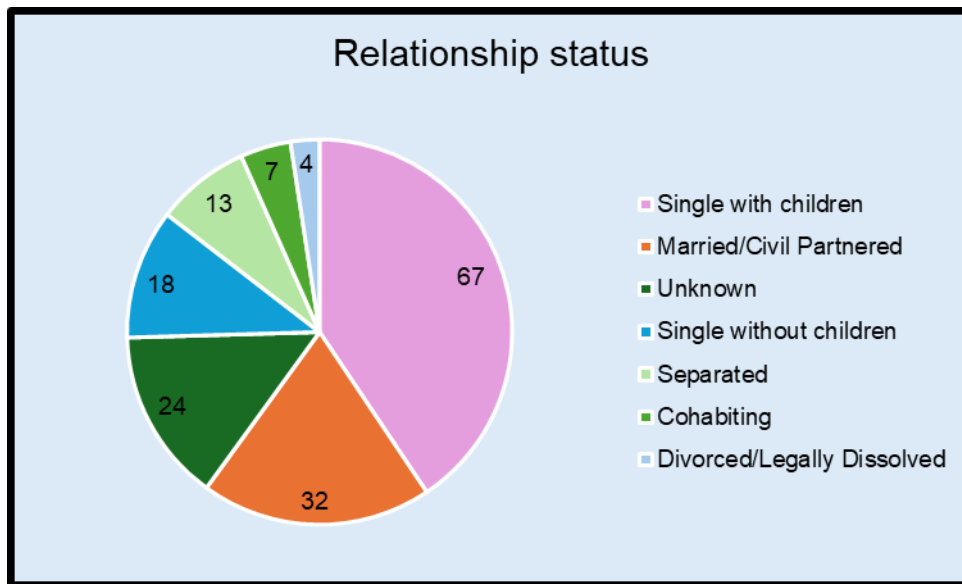
25 – 34 was the age range seen most this year, last year the 35-44 was the most common with 43% of all referrals being between 35 – 44.



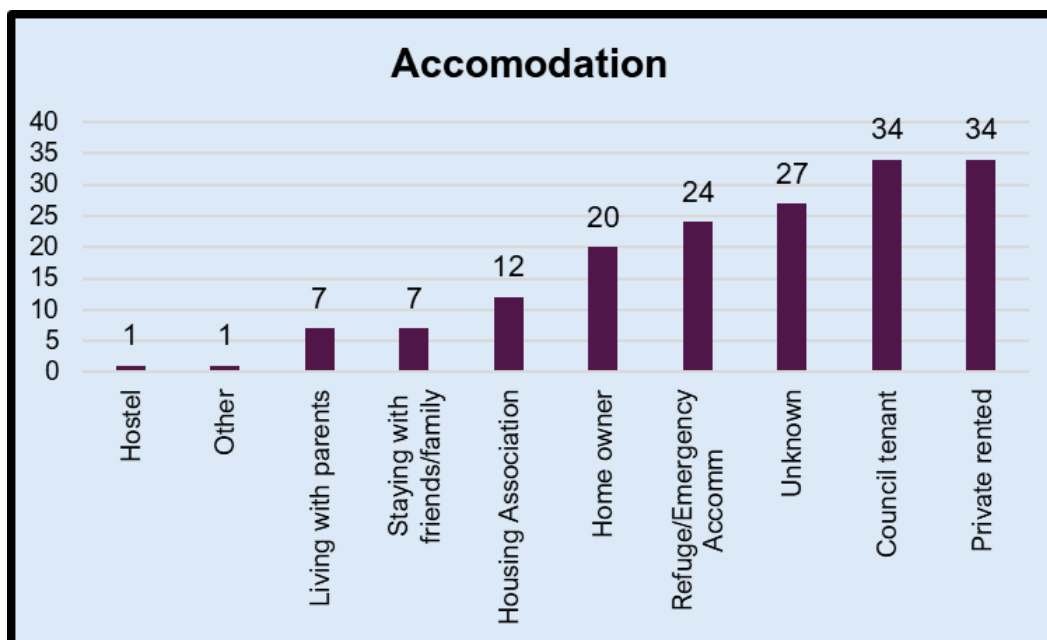
Of the known figures, 67% of survivors/victims have children, compared with 74% last year.



74% of the known relationship to the perpetrator is an ex intimate partner. 21% of survivors/victims are still in an intimate relationship with the perpetrator at the time of referral. This compares with 79% ex intimate and 15% in an intimate relationship last year.

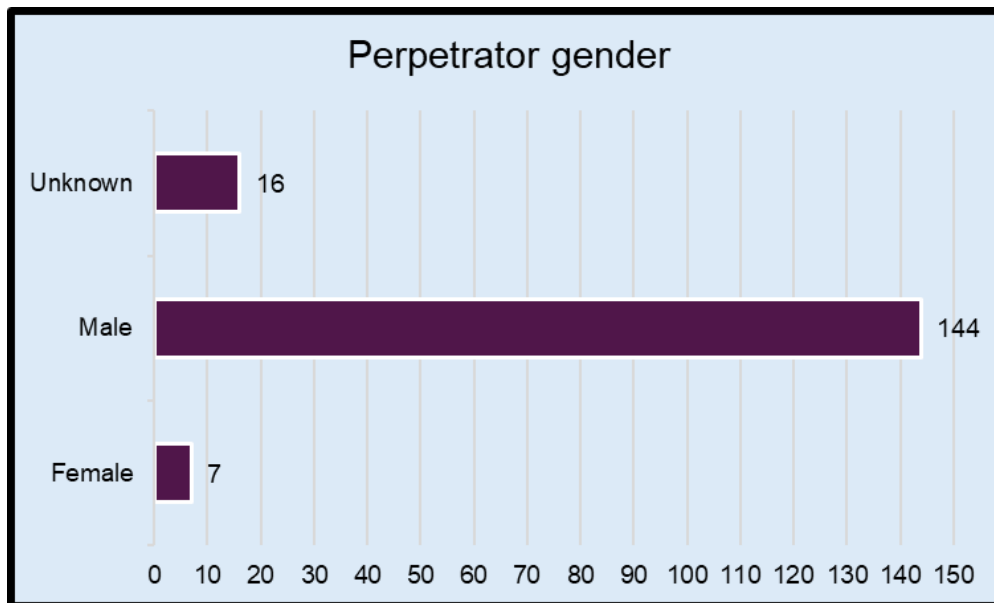


Single with children is the highest percentage of relationship status with 47% of the known statuses. This matches to last year where 53% were single with children.

