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Chief Executive

CABINET AGENDA

Date: Wednesday 16th November 2016

Time: 7.00pm

Venue: Council Chamber

This meeting will be webcast live on the internet.

Membership:

Councillor Riley	Chairman - Leader of the Council
Councillor Stanley	Finance and Resources
Councillor Dick	Health & Wellbeing
Councillor Mrs Egan	Homes and Customer Engagement
Councillor Howard	Waste, Floods and Water Management
Councillor Isaacs	Neighbourhoods, Safer Communities and Leisure
Councillor Sharp	Strategic Partnership Working
Councillor Skipp	Environment, Street Scene & Halls
Councillor Smith	Regeneration & Business Liaison

Cabinet Enquiries:
Reference:
Publication Date:

John Riley Ext 2417/Ann Horgan ext. 2413
5/2016/2017
Tuesday 8th November 2016

AGENDA
PART I
(Business to be taken in public)

- 1. Apologies**
- 2. Members' Interests**
- 3. Minutes**
To approve the Minutes of the meeting held on 19th October 2016.
- 4. Forward Plan**
To review the Forward Plan
- 5. Public Health and Wellbeing**
- 6. Environment**
- 7. Transforming Our Community**
- 7(a) Regeneration of Hadleigh Town Centre - Hadleigh Island Site**
(Report of the Cabinet Member for Regeneration & Business Liaison)
- 8. Efficient and Effective Customer Focused Services**
- 8(a) Financial Update**
(Report of the Cabinet Member for Finance and Resources)
- 8(b) Arrangements for the Appointment of the Council's External Auditor**
(Report of the Cabinet Member for Finance and Resources)
- 8(c) Local Council Tax Support Scheme 2017/18 – Report back on Consultation**
(Report of the Cabinet Member for Finance and Resources)
- 8(d) Corporate Score Card Quarter 2**
(Report of the Cabinet Member for Finance and Resources)
- 9. Matters to be referred from /to Policy & Scrutiny Committees**
- 10. Matters to be referred from /to the Standing Committees**

PART II
(Business to be taken in private)
(Item to be considered with the press and public excluded from the meeting)

There were no items known at time of preparation of the agenda.



CABINET

19TH OCTOBER 2016

PRESENT:

Councillor Riley, Chairman	Leader of the Council
Councillor Stanley	Finance and Resources
Councillor Dick	Health and Wellbeing
Councillor Mrs Egan	Homes and Customer Engagement
Councillor Howard	Waste, Floods and Water Management
Councillor Sharp	Strategic Partnership Working
Councillor Skipp	Environment ,Street Scene & Halls
Councillor Smith	Regeneration & Business Liaison

APOLOGIES:

Councillor Isaacs.

ALSO PRESENT:

Councillors: Acott, Greig, Hart, Ladzrie, Palmer and Taylor.

34. MEMBERS' INTERESTS:

Councillor Howard declared an interest under Minute 38 as the County Council's representative on the South Essex Parking Partnership.

35. MINUTES:

The Minutes of the Cabinet meeting held on 21.9.2016 were approved and signed by the Chairman as a correct record.

36. FORWARD PLAN:

To comply with regulations under the Localism Act 2011, the Leader of the Council presented a revised Forward Plan to the meeting which outlined key decisions likely to be taken within the next quarter 2016. The Plan was reviewed each month.

Resolved – To note and approve the Forward Plan.

37. SOUTH ESSEX PARKING PARTNERSHIP - FOUR YEAR EXTENSION TO THE CURRENT JOINT COMMITTEE AGREEMENT

The Cabinet considered a report seeking approval to extend the current Operational Period of the South Essex Parking Partnership (SEPP) by four

years. The report detailed the requirements within the Joint Committee Agreement relating to a possible extension, explained the Partnership Reviews that had taken place and set out the financial case demonstrating that SEPP could become self-sufficient throughout the four-year extension period.

Resolved:

To endorse a four-year extension to the Operational Period to the South Essex Parking Partnership Joint Committee Agreement up to 31st March 2022.

38. FIXED PENALTY NOTICES FOR FLY TIPPING

Following the recently introduction of Regulations granting enforcement authorities the power to issue Fixed Penalty Notices (FPNs) for fly tipping; Cabinet considered a report seeking authority on the level of penalty to be applied and to note as a consequence of the regulations the extension of the delegated authority to the Head of Environment to issue, and to authorise others to issue, FPNs for fly tipping.

Resolved:

1. The fixed penalty notice fine for offences under section 33(1) (a) of the Environmental Protection Act 1990 be set at £400 with no reduction for early repayment; and that
2. To note the delegated authority the Head of Environment already has under the Environmental Protection Act 1990 now extends to the issue, and the authorisation of other suitably trained staff to issue FPNs for fly tipping under Section 33 of the Environmental Protection Act 1990.

39. TREASURY MANAGEMENT MID – YEAR REPORT

The Cabinet received a presentation from the Cabinet Member for Finance and Resources on the mid-year treasury report before Members which summarised the Council's treasury management activity for the first five months of the current financial year. Supporting information was provided within Annexes A and B.

Resolved:

Following scrutiny, to approve the Treasury Management Activity Mid-Year Report for 2016/17.

40. MATTERS TO BE REFERRED FROM/TO POLICY SCRUTINY COMMITTEES:

There were no matters.

41. MATTERS TO BE REFERRED FROM /TO THE STATUTORY COMMITTEES:

There were no matters.

Chairman



Castle Point Borough Council

Forward Plan

NOVEMBER 2016

CASTLE POINT BOROUGH COUNCIL

FORWARD PLAN

NOVEMBER 2016

This document gives details of the key decisions that are likely to be taken. A key decision is defined as a decision which is likely:-

- (a) Subject of course to compliance with the financial regulations, to result in the local authority incurring expenditure which is, or the savings which are, significant having regard to the local authority's budget for the service or function to which the decision relates subject to a threshold of £100,000; or
- (b) To be significant in terms of its effects on communities living or working in an area comprising two or more Wards in the area of the local authority.

The Forward Plan is a working document which is updated continually.

Date	<u>Item</u>	Council Priority	Decision by Council/ Cabinet	Lead Member(s)	Lead Officer(s)
November 2016	<u>Financial Update</u>	Efficient and Effective Customer Focussed Services	Cabinet	Finance and Resources	Head of Resources
November 2016	<u>Arrangements for the appointment of the Council's External Auditor</u>	Efficient and Effective Customer Focussed Services	Cabinet	Finance and Resources	Head of Resources
November 2016	<u>Hadleigh Island Regeneration Update Report</u>	Transforming Our Community	Cabinet	Regeneration & Business Liaison	Head of Regeneration and Neighbourhoods
November 2016	<u>Local Council Tax Support Scheme 2017/18</u> Report back on Consultation options and arrangements	Efficient and Effective Customer Focussed Services	Cabinet /Council	Finance and Resources	Head of Housing & Communities Head of Resources

January 2017	<u>Financial Update</u>	Efficient and Effective Customer Focussed Services	Cabinet	Finance and Resources	Head of Resources
February 2017	<u>Housing Revenue Account Rent Levels 2017/2018 Housing Capital Programme etc</u>	Transforming Our Community Efficient and Effective Customer Focussed Services	Cabinet	Homes & Customer Engagement/ Finance & Resources	Head of Resources
February 2017	<u>Budget and Policy Framework</u> To make recommendations to Council on the Council tax and budget setting.	All	Cabinet/ Council	Finance and Resources	Head of Resources

CABINET

16th November 2016

Subject: Financial Update

Cabinet Member: Councillor Stanley – Finance & Resources

1. Purpose of Report

This report is intended to:

- **Provide Cabinet with the latest medium term financial forecast in respect of the General Fund.**
- **Update Cabinet on developments of a financial nature, which may impact on the Council's financial plans in respect of either the General Fund or Housing Revenue Account.**
- **Update Cabinet on the financial implications of work completed within the remit of the Council's Austerity & Commercial Council Strategy (Balancing the Books).**

2. Links to Council's Priorities and Objectives

This report is linked to the Council's priority of Efficient and Effective Customer Focused Services. Sound and strategic financial management is essential in order to ensure that resources are available to support the Council's priorities and maintain or improve services.

3. Recommendation

- 1. That Cabinet note the report.**
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4. Background & basis of the financial forecast

- 4.1 The Financial Planning Strategy is incorporated within the Policy Framework and Budget Setting report which is approved by Council in February each year. The strategy requires the submission of a financial forecast, enabling the Cabinet to monitor latest estimates of future spending and resources and take appropriate action to ensure that the Council's financial targets are met.**
- 4.2 The current financial forecast covers four financial years. A review of the business rates funding mechanism is in progress with a view to enabling local government to retain 100% business rates. Government intend to introduce the new mechanism towards the end of the current Parliament.**

- 4.3 It is not currently possible to determine the impact on the Council's finances beyond the period shown in the current forecast.

5. Changes to approved budgets

- 5.1 The following budget changes have occurred since the financial update report presented to Cabinet in September 2016.

	£	Description
1.	127k	Contribution to general reserves in current and / or future financial years (£330k), following completion of a number of service reviews. Please see paragraphs 7.6 to 7.8 below. There is no detrimental impact on service delivery arising through this work.

6. Revenue/Capital Budgets “on-watch”

- 6.1 The following table highlights revenue or capital budgets, HRA or General Fund, which are identified by the Head of Resources as “on-watch”. This term refers to expenditure and income budgets where there is reason to believe that performance may not meet expectations and where the impact on the Council's overall financial plan is likely to be material.
- 6.2 For the purpose of this report, items will be included if they have a full year financial impact of **£50k** and / or are felt to be of particular interest to Cabinet.

