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Chief Executive

Date: 20 June 2012



Hinckley & Bosworth
Borough Council

A Borough to be proud of

To: Members of the Scrutiny Commission

Mr MR Lay (Chairman)	Mrs L Hodgkins
Mr PAS Hall (Vice-Chairman)	Mr MS Hulbert
Mr C Ladkin (Vice-Chairman)	Mr DW Inman
Mr PR Batty	Mr K Morrell
Mr Bessant	Mr K Nichols
Mrs WA Hall	Mrs S Sprason

Copy to all other Members of the Council

(other recipients for information)

Dear Councillor,

There will be a meeting of the **SCRUTINY COMMISSION** in the Council Chamber on **THURSDAY, 28 JUNE 2012 at 7.30 pm** and your attendance is required.

The agenda for the meeting is set out overleaf.

Yours sincerely

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

Rebecca Owen
Democratic Services Officer

SCRUTINY COMMISSION - 28 JUNE 2012

A G E N D A

1. APOLOGIES AND SUBSTITUTIONS
2. MINUTES (Pages 1 - 4)
To confirm the minutes of the meeting held on 24 May 2012.
3. ADDITIONAL URGENT BUSINESS BY REASON OF SPECIAL CIRCUMSTANCES
To be advised of any additional items of business which the Chairman decides by reason of special circumstances shall be taken as matters of urgency at this meeting.
4. DECLARATIONS OF INTEREST
To receive verbally from members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. **This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the agenda.**
5. QUESTIONS
To hear any questions in accordance with Council Procedure Rule 10.
6. ENVIRONMENTAL IMPROVEMENT PROGRAMME (Pages 5 - 12)
Report of the Deputy Chief Executive (Community Direction) attached.
7. FIRST SIX MONTHS OF INTERNAL HOUSING REPAIRS SERVICE (Pages 13 - 16)
Report of the Chief Officer (Business, Contract & Street Scene Services) attached.
8. SCRUTINY COMMISSION WORK PROGRAMME 2011-12
To consider items for the 2012/13 work programme.
9. FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS (Pages 17 - 22)
Copy of the Forward Plan for July to October 2012 attached.
10. MINUTES OF WORKING GROUPS & SCRUTINY GROUPS (Pages 23 - 26)
Minutes attached for noting only:
 - a) Finance, Audit & Performance Committee, 30 April 2012;
 - b) Barwell & Earl Shilton Scrutiny Group, 2 May 2012.
11. ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIRMAN DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY

Agenda Item 2

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

SCRUTINY COMMISSION

24 MAY 2012 AT 6.30 PM

PRESENT: Mr MR Lay - Chairman

Mr PR Batty, Mr MS Hulbert, Mr DW Inman, Mr K Morrell, Mrs S Sprason and Miss DM Taylor (for Mrs L Hodgkins)

Officers in attendance: Rebecca Owen, Steve Atkinson, Michael Brymer, Louisa Horton, Sharon Stacey and Simon Wood

21 APOLOGIES AND SUBSTITUTIONS

Apologies were submitted on behalf of Councillors Bessant, Mrs Hall, Mr Hall, Hodgkins, Ladkin and Nichols, with the substitution of Councillor Taylor for Councillor Hodgkins authorised in accordance with Council Procedure Rule 4.1.

22 MINUTES

RESOLVED – the minutes of the meeting held on 19 April 2012 be confirmed and signed by the Chairman.

23 DECLARATIONS OF INTEREST

No interests were declared at this stage.

24 CARE FOR PEOPLE WITH DEMENTIA

Due to the invitee being unable to attend, it was agreed that this item be deferred to the next meeting.

25 SUPPORTING NEW HOUSING INITIATIVES AND OPPORTUNITIES

Members were advised of the opportunities and options with regard to improving services and supporting the provision of new and improved affordable housing in the Borough. Discussion was split into five areas.

In introducing the Housing Investment Strategy and Business Plan five key aims of the council house service were outlined. These included investment in existing stock, investing in new build schemes/acquisition of affordable housing, refurbishment of stock which no longer met needs, environmental improvements and investment in service delivery. Key pieces of work would take place during 2012/13 including validation of stock condition information and consultation with tenants and future tenants. The results of this work would enable members to make decisions on priorities and future investment.

With regard to the section of the report on Affordable Rent evidence base and Affordable Rent policy, the following points were raised:

- Developers were having problems engaging with RSLs, perhaps due to lack of available funding or the situation with affordable rent;
- There were opportunities for developers to build on plots of land as an alternative to rural exception sites;

- There was concern about how to prevent high levels of rent arrears due to the changes in the way benefits were paid. Whilst there were options which provided flexibility, officers shared these concerns;
- Although the housing waiting list was continuously increasing, this by itself was not a full reflection of need as not everyone in need registered onto the waiting list. Some work was needed to encourage people to register, particularly for housing in rural areas which gave precedence to local people;
- The number of requests for homelessness advice had increased by 180% over the last few years;
- The importance of Parish & Town Councils undertaking Housing Needs Surveys;
- The encouragement for communities to build property (ie the Government's 'Community Right to Build' scheme).

The Affordable Housing delivery plan was then discussed, including how council-owned sites were used and whether the authority should take on the role of 'builder' itself. Whilst some Members felt that there was no need for local authorities to build housing when developers were struggling to engage with RSLs to take on the housing they had built, the importance of considering all options was reiterated. The need to consider building bungalows and extra care schemes was also highlighted.

