

ASHFIELD DISTRICT COUNCIL



Council Offices,
Urban Road,
Kirkby in Ashfield
Nottingham
NG17 8DA

Agenda

Cabinet

Date: **Thursday, 19th October, 2017**

Time: **6.30 pm**

Venue: **Council Chamber, Council Offices, Urban Road,
Kirkby-in-Ashfield**

For any further information please contact:

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CABINET

Membership

Chair:

Councillor Cheryl Butler

Councillors:

Amanda Brown
Don Davis
Keir Morrison

Tim Brown
Jackie James
Nicolle Ndiweni

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SUMMONS

You are hereby requested to attend a meeting of the Cabinet to be held at the time/place and on the date mentioned above for the purpose of transacting the business set out below.



R. Mitchell
Chief Executive

AGENDA

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2. **Declarations of Disclosable Pecuniary and Personal Interests and Non-Disclosable Pecuniary / Other Interests**
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CABINET

Meeting held in the Council Chamber, Council Offices, Urban Road, Kirkby-in-Ashfield,

on Thursday, 21st September, 2017 at 6.30 pm

Present: Councillor Cheryl Butler in the Chair;

Councillors Amanda Brown, Tim Brown,
Don Davis, Jackie James, Keir Morrison and
Nicolle Ndiweni.

Officers Present: Craig Bonar, Carol Cooper-Smith, Ruth Dennis,
Katherine Green, Sharon Lynch, Alan Maher,
Robert Mitchell and Paul Parkinson.

In Attendance: Cllr Paul Roberts.

CA.20 Declarations of Disclosable Pecuniary and Personal Interests and Non-Disclosable Pecuniary / Other Interests

No Declarations of Interest were received.

CA.21 Minutes

The Minutes of the Cabinet meeting held on Thursday 13 July 2017 were approved as a true record.

CA.22 Renewal of Service Level Agreement - Legal Shared Service

Members were reminded that the Council had entered into an agreement with Mansfield District Council (MDC) in November 2012 to provide a shared legal service. Under this agreement a single Legal Services Team, based at Ashfield, was established to serve both authorities. The arrangement would run for a five year period, but could be extended for a further five years, if both authorities agreed to do this.

The report to Cabinet explained that following on from a review of the service, which had confirmed that it is performing well, Mansfield District Council had decided to renew the agreement for a further five years.

Cabinet welcomed the successful performance of the shared service. Members heard that user satisfaction with the service had improved from 55% in 2014 to 97% in 2017. They also heard that the shared team was cost effective and providing both authorities with higher levels of operational resilience and expertise than they could have achieved on their own.

There was a consensus that the agreement should be renewed.

RESOLVED

- a) That Cabinet approves the renewal of the Shared Service Agreement for the provision of Legal Services by Ashfield District Council (ADC) to Mansfield District Council (MDC) for a period of five years;
- b) That Cabinet grants delegated authority to the Director of Legal and Governance to review the terms of the current service level agreement, for services shared with MDC and to finalise appropriate changes to the original form of agreement in the light of current needs and arrangements.

Reasons

The Service Level Agreement (SLA) for the provision of legal services by ADC to MDC began on 1 November 2012 for a period of five years. The SLA is due to expire on 30 October 2017, however, there is a provision for the agreement to be extended for a further five years.

CA.23 Update of the Ashfield Local Development Scheme

The report to Cabinet asked Members to update the Ashfield Local Development Scheme (LDS). Cabinet was told that the timetable for the preparation of the Local Plan had slipped and the new dates needed to be reflected in the LDS.

RESOLVED

- a) That Cabinet approves the Ashfield Local Development Scheme, as appended to the report;
- b) That the Scheme be brought into effect from 21 September 2017

Reasons

To adhere to the legal requirement to maintain an up to date Local Development Scheme under the Planning and Compulsory Purchase Act 2004.

CA.24 Grant Funding - Update of Project Budgets

The report to Cabinet asked Members to approve changes to three project budgets, to reflect the additional finance secured from Nottinghamshire County Council's Supporting Local Communities (SLC) fund. The projects were: (i) the Ashfield Estate Play Area, (ii) the Oval Play Area; and (iii) Warwick Close. Cabinet discussed the proposal and welcomed the success in securing additional grant aid.

RESOLVED

- a) That Cabinet approves the changes to project budgets identified in the Locality Plans, as set out in the report;

- b) That the Capital Programme be updated, with the increased scheme costs financed from the Nottinghamshire County Council 'Supporting Local Communities' (SLC) Fund.

Reasons

To enable capital budgets to be revised in line with the funding available and so that the three projects can be progressed.

CA.25 Business Rates - Local Discretionary Relief Scheme

Members were reminded that extra funding had been allocated nationally for local authorities to provide discretionary relief to help those companies facing a significant increase to their business rates, following the revaluation of properties which had taken place. The report to Cabinet explained that Ashfield had been allocated £332,000 for this discretionary relief, spread over four years. In order to distribute this money the Council was required to develop a Local Discretionary Relief Scheme.

Members were asked to consider and approve the proposed scheme.

Cabinet discussed the report. Members noted that most of the relief would have to be distributed during the first year. Members also noted that the amount of Discretionary Relief that any business could receive would be capped, which would help to ensure a wider distribution of the funds available. Cabinet welcomed this.

RESOLVED

That Cabinet agrees to adopt the Business Rates Local Discretionary Relief Scheme as set out in the report.

Reasons

To comply with the requirement to design and implement a Local Discretionary Business Rates Scheme.

The meeting closed at 6.45 pm

Chair.

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Report To:	CABINET	Date:	19 OCTOBER 2017
Heading:	SCRUTINY CONSIDERATION OF HOMELESSNESS – INTERIM REPORT		
Portfolio Holder:	N/A		
Ward/s:	ALL		
Key Decision:	NO		
Subject to Call-In:	NO		

Purpose Of Report

As part of the Scrutiny Workplan consultation, Members approved the topic of considering access to homelessness services and how we work with our partner agencies in addressing and preventing homelessness at the earliest possible stage.

The Panel held 2 meetings on this issue, however during the course of consideration of this topic, national progress on the Homelessness Reduction Bill and preparations of the Council to deal with these changes started to take place, thus changing the focus of the review.

This interim report provides an overview of the considerations of the Panel and its conclusions so far.