	Description	Background and action being taken
1.	Non HRA Rent Rebates – impact of caps on subsidy	Typically relates to benefits paid for claimants placed by the Council in B&B accommodation. The amount of subsidy which the Council can claim back is capped. At the current time the amount offset by subsidy represents 72% of expenditure, resulting in a variance to budget of £59k . The level of homeless cases continues to rise with an average of 49 in the first quarter of 2016/17 (36 for 2015/16 and 21 for 2014/15).
2.	Prevention and Temporary Accommodation costs (net)	The increase in homeless cases and the cap on Housing Benefit has an impact on net prevention and temporary accommodation costs. Currently there is a variance of £57k against this budget. Also of concern is the limited supply of B&B accommodation and the high cost of the accommodation which is available. The increased capping of Housing Benefit levels is resulting in large amounts being directly collectible from applicants – which may not be affordable and which may result in non-recovery.

7. Key Financial Developments

Updates to key financial developments are provided within the following paragraphs. Information reported in earlier financial update reports is not reproduced below.

Reform of Local Government Finance

- 7.1 100% retention of business rates by local government is anticipated to be implemented by the end of the current parliament.
- 7.2 The Head of Resources, on behalf of the Council, has responded to the first in what is likely to be a series of technical consultations.
- 7.3 Overarching parameters of the scheme which Members should be mindful of include:
- New mechanism will be cash neutral meaning that any additional funds transferred to local government will be matched by additional responsibilities.
 - There will still be a need to redistribute funding between authorities and tiers of authority.
 - Local authorities will be required to take on all associated risks including that of appeals and reductions in business rate income.
 - A separate but related work stream referred to as the “fair funding review” is also underway which will arrive at the formula that determines the amount of resources that an authority will have, if it collects at its business rates target.

Multiyear Financial Settlements and Efficiency Plans

- 7.4 In agreement with the Cabinet Member for Resources & Finance, the Council has applied to accept the Government’s offer of a four year financial settlement. A response is currently awaited.
- 7.5 The offer covers the figures already notified to the Council as part of the 2016/17 budget process and incorporated into the current financial forecast. The Government is also considering including other grants such as the Housing Benefit Admin grant.
- In addition, protection will be provided that ensures tariffs and top ups for 2017/18 to 2019/20 will not be altered for reasons related to any changes in the relative needs of local authorities.
 - There will not be protection from extra responsibilities and functions that might need to be accepted by local government as part of the move to 100% business rates retention, future transfer of functions between local authorities, the impact of mergers or any other unforeseen events.

Transformation Projects and Service Reviews – Outcomes

- 7.6 In line with the Council’s Policy Framework and Budget setting report approved in February 2016, a programme of work is currently in progress which is intended to deliver service improvements and cost efficiencies. The outcome of this work will help to reduce the authority’s funding gap predicted from 2018/19.
- 7.7 This programme is in line with the Council’s Austerity & Commercial Strategy approved as part of the same document.

- 7.8 Net ongoing cost reductions achieved to date are incorporated within line 2 of the financial forecast at appendix A and include the following service reviews:
1. Health & Safety
 2. Environmental Health
 3. Revenues & Benefits – phase 1
 4. Building Control

- 7.9 As other work is completed the financial implications will be reported within future financial update reports or incorporated into the main budget setting report to Cabinet and Council in February 2017.

Housing Revenue Account (HRA) – Overall Business Plan

- 7.10 The HRA budget set in February 2016 took into account the impact on rents of a 1% reduction. The impact is estimated to be a reduction in rental income of approximately **£2.2m** over the four year period commencing 2016/17 and significantly more across the lifetime of the HRA business plan.

- 7.11 A refresh of the business plan has been produced by officers and detail on the following policies is awaited in order to determine overall impact:

- HRA - Pay to Stay
- HRA - Sale of higher value stock

8. Financial Risk Factors

- 8.1 The budget report presented to the Cabinet meeting in February and Council on the same night indicated some risk areas that the Cabinet should be mindful of until the position and risk relating to each has been clarified. These are shown in the table below.

Table 8.1 Adequacy of reserves – other local factors of significance	
Equal pay review	A great deal of work has been undertaken on pay harmonisation and single status. However, the Council has not undertaken a full job evaluation exercise as required by the 2004 National Agreement. This carries a potential risk that the Council will need to use general reserves to defend and/or settle any successful claims made against the Council. Since a job evaluation exercise has not been undertaken, there is no information available that can be used to form a view on the estimated future likely costs that the Council could face.
Potential for cost fluctuations in relation to service contracts	Fluctuations in markets (e.g. recycling) and changes in legislation (e.g. new living wage) have had a direct impact on the delivery costs of some of the Council's contracts with other organisations, necessitating an increase in the charge made to the Council. These changes are unpredictable.

Pension Fund Revaluation	<p>High level results have been received in respect of the March 2016 Pension Fund valuation recently undertaken by the actuary. This valuation will be effective for contributions from April 2017.</p> <p>The recent valuation indicated a further improved deficit recovery period of 16.5 years, compared to 25 years predicted in March 2010.</p> <p>Once fully reviewed the financial implications, based on the recommendations of the pension fund, will be included within the Council's financial forecast and reported as part of the budget setting report in February 2017.</p>
Potential for withdrawal of external or third party revenue income	<p>The financial forecast currently assumes the continuation of a number of revenue streams from external organisations or third parties. Many of these organisations are striving to reduce their costs and it is possible that one or more of the aforementioned revenue streams may be lost.</p> <p>Essex County Council have largely vacated their leased area of Kiln Road Offices and the Council is currently seeking suitable occupants for this area of office. If unable to do so the part year financial impact from September 2016 to March 2017 will be £13.7k. Full year impact £27k.</p>
Adequacy of insurance arrangements for major unforeseen risks	<p>During 2003/04 it was discovered that no action was taken on written advice received from external consultants in April 2002 to close Waterside Farm Sports Centre in order to analyse and deal with a perceived asbestos problem. There was also a further issue relating to the premature opening of the centre before receipt of clearance certificates in respect of remedial work. No sums have been taken into account in assessing the minimum level of reserves for these potential costs.</p>
Impact of changes within the Housing and Planning Act 2016 on HRA services	<p>The potential financial impact of the introduction of a mandatory Pay to Stay Policy and an annual charge to the Council in respect of Higher Value Homes, as mentioned in section 7 of this report, is currently difficult to determine. Details are not currently available and will be subject to regulations. Combined with the 4 year rent reduction period this presents a significant risk to the Council's HRA Business Plan.</p>

<p>Business Rates Retention – Revaluation</p>	<p>High level results from the recent business rates revaluation have been received by the Council which does indicate some significant changes from the last list both positive and negative.</p> <p>Change at a local level is inevitable but full determination of the financial impact is not yet possible until all elements of the calculation are known.</p> <p>The new rating list may also give rise to a further wave of rating appeals, although the new process for submitting appeals by business to the Valuation Office and for determining the outcome now incorporates a staged approach which it is hoped will contain numbers submitted.</p> <p>The business rates multiplier, applied to the rateable value in order to determine the rates charge, incorporates an adjustment intended to compensate for the impact of successful appeals. The adjustment is based on appeals at a national level and may or may not be representative of local circumstances.</p>
<p>Impact of Welfare Reforms on demand for Council Services</p>	<p>These include a reduction in the local housing allowance and will affect residents who are in receipt of benefit and who are in private rented accommodation by resulting in a reduction in the amount of housing benefit they receive.</p> <p>Full roll out of Universal Credit to all types of working age claimants is now planned for 2021 with most recent information indicating that the number of claimants falling within Universal Credit for Castle Point exceeds original DWP estimates.</p> <p>The Council has seen a steady increase in the number of homeless cases presented and with 100% occupation of its own housing stock, and changes in the private renting sector, has experienced difficulty in finding suitable temporary and permanent accommodation to meet the increasing demand.</p> <p>Homelessness and demand for housing may increase further with the introduction of a lower Housing Benefit Cap (£26K reducing to £20K) from November 2016.</p> <p>It is not possible to predict the full direct or indirect impact of these and other welfare changes on demand for Council Services, particularly Housing and Benefit advice longer term.</p>

Potential for incurrence of legal costs	<p>The Council anticipates an increase in the number of planning applications received. There is potential for a proportion of these applications not to be approved by the Council resulting in an appeals process. The appeals process will necessitate the Council incurring legal costs and, should the outcome of the appeal not be favourable to the Council, there is potential for the Claimants legal costs to be awarded against the Council.</p> <p>There is also potential for the Council to incur costs in relation to other legal challenges including employment tribunals. This is a risk in all organisations.</p>
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9. Corporate Implications

a) Legal implications

This report is presented on behalf of the “section 151 officer” – the officer appointed to have responsibility for the Council’s financial administration. It is their duty to ensure that the Council is regularly informed and updated on these matters.

Matters referred to above which require the establishment of agreements between organisations are routinely referred to the Council’s Head of Law and Deputy Monitoring Officer.

b) Human Resources and equality implications

There are no Human Resource or equality implications arising directly from this report.

c) Timescale for implementation and risk factors

Risk factors inherent in the forecast are set out above.

Report Author: Chris Mills, Head of Resources

Background Papers:

- Policy Framework & Budget Setting 2016/17, incorporating the Financial Planning Strategy.
- Budget monitoring statements for the period April to September 2016.
- Financial Update Reports to Cabinet (June & September 2016).
- Policy Framework & Budget Setting report to Cabinet – timetable and policy framework 2017/18 (September 2016).