It was reported that an opportunity had become available through the Homes and Communities Agency to bid for an Empty Homes Grant. The private sector housing team, had been successful in securing £522,120 in order to bring 40 long term empty private properties back into use over the next 3 years.

With regard to the prevention of homelessness due to mortgage arrears, it was reported that due to the high performance of the team in preventing homelessness, a grant of £50,015 had been awarded, which was £20,000 more than had been awarded to any other authorities in the county. It was reported that the mortgage rescue scheme would continue. It was suggested that accessing the services of the credit union should be encouraged for people struggling to pay their mortgage.

Members felt that these current opportunities, which had for the most part been possible due to the performance of the housing team, should be maximised and work should be commenced on all areas as soon as possible.

RECOMMENDED – that the Council

- (i) works with developers to acquire properties for council housing as a priority;
- (ii) makes decisions and commences work as soon as possible on the Council Housing Investment Strategy to avoid the risk of funding being withdrawn by the Government;
- (iii) proactively seeks to make use of rural exception sites and the exploration of purchasing and building on agricultural land;
- (iv) ensures S106 monies are used to meet housing need;
- (v) becomes more active as a Registered Provider;
- (vi) explores which build types were required to meet need;
- (vii) fully supports the development of a private sector leasing scheme;

- (viii) considers the potential for and implications of borrowing more to bring more empty private sector properties back into use;
- (ix) explores the possibility of a partnership with the credit union to support people facing housing debt.

26 WASTE STRATEGY 2011

The Scrutiny Commission received a report which informed Members of the Leicestershire Municipal Waste Management Strategy (LMWMS) Update 2011. Concern was expressed with regard to the lack of progress in rolling out the collection of food waste. In response it was reported that it was not economically viable for Leicestershire County Council to roll out the collections, and it would not be affordable for this authority to do so by itself.

27 WASTE COLLECTION POLICY

Members received a report which sought support for the Wheeled Bin and Containers Policy. Aspects of the report were highlighted, for example changes to legislation, assisted collections, additional waste, educating users to avoid contamination, charging for damaged containers and the intention to include a requirement in the Community Infrastructure Levy for developers to pay for the cost of bins for new developments.

A Member asked whether wood could be collected and used for fuel or energy for power stations. In response it was noted that wood from voids was re-used, but that insufficient wood was produced to make kerbside collections worthwhile. However consideration would be given to providing a large container in certain locations once a month. It was also suggested that the same approach could be taken for metal, although the potential for theft of such material prior to collection was also highlighted.

Discussion ensued regarding inconsistent provision in some areas of red bags for clothes recycling, and it was agreed that the contractor would be requested to distribute further bags throughout the Borough.

28 ANNUAL RURAL AREAS REVIEW

Members received the annual rural areas review report. It was requested that future reports contain only items relating to the rural areas.

Two points were highlighted – dog fouling and sale of cars on the roadside. It was stated that these were major problems and that progress was difficult, but that further efforts would be made to address these issues.

29 SCRUTINY COMMISSION WORK PROGRAMME 2012-13

It was agreed that consideration of the future work programme be deferred to the following meeting when more Members would be present.

30 FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS

Consideration was given to the latest Forward Plan.

31 MINUTES OF MEETING MONDAY, 26 MARCH 2012 OF FINANCE, AUDIT & PERFORMANCE COMMITTEE

The minutes were noted.

32 MINUTES OF THE BARWELL & EARL SHILTON SCRUTINY GROUP

The minutes were noted.

(The Meeting closed at 8.29 pm)

CHAIRMAN

SCRUTINY COMMISSION – 28 JULY 2012

REPORT OF DEPUTY CHIEF EXECUTIVE (COMMUNITY DIRECTION)
RE: ENVIRONMENTAL IMPROVEMENT PROGRAMME FOR 2012/13

1. PURPOSE OF REPORT

1.1 This report outlines the Environmental Improvement Programme for 2012/13

2. RECOMMENDATION

2.1 The Scrutiny Commission is asked to agree the enhancement schemes comprising Appendix 1 to be implemented in the financial year 2012/13 as the Environmental Improvement Programme.

3. BACKGROUND TO THE REPORT

ENVIRONMENTAL IMPROVEMENT PROGRAMME 2012/13

3.1 For 2012/13 Council agreed in February capital expenditure of £50,000 of which £15,000 was funded from contributions. If the Borough Council's applications for grant aid are successful and landowners agree to make financial contributions towards projects, as anticipated, it will be possible to finance the 18 schemes identified in Appendix 1 which will result in projects costing £48,842 being implemented at a net cost to this Authority of £34,998.

3.2 This years programme aims to continue the practise to implement schemes identified in the Authority's Conservation Area Management Plan Reviews and provides a good distribution of projects throughout the borough both in the urban and rural areas. To date, all of the conservation areas have been reviewed with the exception of the Hinckley Town Centre Conservation Area that is to be completed this financial year 2012/13. A couple of enhancement schemes are the continuation of projects undertaken in last years programme at Ratby and Markfield. This years proposal to sign the last three conservation areas will complete the adoption of all the Borough's conservation areas.

3.3 Appendix 2 outlines the progress made on the projects included in the 2011/12 programme.

GUIDELINES FOR PRIORITISING SCHEMES

3.4 The agreed guidelines approved by members for prioritising schemes are set out below:

- (a) Implement schemes identified in the Authority's Conservation Area Management Plan Reviews,
- (b) Schemes that generate significant amounts of external funding, or be supported by partnerships involving private sector funding,
- (c) Complete or complement schemes undertaken in previous years' programmes
- (d) Contribute to the Strategic objectives of the Local Authority to provide an attractive environment.
- (e) Be implemented on publicly owned or publicly accessible land
- (f) Be in areas which have not yet benefited significantly in previous years' programmes
- (g) Voluntary organisations are given priority for undertaking appropriate projects providing the work meets the selection guidelines outlined in sub paragraphs (a) to (f).