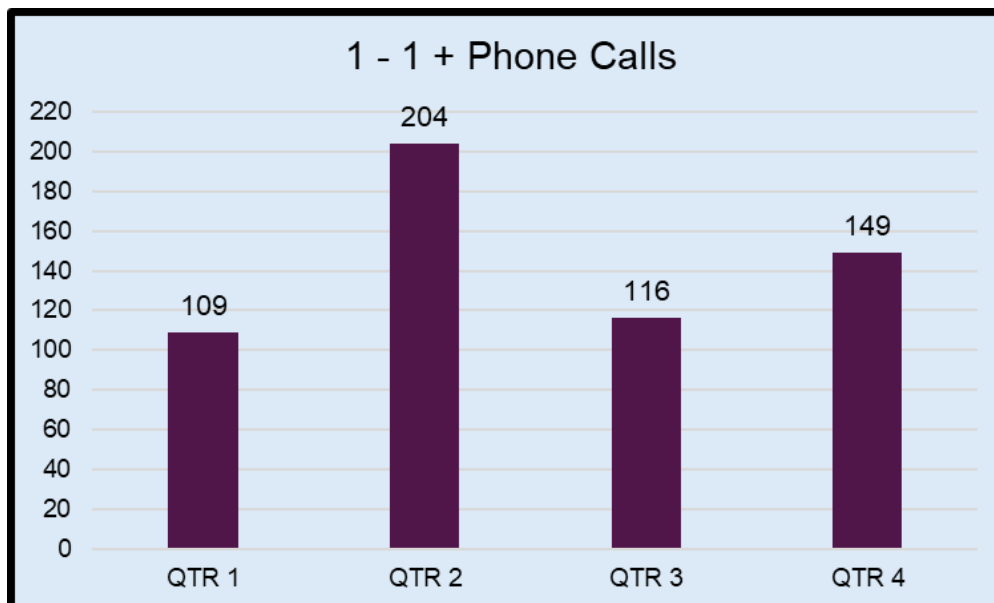


Of the known accommodation types only 14% of survivors/victims are homeowners, with private rent, council tenant and housing association making up 55% of known accommodation type. Again, this is in line with last year's figures where 15% were homeowners and 55% private, council or housing association tenants.

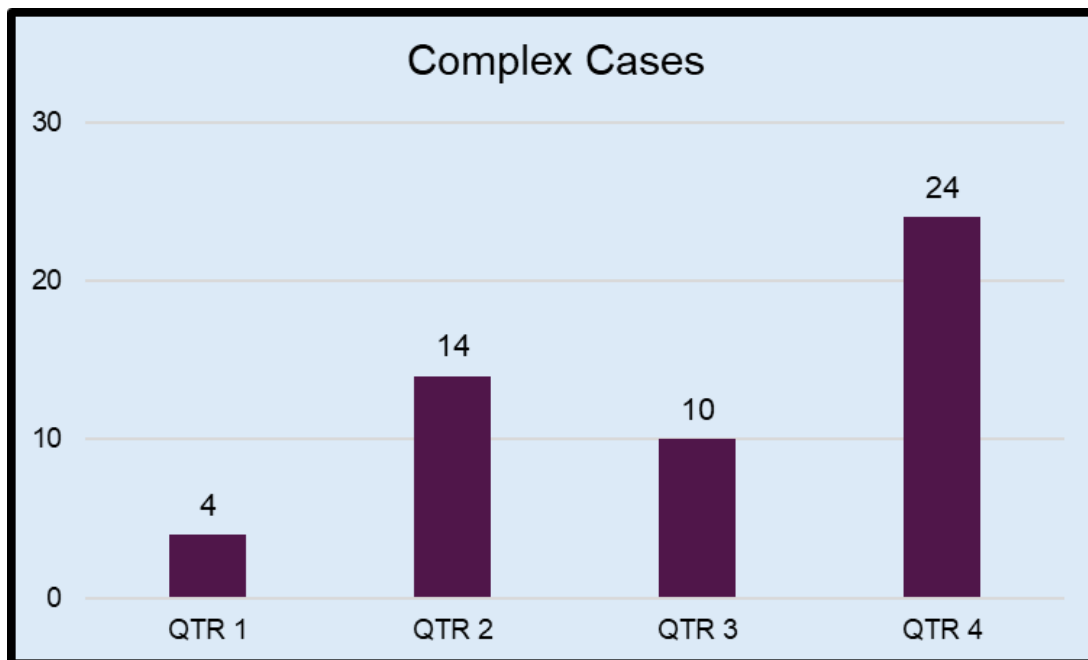
Perpetrator detail.



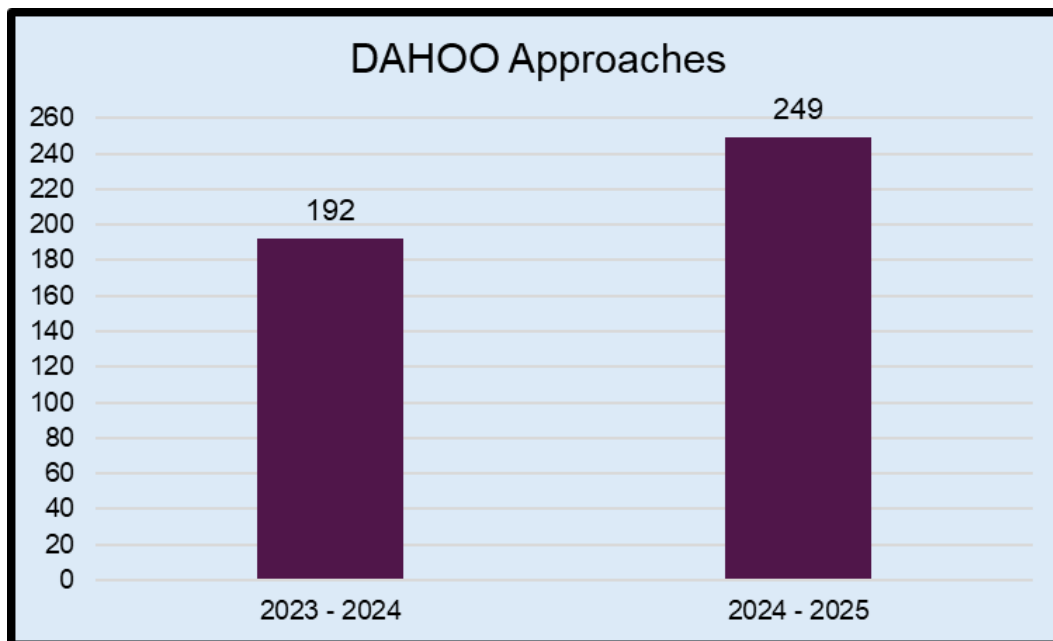
1-1 and Phone Calls



Complex Cases



DAHOO Approaches



This page is intentionally left blank

Survivor voices from Freedom Programme September – December 2024

Start of programme -

“apprehensive”

“I hope it will help me to build meaningful relationships in the future”

“Nervous and anxious”.