Medium term financial forecast					
	2016/17	2017/18	2018/19	2019/20	Notes
Line	£'000s	£'000s	£'000s	£'000s	
Current policies and service plans					
1 Total net expenditure / estimated exp. for future years	12,883	12,673	10,266	10,480	Fluctuations year to year predominantly caused by phasing of maintenance spend and advanced pension contributions "offset" by earmarked reserves (line 12)
2 Changes to budget since February 2016	434	(266)	(267)	N/A	
3 Total expenditure	13,317	12,407	9,999	10,480	
Funding sources					
4 Council Tax	7,094	7,314	7,532	7,756	Offset by a contribution from the NNDR equalisation reserve (line 12)
5 Formula Grant - Revenue Support Grant / (tariff)	922	287	0	(515)	
6 Baseline Funding Level - Redistributed Business Rates	2,046	2,112	2,174	2,244	
7 Business Rates - Levy on retained income	(159)	0	0	0	Outcomes of consultation not yet known
8 New Homes Bonus	1,172	774	485	351	
9 Capital grants and other grants and contributions	738	336	0	0	
10 Net Collection Fund(s) surplus / (deficit)	(839)	0	0	0	Separate funds for council tax and business rates
11 Transfer (to) / from General reserve	(268)	(269)	0	0	
12 Transfer (to) / from Earmarked reserves	2,611	1,853	(974)	(970)	
13 Total funding sources	13,317	12,407	9,217	8,866	
14 Budget / Funding Gap	0	0	(782)	(1,614)	
General Reserve	£'000s	£'000s	£'000s	£'000s	Minimum recommended balance for General Reserves is £2.7m
15 Balance at start of year	5,274	5,081	5,011	3,769	Based on assessment of potential appeal costs for 2016/17 to 2018/19 and indicative amounts for future years.
16 Contribution (to) / from General Fund (line 11 & 14)	268	269	(782)	(1,614)	
17 Potential planning appeals & associated legal costs	(461)	(339)	(460)	(200)	
18 Balance / (deficit) at end of year	5,081	5,011	3,769	1,955	
Earmarked Reserves	£'000s	£'000s	£'000s	£'000s	
19 Balance at start of year	8,448	5,185	2,299	2,048	The precise timing of the use of earmarked reserves is, due to their nature, generally unknown.
20 Contribution (to) / from General Fund (line 10)	(2,611)	(1,853)	974	970	
21 Other expected usage of earmarked reserves - not allocated to the detailed budget	(652)	(1,033)	(1,225)	(914)	
22 Balance at end of year	5,185	2,299	2,048	2,104	Earmarked reserves are reviewed annually to ensure sufficiency and where need has diminished the reserve will be returned to General Reserves.
Council Tax					
23 Tax at band D	238.68	243.36	248.13	252.99	Target increases of approximately 1.96% in future years (assuming a 2.0% referendum limit remains in place). The tax at band D does not include the amount charged by Canvey Island Town Council.
24 Increase	1.96%	1.96%	1.96%	1.96%	

CABINET

16th November 2016

Subject: Arrangements for the appointment of the Council's External Auditor

Cabinet Member: Councillor Stanley – Finance & Resources

1. Purpose of Report

The purpose of this report is to provide Cabinet with an update on the provisions of the Local Audit & Accountability Act 2014 regarding the appointment of the External Auditor to the Council.

2. Links to Council's priorities and objectives

This report is linked to the Council's priority of Efficient and Effective customer focussed services

3. Recommendations:

- (a) Cabinet note the requirements relating to the appointment of the Council's External Auditor for 2018/19 and beyond.
- (b) To recommend to Council to approve arrangements to opt into the arrangements led by Public Sector Audit Appointments, for a national collective scheme for auditor appointments.

4. Background

- 4.1 In January 2014 the Local Audit & Accountability Act received Royal Assent. Part 3 of the Act contains provisions for the Appointment of Local Auditors. The Council, as a 'relevant authority' must appoint a local auditor to audit its accounts for a financial year not later than 31st December in the preceding financial year.
- 4.2 Under current arrangements the Council's appointed auditor is Ernst & Young LLP. The firm was appointed under arrangements established by the former Audit Commission which were subsequently delegated on a transitional basis to the Public Sector Audit Appointments (PSAA) on the abolition of the Audit Commission. Under these transitional arrangements, the PSAA is currently responsible for appointing auditors to local government (and other sectors), the setting of audit fees and arrangements for the certification of Housing Benefit subsidy claims.

- 4.3 For local government these transitional arrangements have been extended to include the audit of the accounts for 2017/18 which means that, on conclusion of the accounts audit for 2017/18 the audit contract with Ernst & Young LLP will conclude.
- 4.4 For the 2018/19 year of audit, the Council can make its own arrangements to appoint the external auditor. The 2014 Act sets out the framework and requirements within which this appointment can be made. In accordance with the Act the Council will need to conclude this appointment by the end of December 2017.

5. Options for the appointment of the Council's External Auditor

- 5.1 There appear to be 3 options, namely,
- a) Make the appointment direct – with requirement to have an Auditor Panel to advise the council on the selection and appointment of a local auditor;
 - b) Make the appointment in conjunction with other bodies (e.g. on a regional / sub-regional basis);
 - c) Make the appointment via a national collective scheme.
- 5.2 In July 2016, the Secretary of State for Communities and Local Government specified PSAA as an appointing person under regulation 3 of the Local Audit (Appointing Person) Regulations 2015. This means that PSAA can make auditor appointments for audits of the accounts from 2018/19 of principal authorities that *choose to opt into* its arrangements. The Local Government Association (LGA) is strongly supportive of this and the PSAA is leading on the development of this national option.
- 5.3 The PSAA has produced a prospectus to explain how they are developing a scheme for local auditor appointments and are currently working on the details of the scheme, including a timetable.
- 5.4 The date by which principal local government bodies will need to opt into the appointing person arrangement is not yet finalised. The aim is to award contracts to audit firms by June 2017, giving six months to consult on appointments with authorities before the 31 December 2017 deadline. The PSAA anticipate that invitations to opt in will be issued before December 2016.
- 5.5 The Local Audit (Appointing Person) Regulations 2015 require that a principal authority may only make the decision to opt into the appointing person arrangement by the members of the authority meeting as a whole (i.e. a decision of the Council).
- 5.6 Once the arrangements are finalised and baring anything out of the ordinary, it is proposed that a report be made to Council seeking approval to opt into the arrangements established by the PSAA.

6. Corporate Implications

a) Financial Implications

There are no new financial implications arising directly through this report.

b) Legal Implications

As contained above.

c) Human Resources and Equality Implications

There are no human resource or equality implications arising from this report

d) IT and Asset Management Implications

There are no new IT or Asset Management implications arising from this report.

7. Timescale for Implementation and Risk Factors

Timescales as set out above.

16th November - Cabinet

7th December – Council (decision to opt-in)

December 2016 – PSAA invitations to opt in anticipated

June 2017 – Award of new contracts

Background Papers

- Letter from Public Sector Audit Appointments (PSAA) dated 22nd September 2016

Report Author: Chris Mills – Head of Resources

CABINET

16th November 2016

Subject: Local Council Tax Support (LCTS) Scheme for 2017/18

Cabinet Member: Councillor Stanley – Finance and Resources

1. Purpose of Report

To provide an update to Cabinet in respect of:

- The results of consultation on proposed changes for the 2017/18 scheme.
- Recommended changes to the Local Council Tax Support scheme for 2017/18.

2. Links to Council's priorities and objectives

This report is linked to the Council's priority of Efficient and Effective Customer Focused Services. Sound and strategic financial management is essential in order to ensure that resources are available to support the Council's priorities and maintain or improve services.

3. Recommendations

1. That Cabinet note and carefully consider the consultation results, Impacts assessment, and Stage 2 Equality Impact Assessment appended to this report before making any decision on the scheme.
2. That Cabinet recommend to Council the proposed changes to the Local Council Tax Support scheme as stated in this report.

4. Background Information

- 4.1 The Council is required to approve future year's Local Council Tax Support schemes annually before 31st January, regardless of whether there are proposals to change the scheme or not.

- 4.2 It is also an annual requirement to consult with residents and other interested parties in relation to the scheme and at its meeting in July; Cabinet noted proposed arrangements for consultation for next years scheme. This consultation has now concluded and a summary of responses is provided at Appendix A of this report.

5. Consultation responses

- 5.1 The consultation period ran for 6 weeks, from 10th August to 21st September 2016. In order to raise awareness and encourage participation in the consultation 3,000 flyers were distributed with outgoing Council Tax Bills and benefit notifications; publicity material and consultation forms were distributed to all four local libraries; and information was prominently displayed on the Council's website and at the benefit enquiry counter.
- 5.2 Partners, via the Benefit Information Network group and Local Strategic Partnership group, were also notified and asked to raise awareness amongst their customers.
- 5.3 The consultation contained questions about; whether the scheme should remain the same or be changed, views on 5 proposed technical changes to bring the scheme in line with other benefits, and views on 3 alternative proposals to cover the costs of administering the current scheme if no changes are made.
- 5.4 170 people accessed the consultation form with 66 responding fully to all questions. This compares to 84 people who accessed the consultation last year, of which 72 went on to fully answer the questions. The response rate is comparative with the average seen in other Essex Authorities to date.
- 5.5 A detailed summary of the consultation results is set out at Appendix A of this report.
- 5.6 Essex County Council, Essex Police and Essex Fire have been consulted via the Pan Essex Group which is an officer led working group consisting of representatives from all Essex authorities and precepting organisations. No objections have been raised to the proposed changes.

6. Proposed Changes to the Local Council Tax Support Scheme for 2017/18

- 6.1 The following elements are incorporated into the 2016/17 scheme for Castle Point:
- 1 The scheme is 'cost neutral', meaning that the cost to the Council and each pre-cepting authority does not exceed the funding notified by central government (see section 7a - financial implications).
 - 2 As directed by central government, all pensioners are protected, meaning that the financial impact of the scheme falls solely on working age households.