4. **FINANCIAL IMPLICATIONS (CB)**

- 4.1 As Council have already approved a budget of £50,000 there are no new financial implications arising directly from this report.

5. **LEGAL IMPLICATIONS (AB)**

- 5.1 None raised directly by this report

6. **CORPORATE PLAN IMPLICATIONS**

- 6.1 This report contributes to the following Strategic Aims and Objectives of the Council

Strategic Aim – Proud of our achievements for the Community

Strategic Objective – Secure a healthy, safe, respectful and attractive environment

- 6.2 The report also contributes towards the Community Plan Objective of:

'Protecting our environment, relevant aims, heritage - protecting and enhancing the Borough's heritage'.

7. **CONSULTATION**

7.1 Consultations will take place on each project on an individual officer basis with parish councils and other interested parties.

8. **RISK IMPLICATIONS**

8.1

Management of significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
Loss of project management resource through retirement.	Look at alternative means to project manage EIP programme	Simon Wood/Sally Smith

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

9.1 Projects put forward in the Environmental Improvement Programme are generally spread over the whole of the Borough and includes the rural area.

10. **CORPORATE IMPLICATIONS**

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

- Community Safety Implications – Yes, Improving lighting and the environment will contribute reducing the fear of crime and disorder
- Environmental Implications – Yes, Protecting and enhancing the Borough’s Heritage
- ICT Implications – None directly arising from this report
- Asset Management Implications – None directly arising from this report
- Human Resources Implications – None directly arising from this report

Contact Officer: Alan Davies, Project Manager ext. 5916

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APPENDIX 1 : SCHEMES PROGRAMMED FOR IMPLEMENTATION 2012/13

Ref No	Location Ward/Parish	Member/ Parish Council Suggestion	Scheme identified in Conservation Area Management Plan	Scheme	Remarks	Estimated Cost of Project	Gross Cost to HBBC	Anticipated External Contributions	Net Cost to HBBC
0/1	Boroughwide Project			Financial contributions for the Borough's conservation areas towards the rebuilding/provision of new stone walls/iron railings, the re-roofing of properties with traditional materials and the reinstatement of chimney stacks and pots.	This project is proving very successful in helping to retain / provide traditional features in the Borough's conservation areas.	£6,000	£6,000	£3,000	£3,000
0/2	Conservation Areas		Yes	Installation of conservation area plaques in the Orton on the Hill, Osbaston and Ashby Canal conservation areas.	This will finish the signing of all the Authority's conservation areas	£960	£960		£960
0/3	Ashby Canal		Yes	Refurbishment of Bridge 56, installation of kerbing & road drain and re-instating access steps/ramp	The bridges on the Ashby Canal are important traditional features many of which are in poor structural condition due to poor maintenance over many years and are in danger of being lost. Bridge 56 has lost a small length of its coping stones and it is proposed to replace these. There have been complaints that the access steps from the highway to the towpath at Bridge 53 is in poor condition due to rainwater running off the highway and down the steps. It is proposed to provide highway kerbing and a road drain and to re-instate the steps. This is a joint scheme with British Waterways in which BW have agreed to rebuild part of Bridge 53 that has been severely damaged by a motor vehicle.	£2,500	£2,500		£2,500
4/1	Burbage Conservation Area	Yes	Yes	This scheme comprises several small enhancement projects along Church Street.	Several areas have been identified in the Burbage Conservation Area Management Plan as being eyesores on Church Street.	£818	£818	£409	£409
4/2	Horsepool, Church Street, Burbage		Yes	Installation of heritage street light at the Horsepool	The light will be sited within the open space helping to highlight the feature and the carriageway fronting the Horsepool.	£2,800	£2,800	£1,000	£1,800
4/3	Coronation Gardens, Church Street, Burbage		Yes	Re-kerbing of open space with traditional granite kerbing	Currently the open space is kerbed with crazy paving parts of which are missing which is a safety hazard and unsightly. It is proposed to re-kerb the open space with traditional granite kerbs and carryout a couple of other visual improvements along the footpath.	£4,800	£4,800	£2,400	£2,400
7/1	Baptist Cemetery, High Street, Desford		Yes	The replacement of 2 retaining slabs at entrance to the cemetery with traditional brick wall. Restoration of metal gate and provision of interpretation board.	The slabs are out of character with this pleasant little open space. In 2007, the Authority carried out an enhancement scheme to partially take down and re-build the cemetery side walls in traditional materials.	£1,800	£1,800		£1,800
11/1	Queens Park, Hinckley	Yes		Installation of two heritage street lights, Queens Park.	Proposed to replace two more existing lights with Heritage Lighting fronting Davenport Terrace.	£5,082	£5,082	£1,200	£3,882
11/2	Gladstone/ Davenport Terrace, Hinckley	Yes		Improvements to the carriageway	Gladstone Terrace & Davenport Terrace are used as to access Queen's Park. Both roads are in poor condition with numerous potholes. It is proposed to infill the pot holes to make the road more safe to walk	£1,000	£1,000		£1,000
11/3	Wykin Gate	Yes		Restoration of iron gate. The gate was made by the local artist, Arthur Tomlin, to commemorate the Queen's Silver Jubilee and was originally sited at Corner Farm, Wykin.	The gate has now had minor repairs carried out, shot blasted and primed. Redmoor High School is currently repainting the gate as a school project and it is anticipated that the gate will be sited in the school grounds and maintained by the school in the future. It is also intended to display an information sign at the gate stating who and why it was made and who were involved in its restoration. The only outstanding cost now is the gates siting cost.	£240	£240		£240