“Feeling anxious”

“Feel positive to attend, learning about strategies to disconnect from psychological hold”

“I feel positive to start my healing journey, learning how to get myself worth back and being able to recognise the red flags before starting another relationship”

“I just need confidence back and more of an insight of domestic knowing what's right and what's wrong”

Middle of Programme -

“It’s what I expected and been helpful”

“I find it helpful interacting with people who have been through similar things”

It’s been very helpful

“Exactly what I needed! It's perfect”

“Yes, it's a safe environment to explore our experiences, looking at theories behind behaviours”

“I didn't expect anything. But it's quite pleasant”.

“It has been good to have a reason to get out and also meeting other people”

End of Programme -

“I'm glad I joined the programme. It wasn't as heavy going as I expected and the ladies who took it were very supportive and helpful.”

“it was very interesting and enlightening I’m glad I did it”

“Yes, very well informed. Enlightenment about my own situation. Helpful to share and hear from other ladies with similar experiences.”

"The freedom programme was very informative, and Becca and Nat were so supportive. It wasn't what I expected but using the guidance will be helpful"

Comments around facilitator support in FP -

"The support has been fantastic"

"Facilitators are excellent, welcoming, honest, open, help group members to feel at ease"

"Becca and Nat are lovely"

"Just wanted to say how lovely Becca and Nat are. Both fantastic with all their knowledge and charisma"

"I don't see how they can improve it; Becca and Nat are amazing people to be delivering this course to women that really need them".

"Thank you Becca and Nat for your hard work, sharing experience, facilitating an excellent group".

"Becca and Nat are great and have made the programme more bearable in the very tough days".

Survivor voices from Recovery Toolkit January – April 2025

Start of the programme -

“Anxious but optimistic, looking forward to having the tools to move on with my life”

“Anxious but looking forward to seeing how it can help”

“Excited and looking forward to the course to empower me more”.

“Nervous but optimistic”.

“Anxious! Unsure what to expect”.

“Feel good about starting”

“Anxious”

“The Freedom Programme has been a lifesaver, and I am hopeful that the recovery toolkit will be just as helpful”

Middle of the programme -

“Great. Better than I expected”.

“It's not great I'm in the situation I need to go to the group but it is a good group
It's, not what I expected.”

“Grateful. Not sure what I expected but I feel very safe and welcome in the group”

“Good to be getting support, it's a nice group of ladies”

“Need the help and advice ,it helps address the ongoing issues I'm suffering”.

“Very supportive”

Comments around facilitator support in Recovery Toolkit -

“Becca is excellent”

“Thank you for running these schemes, they do make a difference.”

“Thank you for being amazing and showing us what the future is for relationship.
Given us tools and thank you again”.

“Becca is a fantastic facilitator. She made me feel safe and had a good balance of humour and compassion. She was so supportive and very quick to action any requests for support outside the course. She helped me when I was distressed about my housing situation and put me in contact with relevant people to help me”.

Survivor voice from 1 to 1 work

“Thank you once again for your support on Monday. This is all very scary and you make it much easier”.

“I want to thank you for all your help with my situation. I am a few weeks into a new relationship, and I can see it going well.”

“You’ve been fab, thank you for everything”.

“You've made it all make sense; it's not in my head”

“I feel believed”

White Ribbon Event November 2024 – Feedback

“The display put together by the survivor's and the wonderful conversations I had with them”

“Seeing Familiar organisations and being able catch up and seeing new to services”.

“It was well attended with a range of support services and enabled networking opportunities”.

“Thank you all, a well organised event with a really supportive atmosphere”.

“Links made with Womens Aid for possible partnership work”.

“Thanks to everyone who organised and attended a very useful event”.

“Great piece of partnership work”.

“Speaking to the survivors of DA”.

Survivor voice for Target Hardening.

“Hazel has made me feel heard and very supported”

“Thank you for your help”


This page is intentionally left blank



Domestic Abuse

How to recognise the signs
and what help is available

Hinckley & Bosworth Borough Council
Domestic Abuse Outreach Service

 01455 238141 or 07966202181

Page 125
Hinckley & Bosworth
Borough Council



What is domestic abuse?

Domestic abuse is an incident or pattern of incidents of controlling, coercive, threatening, degrading and/or violent behaviour, including sexual violence, in most cases by a partner or ex-partner, but can also be by a family member or carer.

Domestic abuse is to assert power and control over the victim.

Individuals may not be aware that they are experiencing domestic abuse, they might blame themselves, fear the consequences of leaving the relationship, not know where they can seek help, or fear that they will experience stigma and shame if they do try to seek help

Domestic abuse involves and/or includes:

- Physical or sexual abuse
- Violent or threatening behaviour
- Controlling or coercive behaviour
- Economic abuse
- Psychological and emotional abuse

Domestic abuse also includes forced marriage, female genital mutilation (FGM), so-called 'honour'-based abuse or violence (HBA/HBV), non-fatal strangulation, stalking and harassment.

Children are no longer 'invisible victims' in domestic abuse. Children are victims if they see or hear, or experience the effects of the abuse.

Examples of domestic abuse:

Physical abuse:

Includes anything done to another person physically. Some examples can be hitting, punching, kicking, biting, burning, stabbing, strangling, choking, spitting and smashing objects.

Sexual abuse:

Includes rape and/or sexual assault, this could be making someone have sex against their will or in ways that makes them feel uncomfortable or humiliated.

Violent or threatening behaviour:

Includes being intimidated, threats to find a person if they were to leave, cause harm, hurt, and/or kill that person or others (including children, family, friends, or pets etc).

Controlling or coercive behaviour:

Includes a person being made to do things that they would not normally choose to do, stopped from doing things or interacting with others, being monitored (time, money, what they wear, who they talk to etc).

Economic abuse:

Behaviour that has an adverse effect on a person's ability to acquire, use or maintain money or other property, or obtain goods or services.

Psychological or emotional abuse:

Includes threats to report untrue facts to agencies or services, constant criticism, put down publicly, feel humiliated, verbal abuse, name calling, love-bombing (an attempt to influence a person by demonstrations of attention and affection) or gaslighting (manipulating someone into their own perception of reality).

Stalking & Harassment:

This can include a person being followed, unexplained incidences, constantly contacted (via calls, text, social media or using other people to make contact), turning up at places where the individual is, repeat patterns of behaviour which makes an individual feel scared, distressed or threatened.



If you or someone you know is a survivor of domestic abuse, do not feel alone, help is available.

Hinckley & Bosworth Borough Council's Domestic Abuse Outreach Service offers free 1-1 confidential advice, emotional and practical support, signposting to relevant services and therapeutic groups.