Recommendations

- that Council recognises the importance of developing effective prevention initiatives (the Homelessness Reduction Bill [now an Act] seeks to place extra duties on Councils) to facilitate early intervention with households/persons at risk of homelessness to provide more detailed advice, support and guidance thus preventing homelessness wherever possible;
- that the Council continues to strengthen relationships with third sector organisations to facilitate the pooling of resources for tackling homelessness or the threat of homelessness within the Ashfield District;
- Members to be furnished with a copy of the 'How to Contact the Housing Options Team' leaflet;
- to consider the possibility of working with late night establishments and community initiatives to raise awareness and facilitate the necessary signposting should persons present themselves as homeless or are believed to be under threat of homelessness;

- to continue to work effectively with local services and communities to ensure the new outreach service is as effective as possible;
- to ensure that Panel Members are kept informed of progress with the Homelessness Reduction Bill [now an Act] and revisit the topic in due course to understand its implications.

Reasons for Recommendation(s)

Homelessness was agreed as a Scrutiny Workplan Topic in 2016. The Homelessness Reduction Act achieved Royal Assent in April 2017, placing a number of additional requirements on the Council.

Alternative Options Considered (With Reasons Why Not Adopted)

As detailed in the report.

Detailed Information

Homelessness Definition

Homelessness is the problem faced by people who lack a place to live that is supportive, affordable, decent and secure. Whilst rough sleepers are the most visible homeless population, the vast majority of homeless people often live in hostels, squats, bed and breakfasts or in temporary and insecure conditions with friends and family.

People who experience homelessness are often amongst the most vulnerable people in our society, suffering from a combination of poor housing, unemployment, low income, bad health, poor skills, loneliness, isolation and relationship breakdown. Whilst there is some debate over the precise definition of homelessness there is a widespread acceptance that homelessness is about more than rooflessness.

A home is not just a physical space; it provides “roots, identity, security, a sense of belonging and a place of emotional wellbeing”; it is also a practical pre-requisite to living and working in modern society, with a permanent address often being a basic requirement for employers and other essential services.

Most statistics on homelessness relate to the statutorily homeless, i.e. those households which meet specific criteria of priority need set out in legislation, and to whom a homelessness duty has been accepted by a local authority. Such households may not be homeless in the literal sense of being without a roof over their heads, but are more likely to be threatened with the loss of, or are unable to continue with, their current accommodation.

Statutory homelessness

Each local housing authority is required to consider housing needs within its area, including the needs of homeless households, to whom local authorities have a statutory duty to provide assistance.

The Housing (Homeless Persons) Act 1977, Housing Act 1996, and the Homelessness Act 2002, placed statutory duties on local housing authorities to ensure that advice and

assistance to households who are homeless or threatened with homelessness is available

free of charge. All households that apply for assistance under the Housing and Homelessness Acts are referred to as 'decisions'. However, these do not include households found to be ineligible for assistance (some persons from abroad are ineligible for assistance).

A 'main homelessness duty' is owed where the authority is satisfied that the applicant is eligible for assistance, unintentionally homeless and falls within a specified priority need group. Such statutorily homeless households are referred to as 'acceptances'.

The 'priority need groups' include households with dependent children or a pregnant woman and people who are vulnerable in some way e.g. because of mental illness or physical disability. In 2002 an Order made under the 1996 Act extended the priority need categories to include applicants:

- aged 16 or 17
- aged 18 to 20 who were previously in care
- vulnerable as a result of time spent in care, in custody, or in HM Forces
- vulnerable as a result of having to flee their home because of violence or the threat of violence

Where a main duty is owed, the authority must ensure that suitable accommodation is available for the applicant and his or her household. The duty continues until a settled housing solution becomes available for them, or some other circumstance brings the duty to an end. Where households are found to be intentionally homeless, or not in priority need, the authority must make an assessment of their housing needs and provide advice and assistance to help them find accommodation for themselves.

Housing Options Team (Ashfield and Mansfield)

Ashfield District Council deliver homelessness services through the Housing Options Team, this is delivered jointly with Mansfield District Council and operates under a 'shared service' arrangement where advice and assistance can be obtained in either Ashfield or Mansfield. The housing options service is available to anyone who is homeless or who could become homeless in the near future or would like general housing advice.

The Team provide a range of support services to anyone that;

- Has nowhere to live;
- Has been told to leave their home by a parent, relative, friend or partner;
- Need to leave their home because of domestic abuse, violence or threats;
- Has mortgage or rent arrears that they cannot afford to pay;
- Has been told by their landlord that they need to leave.

The Housing Options Team also provide advice and help to assist in the prevention of homelessness. This includes;

- Advice on the different housing options available, which might include being able to stay in their current home or having to move;
- Advice about rights as a tenant or as an owner;
- Explore options to prevent having to leave the home;
- Advice on paying housing costs, which may include how to claim benefits;
- Assistance to find other housing accommodation including private rented, council, housing associations, supported accommodation, emergency housing and refuges.

The Team also provide a range of other specialist support services that may help prevent

homelessness or assist with someone who presents themselves as homeless. These include;

- Specialist debt advice
- Bond Guarantee Scheme
- Sanctuary Scheme
- Referrals for Tenancy Support
- Referrals to Supported accommodation

The shared service with Mansfield District Council commenced in March 2015 with the team remaining based at the Council Offices in Kirkby in Ashfield. The sharing of resources and expertise has led to greater resilience and easier access to advice, assistance and emergency accommodation.

As an example the Panel were informed that in 2014/15 the cost for bed and breakfast accommodation was in the region of £150,000. Since the inception of the shared service only one person has been placed in bed and breakfast accommodation with alternative solutions being found for the majority of people/households presenting as homeless including use of the hostel facilities in Mansfield.

Demand for this service in Ashfield was increasing year on year but not at the same rate as was presenting nationally.

Demand at the time of the Review was as follows;

Demand	Total
Number of homelessness applications taken in first 3 quarters 2016/2017:	118
Number of new service requests taken to date 2016/2017:	685
Number of households attending drop-in to date in 2016/2017:	940
Number of households prevented from being homeless in first 3 quarters of 2016/2017:	151 (compared to 68 in 2014/2015)
Estimated number of rough sleepers in Ashfield (November 2016)	9 (compared to 8 in 2015 as estimated)

It was recognised by the Panel that accessibility to the service was of vital importance and various methods of contact included telephone, drop in sessions, appointment at the Council offices, home visits and an out of hour's service.

During consideration of this topic, the Homelessness Prevention Officer took the opportunity to convey some of the challenges facing the team for the future. It was almost inevitable that demand would rise due to an increasing lack of housing supply exacerbated by the impact and ramifications of the Welfare Reform Act.

Casework was becoming increasing more complex with an increase in homeless single people with mental health issues and the ongoing problem of a shortfall in support for vulnerable people within local communities.