13/1	The Green, Markfield	Yes	Yes	Installation of traditional water pump at The Green.	This is the continuation of last years scheme to site a traditional water pump at the site of a well on The Green that was previously known as The Sawpit. The pump was purchased using last years budget.	£550	£550	£275	£275
13/2	The Nook	Yes	Yes	Installation of two heritage street lights.	The Nook is an important area of the Markfield Conservation Area that has its own traditional character.	£5,082	£5,082	£3,200	£1,882
13/3	The Green & Main Street	Yes		2 interpretation boards.	It is proposed to install two information signs giving historical information on The Green & Markfield in general. It is anticipated that the information will be supplied by the Markfield History Group.	£1,600	£1,600	£800	£800
13/4	Markfield	Yes		Printing of leaflet giving a brief history on Markfield's development	The leaflet will give information of how Markfield has developed throughout the ages.	£200	£200	£100	£100
18/1	Raby	Yes	Yes	Installation of heritage nameplates along Brickyard Walk, Boundary Walk and plaques at Richardson Hosier and the former Chapel Yard.	It is proposed install heritage street nameplates along 2 historical footpaths and erect plaques at 2 more former Raby yards. The Raby History Group will give a small contribution.	£810	£810	£60	£750
18/2	Berrys Lane, Ratby		Yes	Construction of new face to existing brick wall	This prominent existing brick wall is an eyesore with different coloured bricks and partial rendering.	£500	£500		£500
18/3	St Philip & St James Church, Ratby		Yes	Re-building churchyard wall	This is the continuation of last years scheme to re-build a section of granite retaining wall that is in danger of collapsing.	£2,800	£2,800	£1,400	£1,400
20/1	St Peter's Churchyard, Shackerstone			Restoration of chest tomb	The work involves the taking up and relaying of the tomb stones and refurbishment of iron railings.	£3,300	£3,300		£3,300
				Project Manager's costs		£8,000	£8,000		£8,000
				TOTAL EXPENDITURE		£48,842	£48,842	£13,844	£34,998

APPENDIX 2				
END OF YEAR PROGRESS REPORT ON THE ENVIRONMENTAL IMPROVEMENT PROGRAMME 2011-12				
Ref No	Location	Scheme	Remarks	Status
0/1	Bridge 31 Ashby Canal	Refurbishment work to canal bridge	This is a continuation of last years scheme when the Borough Council purchased some of the materials to help re-build the bridge. The Bridge has now been completely resored.	Project Completed
3/1	Barwill Conservation Areas	Installation of conservation area plaques	Plaques have been installed both in the High Street & Arthur Street Conservation Areas.	Project Completed
4/1	Burbage Conservation Areas	Installation of conservation area plaques	Plaques have now been installed throuhout the Conservation Area.	Project Completed
4/2	Burbage Congregational Church	Replacement of wire mesh fence with traditional brick wall and iron railings	The Borough Council identified this project in the Burbage Conservation Area Management Plan and assisted with its implementation by preparing the specification & drawings for the wall. The project has now been completed.	Project Completed
5/1	Rectory Lane, Cadeby	Removal of ivy from boundary wall	The Ivy has been cut at its base, however, it is taking a long time to die-back. Work cannot take place to clear the ivy until the nesting season has ended.	Project Ongoing
7/1	Desford Conservation Area	Installation of 6 heritage street lighting columns	The heritage lights have now been installed and are expected to be connected by the end of June.	Project Ongoing
9/1	Chapel Hill, Groby	Replacement of timber fence with traditional brick wall.	The Borough Council identified this scheme in its Conservation Area Management Plan Review. A planning application to build the wall has been submitted and approved. The resident is keen to carryout the scheme and is currently seeking quotes.	Project Ongoing
10/1	St Peter's Church, Higham on the Hill	Repairs to churchyard lychgate	A small grant has been given to repair the lychgates which is situated in the Higham on the Hill Conservation Area.	Project Completed
11/1	Queen's Park Terrace, Hinckley	Installation of 2 heritage street lighting columns	Project Completed	Project Completed
11/2	Village Green, Wykin	Restoration and relocation of an iron gate that was made by the local artist, Arthur Tomlin, to commemorate the Queen's Silver Jubilee	The gate was given to the Borough Council. The restoration work on the gates is being undertaken by the pupils of Redmoor High School, Hinckley. It has had minor repairs carried out and been shot blasted and primed. The pupils are currently repainting the gate as a school project.	Project Ongoing
11/3	Netherley Court, Hinckley	Planting of hedge along boundary of Borough Council Depot	The hedge has now been planted and will help restrict views into the depot from the adjacent housing estate.	Project Completed
11/4	Hinckley Town Centre Conservation Area	Installation of conservation area plaques	Plaques have now been installed throuhout the Conservation Area.	Project Completed
12/1	Park Street, Market Bosworth	Re-surfacing work fronting 24-28 Park Street, Market Bosworth	Project Completed	Project Completed
12/2	Sutton Lane, Market Bosworth	Re-surfacing work fronting 12 & 14 Sutton Lane, Market Bosworth	Project Completed	Project Completed
13/1	Markfield Conservation Area	Installation of 15 heritage street nameplates	All of the conservation area has now been signed.	Project Completed
13/2	The Green, Markfield	Siting of traditional water pump	The pump has been purchased and will be installed in July	Project Ongoing
18/1	St. Philip & St. James Church, Ratby	Re-building of granite churchyard wall within the Ratby Conservation Area.	A financial contribution will be given towards the re-building of a section of retaining wall that is in danger of collapsing.	Project Ongoing
24/1	St. James Churchyard, Twycross	Restoration of 2 listed chest tombs	The project received faculty approval last October and has now been completed.	Project Completed