Domestic Abuse Outreach Service
01455 238141 (Mon-Fri)
OR text/call **07966202181**



DomesticAbuseOutreachService
@hinckley-bosworth.gov.uk



[hinckley-bosworth.gov.uk/
domesticabuse](https://hinckley-bosworth.gov.uk/domesticabuse)



For emergencies call **999**,
non-urgent calls via 101.



Hinckley & Bosworth Borough Council

Forward timetable of consultation and decision making

Executive: 18.06.25

Wards affected: All wards

Safeguarding Update

Report of Director Community Services

1. Purpose of report

- 1.1 To advise Executive of work the safeguarding team are doing to ensure we meet our statutory safeguarding duty as a local authority. The report highlights completed and planned work to increase resilience and effectiveness of our safeguarding functions, which will ultimately help to ensure our communities are protected from harm.
- 1.2. To update Executive on current performance data in relation to the work carried out by the safeguarding team.

2. Recommendation

That Executive:

- 2.1 Acknowledge and endorse the contents of this report.
- 2.2 Acknowledge the continued significant increase in the number of referrals being received by the safeguarding team.
- 2.3 Recognise the contribution of all the Designated Safeguarding Officers (DSOs) across the authority who have ensured that we have taken appropriate action to safeguard children and adults.

3. Background to the report

- 3.1 Hinckley & Bosworth Borough Council has both a moral and legal obligation to ensure the duty of care for children and adults with care and support needs who are at risk of abuse or neglect across all its services. The council have a legal duty under the following legislation:

-The legal obligations concerning children and young people are underpinned by Section 11 of the Children Act 2004, including as amended by the Children and Social Work Act 2017. Further guidance is available from Working Together to Safeguard Children 2023.

-Under Section 42 of the Care Act 2014, the local authority has a duty to make enquiries itself or cause others to make enquiries in cases where it has reasonable cause to suspect that an adult with care and support needs is at risk of abuse or neglect.

- 3.2 As an organisation we could be involved in and subject to the following which are led by and published by the LLR Safeguarding Partnership Board:

-Safeguarding Adult Review (SAR) - an independent review into a case where an adult with care and support needs has died or been seriously harmed and abuse or neglect is known or suspected. SARs are carried out where Safeguarding Adults Boards identify there are concerns about how organisations worked together or there may be learning to support improvements in safeguarding.

- Child Safeguarding Practice Review (CSPR) is an independent review into a case where a child has been seriously harmed or has died and abuse or neglect is known or suspected. CSPRs are carried out where partner organisations identify there may be learning from the case to improve the safeguarding and welfare of children, particularly regarding how organisations work together. The aim of a CSPR is to establish any lessons learnt from the case and to identify how these have, or will be, acted upon and lead to sustainable improvements to practice and the prevention of death, serious injury or harm to children and young people.

- Domestic Homicide Review

4. Quarter 3 & 4 Achievements

- 4.1 The Senior Safeguarding Officer is continuing to attend key partnership delivery forums such as JAG (Joint Action Group), Youth JAG and Endeavour to provide these groups with help and advice from a safeguarding perspective. They have provided support on appropriate high-risk cases within other departments and are currently involved in 3 MDT (Multi-Disciplinary Team) meeting
- 4.2 The Senior Safeguarding Officer attends Quarterly County DSO Group meetings to discuss district safeguarding concerns, best practice and working together models. The Senior Safeguarding Officer also attends the Leicester,

Leicestershire & Rutland Safeguarding Children Partnership to consider Policy and Procedures and the LLR Strategic Suicide Audit Prevention Group for allied professionals as a district representative.

- 4.3 Ongoing support is being offered by the safeguarding team to support colleagues to hold and attend MDT meetings for their own cases, utilising a guidance document for MDT meetings that was created and shared with SLT in a previous report. Recent changes to process include the LLR update that VARM (Vulnerable Adult Risk Management) meetings have been replaced with the Self Neglect and Hoarding Guidance ([4.2.3 Self-Neglect and Hoarding – LLR SAB Multi-Agency Policies & Procedures Resource](#)). This information has been cascaded to colleagues and ongoing support is being given by the Senior Safeguarding Officer for high-risk cases.
- 4.4 Updates to our Mental Health Signposting document and internal resources (digital and online) have been put into place and shared with colleagues within Q3/4, with changes such as Neighbourhood Mental Health Cafes and text support option for the NHS Mental Health Central Access Point (Please see Appendix A).
- 4.5 Between 1st April 2024 and 31st March 2025 there was a total of 434 safeguarding referral forms submitted, with a total of 503 people referred. This is an increase of 96 forms received compared to 2023-24. 207 of these referrals occurred in Q3/4.
- 4.6 Comparing data from 2021-22 through to 2024-25, there has been an increase of 247% in referrals being received by the safeguarding team annually. This reflects the increased awareness of safeguarding due to a robust internal training programme and active support from the safeguarding team. This is a continued increase of note.
- 4.7 There is a continuation in the number of referrals where mental health is a concern. For 2024-25, 71% of referrals noted a mental health concern. Two of the Councils Designated Safeguarding Officers (DSO's) (Senior Safeguarding Officer and Communities Manager) have taken on additional responsibilities and currently also lead on Neighbourhood Mental Health Co-ordination work on behalf of Leicestershire Partnership Trust (LPT NHS). These dual roles ensure that partnership working with mental health services supports council colleagues with ensuring residents have appropriate pathways to access support and advice and champions a truly integrated approach for the borough.
- 4.8 Referrals continue to suggest further demand within the borough for adults, with them accounting for 82% of all referrals. This is thought to be, in part due to the impact of the cost-of-living crisis on our residents. The safeguarding team continue to work closely with welfare support colleagues, to ensure that residents are supported holistically.
- 4.9 A full safeguarding statistical report has been produced to report appropriate statistics in relation to safeguarding for 2024/25. (Please see Appendix B)

5.0 Some key areas of work for Q1 2025-26

- 5.1 A safeguarding service action plan is in place to drive delivery.
- 5.2 Areas of work that are now core business will continue.
- 5.3 Training for further DSOs across the authority to ensure resilience of the safeguarding service.
- 5.4 Work will begin on the 3-year refresh of both adult and child safeguarding policies.

6.0 Other key areas of work

- 6.1 A key theme that will continue to be worked on is the importance staff and members place on safeguarding and embedding the culture across the organisation that safeguarding is everyone's responsibility. This is an area that we would welcome ongoing support on from SLT and members.
- 6.2 Further face to face safeguarding training for new starters and refresh of knowledge for front line officers to be held in June/July 2025.

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

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

8. Financial implications [CS]

- 8.1 All safeguarding work is being carried out within existing resources.

9. Legal implications [ST]

- 9.1 None

10. Corporate Plan implications

- 10.1 This report relates to the priority ambition of 'People' within Hinckley and Bosworth Borough Council's Corporate Plan 2024-28.

11. Consultation

- 11.1 Relevant council teams have been consulted in the formulation of this report.