However, the Panel recognised that the team were fully aware of the challenges facing them and had recognised possible solutions for coping with future demands which included enhanced customer focus (understanding recurring issues and causes), great partnership working, cultivating better relationships with private landlords, regular staff training and innovative use of scarce resources.

Framework Street Outreach Team

As part of consideration of this topic the Panel invited a representative from Framework to talk to Members about collaborative work between agencies to reduce homelessness. The representative took the opportunity to address the Panel and talk about the work of the Framework Street Outreach Team. Up until now, the team had only been working within Nottingham City but were preparing to expand their services out into neighbouring districts following receipt of £370,000 additional Government funding (over a 2 year period) and match funding by the City Council. Recruitment was currently taking place and it was envisaged that the service expansion would commence within the next couple of months.

The Outreach Team worked predominantly with rough sleepers and offered ongoing care and support to hopefully get them back into secure accommodation. However, many rough sleepers did not fit into the category of 'vulnerable adults' and therefore did not automatically fall under the homelessness legislation which placed a duty on local authorities to provide accommodation.

The Panel were informed that Framework offered a 24 hour helpline number and they currently received around 2,000 calls a month. The new outreach service would run in accordance with the principles of a "No Second Night Out" policy and would involve the presence of a nurse from the NHS Homeless Health Team to carry out any necessary health assessments.

The new Outreach Team covering the neighbouring districts would be focussing on need and being available to respond to any referrals they received (day or night). Drop in sessions were also being arranged to offer health and housing advice to anyone who attended and required support and assistance. It was envisaged that a Rough Sleepers Steering Group would be established, with a representative from each district authority, to ensure continuous sharing of information/feedback and to develop cross-district preventative solutions for tackling homelessness and assisting rough sleepers as appropriate.

Homelessness Reduction Bill (Now Homelessness Reduction Act)

During the review the Council's Housing Strategy Team Leader gave an update presentation to the Panel in relation to what was then the draft Homelessness Reduction Bill.

At the time of considering this topic, the Draft Bill had already passed through the House of Commons and would be progressing through the House of Lords with the second reading due on 24th February, 2017. It was hoped that the Bill would be enacted by the end of 2017 and twelve new measures were being introduced to amend the existing legislation. A summary of the twelve measures/changes were circulated at the meeting.

It was acknowledged that should the Bill be passed, it would have implications for the Council as follows:-

- expected 25% rise in homeless applications;
- suitable IT and monitoring systems would need to be in place;
- new procedures finalised for non-priority need applicants;
- protocols agreed to work with specified referral agencies;
- enhanced self help and advice services on the website;

- templates for personal plans;
- agreed additional staffing requirements

- development of new prevention initiatives;
- informing partner agencies and stakeholders of changes through homelessness forum.

At the time of the review it was anticipated a report would be considered by the Cabinet in the summer with an intention to pilot the enhanced services and finalise the staffing arrangements as necessary by the autumn. Presentation would commence to forum members and stakeholders around October / November 2017.

The Panel were advised that the changes would be funded by the additional Government funding for rough sleepers, the £61m national Government funding to enable local authorities to implement the changes arising from the Homelessness Reduction Bill and existing budgets. An announcement as to how the £61m would be allocated had not yet been received but it was presumed that the funding would be allocated to local authorities nationally based on their P1E Quarterly returns (for households dealt with under the homelessness provisions of the 1996 Housing Act and homelessness prevention and relief).

It was acknowledged that the Strategic Housing Team would need to give consideration to the following issues to ensure a smooth transition once the Act had been passed:-

- enhanced cross-County working to share best practice and ensure consistency;
- negotiation for new sites to provide accommodation to single people under LHA rates;
- to update the Home Finder Lettings Policy;
- alternative private sector solutions;
- improved links with private sector landlords;
- understanding the impact of Welfare Reforms;
- potential further uses for Discretionary Housing Payments;
- effective working with health and social care to deal with complex cases.

Conclusion

The Panel concluded by agreeing that with imminent changes expected when the Bill receives Royal Assent (which it now has), a further update to the Panel was required with regards to actions that the Council would need to take (detailed in an Action Plan). In the interim, the Panel considered that early intervention, continued collaborative working with both other agencies and the community and regular updates to Members to keep them informed were important steps in preparation for the Homelessness Reduction Act.

Implications

Corporate Plan:

The Corporate Plan for 2016-2019 reflects the Council's corporate priorities in addressing homelessness by ensuring that we understand the reasons for homelessness and adopt measures to assist those affected and prevent where possible.

Legal:

The Housing (Homeless Persons) Act 1977, Housing Act 1996, and the Homelessness Act 2002, place statutory duties on local housing authorities to ensure that advice and assistance to households who are homeless or threatened with homelessness is available. The Homelessness Reduction Bill received Royal Assent in April 2017.

Finance:

There are no direct financial implications relating to the recommendations of this review, however it is recognised that the Homelessness Reduction Act and its implications does require financial considerations and this is subject to a separate report to Cabinet in due course.

Budget Area	Implication
General Fund – Revenue Budget	N/A
General Fund – Capital Programme	N/A
Housing Revenue Account – Revenue Budget	As detailed above
Housing Revenue Account – Capital Programme	As detailed above

Risk:

Risk	Mitigation
Planning and resources required for the Homelessness Reduction Act	Collaborative working between agencies to prepare for implications and additional requirements of the Act.

Human Resources:

Staffing implications will be considered following a future report to Cabinet.

Equalities

In considering this topic, Members of the Committee gave due consideration to equalities and equal access to homelessness services and advice.

Other Implications:

None

Background Papers

Ashfield Housing Strategy 2016 – 2020
Homelessness Reduction Bill

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Ruth Dennis

Director of Legal and Governance

Report To:	CABINET	Date:	19 OCTOBER 2017
Heading:	SCRUTINY REVIEW OF PEST CONTROL		
Portfolio Holder:	N/A		
Ward/s:	ALL		
Key Decision:	NO		
Subject to Call-In:	NO		

Detailed Information

This topic was placed onto the Scrutiny Workplan to gain a more detailed understanding of the services provided by Pest Control, consideration of whether there is an increase in the reporting of street vermin and whether there are any improvements that could be made.

The Panel were assisted by the Environmental Health Manager throughout consideration of this topic.

Recommendations

- a) Cabinet be requested to explore the promotion of the Pest Control Service via Notice Boards and advertising on refuse bins to highlight the importance of pest control/sensible disposal of waste;
- b) consideration be given to the development of an Education Programme (within existing resources) to encourage schools, community groups and local residents to understand the importance of pest control issues;
- c) Councillors be requested to be more focused on pest control issues within their Wards;
- d) consideration be given to using social media as a communications channel to promote and advertise the Pest Control Service;
- e) Cabinet be requested to continue to explore the expansion of commercialisation to enable the Pest Control Service to be offered to neighbouring authorities who currently do not provide this service in-house.