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SCRUTINY COMMISSION – 28 JUNE 2012

REPORT TITLE – FIRST SIX MONTH OF HOUSING REPAIRS SERVICE

REPORT OF CHIEF OFFICER: BUSINESS, CONTRACT & STREET SCENE SERVICES



Hinckley & Bosworth
Borough Council

A Borough to be proud of

WARDS AFFECTED: ALL WARDS

1. PURPOSE OF REPORT

To provide a position statement on the internal provision of the Housing Repairs Service during the first six months of its operation.

2. RECOMMENDATION

That the Scrutiny Commission endorses the progress made by the Housing Repairs Service during its first six months of operation.

3. BACKGROUND TO THE REPORT

- 3.1 On 7 December 2010 the Council agreed to provide the Responsive Repairs Service 'in house' following its outsourcing for a number of years. The main reasons for doing so were to gain direct control of the service and ensure value for money. The service transferred from the previous contractor to the Council on 29 September 2011. The Service will be focussed on achieving the following vision:

Provide a housing repairs service that meets the needs of our Tenants and exceeds the Decent Homes +1 Standards for Repairs and Maintenance.

4. IN-HOUSE RESPONSIVE REPAIRS SERVICE

- 4.1 The main objective during the introduction of the new internal Responsive Repairs Service was to ensure that service delivery was at least provided at the same level as the previous contractor. As a result, administrative matters would be secondary to the delivery of the service. As you would expect, the contract transfer was not without issues but irrespective of the transfer situation, the focus was on ensuring that service delivery was sustained.

- 4.2 On transfer, the following number of employees transferred with the contract:

- Administrative staff – 4 out of 9 contracted positions (44%)
- Front line staff – 13 (one resignation) out of 21 contracted positions (62%)

Although the number of staff that transferred provided an opportunity for future development in the medium term, this low number of transferring staff provided a staff shortage in the short term. To combat the shortage of staff operationally, sub-contractors were utilised to provide support to empty (void) properties for the first four months (September – December 2011). A further complication to the staffing position was that some staff that the Council were told would transfer didn't, and, some staff who the Council knew were transferring were not finally told until the week of transfer. This obviously placed unnecessary pressure on the individuals involved and resulted in lost time due to non-attendance.

¹ Achieving the decent homes standard, ensuring the stock meets health and safety requirements and providing a value for money service balancing responsive and planned maintenance.

4.3 Detailed below are the financial elements (included as part of the transferring contract scope) for the last six months of the previous contract and the first six months of the Council's service:

- Cost from April to September 2011 (previous Contract) – £ 1,162,000
- Total Cost of service from September 2011 to March 2012 (in-house) – £ 955,000

This shows that the internal service cost £207,000 less than the previous contractor. It should be noted that the in-house figure includes the set-up costs for the new service as well as saving from vacant posts whilst they were recruited. This includes costs for work in progress associated to the financial year 2011/12 as well as incomplete works associated with the previous contractor (paragraph 4.4 contains further detail).

4.4. Detailed below are the number of repairs (by type) that have been completed during the last six months of the previous contract and the first six months of the Council's service:

Type of Repair	April – Sept 2011	Sept 11 – March 12
	No. 2	No.
General Dwelling	3775	4891
Major Voids	88	156
Kitchen	44	46
Minor Void	4	2
PVC Doors	19	21
Enhancements	7	85
Bathrooms	54	64
Room enhancements	1	7
Kitchen works	16	23
Roofing	45	33
Environmental	67	85
GRP doors	44	3
Ventilation	3	22
Timber door replacement	43	41
Flooring works	7	17
'Other'	5	11
Total	4,222	5,507

2 – Data taken from latest information provided by Contractor. Figures do not include recalls.

A planned set of 'handover' dates for transferring responsibility of repairs from the previous contractor to the Council were agreed to assist with a seamless transfer and to ensure that no agreed works were left incomplete. It should be noted that on 29 September 2011 190 repairs (including 11 'void' properties) were incomplete. The table above identifies that 1,285 additional repairs were carried out. This figure includes additional 'added value' repairs that have been carried out whilst the employee was at the property. The initial Business Case agreed by Council was based on approximately 4,500 repairs being carried out in the first six months. So additional repair works have been carried out whilst still remaining in the Business Case amount.

4.5 The number of recalls to return to incomplete / unsatisfactory repair works has reduced from 3% with the previous contractor to 1.85% with the new internal service. As well as providing an indication of improved service quality, this also improves operational efficiency.