12. Risk implications

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

- 12.2 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.
- 12.3 The following significant risks associated with this report were identified from this assessment:

Management of significant (Net Red) risks

Risk description	Mitigating actions	Owner
Continual increases in safeguarding referrals reduces the resilience of the safeguarding team	Support recruitment of further DSOs	RB/SLT
	Incentivisation for DSOs	RB

13. Knowing your community – equality and rural implications

- 13.1 The services within this report are delivered for all residents across the borough.

Data is collected as at Appendix B to inform service delivery as well as assurance that services are accessible to all.

14. Climate implications

- 14.1 Work will be delivered to limit carbon impact where possible, for example virtual methods of engagement and paperless systems.

15. Corporate implications

- 15.1 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:

Appendix A - Mental Health Support Cards (Adults) 2025

Appendix B - Safeguarding Statistical Report 2024-25

Contact officers: Rachel Burgess Ext 5400, Jodine Legg Ext 5746

Executive member: Councillor M Mullaney

Do you need support for your mental health?

If you or someone you know is needing support, or you want to talk about mental health, please reach out. You are not alone, and support is available.

Emergency:

- Call 999 if there is a threat to life.

Urgent:

- 24/7 support is available through NHS 111, Option 2
- Visit a Neighbourhood Mental Health Café:
Earl Shilton: Every Monday, 11am-1pm and 2pm-4pm
The Stute (Earl Shilton Social Institute), 12-14 Station Road, Earl Shilton, LE9 7GA
Hinckley: Wednesdays, 1pm-7pm
Hinckley Baptist Church, Baptist Walk, Hinckley, Leicester, LE10 1PR

Non-Urgent:

- Contact your GP Monday-Friday 8am-6.30pm
- Call Vita Health (NHS Talking Therapies) 03300945595
- Visit Joy to view more services within Hinckley & Bosworth

Joy Website: lrjoy.com or scan the QR code.

Hinckley & Bosworth
Borough Council



Do you need support for your mental health?

If you or someone you know is needing support, or you want to talk about mental health, please reach out. You are not alone, and support is available.

Emergency:

- Call 999 if there is a threat to life.

Urgent:

- 24/7 support is available through NHS 111, Option 2
- Visit a Neighbourhood Mental Health Café:
Earl Shilton: Every Monday, 11am-1pm and 2pm-4pm
The Stute (Earl Shilton Social Institute), 12-14 Station Road, Earl Shilton, LE9 7GA
Hinckley: Wednesdays, 1pm-7pm
Hinckley Baptist Church, Baptist Walk, Hinckley, Leicester, LE10 1PR

Non-Urgent:

- Contact your GP Monday-Friday 8am-6.30pm
- Call Vita Health (NHS Talking Therapies) 03300945595
- Visit Joy to view more services within Hinckley & Bosworth

Joy Website: lrjoy.com or scan the QR code.

Hinckley & Bosworth
Borough Council



Do you need support for your mental health?

If you or someone you know is needing support, or you want to talk about mental health, please reach out. You are not alone, and support is available.

Emergency:

- Call 999 if there is a threat to life.

Urgent:

- 24/7 support is available through NHS 111, Option 2
- Visit a Neighbourhood Mental Health Café:
Earl Shilton: Every Monday, 11am-1pm and 2pm-4pm
The Stute (Earl Shilton Social Institute), 12-14 Station Road, Earl Shilton, LE9 7GA
Hinckley: Wednesdays, 1pm-7pm
Hinckley Baptist Church, Baptist Walk, Hinckley, Leicester, LE10 1PR

Non-Urgent:

- Contact your GP Monday-Friday 8am-6.30pm
- Call Vita Health (NHS Talking Therapies) 03300945595
- Visit Joy to view more services within Hinckley & Bosworth

Joy Website: lrjoy.com or scan the QR code.

Hinckley & Bosworth
Borough Council



Do you need support for your mental health?

If you or someone you know is needing support, or you want to talk about mental health, please reach out. You are not alone, and support is available.

Emergency:

- Call 999 if there is a threat to life.

Urgent:

- 24/7 support is available through NHS 111, Option 2
- Visit a Neighbourhood Mental Health Café:
Earl Shilton: Every Monday, 11am-1pm and 2pm-4pm
The Stute (Earl Shilton Social Institute), 12-14 Station Road, Earl Shilton, LE9 7GA
Hinckley: Wednesdays, 1pm-7pm
Hinckley Baptist Church, Baptist Walk, Hinckley, Leicester, LE10 1PR

Non-Urgent:

- Contact your GP Monday-Friday 8am-6.30pm
- Call Vita Health (NHS Talking Therapies) 03300945595
- Visit Joy to view more services within Hinckley & Bosworth

Joy Website: lrjoy.com or scan the QR code.

Hinckley & Bosworth
Borough Council



Other Contact Numbers:

Here is a list of other numbers you could contact if you are finding that you need support for your mental health.

- **24/7 support is available over the phone: Call NHS 111 – Option 2**
- **Beat Helpline** (Eating Disorders): Call **08088010677** (Open 3pm-8pm Weekdays)
- **CALM Helpline:** Call **0800585858** (Open 5pm-12am Daily)
- **Carers UK Helpline** (Unpaid Carers): Call: **08088087777** (9am-6pm Weekdays)
- **Combat Stress Helpline** (Veterans): Call **08001381619** (Open 24/7)
- **Gambling Harms - East Midlands** (Gambling Support): Call **0300 013 2330**
- **HBBC Domestic Abuse Outreach Service:** Call **01455238141** or **07966202181**
- **LAMP Advocacy:** Call **01162556286** (Open 9.30am-5pm Monday to Friday)
- **Mind Supported Self-Help:** Call **01162164340**
- **Mental Health Matters Helpline:** Call **03003230187** (Open 24/7)
- **Samaritans:** Call **116123** (Open 24/7)
- **SANeline:** Call **03003047000** (Open 4pm-10pm Daily)
- **SHOUT:** Text SHOUT to **85258** (Open 24/7)
- **Switch Board Support Line** (LGBTQIA+): Call **08000119100** (Open 10am-10pm Daily)
- **The Silver Line Helpline** (Aged 55+): Call **08004708090** (Open 24/7)
- **Turning Point** (Drugs & Alcohol Support): Call **03303036000**
- **Vita Health** (NHS Talking Therapies): Call **03300945595** (Open 8am-8pm Monday to Friday)

Other Contact Numbers:

Here is a list of other numbers you could contact if you are finding that you need support for your mental health.

