

PAPER NO. 11

REPORT TO THE EXECUTIVE MEETING OF 15 JUNE 2015

Meeting: Executive

Date: 15 June 2015

Subject: Re-Location of Lifeline & Associated Services

Report of: Mark Perris

Portfolio Holders: Councillor Phillip King; Financial & Commercialisation
Councillor Rosita Page; Communities
Councillor James Hallam; Corporate Services

Status: For Decision & Recommendation

Relevant Ward(s): Market Harborough - Logan

1 Purpose of the Report

- 1.1 To consider the options for the re-location of the Lifeline Service & other services based at Clover Court following notice being received from Seven Locks Housing to vacate the property.

2 Recommendations:

- 2.1 To agree that the Lifeline Service and other services based at Clover Court be re-located.

If 2.1 is approved

- 2.2 Recommend to Council to make an addition to the 2015/16 Capital Programme of £46K to fund the relocation of the Contract Centre (outlined in 6.2)
- 2.3 Recommend to Council to approve a drawdown of £63.1K from the Earmarked General Reserve Fund to fund the relocation of the Contact Centre (outlined in 6.2 and 6.3)
- 2.4 Recommend to Council the approval of the Heads of Terms for the proposed lease to enable re-location of the services as outlined in 6.4 and Appendix C and that authority is delegated to the Corporate Director – Resources in consultation with the Head of Legal and Democratic Services and the Portfolio Holder Financial and Commercialisation to finalise the Lease.
- 2.5 To delegate authority to the Corporate Director – Resources in consultation with the Head of Legal and Democratic Services and the

Portfolio Holder Financial and Commercialisation to undertake any necessary actions to facilitate the re-location within the necessary timescales, subject to appropriate budgets being in place, including but not limited to applying for any necessary planning consents.

3 Summary of Reasons for the Recommendations

- 3.1 To ensure that there is continuity of services and the Council is able to comply with its contractual obligations.
- 3.2 If 2.1 is approved, to ensure adequate financial resources are available to deliver the re-location.
- 3.3 If 2.1 is approved, to ensure that a suitable alternative location for delivery of services is provided.

4 Key Facts

- 4.1 The Lifeline, CCTV & ICT Back Up Services are currently located in 2 no. flats within Clover Court, Hearth Street, Market Harborough. The property is owned by Seven Locks Housing Ltd..
- 4.2 The Community Alarm service protects and promotes the wellbeing of elderly and other vulnerable persons via a 24 hour monitoring system. There are approximately 3100 units across Harborough, Melton and Rutland linked to the Council's control centre, based at Clover Court, Market Harborough. The Council is currently contracted to provide Lifeline services to Melton Borough Council and c. 200 customers mainly through charitable housing providers.
- 4.3 The service also acts as the CCTV Centre for the Council, hosting and monitoring the equipment for the Market Harborough & Lutterworth systems. This links to the HART (tackling retail theft) and the Pubwatch (tackling anti-social behaviour) schemes both impacting on the safety of the community within the centre of Market Harborough.
- 4.4 In addition to its primary function, the Lifeline service, also provides the Council's out of hours emergency call handling service and acts as the co-ordinator for the Council's existing lone worker system.
- 4.5 The property, also, hosts the Council's IT back up data.
- 4.6 The Council have received a valid notice dated 17 March 2015 under the terms of the lease between Seven Locks Housing & Harborough District Council to vacate the property at Clover Court no later than 2 July 2015. Following negotiations between the Council and Seven Locks Housing, an extension through to 3 October 2015 has been agreed.

- 4.7 The effect on services during the move is contained within Appendix A.
- 4.8 If the re-location of all services is considered the preferred option, there is a need to identify suitable alternative premises. Therefore, partners, local and regional agents were approached to assist with the identification of options within and close to the District. A summary of these options together with the strengths and weaknesses of each is attached as Appendix B.
- 4.9 The two main factors when considering the options were;
- Suitable connectivity (e.g. the availability of fibre broadband) to ensure effective service delivery continues
 - Not too close to The Symington Building to enable the property to be used for IT back up and emergency control centre if the main office building was not accessible. Clearly, if the new property for Lifeline was close to the existing main offices, this too could be inaccessible during an emergency or similarly affected risking loss of the main data centre and back up provision at the same time in the event of a major incident.
- 4.10 The preferred property option is identified in Appendix B, highlighted blue, with Heads of Terms for the proposed lease included as Appendix C.
- 4.11 The valuation report on the market rent and proposed rent of the preferred re-location property is included as Appendix D.