4.6 As mentioned in paragraph 4.2 above, void properties for the first 3 to 4 months of the contract had been sub-contracted. The decision was taken following recruitment to vacant posts to cease the sub-contracted position from 1 January 2012. As the table indicates in paragraph 4.4 there has been a significant increase in the number of 'void' properties since the service was returned in-house. The increase in void properties commenced in January 2012 and from this date until the end of March 2012 an additional 34 voids were received to the average. The increase in voids during this three month period is most unusual and the reasons for the increase cannot be explained. The increase has impacted on the existing capacity of the service and additional support has again been commissioned from sub-contractors. A target date of August 2012 has been set to return the number of 'void' properties to the usual level.

4.7 Customer satisfaction for the first six months of the service has been 92% this comprises the following:

- October – 91%
- November – 89%
- December – 91%
- January – 91%
- February – 93%
- March – 94%

It should be noted that the previous contractor reported 93% satisfaction for the final six months of the contract.

5. FINANCIAL IMPLICATIONS (TO

5.1 None arising directly from this report.

5.2 It is worth noting that the Council is now in the process of procuring a new Housing Responsive Repairs computer system – due for implementation later this year – which will help greatly in managing the business and assessing the cost and effectiveness of the service. This will enable the reporting of costs on a per job basis. The figures used within the body of this report have been extracted from the Council's financial system after an analysis of the relevant expenditure codes.

6. LEGAL IMPLICATIONS (AB)

6.1 None raised directly by the report

7. CORPORATE PLAN IMPLICATIONS

7.1 Decent, well managed and affordable homes – To support residents to maintain the condition of their homes.

8. CONSULTATION

8.1 An initial consultation was carried out with Tenants during January 2011 the feedback from the survey have been used to design the set-up for the new in-house service.

9. RISK IMPLICATIONS

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

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

There are no significant risks associated with this report as it provides a position statement on the first six months of operation.

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

An initial consultation was carried out with Tenants during January 2011 the feedback from the survey have been used to design the set-up for the new in-house service.

11. **CORPORATE IMPLICATIONS**

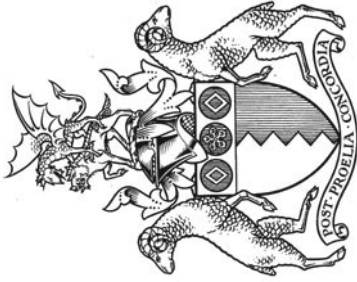
By submitting this report, the report author has taken the following into account:

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

Background papers: Responsive Repairs Business Case – December 2010

Contact Officer: Mike Brymer, 01455 255981

Executive Member: Councillor Michael Mullaney



Hinckley & Bosworth
Borough Council

A Borough to be proud of

FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS

JULY 2012 TO OCTOBER 2012

HINCKLEY & BOSWORTH BOROUGH COUNCIL

INFORMATION ABOUT THE FORWARD PLAN

WHAT IS THE FORWARD PLAN?

The Forward Plan contains decisions which are due to be taken by Council, Executive or under delegated powers to individual Executive members or senior officers. Each plan covers a four month period and is updated monthly. The plan includes all decisions to be taken both "key decisions" (definition opposite) and non-key decisions.

WHAT INFORMATION IS CONTAINED IN THE FORWARD PLAN?

The Forward Plan details:

- The nature of the decision to be made and whether it is a key decision (definition opposite);
- The committee or individual who will take the decision;
- The date or period when the decision is to be taken;
- The stages which will be undertaken prior to the decision, both consultation and presentation to committees;
- The documents which will be presented to the decision maker(s);
- The author of the report.

You can view copies of the current Forward Plan on our web site (www.hinckley-bosworth.gov.uk) or alternatively at:

The Main Reception, Council Offices, Argents Mead, Hinckley

WHAT IS A KEY DECISION?

A key decision is an Executive decision which:

- involves expenditure (of reduction of income) of over £20,000 on any particular scheme/project;
- adopts a policy or strategy (which the Executive has the power to adopt);
- involves the adoption or amendment of the Scale of Fees and Charges;
- is one that affects the whole of the Borough and is one which the residents of Hinckley & Bosworth would normally expect to be notified or consulted; or
- involves a recommendation by the Executive to a Partnership organisation which will take the ultimate decision.

Decisions by the regulatory committees (ie Planning, Regulatory, Licensing and Standards) and Personnel Committee are never key decisions.

A copy of this Forward Plan can be downloaded from our website (www.hinckley-bosworth.gov.uk) or can be obtained by telephoning 01455 255879, sending a fax to 01455 635692 or emailing democraticsupport@hinckley-bosworth.gov.uk

RESPONSIBILITY FOR DECISIONS

Part 3 of the Council's Constitution sets out which committee/individual has responsibility for taking decisions.

FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS

1 JULY 2012 TO 31 OCTOBER 2012

Homelessness mortgage prevention & empty properties grants	Housing	Council 19 Jun 2012			None. (<i>Sharon Stacey</i>)
HRA Strategy and Business Plan	Housing	Council 19 Jun 2012	Scrutiny Commission 24 May 2012		None. (<i>Sharon Stacey</i>)
Affordable Rent	Planning	Council 19 Jun 2012		Recommendation by Planning Committee 06/03/12 then Executive	None. (<i>Simon Wood</i>)
Leicestershire Partnership Revenues & Benefits Savings 2011/12	Finance & ICT	Council 19 Jun 2012	Executive		None. ()
Closure of Accounts	Corporate Direction	Council 19 Jun 2012	Council 19 Jun 2012		None. ()
Green Space Delivery Plan	Business, Contract & Street Scene Services	Scrutiny Commission Executive 27 Sep 2012 7 Nov 2012			None. (<i>Caroline Roffey</i>)