National Picture

In 2017, the British Pest Control Association reported that rat numbers have increased to an estimated 200 million, from 160 million in 2014, with many now becoming increasingly resistant to poison and losing their fear of humans.

This is increasingly becoming an issue due to rats carrying diseases including Leptospirosis, Salmonella, Listeria, Toxoplasma gondii and Hantavirus – all of which can be fatal. The Black Rat (*Rattus Rattus*) and the Brown Rat (*Rattus Norvegicus*) are the two main types of rats that cause concern to the public. They are common pests in both private and home businesses.

According to the BPCA National Survey 2016, Rats have continued to be the most popular pest call-out for UK Local Authorities to receive over the past six years. Overall, there were 186,192 rat call-outs across the UK LAs operating a pest control service (247 out of 325) for the 2015/16 financial period, accounting for 46% of total UK pest call-outs.

Reasons for Increased Rat Populations

Primarily, the presence of rats is linked to poor and degraded environments. The English House Conditions Survey 1996 found a high correlation between widespread litter, vandalism, unkempt gardens and neglected and vacant buildings, and rat infestations. Neglected and derelict properties may allow rats to escape from sewers to the surface from dried out U-bends or broken drainage fittings and high density of housing properties can also be a factor.

Rats flourish where there is rubbish as this provides both refuge and food. Any increase in litter and fly tipping create perfect habitats for rats to live and breed, as does rubbish left in gardens.

Keep Britain Tidy reported recently that the rat problem has become more acute in recent years, coming in tandem with increased binge drinking which has led to countless takeaways being eaten and containers and leftover food dumped in the street.

They further added that fast food was not the only reason, it explained that although some people might believe dropping biodegradable fruit peelings was acceptable, that also encouraged vermin; this kind of litter often gets dropped on pavements at lunchtime, with the food breaking down into a mushy meal for rats.

Pest Control – Ashfield District Council

Ashfield District Council offer a comprehensive, discreet and professional commercial Pest Prevention and Control Service and is “Which? Trusted Trader” endorsed, ensuring services are effective and safe with high levels of customer satisfaction. They offer a rapid response and can often visit within 24 hours.

This service is provided on a commercial basis to both residential and businesses, offering one off treatments, annual contracts or other service levels to meet individual needs. This includes;

- A thorough inspection of the affected property
- A consultation
- Creation of a plan which will minimise the potential for pests and the factors associated with them.

Current charges for rat or mice control are £60.00 for three visits. Where required, additional visits cost £18.00.

The Panel were informed that the Team responsible for Pest Control comprised of two Pest Control Officers and a Team Leader (Commercial).

The services provided by the Team included:-

- Control of rats and mice
- Control of pigeons
- Commercial contracts
- Treatment for cockroaches, bedbugs, squirrels, moles, wasps, ants and other insect pests

Legislation

The Environmental Health Manager advised the Panel that in accordance with the Prevention of Damage By Pests Act 1949, every local authority has a duty to take such steps as may be necessary to secure so far as is practicable that their District is kept free from rats and mice and in particular:-

1. Carry out such inspections as may be necessary.
2. Destroy rats and mice on Council land/property.
3. Enforce these duties on owners/occupiers.

In addition, under the Act it is the duty of the occupier to notify the local authority in writing if they become aware of substantial numbers of rats and mice on their property. Local authorities can consequently request that owners/occupiers carry out relevant treatments for rats or mice, undertake structural repairs and remove waste and harbourage.

Furthermore, in accordance with the Public Health Act 1936, local authorities can request that owners/occupiers of filthy and verminous premises destroy or remove vermin/rats or mice and thereafter cleanse the premises. The Environmental Health Manager assured the Panel that the Council would provide help and support to residents where necessary to remove waste from their premises.

Commercialism

During the review, Members enquired about costs for the service. The Panel were advised that most services provided within the Pest Control Service were now fee based (before April, 2013 there was no charge for the treatments for rats and mice in domestic premises). The Council also deal with many commercial contracts and currently there are 90 commercial contracts are in place.

Developing income to cover the costs of providing the service was essential to enable the service to continue. Figures for the net cost and income for the Pest Control Service indicated that the net cost was at its lowest to date.

In order to expand Commercialisation the Council was looking at diversification into other areas such as:-

- Pest proofing of businesses
- Cleaning and clearing of houses/gardens
- Boarding up of premises
- Cleaning and disinfecting of filthy and verminous premises

Customer satisfaction / needs

The Environmental Health Section uses a number of customer satisfaction survey methods to enable its customers to rate the service. Gauging customer satisfaction allows the Council to identify customer needs, wants and expectations whilst providing a consistent mechanism

to highlight customer satisfaction levels.

The Council's Commercial Team currently collects customer feedback and satisfaction through paper questionnaires provided to pest control customers on completion of their treatment and with food hygiene inspection letters.

Shadowing Visit with Pest Control

As part of the review fact finding, the Chairman accompanied one of the Pest Control Officers for a morning visiting to a number of premises in order to obtain a greater understanding of the role and the work undertaken by the team.

This visit included both residential and commercial property visits. The Chairman commented that the experience was both helpful and enlightening and the Pest Control Officer had been extremely professional and knowledgeable in his work and had provided an excellent service to each customer, undertaking both practical solutions and preventative measures whilst providing advice to the customer.

Conclusion

In concluding their consideration of this topic, Members acknowledged that the Pest Control Service was run by helpful, experienced and knowledgeable fully qualified pest controllers who offered a professional service at all times. Consequently, all Members agreed that the current service provided was fit for purpose and promoted good practice.

Members further concluded that education and knowledge was key to promoting cleaner streets and discouraging vermin. This included consideration of further use of social media, advertising on our existing bins and educating young people.

Implications

Corporate Plan:

Communities and Environment - Ensure the foundations for a good quality of life are in place; reducing crime and anti-social behaviour and facilitating cleaner and more attractive neighbourhoods.

Legal:

No Legal implications are identified arising from this report. Legislation relating to the Council's responsibilities and powers to deal with pest and vermin is detailed in this report.

Finance:

Budget Area	Implication
General Fund – Revenue Budget	N/A
General Fund – Capital Programme	Pest control is a commercially operated service. There is currently no additional budget allocation for external advertising on billboards or bins. Any such considerations would need advice from Finance to explore potential financial implications.