- 3 The scheme is means tested and contains weightings in the form of Premiums, Disregards, and Applicable Amounts to enable protection for working age vulnerable groups and households with children and/or disabilities.
 - 4 The scheme incentivises work by disregarding £25 per week of earned income.
 - 5 Child Benefit is counted in full as income when calculating entitlement.
 - 6 There are no mechanisms in the Scheme to allow backdated support.
 - 7 As far as possible the Scheme allows for expected growth in demand and is easy to claim and administer.
 - 8 There is no entitlement to Second Adult Rebate within the scheme for working age claimants (Second Adult Rebate was benefit which could be awarded where a single Council Tax payer had an adult friend or relative, who was on a low income, living with them).
 - 9 The savings limit is £6,000, meaning that claimants with capital to a value exceeding £6,000 are not entitled to Local Council Tax Support.
 - 10 There are no Non-Dependant deductions for working age claimants (Non Dependant deductions were made from Council Tax Benefit where the claimant had another adult, who was not their partner, living in their household).
 - 11 The Council's 'Local War Pensioner' provisions have been retained, meaning incomes received in respect of War Pensions for disablement or bereavement are fully disregarded when calculating support.
 - 12 Support is capped at Council Tax Band D and at 70% of Council Tax liability for working age claimants. This means that all working age Council Tax Payers are required to pay a minimum of 30% of their weekly council tax bill and those living in properties banded E to H will be assessed as though they are living in a Band D property (% and band are specific to CPBC's local scheme).
 - 13 There is no entitlement to 'underlying entitlement' when support is overpaid.
 - 14 A small sum is available to provide additional assistance in accordance with the Council's Exceptional Hardship Policy.
- 6.2 It is recommended that the scheme should be changed for 2017/18 to mirror technical changes that have already, or soon will be, implemented across other state benefits as part of wider Welfare Reforms.
- 6.3 The new elements that are recommended to be incorporated into the current scheme from 1st April 2017 are;
- 15 *Remove the Family Premium for all new working age applicants. The Family Premium is an amount which is used to indicate 'needs' and is*

compared with the level of income when calculating weekly entitlement. It is usually given when a claimant has at least one dependent child living with them. Central Government has already implemented this change within the prescribed Pension Age scheme and Housing Benefit from 1st May 2016.

- 16 Reduce the period for which a person can be absent from Great Britain and still receive Local Council Tax Support to 4 weeks. Central Government has already implemented this change to Housing Benefit from 30th May 2016.*
- 17 Remove the Work Related Activity Component in the calculation of Local Council Tax Support for new Employment and Support Allowance applicants. Central Government is expected to implement this change to Housing Benefit from April 2017. Members are advised that in the unlikely event that these changes are not effected by Central Government by 1st April 2017, that the Council's Local Council Tax Support scheme will not be amended for 2017 but will be amended from 2018.*
- 18 Limit the number of Dependant Child Applicable Amounts used within the calculation for Local Council Tax Support to a maximum of two. Central Government will be implementing this change to Housing Benefit, Universal Credit, and Tax Credit from April 2017. Members are advised that in the unlikely event that these changes are not effected by Central Government by 1st April 2017, that the Council's Local Council Tax Support scheme will not be amended for 2017 but will be amended from 2018.*
- 19 Remove entitlement to the Severe Disability Premium, used within the calculation for Local Council Tax Support, where another person is paid Universal Credit (Carers Element) to look after them. Central Government has already implemented this change to Housing Benefit from April 2016.*

6.4 Understandably those consulted did not agree that any changes should be made to the scheme, however,

- The changes will align the scheme with proposed changes to Housing Benefit and with the approach taken by the Department for Work and Pensions in the creation, introduction, and roll out of Universal Credit.
- The changes are intended to address potential shortfalls in funding, resulting from the continued reduction in Central Government grants.
- Since pensioners are protected by a directive from central government the financial impact of the scheme falls completely on working age claimants, these changes will ensure more accurate targeting of support to those working age claimants most in need.

- 6.5 Analysis of the changes and their impacts is set out at Appendix B. This information must be carefully considered by Members, along with the consultation results (Appendix A), before a decision on the final scheme for 2017/18 is made.

7. Corporate Implications

a. Financial Implications

Funding

- 7.1 The reduced tax yield arising directly from the council tax support scheme discount was originally compensated for by a Government grant. With the exception of the Town Council, each precepting organisation received their equivalent grant directly and it was specifically identified within the overall finance settlement. An amount was paid over from this Council to the Town Council based on an estimate of the amount relating to them. From 2015/16 the grant has not been specified separately and given the scale of reductions applied to Revenue Support Grant (RSG) up to 2017/18 and its complete depletion from 2018/19 it can be assumed that local authorities are now required to fund this scheme entirely from their own resources.
- 7.2 Despite significant reductions in government funding and other cost pressures the Council has maintained the scheme at broadly its original level.
- 7.3 The overall impact on the Council Tax Base for each financial year since the introduction of the scheme is shown in the table below:

	Outturn £000s	Projected £000s
2013/14	5,798	
2014/15	5,282	
2015/16	4,874	
2016/17		5,100

- 7.4 The number of discounts awarded under the local scheme has steadily reduced throughout the period since the scheme was launched in April 2013. Caseload will be influenced by changes in the local economy.

Scheme performance

- 7.5 The first three years of the local scheme resulted in an under spent position (expenditure to grant) and the respective caseload was seen to slightly reduce, month on month, as each year progressed.

Collection

- 7.6 On introduction, the scheme resulted in a number of residents receiving full or partial Council Tax bills for the first time and, as expected, some residents have had difficulty in making payment. The Council has seen a reduction in the overall council tax collection rate, and an increase in the number of payment arrangements which extend payment into subsequent financial years.

- 7.7 Financial implications over and above the target cost of the scheme, positive or negative, would be shared with the major pre-cepting organisations.

Council Tax Reserve

- 7.8 The Council has preserved an amount of £100k in an earmarked reserve from scheme underspends in previous years.

b. Legal Implications

7.9

The Local Government Finance Act 1992 made provision for local authorities to implement a council tax reduction scheme based on financial need criteria. This legislation also placed responsibility on the billing authority before introducing or implementing changes to their scheme to undertake consultation on the various options enabling consultees to express meaningful views on the proposals. These views have been considered by the local authority before making a final decision.

c. Human resources/equality/human rights

A stage 2 Equality Impact Assessment for the proposed changes has been completed. A copy is attached at Appendix C of this report.

d. Timescale for implementation and risk factors

The local scheme needs to be finalised by 31st January 2017. The new scheme must be operational from 1st April 2017.

Key project milestones are as follows:

Milestone	Timeframe	Purpose
Formal Public/Stakeholder Consultation	Aug 16 – Sept 16	Pre-cepting organisations & Residents
Grant Published	Nov 16 – Dec 16	
Cabinet Report	16.11.2016	Consultation outcome
Report to Council	7.12.2016	Proposed scheme to be recommended to Council Final scheme approval
2017/18 Scheme in place	31.01.2017	Adoption and Implementation
2017/18 Scheme in operation	01.04.2017	Operation

Appendix A Consultation Summary Report

Appendix B Impacts of Proposed 2017/18 LCTS Scheme Changes

Appendix C Stage 2 Equality Impact Assessment

8. Background Papers:

Local Council Tax Support Scheme 2017/18 update – report to Cabinet 20th July 2016

Report Author:

Eddie Mosuro – Revenues & Benefits Transformation Manager


Castle Point Borough Council
2017/18 Proposed Local Council Tax Support Scheme
Consultation Summary Report

In total 170 people accessed the consultation form, of which 66 people went on to answer all of the consultation questions.

Consultation Results




Q1:

The Council is very keen that you have all the information you need to provide informed answers to this consultation. Details of the current scheme, how it is funded, and the proposed changes which are subject to this consultation can be reviewed here (web link/leaflet provided). Please confirm whether you have reviewed this information before completing this form:

		Response Total	Response Percent
Yes		63	100%
No		0	0%
Total Respondents		63	
(skipped this question)			107

Q2:

Should the Council keep the current Local Council Tax Support scheme? (Should it continue to administer the scheme and have the same level of support as it does at the moment?)

		Response Total	Response Percent
Yes		44	67%
No		17	26%
Don't know		5	8%
Total Respondents		66	100%
(skipped this question)			104

Q3:

Please use the space below to make any comments you have on protecting the Local Council Tax Support scheme from these changes.

17 comments were recorded:

- 2 comments suggested that the consultation did not provide enough information for people to make an informed decision.
- 5 comments generally supported the need for a scheme that supports vulnerable people or suggested it needs to be made more generous and flexible.
- 1 comment suggested that the scheme does not currently incentivize people into work
- 5 comments suggested that staff costs should be reduced instead.

Q4:

Option 1 – Removing the Family Premium for all new working age applicants

The removal of family premium from 1st April 2017 for new claims will bring the Local Council Tax Support scheme in line with Housing Benefit. The family premium is part of how we assess the 'needs' (Applicable Amounts) of any claimant which is compared with their income. Family Premium is normally given when a claimant has at least one dependant child living with them. Removing the family premium will mean that when we assess a claimant's needs it would not include the family premium (currently £17.45 per week). This change would **not** affect those on Universal Credit, Income Support, Income Related Employment and Support Allowance or Income Based Jobseeker's Allowance.




The benefit of the Council doing this is:

- It brings the working age Local Council Tax Support scheme in line with Housing Benefit changes proposed by Central Government. The change has already been introduced for pension age claimants by Central Government;

The drawbacks of doing this are:

- New working age residents may see a reduction in the amount of support they received.
- Some households with children may pay more

Do you agree with Option 1?

		Response Total	Response Percent
Yes		22	33%
No		43	65%
Don't know		1	2%
Total Respondents		66	100%
(skipped this question)			104

Q5:

If you disagree with Option 1 what alternative would you propose?

13 responses were recorded;

- 6 comments generally opposed Option 1 and/or any other changes to the scheme but did not propose any alternatives.
- 1 comment stated that Option 1 does not incentivize people into work and does not treat Universal Credit and Job Seekers claimants equally.
- 2 comments generally supported Option 1, suggesting that the current scheme penalizes childless households and unfairly benefits those with children..
- 1 comment suggested Option 2 as an alternative.