Leicestershire Waste Partnership Strategy	Business, Contract & Street Scene Services	Executive 18 Jul 2012			Strategy (<i>Michael Brymer</i>)
Waste Collection Policy	Business, Contract & Street Scene Services	Executive 18 Jul 2012	Executive 24 May 2012		None. (<i>Michael Brymer</i>)
6 month review of Housing Repairs	Business, Contract & Street Scene Services	Executive 18 Jul 2012	Scrutiny Commission 5 Jul 2012		None. ()
Environmental Health food hygiene annual plan	Environmental Health	Executive 18 Jul 2012			None. (<i>Rob Parkinson</i>)
Cultural Strategy 2012-2017	Cultural Services	Executive 12 Sep 2012	Executive 12 Sep 2012		None. (<i>Simon D Jones</i>)
Constitution - review of Scheme of Delegation Amendments to Scheme of Delegation relating to Environmental Health items	Corporate Services	Council 18 Sep 2012			None. ()
Argents Mead	Planning	Council 18 Sep 2012			None. ()
Property Asset Management Plan	Finance & ICT	Council 18 Sep 2012			None. ()

DETAILS OF COUNCIL DECISION MAKERS

The table below details the Council's Service Areas and the Executive Member responsible for each with the Council Official responsible for service management.

AREA OF RESPONSIBILITY / SERVICE AREA	EXECUTIVE MEMBERS AND CHIEF OFFICERS	HEAD OF SERVICE CONTACT DETAILS
Strategic Leadership	Councillor SL Bray (Leader) Mr S Atkinson (Chief Executive)	Tel: 01455 255606 Fax: 01455 890229 Email: steve.atkinson@hinckley-bosworth.gov.uk
Community Direction (including Housing, Community Safety, Partnerships, Environmental Health, Planning & Cultural Services)	Councillor D Bill (Deputy Leader) (Community Safety & Partnerships) Councillor SL Bray (Leader) (Planning) Councillor DS Cope (Culture & leisure) Councillor DM Gould (Environment, Health & climate change) Councillor MT Mullaney (Housing & council house building) Mr B Cullen (Deputy Chief Executive, Community Direction)	Tel: 01455 255676 Fax: 01455 890229 Email: bill.cullen@hinckley-bosworth.gov.uk
Corporate Direction (including Corporate & Customer Resources, Scrutiny, Ethical Standards, Finance, NCT, Estates & Asset Management)	Councillor SL Bray (Communications & Major Capital Projects) Councillor KWP Lynch (Finance, ICT & Asset Management) Councillor Ms BM Witherford (Corporate Services, Equalities) Mr S Kohli (Deputy Chief Executive, Corporate Direction) Councillor WJ Crooks (Neighbourhood Services) Councillor MT Mullaney (Housing repairs) Mr M Brymer (Head of Service)	Tel: 01455 255607 Fax: 01455 251172 Email: sanjiv.kohli@hinckley-bosworth.gov.uk
Business, contract & Streetscene Services (including Refuse Collection, Street Cleansing, Car Park Management, Housing repairs, Neighbourhood Wardens)	Councillor WJ Crooks (Neighbourhood Services) Councillor MT Mullaney (Housing repairs) Mr M Brymer (Head of Service)	Tel: 01455 255852 Fax: 01455 234590 Email: michael.brymer@hinckley-bosworth.gov.uk
Rural Issues (across all portfolios and including Village Centres)	Councillor WJ Crooks Mr B Cullen (Deputy Chief Executive, Community Direction)	Tel: 01455 255676 Fax: 01455 890229 Email: bill.cullen@hinckley-bosworth.gov.uk

Further clarification and representations about any item included in the Forward Plan can be made to the appropriate Executive Member and Head of Service either using the contact details above or in writing to: Hinckley and Bosworth Borough Council, Council Offices, Argents Mead, Hinckley, Leicestershire, LE10 1BZ. Representations should be made before noon on the working day before the date on which the decision is to be taken.

DECISION MAKING ARRANGEMENTS

The views of local people are at the heart of decision making at Hinckley & Bosworth Borough Council, because major decisions are made by Councillors who are elected every four years by local people. Councillors work with the communities that they represent to ensure that local priorities are reflected in the work that the Council does.

The Council is made up of 34 Councillors representing 16 wards. If you want to know which Councillor(s) represents your area or you would like to contact your Councillor(s) concerning an issue, you will find contact details on our website (www.hinckley-bosworth.gov.uk) or alternatively you can contact the Council on 01455 238141.

The Council is committed to the principle of open government and everyone is welcome to attend meetings (except for confidential business) and to receive details of non-confidential items. Below are further details of the Council's democratic decision making arrangements.

The Council

The Council is responsible for setting the budget and the policy framework. Each year there is an Annual Meeting, which selects the Mayor and Deputy Mayor (who are the Chairman and Vice-Chairman of the Council) and decides the membership of the Scrutiny Commission and Regulatory Committees. There are six ordinary meetings of the Council per year, which make strategic, policy and major budget decisions. This Forward Plan details decisions to be taken by the Council over the next four months.

Executive Functions

Many day to day policy and operational decisions are taken by Executive, a group of eight Councillors comprising of the Leader, Deputy Leader and six Executive Members each responsible for an area of Council policy and activity. The Executive members and their responsibilities are detailed in the previous table.