5 Legal Issues

- 5.1 The Council has received a valid notice under the terms of the lease to vacate the property at Clover Court.
- 5.2 If approved, there is a requirement to agree a new lease for an alternative property; the preferred option is identified in Appendices B & C attached.
- 5.3 In the event that there was a decision not to re-locate the services, there could be legal issues arising out of the failure of the council to fulfil its contractual obligations.

6 Resource Issues

- 6.1 The Council when setting the Annual Revenue and Capital Budget in February 2015 had not been given notice to vacate Clover Court, As such, no specified revenue or capital budgets were included within the 2015/16 Budgets

Indicative estimates have been drawn up for the planned move of the Contact Centre infrastructure, and operating costs of the Contact Centre have been revised based upon a proposed move to the Police Station in October 2015.

These costs include a mixture of Capital and Revenue items that require financing in accordance with the Council's Financial Procedure rules and accounting policies.

- 6.2 The following costs have been identified by a Council Project Board in order to re-locate all services; If Member's were to approve the relocation and continuation of the current range of services from a new Contact Centre it is recommended the additional costs are funded as below.

Re-Location Costs

Item	Cost (£000)	Comments
Re-location of CCTV	52.7	Includes consultancy on best option to provide service from new premises (worse case scenario)
Re-location of Telephony (10 lines + consultancy 4 days @ £750)	5.0	
Removal Costs	2.0	
Legal	2.0	
Alterations to Premises	5.0	Including moving uninterrupted power supply
ICT Backup infrastructure (HW, SW)	30.0	Solution dependent
ICT Communications link	1.0	Solution dependent, but assuming fibre broadband installation
TOTAL	97.7	

The above costings are indicative as the most cost effective technology solution is still being evaluated.

It is recommended that the Capital Expenditure (ICT Backup (£30K) and Antennas (£16K) is funded from the existing capital budget for the ICT strategy approved a couple of years ago (subject to Capital slippage being approved as part of the 2014/15 out-turn)

It is recommended that one-off Revenue Costs (£51.7K) are funded from Earmarked General Reserve Fund

- 6.3. The relocation of the Contact Centre from Clover Court is estimated to cost an additional £11.4K on a recurrent basis. The budgeted net cost of the Contact Centre is £109K in 2015/16. Early projections indicate a shortfall in private sector lifeline clients in the first quarter of the year – this will be addressed through a new marketing campaign in the summer. As such, there are no savings within the cost centre that can be identified to fund the increase costs.

It is recommended that Council approve funding for the additional revenue costs from Earmarked General Reserve Fund for 2015/16. The Council's Annual Budget round will need to reduce the reliance on reserves for this area for 2016/17 onwards

Ongoing Revenue (per annum)

Item	Future Cost	Current Cost	Comments
	£000s	£000s	
Accommodation	10.0	7.1	
ICT Backup infrastructure	7.0	3.0	Solution dependent
Communications link	4.5		Solution dependent, but assuming fibre broadband installation
Total	21.5	10.1	

6.4 There would be a requirement for staff consultation to agree an alternative location as the principal location of work.

7 Equality Analysis Implications/Outcomes

7.1 Should the recommendation in Para 2.1 be agreed there is no impact. However, if this was not agreed and the service ceased operating, this would have an impact on a number of vulnerable service users.

8. Risk Management Implications

8.1 A number of risks and opportunities have been identified, and are listed below;

Risks

- Seamless provision of Lifeline service given timescales involved and complexity of infrastructure re-location – prolonged disruption to Lifeline/CCTV.
- Comms links provided within required timescales.
- CCTV connectivity at a reasonable cost.
- Overheads increase which makes service business case and commercialisation questionable (notwithstanding there will be cost associated with vacating the premises and ICT back up even if Lifeline is not re-located).
- Loss of Loneworking System.
- Loss of ICT back up for a period of time.
- Loss of key personnel (Lifeline Manager is due to leave in June 2015).

Opportunities

- Review IT disaster recovery arrangements and consider these in conjunction with the changes to off site backup
- Providing security around Lifeline service provision

9 Consultation

- 9.1 Consultation has been undertaken with the services directly affected.
- 9.2 Informal Lifeline staff consultations have taken place and staff have been kept up to date with relevant information.
- 9.3 Informal consultation has been undertaken with the Portfolio Holder for Financial and Commercialisation.

10. Options

A summary of options is included as Appendix E.

11 Background Papers

- 11.1 None

Previous report(s): None

Information Issued Under Sensitive Issue Procedure: Y part only, some appendices

Ward Members Notified: N

Appendices:

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|--|-----------------|
| A. Effect on Services during re-location | (exempt) |
| B. List of Property Options considered | (exempt) |
| C. Heads of Terms for preferred property option | (exempt) |
| D. Valuation Report | (exempt) |
| E. Summary of Options | |