Q6:

Option 2 - Reducing the period for which a person can be absent from Great Britain and still receive Council Tax Reduction to 4 weeks.

Within the current scheme, applicants can be temporarily absent from their homes for 13 weeks (or 52 weeks in certain cases) without it affecting their Local Council Tax Support. This replicated the rule within Housing Benefit. Housing Benefit has now been changed by the Government so that if a person is absent from Great Britain for a period of more than 4 weeks, their benefit will cease. It is proposed that the Council's Local Council Tax Support scheme is amended to reflect the changes in Housing Benefit. There will be exceptions for certain occupations such as mariners and the armed forces or where you have to go abroad due to the death of a close relative.

The benefits of the Council doing this are:



- The treatment of temporary absence will be brought into line with Housing Benefit
- It is seen as fair
- There are exceptions for certain occupations including the armed forces and

mariners. Exceptions will also apply if you leave Great Britain due to the death of a close relative.

The drawback of this is:

- If a person is absent from Great Britain for a period which is likely to exceed 4 weeks, their Local Council Tax Support will cease from when they leave the Country. They will need to re-apply on return

Do you agree with Option 2?

		Response Total	Response Percent
Yes		28	43%
No		37	57%
Don't know		0	0%
Total Respondents		65	100%
(skipped this question)			105

Q7:

If you disagree with Option 2 what alternative would you propose?

14 responses were recorded;

- 6 comments generally opposed Option 2 but did not propose any alternatives.
- 3 comments stated that holidays abroad were none of the Council's business, private matters, and that imposing this change would breach Human Rights
- 2 comments supported Option 2, including one which stated only the rich should travel.

Q8:

Option 3 - To remove the element of a Work Related Activity Component in the calculation of the current scheme for new Employment and Support Allowance applicants.

From April 2017, all new applicants of Employment and Support Allowance (ESA) who fall within the Work Related Activity Group will no longer receive the work related activity component in either their ESA or within the calculation of Housing Benefit. It is proposed that the Council's Local Council Tax Support scheme is amended to reflect this change.




The benefits of the Council doing this are:

- The treatment of ESA will be brought into line with Housing Benefit

- It avoids additional costs to the Local Council Tax Support scheme.
- Persons receiving ESA will not experience any reduction in Local Council Tax Support.

There are no drawbacks to this change

Do you agree with Option 3?

		Response Total	Response Percent
Yes		24	38%
No		39	61%
Don't know		1	2%
Total Respondents		64	100%
(skipped this question)			106

Q9:

If you disagree with Option 3 what alternative would you propose?

10 responses were recorded;

- 4 comments generally opposed Option 3 but did not propose any alternatives.
- 1 comment opposed Option 3 suggesting that homelessness and crime will increase.

Q10:

Option 4 - To limit the number of dependant children within the calculation for Local Council Tax Support to a maximum of two

Within the current scheme, claimants who have children are awarded a dependant's addition of £66.90 per child within the calculation of their needs (Applicable Amounts). There is no limit to the number of dependant's additions that can be awarded. From April 2017 Central Government will be limiting dependant's additions in Universal Credit, Housing Benefit and Tax Credits to a maximum of two. This will only affect households who have a third or subsequent child on or after 1st April 2017. It is proposed that the Council's Local Council Tax Support scheme is amended to reflect the changes in Housing Benefit and Central Government Benefits. There will be exceptions where: there are multiple births after 1st April 2017 (and the household is not already at their maximum of two dependants within the calculation); adopted children or where households merge.



The benefits of the Council doing this are:

- Local Council Tax Support will be brought into line with Housing Benefit, Universal Credit and Tax Credits
- It is simple and administratively easy

The drawbacks of doing this are:

- Claimants who have a third or subsequent child after 1st April 2017 (and are not excepted from the rules) may receive less Local Council Tax Support than claimants who have more children born before 1st April 2017

Do you agree with Option 4?

		Response Total	Response Percent
Yes		25	39%
No		39	61%
Don't know		0	0%
Total Respondents		64	100%
(skipped this question)			106

Q11:

If you disagree with Option 4 what alternative would you propose?

12 responses were recorded;

- 5 comments generally opposed Option 4 but did not propose any alternatives.
- 1 comment generally supported Option 4.
- 1 comment suggested that the calculation should be limited to one child only (excepting multiple births)

Q12:

Option 5 – To remove entitlement to the Severe Disability Premium where another person is paid Universal Credit (Carers Element) to look after them

Currently when another person is paid Carers Allowance to look after a Local Council Tax Support claimant, then the Severe Disability Premium is not included when working out their needs (Applicable Amounts). The reason for this is that it avoids paying for the same care twice. This proposed change will align the scheme with Housing Benefit by treating persons who receive the Universal Credit (Carers Element) in the same way as anyone receiving Carers Allowance

The benefit of this is:

- Local Council Tax Support will be brought into line with Housing Benefit;
- It is simple and administratively easy

The drawbacks of doing this are:

- There are no drawbacks to this change as persons receiving Universal Credit (Carers Element) will be treated in the same way as those receiving Carers Allowance who look after any person who claims Local Council Tax Support.

Do you agree with Option 5?

		Response Total	Response Percent
Yes		23	36%
No		41	64%
Don't know		0	0%
Total Respondents		64	100%
(skipped this question)			106

Q13:

If you disagree with Option 5 what alternative would you propose?

14 responses were recorded including;

- 2 comments generally opposed Option 5, suggesting it will detrimentally impact the vulnerable.
- 7 comments generally opposed Option 5 but did not propose any alternatives.
- 1 comment suggested more support is needed for Carers and those on Universal Credit.

Q14:

If the Council keeps the current scheme, it will be administratively more complex (as it will not align with Housing Benefit which is also administered by the Council) and it will cost taxpayers more. If this happens we will need to find savings from other services to help meet the increase in costs. The proposals set out in this consultation could deliver savings. The alternatives are set out in the background information.

Do you think we should choose any of the following alternative options rather than the proposed changes to the Local Council Tax Support scheme?

APPENDIX A

	Yes	No	Don't know	Response Total
Increase the level of Council Tax	14.29% (9)	79.37% (50)	6.35% (4)	63
Find savings from cutting other Council Services	22.22% (14)	68.25% (43)	9.52% (6)	63
Use the Council's savings	58.73% (37)	33.33% (21)	7.94% (5)	63
Total Respondents				63
(skipped this question)				107

Q15:

If the Council were to choose these other options to make savings, what would be your order of preference? Please rank in order of preference by writing a number from 1 – 3 in the boxes below, where 1 is the option that you would most prefer and 3 is the least.

	1	2	3	Response Total
Increase the level of Council Tax	17.46% (11)	7.94% (5)	74.6% (47)	63
Reduce funding available for other Council Services	19.05% (12)	20.63% (13)	60.32% (38)	63
Use the Council's savings	71.43% (45)	11.11% (7)	17.46% (11)	63
Total Respondents				63
(skipped this question)				107

Q16:

Please use this space to make any other comments on the scheme.

27 responses were recorded;

- Most comments were generally opposing any changes to the scheme.
- 1 suggested that the consultation did not provide enough information for people to make an informed decision.

Q17:

Please use the space below if you would like the Council to consider any other options (please state).

20 responses were recorded;

- Most comments were generally opposing any changes to the scheme but did not propose any alternatives.
- 3 comments suggested clamping down harder on fraudulent activity

- 3 comments suggested selling council assets
- 7 comments suggested reducing staff costs

Q18:

If you have any further comments or questions to make regarding the Local Council Tax Support scheme that you haven't had opportunity to raise elsewhere, please use the space below.

16 responses were recorded;




- Most contained general statements of discontent.
- 3 comments suggested that the Council should have more income due to recent building works undertaken across the borough.
- 3 comments raised questions or made commentary about the level of support offered to particular community groups (Students, Travellers, and the economically inactive)

Diversity and Equality Results

This section details the makeup of the respondents. None of these questions were mandatory so the response total varies from question to question.




Q19.

Are you, or someone in your household, getting Local Council Tax Support at this time?

		Response Total	Response Percent
Yes		9	16%
No		46	81%
Don't know		2	4%
Total Respondents		57	100%
(skipped this question)			113

Q20.

Are you . . . ?









		Response Total	Response Percent
Male		29	52%
Female		20	36%
Prefer not to say		7	12%

APPENDIX A

Total Respondents	56	100%
(skipped this question)		114





Q21.

Age . . ?

		Response Total	Response Percent
18 - 24		5	8%
25 - 34		6	10%
35 - 44		7	12%
45 - 54		14	24%
55 - 64		17	29%
65 - 74		3	5%
75 - 84		3	5%
85+		0	0%
Prefer not to say		4	7%
Total Respondents		59	100%
(skipped this question)			111



Q22:

Are your day to day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?








		Response Total	Response Percent
Yes		12	23%
No		24	46%
Don't know		3	6%
Prefer not to say		13	25%
Total Respondents		52	100%
(skipped this question)			118

Q23:

What is your ethnic group?

		Response Total	Response Percent
White British		27	49%
Other White		0	0%
White Irish		2	4%
White & Black Caribbean		0	0%
White & Black African		0	0%

APPENDIX A

White & Asian		1	2%
Any Other Mixed background		0	0%
Indian		0	0%
Pakistani		2	4%
Bangladeshi		1	2%
Any Other Asian background		1	2%
Caribbean		2	4%
African		0	0%
Any Other Black background		0	0%
Chinese		0	0%
Arab		0	0%
Prefer not to say		18	33%
Other, please specify		1	2%
Total Respondents		55	100%
(skipped this question)			115

Impacts of Proposed 2017/18 LCTS Scheme Changes

The 5 options, on which residents were consulted, mirror technical changes that already have, or will be, implemented across other state benefits as part of the wider Welfare Reforms.

Some of these changes will only affect new claims from April 2017, so have minimal impact to existing claimants.

If these changes are adopted by the Council transitional arrangements and protections will be put in place to mirror the arrangements made in those other state benefits to protect existing claims.