- **24/7 support is available over the phone: Call NHS 111 – Option 2**
- **Beat Helpline** (Eating Disorders): Call **08088010677** (Open 3pm-8pm Weekdays)
- **CALM Helpline:** Call **0800585858** (Open 5pm-12am Daily)
- **Carers UK Helpline** (Unpaid Carers): Call: **08088087777** (9am-6pm Weekdays)
- **Combat Stress Helpline** (Veterans): Call **08001381619** (Open 24/7)
- **Gambling Harms - East Midlands** (Gambling Support): Call **0300 013 2330**
- **HBBC Domestic Abuse Outreach Service:** Call **01455238141** or **07966202181**
- **LAMP Advocacy:** Call **01162556286** (Open 9.30am-5pm Monday to Friday)
- **Mind Supported Self-Help:** Call **01162164340**
- **Mental Health Matters Helpline:** Call **03003230187** (Open 24/7)
- **Samaritans:** Call **116123** (Open 24/7)
- **SANeline:** Call **03003047000** (Open 4pm-10pm Daily)
- **SHOUT:** Text SHOUT to **85258** (Open 24/7)
- **Switch Board Support Line** (LGBTQIA+): Call **08000119100** (Open 10am-10pm Daily)
- **The Silver Line Helpline** (Aged 55+): Call **08004708090** (Open 24/7)
- **Turning Point** (Drugs & Alcohol Support): Call **03303036000**
- **Vita Health** (NHS Talking Therapies): Call **03300945595** (Open 8am-8pm Monday to Friday)

Other Contact Numbers:

Here is a list of other numbers you could contact if you are finding that you need support for your mental health.

- **24/7 support is available over the phone: Call NHS 111 – Option 2**
- **Beat Helpline** (Eating Disorders): Call **08088010677** (Open 3pm-8pm Weekdays)
- **CALM Helpline:** Call **0800585858** (Open 5pm-12am Daily)
- **Carers UK Helpline** (Unpaid Carers): Call: **08088087777** (9am-6pm Weekdays)
- **Combat Stress Helpline** (Veterans): Call **08001381619** (Open 24/7)
- **Gambling Harms - East Midlands** (Gambling Support): Call **0300 013 2330**
- **HBBC Domestic Abuse Outreach Service:** Call **01455238141** or **07966202181**
- **LAMP Advocacy:** Call **01162556286** (Open 9.30am-5pm Monday to Friday)
- **Mind Supported Self-Help:** Call **01162164340**
- **Mental Health Matters Helpline:** Call **03003230187** (Open 24/7)
- **Samaritans:** Call **116123** (Open 24/7)
- **SANeline:** Call **03003047000** (Open 4pm-10pm Daily)
- **SHOUT:** Text SHOUT to **85258** (Open 24/7)
- **Switch Board Support Line** (LGBTQIA+): Call **08000119100** (Open 10am-10pm Daily)
- **The Silver Line Helpline** (Aged 55+): Call **08004708090** (Open 24/7)
- **Turning Point** (Drugs & Alcohol Support): Call **03303036000**
- **Vita Health** (NHS Talking Therapies): Call **03300945595** (Open 8am-8pm Monday to Friday)

Other Contact Numbers:

Here is a list of other numbers you could contact if you are finding that you need support for your mental health.

- **24/7 support is available over the phone: Call NHS 111 – Option 2**
- **Beat Helpline** (Eating Disorders): Call **08088010677** (Open 3pm-8pm Weekdays)
- **CALM Helpline:** Call **0800585858** (Open 5pm-12am Daily)
- **Carers UK Helpline** (Unpaid Carers): Call: **08088087777** (9am-6pm Weekdays)
- **Combat Stress Helpline** (Veterans): Call **08001381619** (Open 24/7)
- **Gambling Harms - East Midlands** (Gambling Support): Call **0300 013 2330**
- **HBBC Domestic Abuse Outreach Service:** Call **01455238141** or **07966202181**
- **LAMP Advocacy:** Call **01162556286** (Open 9.30am-5pm Monday to Friday)
- **Mind Supported Self-Help:** Call **01162164340**
- **Mental Health Matters Helpline:** Call **03003230187** (Open 24/7)
- **Samaritans:** Call **116123** (Open 24/7)
- **SANeline:** Call **03003047000** (Open 4pm-10pm Daily)
- **SHOUT:** Text SHOUT to **85258** (Open 24/7)
- **Switch Board Support Line** (LGBTQIA+): Call **08000119100** (Open 10am-10pm Daily)
- **The Silver Line Helpline** (Aged 55+): Call **08004708090** (Open 24/7)
- **Turning Point** (Drugs & Alcohol Support): Call **03303036000**
- **Vita Health** (NHS Talking Therapies): Call **03300945595** (Open 8am-8pm Monday to Friday)

Safeguarding Referral Update 2024 - 2025

Between 1st April 2024 and 31st March 2025 there were 434 referral forms submitted, with a total of 503 people referred. This is an increase of 96 forms received compared to 2023 - 2024.

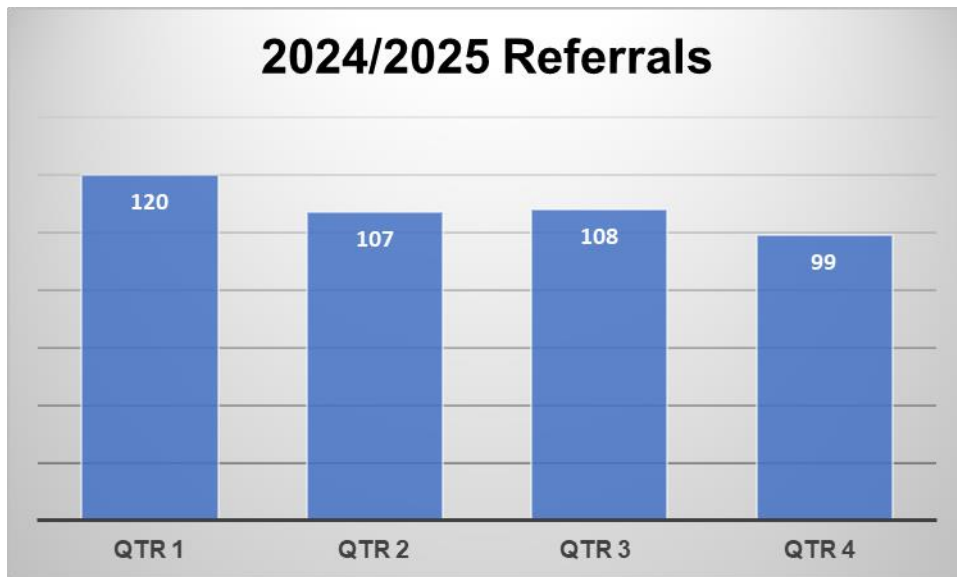
Year on Year Comparison

There has been an increase of 274% in the numbers of referrals from 21/22 compared with 24/25. This reflects both the increase and awareness of the safeguarding team following training and the effect of the cost of living crisis on our residents.