Housing Revenue Account – Revenue Budget	N/A
Housing Revenue Account – Capital Programme	N/A

Risk:

Risk	Mitigation
Potential risk of community / businesses not being aware of the commercial Pest Control service provided by the Council	Improved visibility and advertising through social media and consideration of utilising bins / notice boards to raise awareness.

Human Resources:

There are no Human Resources implications arising from this report.

Equalities

There are no Equality implications arising from this report.

Other Implications:

None

Reason(s) for Urgency (if applicable):

N/A

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Ruth Dennis
Director of Legal and Governance

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Agenda Item 6



Report To:	CABINET	Date:	19 OCTOBER 2017
Heading:	STRATEGIC DIRECTION: 2017-22		
Portfolio Holder:	CLLR CHERYL BUTLER – LEADER OF THE COUNCIL		
Ward/s:	ALL		
Key Decision:	YES		
Subject To Call-In:	YES		

Purpose of Report

To consider and adopt the Ashfield District Council-Strategic Direction:2017-22

Recommendation(s)

- 1. To adopt the Ashfield District Council-Strategic Direction: 2017-22**
- 2. To authorise the Director Resources and Business Transformation to make minor formatting changes prior to final production**

Reasons For Recommendation(s)

The Strategic Direction outlines the Council's principles and statements providing a vision and strategic direction of how the Council will function and operate by 2022.

Alternative Options Considered (With Reasons Why Not Adopted)

To not adopt the Strategic Direction: This would not provide a clear statement and strategic direction to help shape the council's Corporate Plan and its key financial, people, commercial, technology and transformational strategies and accompanying delivery plans

Detailed Information

The LGA Peer Challenge Review highlighted that the Council is being effective in developing innovative and creative transformational solutions such as investment in commercialisation, technology and customer services. It also outlined that members and employees have a high level of understanding of their benefits and needs. There was now, however, a need to present a clear indication of what the 'future state' of the Council will look like in regard to its

size, how it delivers services and calling for a fresh set of expectations, skills and competencies among employees i.e. to build a common understanding. The document will be made public via the internet and communicated out via appropriate media channels.

A Strategic Direction: 2017-22 (Appendix) has been developed that provides clarity through a number of principles under key sub headings of how the Council will operate by 2022 involving:

- Size and scope
- Customers
- Finances
- Buildings and assets
- Our People
- Democracy
- Technology

Key principles include

- Retain being an independent sovereign Council
- Likely to be smaller in terms of employee numbers, spending power and to offer fewer services to residents as a result of budget reductions
- Greater influence with external partners
- Greater knowledge of customers and offer a more personalised service
- Aim to be a self-financing Council
- Continue to rationalise and share office space
- Commitment to increasing its number of social housing properties
- Employees will have a public sector ethos, commercial awareness, generating income and creates social value. Employees will be 'digital savvy'.
- Future workforce will be recruited and developed based on our competencies
- Councillors will be effective community leaders
- Significant development and introduction of new technology and systems

The Strategic Direction will provide a clear statement and strategic direction to help shape the Council's Corporate Plan and its key financial, people, commercial, technology and transformational strategies and accompanying delivery plans, including:

- Corporate Plan
- Medium Term Financial Strategy
- People Strategy
- Technology/Digital Transformation Strategy
- Commercial Enterprise Strategy

The Strategic Direction 2017-2022 has been developed by synthesising existing consultation responses, strategies and through workshops with staff and consultation with the Cabinet. In essence it pulls together a number of existing strands of work and current thinking into one document.

Implications

Corporate Plan:

The Corporate Plan will be aligned to and is the main vehicle for delivery of the Strategic Direction principles through its 5 corporate objectives.

Legal:

There are no legal implications.

Finance:

This report is effective from 19/10/2017 and has the following financial implications:

Budget Area	Implication
General Fund – Revenue Budget	None
General Fund – Capital Programme	None
Housing Revenue Account – Revenue Budget	None
Housing Revenue Account – Capital Programme	None

Risk:

Risk	Mitigation
N/A	

Human Resources

The Strategic Direction embraces a direction on developing the public service ethos which will require all employees to be recruited and developed aligned to the Council's competency framework with specific focus on commercial awareness, income generation, creating social value and being 'digital savvy'. The People Strategy & Action Plan will continue to be the conduit to embed and deliver the required development programmes

Equalities

An Equality Impact Screening Assessment has been undertaken
There are no Equality and Diversity Implications

Other Implications:

None

Report Author and Contact Officer

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Ashfield

DISTRICT COUNCIL

Strategic Direction

2017 – 2022

OUR PURPOSE

1. The council exists to serve the communities and residents of Ashfield.
2. We will provide good quality, value for money services.
3. We will act strategically and plan for the future, working with others to bring about sustainable improvements in people's lives.

VALUES

Enterprising, Ambitious and Innovative

Community and Customer Focused

Positive, Proactive and Successful

Collaborative

Transparent and Accountable

Size and scope

- The Council will retain its purpose as set out in this document.
- The assumption is that in five years we will still be an independent sovereign Council. However with greater levels of integration with other public sector services. The potential for more shared services will also be explored.
- The Council will be smaller in terms of its employee numbers, spending power and will likely offer fewer services to residents.
- The Council will be better placed to engage with and work alongside local communities and businesses to support them in delivering local improvements.
- The Council will have greater influence with external partners.
- The Council is likely to expand some service areas especially where generating net commercial and income gain.

Customers

- The Council will treat customers with courtesy and respect, have a better understanding of its different customers needs and preferences and be transparent and open in its decision-making.
- The Council will have a greater knowledge of its customers and offer a more personalised service.
- Customers will have access to a customer account where they can get information on their dealings with the Council including payments.
- The Council will significantly increase the digital service opportunities for people to self-service their request via on line and digital methods, but remain accessible to those who have difficulty operating technology.
- The Council will seek to reduce demand through solving customer's problems without the need for multiple referrals and signposting.
- After an interaction with the Council, customers will be satisfied.
- The Council will consider the impact of its decisions on individual customers, other Council services and partners.

Money (Finances)

- The Council will aim to be self-financing based on reducing our expenditure and generating income from Council Tax, Retained Business Rates and Government Grants e.g. New Homes Bonus, Returns on Investments and income from trading services.
- The Councils finances will still depend largely on national government policy.
- As all Council house rents received are put back into maintaining the properties, providing services for residents and acquiring additional houses-significant efficiencies will be required to balance the Housing Revenue Account.

