



Council Offices, Kiln Road,
Thundersley, Benfleet,
Essex SS7 1TF.
Tel. No: 01268 882200
Fax No: 01268 882455



David Marchant LLB (Hons) BSc (Hons) CEng FICE FCMI
Chief Executive

CABINET AGENDA

Date: **Wednesday 18th November 2015**

Time: **7.00pm – N.B. TIME**

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 and Safer Communities
Councillor Sharp	Responding to Challenge
Councillor Skipp	Environment and Leisure
Councillor Smith	Regeneration & Business Liaison

Cabinet Enquiries:
Reference:
Publication Date:

John Riley Ext 2417/Ann Horgan ext. 2413
5/2015/2016
Tuesday 10th November 2015

**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 21st October 2015.

4. Forward Plan

To review the Forward Plan

5. Public Health and Wellbeing

6. Environment

6 (a) Off – Street Car Park Annual Review

(Report of the Cabinet Member for Environment and Leisure)

7. Transforming Our Community

7 (a) Housing Report

(Report of the Cabinet Member for Homes and Customer Engagement)

8. Efficient and Effective Customer Focused Services

8 (a) Financial Update Report

(Report of the Cabinet Member for Finance and Resources)

8 (b) Treasury Management Activity Mid - Year Report

(Report of the Cabinet Member for Finance and Resources)

8 (c) Budget and Policy Framework

(Report of the Cabinet Member for Finance and Resources)

8 (d) Local Council Tax Support (LCTS) Scheme for 2016/17

(Report of the Cabinet Member for Finance and Resources)

8(e) Corporate Score Card Quarters 1 & 2

(Report of the Cabinet Member for Responding to Challenge)

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)



CABINET

21st OCTOBER 2015

PRESENT:

Councillor Riley, Chairman	Leader of the Council
Councillor Dick	Health and Wellbeing
Councillor Skipp	Environment & Leisure
Councillor Mrs Egan	Homes and Customer Engagement
Councillor Howard	Waste, Floods and Water Management
Councillor Isaacs	Neighbourhood and Safer Communities
Councillor Smith	Regeneration and Business Liaison

APOLOGIES:

Councillors Sharp and Stanley

ALSO PRESENT:

Councillors: Acott, Blackwell, Campagna, Cole, Greig, Hart, Hurrell, Mrs. King, Ladzrie, Letchford, MacLean, Mumford, Palmer, Tucker, Walter, Mrs. G.Watson and N.Watson.

48. MEMBERS' INTERESTS:

Councillor Howard declared a non-pecuniary interest in Agenda Item 6(a) – Naming of Public Open Space in Beveland Road, Canvey Island as the B17 Memorial Ground – as a member of his family owned an adjacent property.

Councillor Letchford present at the meeting declared an interest pursuant to Part 2 of the Code of Local Conduct for Councillors under Agenda item 6(b) “New” Paddling Pool, Concord Beach as Chairman of the Friends of Concord Beach. He left the chamber during consideration of this item.

49. MINUTES:

The Minutes of the Cabinet meeting held on 16.9.2015 were approved and signed by the Chairman as a correct record.

50. 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 2015. The plan was reviewed each month.

Resolved – To note and approve the Forward Plan.

51. PREVENT STRATEGY AND ACTION PLAN

Cabinet considered a report on the PREVENT Strategy and Action Plan presented to Cabinet for approval.

Resolved:

To approve and adopt the PREVENT Strategy & Action Plan.

52. NAMING OF PUBLIC OPEN SPACE IN BEVELAND ROAD, CANVEY ISLAND AS THE B17 MEMORIAL GROUND

Arising from the Ordinary Council meeting held on 29.9.2015 Cabinet considered a request by Councillor Mumford to name the public open space adjacent to Beveland Road as "The B17 Memorial Ground".

Cabinet noted that the naming of this area as "The B17 Memorial Ground" did not change the designation or restrict in any way the Council's ability to manage this asset.

Resolved:

To endorse the request by Councillor Mumford to name the public open space adjacent to Beveland Road, Canvey Island as "The B17 Memorial Ground".

53. "NEW" PADDLING POOL, CONCORD BEACH

The Cabinet considered a report advising on the feasibility and indicative cost of designing and installing a pontoon style walkway around the "new" paddling pool at Concord Beach.

Cabinet noted that the Health and Safety at Work etc Act 1974 required the Council to do all that is reasonably practicable to minimise the risk of injury to users of the facility. Consideration of what is reasonably practicable is based on an assessment of the severity of risk and the cost of the control measure. With a facility of this nature there would always be an element of risk as it was impossible to remove all the hazards associated with its use without removing the facility completely.