Year	Total Referrals	Avg Referrals per week
2021 - 2022	116	2.2
2022 - 2023	291	5.6
2023 - 2024	338	6.5
2024 - 2025	434	8.3

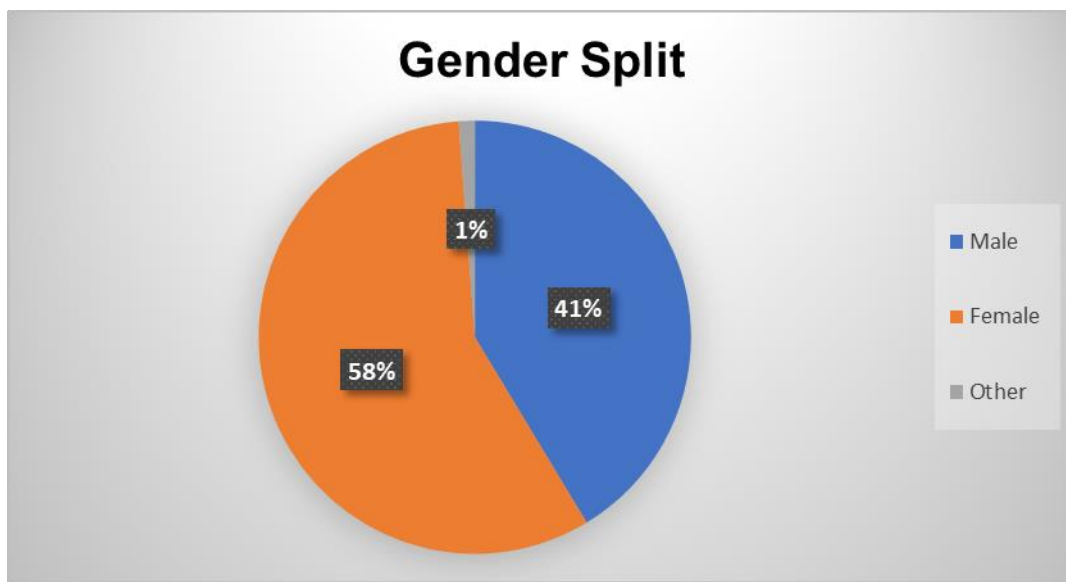
Received date





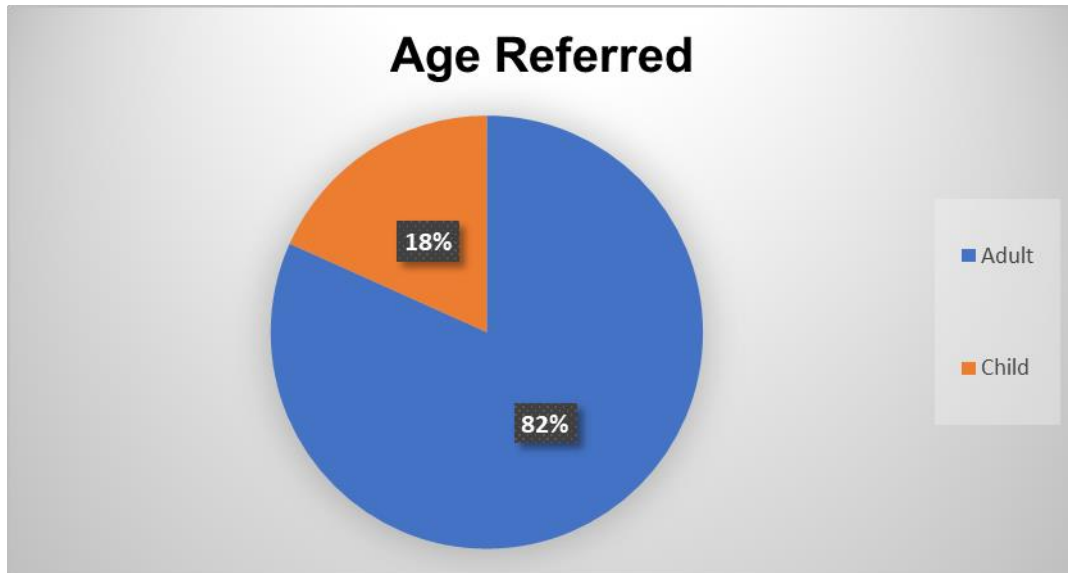
Gender referred

Male	Female	Other
208	289	6



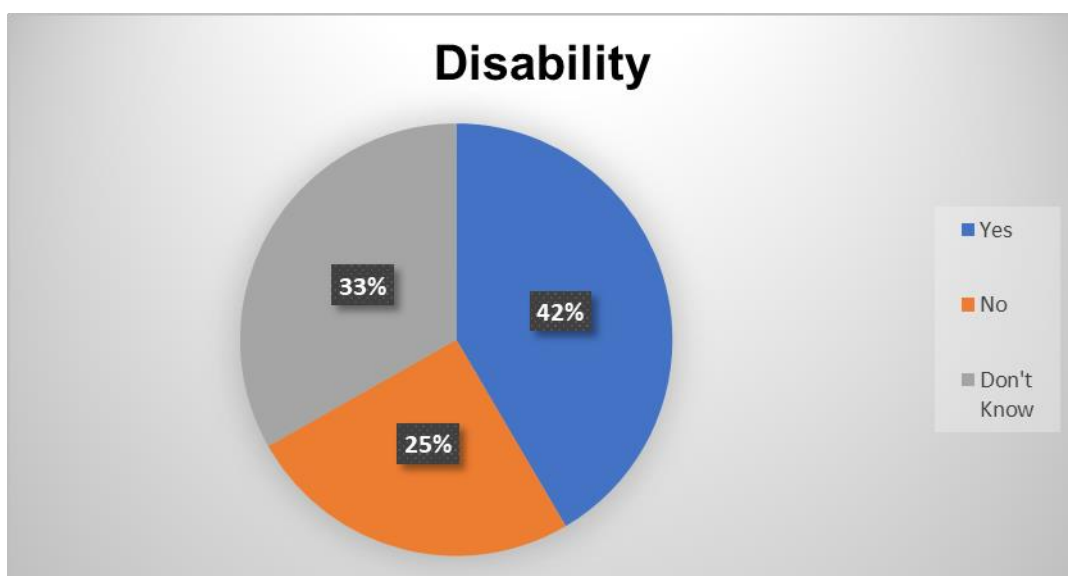
Age of person referred

Adult	Child
411	92

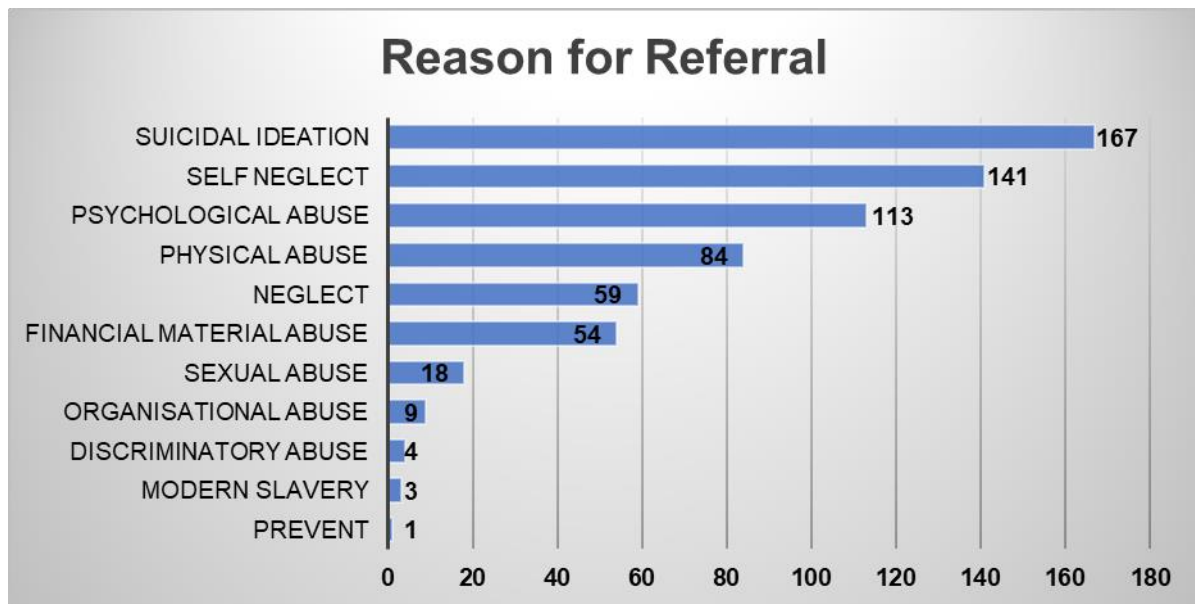