Buildings and Assets

- The Council will continue with a process of rationalising and sharing its office space.
- The Council will continue with its commitment to increasing its social housing properties.
- The Council will have reviewed its depot and maximise the potential for the site.
- The Council will need to rationalise other assets and this could include community and parks buildings. These buildings may remain in community use but perhaps not delivered by the Council.
- The Council will increase the amount and quality of commercial property it holds and seek to maximise the income generation from these holdings, this might include disposing of non/low-profitable commercial property.
- The Council will seek to ensure that its buildings are environmentally friendly and energy efficient.
- The Council will maintain Decent Homes standard and maximise its return from Housing Revenue Assets.

Our People

- Our People will have a public service ethos and commercial awareness, ensuring the public gets value for money.
- There is likely to be fewer people directly employed by the Council.
- There is likely to be a move towards more generic jobs although specialisms and technical specialists will still be required in many services.
- The Council will employ talented, proactive and highly engaged people 'living and breathing' the values and competency behaviours.
- The future workforce will be recruited and developed based on our competencies.
- Our People will be more adept at working in partnership and across departmental and organisational boundaries to solve customers' problems and provide improved services.
- The council will have a workforce more representative of the local community profile.
- The workforce will be more agile in how and where work is conducted. Jobs and job design will be more flexible and support a good home/work life balance.
- The Council will be a competitive and desirable 'employer of choice' through an attractive package of pay, personal development, lifestyle rewards, flexible working and wellbeing support.
- The organisational culture will be focused on innovation, creativity, engagement, empowerment, trust, accountability, customer first and transformational change.

Democracy

- The Council will make open and transparent decisions, underpinned by good governance and democratic processes.
- Councillors will be provided with the skills, knowledge and information to carry out their roles effectively and will be accountable for their decisions.
- Councillors will be effective community leaders, leading by example, demonstrating appropriate behaviours and upholding the Seven Principles of Public Life. <https://goo.gl/2InvTX>

Technology

- There will be a significant introduction of new technology and systems producing leaner, joined up, user-friendly access to services, 24/7.
- Employees will be 'digital savvy' increasing their productivity through full use of technology in their work environment. Single entry data input and the use of digital analytics will be used to measure performance.
- There is likely to be enhanced electronic data transfer between partners further supporting integrated services, collaborative working and sharing of services.
- The Council will be using a range of social and digital media and marketing approaches to effectively engage with residents and customers recognising their own preferred engagement approach and enable faster 2-way feedback.
- The Council will use technology to further enhance 2-way engagement for all its employees and elected members.

How will we change?

The existing action plans that underpin the following strategies will be periodically reviewed and updated to deliver the above principles:

- Corporate Plan
- Medium Term Financial Strategy
- People Strategy
- Technology Strategy
- Commercial Enterprise Strategy

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Report To:	CABINET	Date:	19 TH OCTOBER 2017
Heading:	GENERAL FUND AND HRA BUDGET MONITORING TO AUGUST 2017		
Portfolio Holder:	CLLR JACKIE JAMES – CORPORATE RESOURCES AND FINANCE		
Ward/s:	ALL		
Key Decision:	YES		
Subject To Call-In:	YES		

Purpose of Report

This report sets out the details of income and expenditure incurred to August 2017 by the General Fund and Housing Revenue Account, compares it to the approved budgets and explains the significant variances.

The report also recommends amendments to the 2017/18 budget however all changes are fully funded from a specific reserve or are agreed savings.

Recommendation(s)

Members are requested:

- (i) Note the budget monitoring to August 2017.
- (ii) Approve the movements from earmarked reserves to fund specific projects as outlined in section 2.3. This has no impact on the position of the General Fund or Housing Revenue Account (HRA).
- (iii) Approve the virement required within the Housing Revenue Account (above the limit permitted within Financial Regulations) and recommend to Council in accordance with Financial Regulations.

Reasons For Recommendation(s)

To report to those charged with Governance the financial position to August 2017 and comply with the Council's Financial Regulations.

Alternative Options Considered (With Reasons Why Not Adopted)

The changes to the 2017/18 budget are required to facilitate the progression of specific

projects however these are funded from specific earmarked reserves designated for this purpose. Not to approve these changes would prevent some projects from progressing or require them to be financed from the General Fund balance which is not recommended.

Detailed Information

1. Budget Monitoring to August 2017

a. General Fund to August 2017

The table below shows the overall summary for the General Fund by Directorate, excluding capital financing costs and internal recharges.

	Actuals (£000)	Budget (£000)	Variance (£000)
Chief Executive Officer	292	200	(92)
Legal and Governance	637	652	15
Resources and Business Transformation	1,943	2,131	188
Place and Communities	4,916	4,866	(50)
Housing and Assets	1,037	1,117	80
Total	8,826	8,966	140

The table below shows a subjective analysis of the net expenditure for the General Fund, excluding capital financing costs and internal recharges.

	Actuals (£000)	Budget (£000)	Variance (£000)
Employee Expenditure	8,213	8,181	(32)
Premises Expenditure	785	781	(4)
Transport Related Expenditure	982	1,045	63
Supplies and Services	2,635	2,863	228
Transfer Payments	154	106	(49)
Income	(3,943)	(4,010)	(66)
Total	8,826	8,966	140

Net Expenditure to August 2017, excluding Capital and Internal Recharges, at £8.826m is £140k under spent. The key variances of note are detailed below, this does not include offsetting variances or those that are not material:

Employee Expenditure

Expenditure at £8.213m is £32k (0.39%) higher than budget.

Indirect Pay is £29k under spent and Direct Pay is £61k over budget to the end of August. Significant variances include:

- £103k greater than budget in the CEO Directorate which relates to savings expected from Service Reviews that have not yet been finalised and accounted for in individual service budgets. Savings have been identified from reviews but there has been some slippage in respect of implementation.
- £16k over spend in Planning due to £20k of Agency costs that relate to 2016/17 that were not accrued for.

- Underspends due to vacancies of £21k in Democratic Services, £18k in Community Protection and £25k in Selective Licensing.

Premises Expenditure

At £785k, premises expenditure is only £4k (0.43%) overspent, there are no material variances of note.

Transport Expenditure

Transport Related Expenditure, at £982k is £63k (6.01%) under budget. The main variance being an under spend for fuel due to reduced mileage to August.