Overview and Scrutiny Functions

Decisions of the Executive are subject to scrutiny by the Scrutiny Commission and the Finance, Audit & Performance Committee. The Scrutiny Commission and Finance, Audit & Performance Committee also have a role in Policy development. In addition, Scrutiny Panels are established to oversee ad-hoc projects. The Scrutiny Commission publishes an Annual Report and a Work Programme; this is available on the Council's website and from the Council on request.

Regulatory Functions

In addition the Council has established committees to deal with regulatory issues, these committees are Planning Committee, Licensing Committee, Regulatory Committee and the Standards Committee.

Further information about the Council's Decision Making Arrangements can be obtained from Democratic Services on 01455 255879.

HINCKLEY AND BOSWORTH BOROUGH COUNCIL
FINANCE, AUDIT & PERFORMANCE COMMITTEE
30 APRIL 2012 AT 6.30 PM

PRESENT: Mr PAS Hall - Chairman
Miss DM Taylor – Vice-Chairman

Mrs R Camamile, Mr JS Moore and Mrs WA Hall

Officers in attendance: Ilyas Bham, Shaun Curtis, Julie Kenny and Sanjiv Kohli

520 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Mr Gould and Mr Hulbert with the following substitution authorised in accordance with Council Procedure Rule 4.1:

Mrs A Hall for Mr Hulbert.

521 DECLARATIONS OF INTEREST

No interests were declared at this stage.

522 MINUTES OF PREVIOUS MEETING

On the motion of Mrs Camamile, seconded by Mr Moore, it was

RESOLVED – the minutes of the meeting held on 26 March 2012 be confirmed and signed by the Chairman.

523 COMMERCIAL ESTATES REVIEW UPDATE

Following a request at the last meeting Members were updated on the level of debt within the Commercial Estate and provided with information on the different sectors that are occupying units.

RESOLVED – the report be noted and for future reports the information on the level of debt be included as part of overall performance report of the Commercial Estates.

524 TREASURY MANAGEMENT ACTIVITIES 9 MONTHS TO 31 DECEMBER 2011

Members were presented with a report outlining the Council's treasury management activity during the first nine months of the financial year 2011/12. It was reported that due to the current financial climate investments were being moved more frequently to receive the highest dividend and the advice from the Council's professional advisors was increasingly to invest short term.

RESOLVED – the report be noted.

As requested at the previous meeting the Deputy Chief Executive (Corporate Direction) presented an update on the current position regarding the MIRA Regional Growth Fund and highlighted the potential risks to the Council. After discussion it was agreed that this be referred to the Scrutiny Commission as Members required further detail and representations from expert witnesses.

(The Meeting closed at 7.25 pm)

CHAIRMAN

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HINCKLEY AND BOSWORTH BOROUGH COUNCIL

BARWELL & EARL SHILTON SCRUTINY GROUP

2 MAY 2012 AT 6.30 PM

PRESENT: Mr K Nichols - Chairman

Mr RG Allen, Mr DM Gould, Mrs J Richards and Mrs H Smith

Officers in attendance: Rebecca Grant, Cathy Horton and Simon Wood

15 APOLOGIES

Apologies for absence were submitted on behalf of Mr Hulbert and Mr Ladkin.

16 MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting were agreed as a correct record.

17 DECLARATIONS OF INTEREST

No interests were declared at this stage.

18 BRIEFING ON APPLICATION RECEIVED RE BARWELL SUE

Planning officers gave a presentation on the present position of the application. The presentation also outlined the processes and timescales for the progression of the application.

The points raised are outlined below:

It was explained to Members that the document received from the developers submitting their application was presented in a technical and extensive format and a Design and Access Statement was an easier document to follow and would be a good starting point for Members and public to follow. A Planning Statement containing a technical summary is also available to consult.

The Planning Department are in the process of setting up a dedicated website which will be available via a link from the home page of the Council's website. It was suggested that the wording 'we suggest a starting point is' is used to help steer the public in the right direction. The statutory consultees' views will be available online. All documents will also be available for viewing in the Council's reception.

The consultation process will run alongside the Area Action Plan with consultations carried out in phases. As this is an extensive application it will be a more beneficial process to put together alterations/amendments and present in blocks so as not to bombard the public. The normal length of time between the end of the consultation period and being presented to committee will be extended due to the complexity of the application.

Earl Shilton SUE will hopefully come together in the summer and it is anticipated that outline planning permission for both projects will be presented to Planning Committee by the end of this year or early next.

County Council and other associated parties have fed into the process so far and will continue to work with the Council. The Model of Transport will be completed by end of July and consultants will then be invited back to report to this committee. The developers will then need to make any revisions necessary and this will then be fed back to the committee.

Carousel Park, although not part of the development, have been consulted and have no comments at the present time.

Contribution levels are yet to be agreed. S106 or SIL monies may be available but the impact on Barwell and Earl Shilton town centres will need to be demonstrated. The location of the proposed health centre could be located in the new development, in the town centre or midway between again the options will all be explored. Monies for schools/police/affordable housing etc will be available through the normal planning policy channels.

It was agreed that a disc be supplied to Members containing the Design and Access Statement.

19 WORK PROGRAMME

Members agreed the work programme as follows:

1. Briefing on the planning application received (next meeting);
2. Sewage works (Severn Trent to be invited);
3. Infrastructure Plan (including PCT, Education);
4. Regeneration;
5. Financing infrastructure improvements including Community Infrastructure Levy (CIL);
6. Affordable Housing;
7. Strategic Transport Assessment;
8. Employment.

20 DATE OF FUTURE MEETINGS

It was noted that the next meeting would be held on 30 May 2012.

(The Meeting closed at 7.35 pm)