It is difficult to fully assess the impact of these changes but this paper contains tables and information outlining the anticipated effects of the changes (where available) on the working age claimants within the Council's area.

Table 1: This table shows key working age population data for Castle Point, taken from the 2011 Census. This data is derived from 'Total Population' and 'Out-of-Work' data sets.

Population data (Census 2011)	Total Population (18 – 64)	Disability* (All ages)	Carer* (All Ages)	Female (18 – 64)	Male (18 - 64)	18-24	25-34	35-44	45-54	55-64
Number	89,200	530	680	45,800	43,400	7,000	9,000	9,800	13,000	11,500
Proportion of total WA population	100%	0.59%	0.76%	51.3%	48.7%	7.8%	10.19%	10.99%	14.57%	12.89%

* Disability & Carers details are not split by age range in the Census data so the figures shown represent all responses recorded in these categories, not just working age.

Appendix B

Table 2: This table shows the proportionate split between the same key data sets within the current Working Age LCTS claim database. Data was extracted at 31.10.16.

Working Age LCTS Scheme 2016/17	All Claimants	Disability	Carer	Female	Male	18-24	25-34	35-44	45-54	55-64
Number of claimants	2341	107	26	1575	766	81	500	487	621	652
Proportion of claimants	100%	4.57%	1.11%	67.28%	32.72%	3.46%	21.36%	20.80%	26.53%	27.85%
Average benefit paid (£ per week)	13.25	12.58	11.29	13.22	13.30	11.70	12.43	12.66	13.00	13.89
Difference to Census Data	N/A	+3.98%	+0.35%	+15.98%	-15.98%	-4.34%	+11.17%	+9.81%	+11.96%	+14.96%

Comparing Tables 1 and 2 shows, in terms of EQIA protected characteristics, that;

Disability

Working age people with disabilities make up a slightly higher proportion of the current caseload (at 4.57%) compared with the proportion measured against the general population (0.59%). Working age people with disabilities receive more per week than working age people without disabilities, on average, due to the design of the scheme that ignores certain disability benefits and awards higher applicable amounts.

Carers

There is a marginally higher proportion of claimants with a carer in the household (1.11%), than the population generally overall (0.76%). Working age claimants with a carer in the household receive more per week, on average, than working age claimants without a carer in the household. The main reason for this is both the treatment of disability and care within the existing scheme.

Age

In general, there is a higher proportionate LCTS caseload amongst those aged 25 to 64, and a lower proportionate caseload amongst those aged 18 to 24. Additionally, those aged 55-64 currently receive the highest weekly amount and those aged 18-24 receive the lowest weekly amount, on average.

Sex

Females continue to make up a high proportion of the caseload at 67.28%. Although, there is a difference between the average amount females and males receive per week, this is due to factors relating to circumstances which directly affect the calculation of LCTS, and is not linked to a claimant's sex directly.

Race

This information is not collected from claimants as it is not relevant to the calculation of LCTS.

Other protected characteristics

Information is not collected from claimants in relation to the following characteristics as it is not relevant to the calculation of LCTS:

- Religion or belief
- Sexual orientation
- Gender reassignment
- Marital or civil partnership status
- Pregnancy or maternity

Option 1: Removing the Family Premium for all new working age applicants

This change will only apply to new claims made on or after 1st April 2017.

This change will not impact households receiving passported benefits (i.e. Income Support, Job Seekers Allowance, etc.), meaning it will generally impact households with earned or other incomes.

There are currently 279 existing non passported working age Local Council Tax Support claims with a Family Premium.

Existing working age claims will not be affected by this change unless they have a break in their claim of 4 weeks or more, necessitating a new claim.

Households impacted by this change may also be impacted by the changes from Option 4 (limiting the Dependent Children Applicable Amounts) – see Case Studies at Option 4.

Option 2: Reducing the period for which a person can be absent from Great Britain and still receive Local Council Tax Support to 4 weeks

Data on this change cannot be extracted from the Benefit software, however, it is estimated that less than 10 cases have so far been impacted by this change since May 2016, when it was introduced to Housing Benefit.

Most LCTS claims are made jointly with Housing Benefit, and this therefore suggests the number of LCTS claims impacted will be equally minimal.

Option 3: Removing an element of the Work Related Activity Component for new Employment and Support Allowance applicants

Based on current case load, there are 8 existing claims which have this component in their LCTS calculation.

This represents 0.34% of the total working age LCTS population, so the number of claims expected to be impacted are once again very low.

The average LCTS award received by these 8 claims is currently £11.41 per week.

Analysing this change on 3 sample cases has shown that this would result in a weekly reduction to the LCTS award of £5.81.

Option 4: Limiting the number of Dependent Children Applicable Amounts within the calculation for Local Council Tax Support to a maximum of two.

Appendix B

Based on existing caseload, there are:

160	Non passported Claims with 3 Dependents
45	Non passported Claims with 4 Dependents
13	Non passported Claims with 5 Dependents
4	Non passported Claim with 6 Dependents
7	Non Passported Claim with 7 Dependents
229	Total

This change will not impact households receiving passported benefits (i.e. Income Support, Job Seekers Allowance, etc.), meaning it will generally impact households with earned or other incomes.

This change will impact claims, whether existing or new, that have a third or subsequent child born on or after 1st April 2017.

Exceptions will apply in line with Central Government changes (i.e. where the child is born as the result of a multiple birth, rape etc.)

Households impacted by this change would also be impacted by Option 1 - removal of the Family Premium.

Case Study 1:

The following table illustrates the impact of Options 1, Option 4, and the combined impact of both on a family with 3 children:

Family with 3 children	Weekly Income	Weekly Needs Assessment	Maximum weekly LCTS award (70% of liability)	Weekly LCTS award	Weekly reduction to award
Current scheme	£330.52	£330.00	£18.95	£18.95	£0.00
Option 1	£330.52	£315.55	£18.95	£15.95	£3.00
Option 4	£330.52	£266.10	£18.95	£6.07	£12.88
Option 1 & 4	£330.52	£248.65	£18.95	£2.61	£16.34

The biggest impact is where a claim is impacted by both Option 1 and 4.

Analysis of the existing caseload identified only 3 claims, received between April and October 2016, that would have been impacted by both Option 1 and Option 4, had these changes already been introduced this year. This suggests that the number of households impacted by both changes is expected to be extremely low.

Option 5: Removing entitlement to the Severe Disability Premium where another person is paid Universal Credit (carers element) to look after them

Currently when another person is paid Carers Allowance to look after an LCTS claimant, the Severe Disability Premium is not included when working out their needs (Applicable Amounts) – this avoids paying for care twice. This proposed change simply aligns the scheme so that those receiving the Universal Credit (Carers Element) are treated in the same way as anyone receiving Carers Allowance.

Analysis shows that there are currently 251 working age non-passported LCTS claims with a Severe Disability Premium however the number of these who have someone receiving Universal Credit (carers element) to look after them, given Universal Credit has not been fully rolled out yet, is expected to be extremely low.

Essentially this change simply means that people receiving Universal Credit (Carers Element) will be treated in the same way as those receiving Carers Allowance who look after any person who claims LCTS.



Local Council Tax Support Scheme 2017-18

Equality Impact Assessment (EqIA)

Nov 2016

Strategy and Policy EqIA

All strategies and policies must be initially screened for their positive and negative equality impacts.

This initial screening will determine whether or not it is necessary to carry out a full EqIA for the strategy or policy.

This template has been designed to help you initially screen your strategy or policy and, if necessary, undertake a full EqIA .

Title of strategy or policy:	Local Council Tax Support Scheme
Person undertaking EqIA:	Eddie Mosuro
Head of Service:	Wendy Buck
Department:	Housing & Communities
Date EqIA completed:	4.11.16

Strategy and policy overview

Strategy and policy overview	
What is the strategy or policy intending to achieve?	To fulfil the Local Authorities legal obligation under the Localism Act to provide a Localised Council Tax Support Scheme with effect from 1.4.17.
What are the summary aims and objectives of the strategy or policy?	<p>Since 1st April 2013, the Council has maintained a Local Council Tax Support (LCTS) scheme. This replaced the national Council Tax Benefit scheme, which ended on 31st March 2013. LCTS helps provide support to council taxpayers who have a low income. It supports the taxpayers by providing a reduction in the actual amount in Council Tax payable.</p> <p>The Council has the ability to determine the level of support given to working age applicants only. The scheme for pension age applicants is determined by Central Government and therefore the ability of the Council to vary that part of the scheme is limited and can only enhance the national scheme in any event.</p> <p>When LCTS was first introduced, Central Government provided a specified level of grant, which was approximately 10% lower than the amounts previously given (pre 1st April 2013). This has now been replaced by a general duty to provide a scheme and funding is not separately identified within the grants given to the Council.</p> <p>After the original consultation, the Council decided to introduce an LCTS scheme that differed from the original Council Tax Benefit in that instead of granting a maximum level of support of 100% it would limit the maximum support to 70%.</p> <p>Changes since 2013 Since the introduction of LCTS, the overall scheme adopted by the Council has remained</p>