Supplies and Services Expenditure

Supplies and Services at £2.635m are £228k (7.96%) less than budget. The main variances consist of the following:

- Place and Communities is £206k under spent with the main variances being:
 - £19k underspend for the Dog Control contract, due to the actual contract price for the tender being less than budgeted and there being fewer collections than expected in April to August. There has been a £25k saving proposed later in this report.
 - £41k underspend for the Regeneration Shared Service due to vacancies in the service to August. This is expected to continue in the near future.
 - £21k underspend for professional and consultancy fees in Planning of which £7k relates to planning application appeals and £14k for the Local Plan. There has not yet been a need for external advice for planning appeals and the Local Plan Inspection is now going to be in October.
 - The remaining under spend comprises several smaller variances across the services. There are also offsetting variances of reduced cost that result in reduction of reclaimed income.
- Resources and Business Transformation is only £4k under spent however there is a £15k over spend on telephones across the authority as a result of additional support being required following the end of telephony contract. There is also a requirement to spend a further £87.7k on an upgrade and a new contract for telephony (see separate report in this agenda). The Council will look to contain this cost as a result of current underspends and possible savings.
- Housing and Assets is £26k underspent, mainly relating to an under spend for the Homelessness Shared Service. There was an overcharge of £10k for 2016/17 which has been credited in 2017/18 as well as an under spend of £11k on the quarter one charge.

Transfer Payments

Transfer payments are the costs incurred from payment of rent allowances and rent rebates and the corresponding income received from Central Government, which reimburses a large proportion of these costs.

There has been a review of the expenditure and subsidy income budgets in August. This was based on updated information from the mid-term estimate HB Return submitted to DWP in August 2017. The revisions have had a net impact of nil to the General Fund.

The net cost of Transfer Payments, at £154k, is £49k over spent of which £46k relates to actual benefit expenditure being slightly higher than anticipated. This represents a variance of 0.35% on the total expenditure budget to August (£12.957m). Should this trend continue, additional subsidy income will be payable, therefore it is not expected to impact on the General Fund overall.

The remainder of the budget comprises Discretionary Housing Payments (DHP's) which are made to tenants across the whole rented sector in Ashfield who are suffering severe financial hardship. DHP's are funded by a grant from Central Government. Spend to August was on budget at £76k against a profiled budget of £73k.

Income

Income at £3.943m is £66k (1.65%) less than budgeted. The main variances are outlined, below:

- Place and Communities income is £281k less than budget, with the main variances being:
 - Trade Waste income is £74k down on budget. Challenging income targets were set for 2017/18 further to the introduction of the recycling Trade Waste scheme. Reductions in waste disposal are being achieved as part of this project. There is also competition from Nottingham City Council who are operating a Trade Waste service in Ashfield.
 - Licensing income is £26k greater than budget due to a greater number of licences being issued
 - Pest control commercial income is £19k less than budget.
 - Income from Selective Licensing is £27k less than budget. This is as a result of delays in processing difficult cases due to staffing levels.
 - Planning application fees are £95k down against the budget. The volume of planning applications being received has slightly increased however they are for smaller schemes and as a result overall income is less than budgeted. Larger developers may be awaiting the outcome of the forthcoming Local Plan. It should also be noted that the income budget was raised by £100k in 2016/17 and the outturn was £20k less than budgeted.
 - Sutton Indoor Market is £27k less than budget due to the refurbishment works having a bigger impact than forecast. It is expected that rental income will improve later in the year when this work is completed.
 - Commercial Property is £21k less than budget for Rent of Buildings, this was due to vacancies earlier in the year.
- Resources and Business Transformation income is £177k greater than budget. The main variances are as follows:
 - Revenues has additional grant income of £80k primarily to fund specific Revenues initiatives. Some will be utilised to cover future additional staff requirements as a result of government changes.
 - There is £76k of additional court costs raised in Council Tax, however some of this may not be collected and will be charged against the bad debt provision at the year end.

b. Housing Revenue Account to August 2017

Net income for the period to 31st August 2017, at £6.036m, is £284k higher than budget. The table below shows a subjective analysis of the net expenditure in the HRA, excluding capital financing costs and internal recharges, for the period April – August 2017:

	Actuals (£000)	Budget (£000)	Variance (£000)
Employee Expenses	2,254	2,398	144
Premises Expenses	2,355	2,445	90
Transport Related Expenses	183	221	38
Supplies & Services	1,642	1,634	(8)
Income	(12,470)	(12,450)	20
Total Net Budget	(6,036)	(5,752)	284

The reasons for the material variances in expenditure and income are given below.

Employee Expenses

Expenditure at £2.254m is £144k (6.02%) under budget. The main variances are outlined below:

- Housing Repairs – Depot Operative salaries are currently under spent by £93k, due to vacancies from April to August. The housing responsive repairs have continued to be completed with the use of subcontractors whose costs will come through the Supplies and Services line.
- Housing Repairs – There are various vacancies across the planned management, estates team and technical services support team amounting to £31k.

Premises Expenses

Expenditure at £2.355m is £90k (3.67%) under budget. The main variances are outlined below:

- Housing Repairs – The position of planned, responsive and void repairs works is showing £75k under budget against the profile. This is dependent on the timing of the job tickets coming through the system.

Transport Expenses

Expenditure at £183k is £38k (17.30%) under budget. There are no material variances of note.

Supplies and Services

Expenditure of £1.642m is £8k (0.53%) over budget. The main variances are outlined below:

- Housing Repairs – There is an over spend on subcontractor usage of £87k to cover the housing responsive repairs that have been completed due to the operative vacancies mentioned above.

Materials usage that so far is currently under spent by £22k, this can fluctuate throughout the year depending on the profile of the planned repairs programme. Also, Technical Services currently under spent by £8k over various budget headings that are expected to be used by year end.

- Housing Management – There are reduced running costs at the Brook Street Office of £20k. This underspend is earmarked towards the estimated costs of the Housing Repairs Review. The Tenancy and Lettings service departments are currently under spent by £19k over various budget headings that are expected to be used by year end. Housing management have reviewed some smaller budget headings and are expecting £6k not to be required at year end.

Income

Income at £12.470m is £20k (0.16%) more than budget. There are no major income variances to report.

Overall the Housing Revenue Account forecasts a saving against the 2017/2018 budget of £61k. Only known changes have been included in the forecasts at this point in the financial year.

2. Budget Update 2017/18

General Fund

- 2.1 Since the approval of the budget and the amendments report in July 2017, there have been further events that have required a revision to the budget. All of the proposed changes are funded either through a reallocation of existing budget or by creating a new budget but one which is funded through an earmarked reserve set up for that purpose.
- 2.2 The following amounts have been identified as potential savings and will be used to cover any further pressures as they arise or will be taken as savings during the Revised Budget process for 2017/18.

Description	Directorate	Effective Date	Value (£)
Revised Dog Control Contract (3 years)	Place & Communities	01/04/17	(25,000)
Correction of Nottinghamshire Pre Development Fund Income	Housing & Assets	01/04/17	(15,000)
		TOTAL	(40,000)

- 2.3 The following budget revisions are proposed however these shall be funded from the relevant earmarked reserve and will have no impact on the General Fund balance.