Does the person referred suffer from a disability

Yes	No	Don't Know
209	127	167

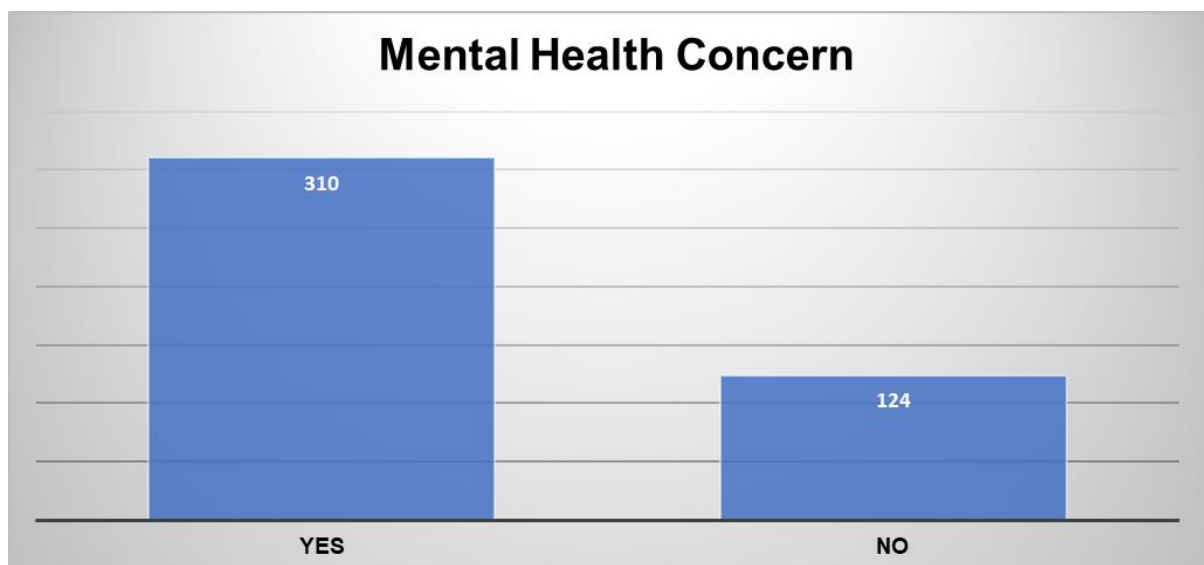


Reason for referral



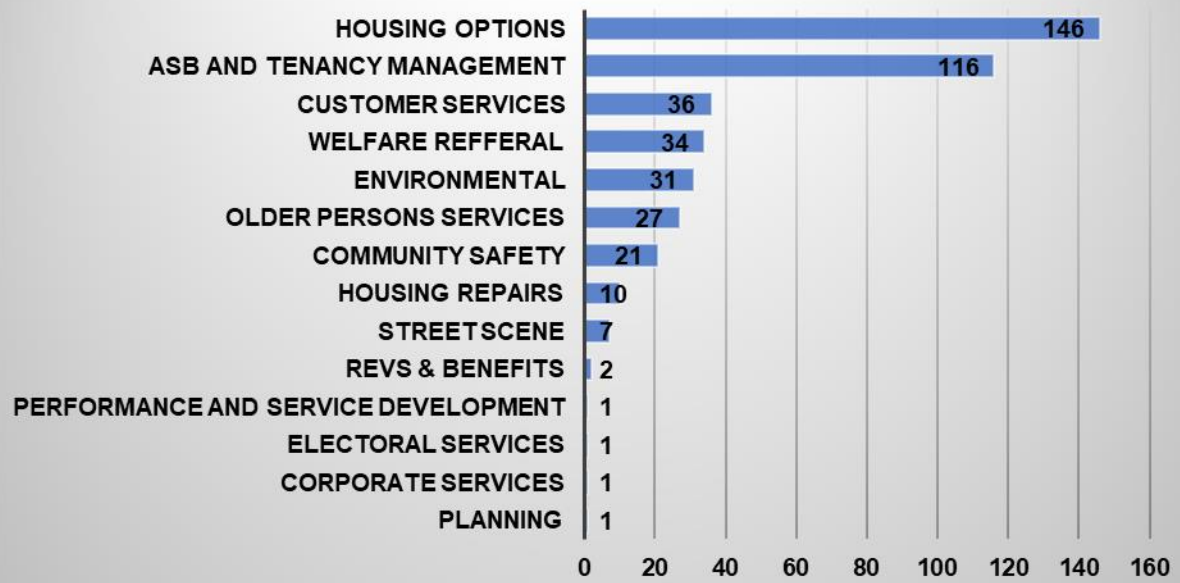
Mental Health Issues

During 2024 - 2025, 71% of referrals mentioned that mental health problems were part of the referral.



Department which made referral

Referred From



This page is intentionally left blank