	<p>broadly the same, with only applicable amounts and non-dependant charges being uprated as well as minor changes being made to mirror changes to the Housing Benefit scheme. Central Government has also continued to uprate changes to applicable amounts for pension age applicants, again to mirror the changes in Housing Benefit.</p> <p>The Proposed Scheme for 2017/18</p> <p>In July 2016 the Council approved a public consultation, which took place during August and September 2016, to gather views as to whether the current scheme should be changed. A summary of the results of the consultation are provided together with this Equality Impact Assessment. The Council is minded to make changes to the working age scheme to meet the following:</p> <ul style="list-style-type: none"> • The more accurate targeting of support to those working age applicants who most need it; • The need to change the scheme, not only to align it with proposed changes to Housing Benefit, but also to align the scheme with the approach taken by the Department for Work and Pensions in the creation, introduction and roll out of Universal Credit; and • To address potential shortfalls in funding due to the continued reduction in Central Government grants.
Who will benefit from implementing the strategy or policy?	The scheme benefits those on low incomes by providing them with support to pay their Council Tax. In particular it provides full protection to Pensioners (as prescribed within the requirements of the Localism Act) and includes locally determined protections for vulnerable groups and incentives to encourage people into work.
What are the links to the Council's corporate priorities?	This Policy supports the Council's corporate priority of 'Efficient & Effective Customer Focussed Services' by ensuring the Council is 'fit for purpose by meeting national and local requirements to agreed timescales and to optimum performance standards'.
What are the links to other Council	Corporate Debt Recovery Policy

strategies and policies?	Exceptional Hardship Policy Homelessness Strategy Action Plan
What are the links to other community strategies and policies?	National Strategy for tackling child poverty under the Coalition Government: https://www.education.gov.uk/publications/standard/publicationDetail/Page1/CM%208061

Equality Act 2010

The Equality Act 2010 introduces 2 specific statutory duties on public bodies such as local authorities:

- **Socio-economic duty:**

- Have due regard when making strategic decisions to the need to reduce inequalities of outcome which result from socio-economic disadvantage

- **Single (integrated) equality duty:**

- Eliminate discrimination, harassment and victimisation or any other conduct prohibited by the Act
- Advance equality of opportunity between persons who share a “protected characteristic” and those who do not
- Foster good relations between people who share a “protected characteristic” and those who do not

The Equality Act 2010 brings together all of the different equality strands and refers to them as “**protected characteristics**”:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief

- Sex
- Sexual orientation

Initial screening

This initial screening template will determine whether or not the strategy or policy requires a full EqIA

If any of the answers to the 6 screening questions is “yes”, then a full EqIA will be required.

Initial screening		
Does the strategy or policy aim to reduce inequalities of outcome which result from socio-economic disadvantage?	Yes / No	The Policy fundamentally aims to provide financial assistance in meeting Council Tax costs for those disadvantaged by socio-economic factors.
Does the strategy or policy aim to eliminate discrimination, harassment and victimisation?	Yes / No	The scheme is prescribed for pension age people, however the scheme for working age people is less prescribed. Guidance has been given on treatment of vulnerable groups and work incentives. The design of the working age scheme has sought to eliminate discrimination.
Does the strategy or policy aim to advance equality of opportunity?	Yes / No	The Policy fundamentally aims to provide support with Council Tax for those who are socio-economically disadvantaged whilst also encouraging people into work. It has been recognised that in this regard opportunities for some groups may not be equal and therefore the Policy has been designed to provide protection for those

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		groups where advancement of equal opportunity would be restricted.
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Initial screening (continued)		
Does the strategy or policy aim to foster good community relations?	Yes / No	No evidence available – not applicable.
Does the strategy or policy have the potential to make a negative contribution to equality?	Yes / No	The scheme may fundamentally make a negative contribution to equality for certain groups – children, families, lone parents etc.
Does the strategy or policy make a positive contribution to equality?	Yes / No	Pension age people are specifically protected under Government Regulations.
Initial screening outcome	Full EqlA is required	

Full assessment

Information gathering	
What quantitative and qualitative information is there?	Information detailing the current working age caseload against Census data and the impacts cross certain groups are set out here: Appendix B - Impact of Proposed 2017-18 LCTS Scheme Changes V1.0 FINAL.docx
What additional information is required?	No further information is required.
What are the outcomes of any internal and/or external consultation with stakeholders?	<p>Consultation was undertaken between 10.8.16 and 21.9.16.</p> <p>The consultation included key questions about;</p> <ul style="list-style-type: none"> • whether the scheme should remain the same or be changed, • views on 5 proposed technical changes to bring the scheme in line with other benefits, • views on 3 alternative proposals to cover the costs of administering the current scheme if no changes are made. <p>170 people accessed the consultation form, 66 of these fully answered all the questions.</p> <p>The response rate this year is comparative with the average seen in other Essex Authorities to date.</p>

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<p>What further consultation is required?</p>	<p>The form contained a diversity data section, however this was optional. Based on the responses received the mix of respondents is believed to be broadly representative of the wider Castle Point community.</p> <p>The majority of respondents did not agree with any of the proposed changes</p> <p>Respondents were invited to make 'free text' comments.</p> <p>Most of the 'free text' comments generally indicated dissatisfaction with the scheme, dissatisfaction with the proposed changes, and concerns over affordability for those on low incomes.</p> <p>There is no requirement to conduct further consultation.</p> <p>Members are required to consider the Consultation results, Impacts report, and this EQIA when deciding on the final scheme for 2017/18.</p>
<p>What examples are there of existing good practice?</p>	<p>Some elements of the current working age scheme (i.e. Band restriction, % liability reduction, removal of Second Adult Rebate) have been agreed as part of the overarching Pan Essex scheme. Other current scheme elements have been designed to meet specific needs within Castle Point. All of the new proposals for the 2017/18 scheme mirror changes which have been , or will imminently be, introduced as part of Central Governments wider Welfare Reforms</p> <p>Guidance provided by DCLG, outlining good practice with regards to treatment of vulnerable groups http://www.communities.gov.uk/publications/localgovernment/lsc/vulnerablepeople and incentives to work http://www.communities.gov.uk/publications/localgovernment/lsc/workincentives), has been considered in designing the scheme.</p> <p>The Local Government Finance Bill: Localizing Support for Council Tax – Updated Impact Assessment is also available here:</p>

	http://www.communities.gov.uk/publications/localgovernment/lgfblocalisingcounciltax Each Local Authority is required to adopt their 2017/18 scheme by 31.1.17.
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Making a judgement	
How will the strategy or policy eliminate discrimination, harassment and victimisation?	<p>Higher Rate Disability Benefits will continue to be disregarded thereby protecting those with specific long term conditions. People with disabilities will continue to receive additional premiums as part of the calculation of their award and also may receive additional financial support through the Exceptional Hardship Fund. Without these elements the policy could potentially be discriminatory to those who fall within the 'disability' characteristic group.</p> <p>No other impacts on protected groups have been identified.</p>
How will the strategy or policy advance equality of opportunity?	<p>The Policy is compliant with prescribed Regulations that protect Pension Age people. This advances equality of opportunity for those who fall within the 'age' characteristic group (specifically those of Pension age) who would otherwise be disadvantaged by the schemes fundamental incentives to work.</p> <p>Parents will continue to receive a Dependant's Applicable</p>

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	<p>Amount (limited to a maximum of two children in line with other Welfare Reforms) and working parents will continue to receive an earnings disregard, as part of the calculation of their award.</p> <p>Higher Rate Disability Benefits will continue to be disregarded thereby protecting those with specific long term conditions. People with disabilities will continue to receive additional premiums as part of the calculation of their award and may also receive additional financial support through the Exceptional Hardship Fund. This advances equality of opportunity for those who fall within the 'disability' characteristic group who would otherwise be disadvantaged and may have less opportunity to improve their financial circumstances through work.</p> <p>No other impacts on protected groups have been identified.</p>
How will the strategy or policy foster good community relations?	No impacts on protected groups identified – not applicable.
<p>Does the strategy or policy have the potential to make a negative contribution to equality?</p> <p>If so, which groups with “protected characteristics” will be affected and what are the reasons?</p>	<p>People aged over 18 and of Working Age will be required to pay more than those of Pension Age.</p> <p>People with disabilities who are below pensionable age will need to pay more than those above pension age. This is due to the Prescribed Regulations which automatically protect people of Pension Age.</p> <p>The reduced grant funding and Prescribed Regulations that apply to those of pension age means it is not financially viable to completely protect all protected characteristic groups from the full effects of this scheme.</p>

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<p>What can be done to address any contribution to inequality caused by the strategy or policy?</p>	<p>People over 18 of Working Age will be required to pay more:</p> <p>The Council actively supports customers with information and advice on income maximisation, financial capability, and debt management. The Flat Rate earnings disregard has been maintained in the scheme design to incentivise work.</p> <p>People with disabilities who are below pensionable age will need to pay more:</p> <p>Higher Rate Disability Benefits will continue to be disregarded thereby protecting those with specific long term conditions.</p> <p>A discretionary Exceptional Hardship Fund is available to provide additional financial assistance to those who are particularly vulnerable and suffering exceptional financial hardship.</p>
<p>What can be done to assist understanding of the strategy or policy?</p>	<p>Details of the scheme will be publicised on the council website www.castlepoint.gov.uk , and will be provided in hard copy and alternative formats (i.e. Braille, Large Print, Audio) on request.</p> <p>An on-line 'Calculator' is available to assist those who want to find out if they would be entitled to LCTS.</p> <p>First Contact customer service staff are available to explain the scheme to any individuals or organisations who require assistance.</p> <p>Members of the Benefit Information Network group are notified annually of the consultation process and are briefed annually on the scheme adopted each year.</p>

The real value of completing an EqlA comes from the actions that will take place and the positive changes that will emerge through conducting the EqlA.

The action plan should be SMART and feed directly in to the strategy or policy itself and any associated Service Plan. In addition, it should be consistent with any corporate equality actions.

The action plan should only include the main actions likely to have the greatest impact. It need not be a comprehensive list of all the possible things that might provide positive outcomes. It is unlikely that any action plan will have less than 6 to 8 actions but an action plan that runs to several pages may not provide sufficient focus and deliverability.