Purpose	Funded from Earmarked Reserve	Value (£)
Purchase of Cadline Software for GIS. Utilising Local Government Association Grant funding awarded for this purpose.	Revenue Grant Reserve	£8,000

Customer Services IT Strategy Review	Technology Investment Reserve	£15,000
Funding to cover costs of Neighbourhood Plan Referendums for Selston Parish and Teversal, Stanton Hill and Skegby (net income)	Revenue Grant Reserve	(£10,000)

Housing Revenue Account

- 2.4 It has been difficult to fill vacancies in the Depot Housing Repairs Operative team and the outstanding repairs to the housing stock are covered by subcontractors. This trend is likely to continue through the remainder of the financial year. To manage therefore the budgets more effectively a virement is requested to move budget of £150k from employee expenses to supplies and services.

Implications

Corporate Plan:

The Revenue budget reflects the priorities in the Corporate Plan.

Legal:

No adverse Legal implications could be identified. The report ensures compliance with Financial Regulations.

Finance:

This report is effective from 19/10/2017 and has the following financial implications:

Budget Area	Implication
General Fund – Revenue Budget	None of the changes proposed impact upon the net General Fund budget, although Earmarked Reserves will be utilised as outlined in the report
General Fund – Capital Programme	None
Housing Revenue Account – Revenue Budget	None of the changes proposed impact upon the net HRA budget.

Housing Revenue Account – Capital Programme	None
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Risk:

Risk	Mitigation
This report outlines the financial position against the budget. There are no risks associated with this report.	

Human Resources:

No adverse HR implications could be identified.

Equalities

No adverse Equality and Diversity implications could be identified.

Other Implications:

None

Reason(s) for Urgency (if applicable):

N/A

Exempt Report:

N/A

Background Papers

Report Author and Contact Officer

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Craig Bonar
Director-Resources and Business Transformation

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Report To:	CABINET	Date:	19 OCTOBER 2017
Heading:	TELEPHONY UPGRADE		
Portfolio Holder:	CLLR DON DAVIS - DEPUTY LEADER AND ECONOMIC GROWTH		
Ward/s:	N/A		
Key Decision:	Yes		
Subject To Call-In:	Yes		

Purpose of Report

To request approval to replace and upgrade the telephony hardware and software to a fully supported version, through a procurement process to find a supplier partner to undertake the migration from the current platform and implement new features that will aid Agile Working.

Recommendation(s)

1. To authorise the Director Resources and Business Transformation to commence a procurement process and to appoint a supplier to provide an upgraded telephony system.

Reasons For Recommendation(s)

The current contract for telephony support with Virgin Media has ended. A temporary maintenance contract has been taken out with a third party.

The upgraded telephony system will include features that will help the Council move towards a more agile working style by enabling end users to have a Council phone number while away from the Council Offices via an app installed on a mobile device such as a smart phone or tablet or even home PC.

Dependent on the costs, which the procurement process will identify, consideration will also be given to having a hosted telephony system which delivers additional operational benefits.

Alternative Options Considered (With Reasons Why Not Adopted)

None – the telephony system is end of life and must be upgraded or changed.

Detailed Information

The current telephony hardware has reached end of life and needs to be replaced. The current telephony software, Cisco CUCM, has also reached end of life and needs to be upgraded. This does not include the Cisco handsets which remain fully functional.

As the migration of the current system to a supported platform c/w configuration and upgrade to the latest version of the software is a highly specialist function a procurement exercise is required to find a partner to perform these tasks.

ICT have been provided with a number of indicative costs, the one that appears to offer the best value for money and fit with the existing phone system is:

• Software and hardware upgrades	£22,000
• Installation works	£46,000
• Sub Total	£68,000
• Annual Cisco Software Assurance	£9,600* (£3,200 pro rata 2017/18)
• Annual Support	£9,000* (£2,250 pro rata 2017/18)
• Total	£86,600

*There is currently a budget for annual support costs of £18,700, which will fund the new contract costs. There have been additional costs incurred in 2017/18 for additional support requirements which will result in a greater charge of around £5,000 above budget, however, some of this may be reimbursed on commencement of the new contract but the value is not yet known. The costs of implementation will be contained within existing budgets at present as a result of savings made across the authority, but this will be monitored closely and may become a budget pressure later in the year.

Following the procurement process the actual costs may be higher or lower than the indicative costs stated.

The current telephony system software is no longer supported by Cisco. The hardware has reached its end of life, therefore a procurement exercise needs to be undertaken to find a supplier who can ensure the software is correctly licensed and supported, undertake the migration, upgrade and testing of the telephony platform to a fully supported version and provide ongoing support.

A procurement exercise via a Government Framework will commence at the end of October 2017 with the aim of beginning the migration work in November/December 2017.

The benefits to the Council and service delivery through the investment in an upgraded telephony system include:

- Improve ability for employees to agile work by enabling access to their work landline phone number via an app on a mobile phone, tablet or laptop. This could be a Council provided device or a BYOD (Bring Your Own Device).
- An upgraded telephony system will ensure the Council has a supported telephony platform for at least 5 years. It will also mean that the system can be upgraded to future releases of the Cisco CUCM software ensuring the Council benefits from new features.

Implications

Corporate Plan:

This report aligns with the Organisational Improvement priority theme in the Corporate Plan and in particular supports our transformation and efficiency programme and in particular our IT development and Agile Working projects.

Legal:

The Legal Team will provide advice and assistance as necessary as part of the procurement exercise and entering into the consequential contract with the successful supplier.

Finance:

This report is effective from 19/10/2017 and has the following financial implications:

Budget Area	Implication
General Fund – Revenue Budget	The indicative costs of implementing the new telephony contract is estimated at (£73,000 in 2017/18). The Council shall, in the first instance, look to contain costs within the Council's overall budget in 2017/18. The position shall be revisited at the revised budget stage. Any increase in cost as a result of the tender will need to be assessed to ensure this can continue to be contained.
General Fund – Capital Programme	
Housing Revenue Account – Revenue Budget	
Housing Revenue Account – Capital Programme	

Risks:

Risks	Mitigation
If the telephony system becomes end of life and unsupported there is a risk of loss of the system.	The mitigation is as per the recommendation to go to tender to procure a telephony system.
The procurement process needs to identify an appropriate replacement system.	The Council's procurement process will enable us to identify the most appropriate robust alternative system.

Human Resources:

There are no direct HR implications arising from the report.

Equalities:

N/A

Other Implications:

Reason(s) for Urgency (if applicable):

Exempt Report:

Background Papers

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