Action plan					
Equality objective	Action(s)	Lead responsibility	Resources	Timescale(s)	Outcome(s)
Assist understanding of the Policy	Refresh website and hard copy information once 2017/18 Final Scheme formally adopted.	First Contact Manager	Staff time & printing costs	Jan – Mar 2017	All affected groups fully aware of the Policy and how it will affect them.
Assist understanding of the Policy	Engage with local advice and support groups through the Benefit Information Network Group.	Benefit Manager	Staff time	Jan – Mar 2017	All local advice and support groups fully aware of the policy and how it will affect their customers.
Advancing equality of opportunity	Proactively identify suitable cases for Exceptional Hardship awards using internal knowledge of debts identified in 2016/17.	Revenues Manager	Staff time, provision of discretionary funding pot	Jan 2017 – Mar 2018	Reduce impact of the scheme on those suffering exceptional financial hardship.
Advancing equality of opportunity	Maintain a range of support services and referral arrangements to provide effective assistance with financial capability, budgeting, and/or debt management advice.	Revenues Manager & Benefit Manager	Staff time, funding pot for services, additional staff resource	Jan 2017 – Mar 2018	Customers adequately supported and equipped with skills to manage financial impact.

Finally....

- Sign the EqIA
- Ask your Head of Service to sign the EqIA
- Save a copy of the EqIA in the Corporate drive folder:
- <S:\Corporate\Diversity\Live Equality Impact Assessments>
- Publication
 - Council website
 - Make copies available for e-mail distribution, in hard copy format and by other means as appropriate (e.g. large print, Braille, CD, other languages, etc.)
- Internal communication to appropriate colleagues
- Agree arrangements for monitoring, exception reporting and review/refresh

CABINET

16th November 2016

Subject: Corporate Performance Scorecard Quarter 2 2016/17

Cabinet Member: Councillor Stanley - Finance and Resources

1. Purpose of Report

To set out the performance figures for the Corporate Performance Scorecard for Quarter 2, 1st July to 30th September 2016.

2. Links to Council's priorities and objectives

The scorecard is explicitly linked to the Council's priorities.

3. Recommendation

That Cabinet notes the reported performance in Appendix 1.

4. Background

4.1 The Corporate Scorecard reports on performance indicators for important service outcomes that are relevant to the Council's priorities.

4.2 The indicators for the corporate performance scorecard for 2016/17 were discussed and approved by Cabinet in June, and include consideration of Council aims and objectives as well as indicators that are important in areas such as customer service and contractor performance.

5. Report

5.1 Summary of performance

5.1.1 The performance summary in Appendix 1 sets out the performance achieved by the Council against the measures in the scorecard. Performance is generally good. Of the 14 indicators reported, 12 are at or above target, and 1 is near target. However, it should be noted that for one indicator (Number of Households in Temporary Accommodation) it has been necessary to change the target to reflect the actual situation.

Performance is set out against the priorities as follows:

Public Health and Wellbeing

The Environmental Health service continues to maintain high performance with the percentage of food premises that are awarded a score of at least 3 on the food hygiene rating system at 92%, which is the same for the quarter 2 period last year.

Performance for households in temporary accommodation for quarter 2 dipped significantly when compared to the same quarter period last year and the proposed target has been changed from 90 to 120. This is due to an increase in homelessness applications and the lack suitable housing. Demand for the service has increased significantly and this remains a significant issue for many local authorities following the impact of Welfare reforms. The Housing Options team are exploring different approaches to meet urgent housing need for the future as this increase in demand is unlikely to subside.

Environment

The overall percentage of Household waste recycled or composted was approximately 54%, and above the target of 49%. Approximately 5,000 tonnes of garden and food waste was recycled during this period and the performance for waste recycling is broadly on target and an increase when compared to the same period last year.

The performance information for street cleanliness, fly tipping and grass verge cutting Indicators generally demonstrates strong performance and that the contractual arrangements are proving effective. There has been an increase in the number of rectifications served over the same period last year. However, it should be noted that the rectifications served related to a failure in cutting processes as opposed to grass height.

Transforming our Community

This quarter there have been some difficulties with data collection and analysis which show that tenant satisfaction with repairs and maintenance reduced to 88.5% compared to a target of 97%. Performance is expected to improve for quarter 3. The rate for voids completion is also strong at 21.6 days and on target.

The percentage of planning applications processed within target times exceeds or meets target in all three areas.

The building control service ensured all applications were processed within statutory timescales.

Efficient and Effective Customer Services

The Council's First Contact team continue to be very successful in limiting the number of calls that they transfer to the back office and are near the target.

Finally, the sickness absence rate for staff is over target. There are a small number of critical illness cases that have contributed to this

5.1.2 Further commentary on performance is set out in the table in Appendix 1.

6. Corporate Implications

a. Financial implications

Good performance on some indicators can lead to reduced costs (e.g. higher recycling leads to a reduction in payments for sending waste to landfill)

b. Legal implications

There are no direct legal implications at this stage.

c. Human resources and equality

There are no direct human resource or equality implications at this stage.




d. Timescale for implementation and risk factors

Monitoring of the Corporate Performance Scorecard is ongoing throughout the year.

7. Background Papers:

None

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Key	
	More than relative 10% below target
	Less than relative 10% below target
	On or above target



Appendix 1

Corporate Scorecard 2016/17 (Public Health & Wellbeing)

Quarter 2: 1st July 2016 to 30th September 2016









Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

PI Code & Short Name	Q2 Value 2015/2016	Q2 Value 2016 / 2017	Target	Trend	Status	Comments
EH2 Percentage of food premises that are awarded a score of at least 3 on the food hygiene rating scheme. Service Manager: Environmental Health Operational Manager	92%	92%	90%	↔		Performance continues to be maintained and target has been exceeded.
HLess 3 Number of Households in Temporary Accommodation Service Manager: Community Support Manager	74	118	120	↓		The Housing Options service continues to face significant ongoing pressure from the impact of Welfare Reforms. The number of households who approach the service continues to increase including a significant rise in families, and an increase of private rented sales. There is also a significant shortage of temporary housing stock. This increase is not specific to Castle Point and is part of a nationwide trend. The target has been increased from 90 to 120 to reflect this increase in demand.

Corporate Scorecard 2016/17 (Environment)

Quarter 2: 1st July 2016 to 30th September 2016

Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

PI Code & Short Name	Q2 Value 2015/2016	Q2 Value 2016 / 2017	Target	Trend	Status	Comments
OPS4 Percentage of Household Waste Recycled Service Manager: Operational Services Manager	23%	25%	Annual Target 25%			Figure is estimated and rounded up. This represents approximately 4,250 tonnes of waste.
OPS 5 Percentage of Household Waste Composted (including food waste) Service Manager: Operational Services Manager	29%	29%	Annual Target 24%			Figure is estimated and rounded. This represents approximately 5,000 tonnes of garden and food waste.
SS2 Percentage of streets inspected which are deemed to be unsatisfactory using Code of Practice for Litter and Refuse methodology. Service Manager: Contracts Manager	7.6%	5.8%	Less than 10%			This is an excellent figure noting that quarter 2 covers the busy summer period.





PI Code & Short Name	Q2 Value 2015/2016	Q2 Value 2016 / 2017	Target	Trend	Status	Comments
ENV 4 Flytips removed within one working day Service Manager: Contracts Manager	100%	99%	90%	↔	✓	The number of fly tips reduced over the same period in 2015/16, but Pinnacle continue to remove fly tips within the contracted terms.
SS4 Number of rectification and default notices served in relation to Highway Grass Verge cutting. Service Manager: Contracts Manager	2	20	Under 50	↓	✓	There has been an increase in the number of rectifications served over the same period last year. We continue to work with Pinnacle to ensure contract standards are met, and it should be noted that the rectifications served related to a failure in cutting processes as opposed to grass height.
SS5 Percentage of Rectification Notices served in relation to Highway Grass Verge cutting rectified within 72 hours. Service Manager: Contracts Manager	100%	100%	90%	↔	✓	All default notices served were rectified within 72 hours.

Corporate Scorecard 2016/17 (Transforming our Community)

Quarter 2: 1st July 2016 to 30th September 2016

Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

PI Code & Short Name	Q2 Value 2015 / 2016	Q2 Value 2016 / 2017	Target	Trend	Status	Comments
HOS1 Overall tenant satisfaction with repairs and maintenance. Service Manager: Tenancy Services Manager	97.5%	88.5%	97%	↓	⚠	It is understood there have been some difficulties with data collection and data quality this quarter which have since been resolved. Performance for quarter 3 is expected to improve.
HOS6 Average Void Turnaround Time. Service Manager: Tenancy Services Manager	18.6 Days	21.6 Days	21.5 Days	↓	✅	Generally good performance skewed by one property being vacant for 50 days because of a number of refusals as it was a studio property on an upper floor of a sheltered scheme that didn't have access to a lift.
PI Code & Short Name	Q2 Value 2015 / 2016	Q2 Value 2016 / 2017	Target	Trend	Status	Comments
DC2 to DC4: Percentage of planning applications processed within target time limits for major, minor and	100% 76%	100%	Major 60%	↔	✅	Performance has met or exceeded target in all of the three areas.

other applications Service Manager: Planning & Development Enforcement Manager	81%	65% 91%	Minor 65% Other 80%	 		A backlog is being cleared for minor applications
Percentage of Building Control applications processed within statutory time limits.	100%	TBC	100%			All applications processed within the required timescales.

Corporate Scorecard 2016/17 (Efficient & Effective Customer Services)



Quarter 2: 1st July 2016 to 30th September 2016

Note: All performance values are cumulative (i.e. from 1st April to end of June/September/December/March) unless otherwise stated

PI Code & Short Name	Q2 2015/16 Value	Q2 value 2016 / 2017	Target	Trend	Status	Comments
<p>FC1 Percentage of calls taken from customers by First Contact that are dealt with without the need to transfer to the back office</p> <p>Service Manager: Community Support Manager</p>	95%	93.5%	Annual Target 94%	↔	✓	The First Contact service continues to maintain strong performance in this area.
<p>Average number of days Sickness absence per FTE staff for all Council Services (rolling year)</p> <p>Service Manager: Human Resources Manager</p>	6 Days	8.2 Days	7 Days	↓	●	This figure reflects the fact that we have had several employees with serious illnesses.