Cabinet noted that it might not be possible to complete the risk reduction ahead of the summer 2016 season as progress would be dependent on obtaining all the necessary consents from the various agencies in a timely manner, outcome of the procurement process, securing the necessary funding and on weather and tidal conditions.

Resolved:

1. That a detailed topographical survey and detailed design work for a concrete walkway with internal wall is progressed; and that
2. A more accurate estimate of costs is reported back to Cabinet on completion of this work.

54. CANVEY ISLAND FLOODING UPDATE

Cabinet considered a report updating Cabinet in respect of:

- (1) Uptake on the Repair and Renew Grant Scheme;
- (2) Essex County Council Property Level Protection Grant; and
- (3) Canvey Island Integrated Urban Drainage Study – this included an oral report following the Multi Agency Meeting which had taken place the previous day.

At the Multi Agency meeting a presentation had been made on the Integrated Urban Drainage Study (IUD) which had recently been completed. The IUD was a hydraulic model developed by Anglian Water in partnership with ECC and the Environment Agency in order to get a better understanding of the non-tidal risk to people and property on Canvey.

It was unique in that it had tried to capture information about all the risk management equipment and natural assets on the island, including the open watercourses, the Lake, culverted watercourses, public sewers, highway drainage and surface water pumping stations. This had ensured a comprehensive and up to date model which could be used to accurately test flood event scenarios.

Going forward Members were advised that the model would be used (1) To test a number of solutions and strategies that could be used to reduce the risk of flooding on the island. This would help develop evidence based business cases to support funding bids and

(2) To inform current and future spatial planning decisions. As well as being able to highlight parts of the drainage network where new development could increase flood risk, the model helped to identify areas where new development control might in fact play a part in flood risk management.

The Multi Agency meeting had received an update on implementation of the recommendations from the Section 19 Report made by Essex County Council as lead flood authority. Good progress was reported against all of the 13 recommendations in the report.

The Multi Agency meeting had received a report from Essex Highways and Anglian Water on works undertaken since the July 2014 storm and types of damage they have found to their networks. Anglian Water was pursuing retrospectively utility companies who had damaged their network. ECC Highways had allocated £250k for repairs this financial year plus £50k for jetting and CCTV works. Anglian Water had spent over £1m since August 2013 repairing damage caused by third parties which could have been spent on improving their drainage network.

Environment Agency (EA) had improved their resilience with additional generators, ventilation to pumping stations and webcams installed at high flow pumping stations.

The Multi Agency meeting received a report on activities undertaken to improve community resilience this included an Open Day held at Canvey Fire Station which launched the ECC property level protection grant and Operation Hydra an emergency exercise based on July 2014 event. Newsletters had also been circulated to brief the community.

The Multi Agency meeting had confirmed that Canvey Lake was a critical part of the drainage infrastructure and that all risk management agencies were reliant on it and had responsibility for its maintenance. The IUD model would be used to test effectiveness of various solutions. The EA have secured £3.4m of GIA funding to assist with this.

The Multi Agency meeting had received an update on progress with the bid for government funding. In November an update report for Central Government, was to be published setting out a 6-point plan for Canvey Island. The report would also look at which stakeholders needed to be involved, what steps had already been taken and how the £24.5m of Government funding would be used if awarded.

This update report would also build on the economic case for taking action on Canvey Island, making the case that economic growth cannot afford to be hindered by flood risk.

Finally the Cabinet Member briefed the Cabinet meeting on the Flood Expo exhibition held recently which brought together a large number of businesses which provide a vast range of flooding advice and property level protection products suitable for differing property types and locations.

Resolved:

To note the report.

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

There were no matters.

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

There were no matters.

Chairman



Castle Point Borough Council

Forward Plan

NOVEMBER 2015

CASTLE POINT BOROUGH COUNCIL

FORWARD PLAN

NOVEMBER 2015

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 2015 February 2016	<u>Treasury Management Report - Updates</u>	Efficient and Effective Customer Focussed Services	Cabinet	Resources & Performance	Head of Resources
November 2015	<u>Budget and Policy Framework</u>	Efficient and Effective Customer Focussed Services	Cabinet	Resources & Performance	Head of Resources
November 2015/January 2016	<u>Financial Update Report</u>	Efficient and Effective Customer Focussed Services	Cabinet	Resources & Performance	Head of Resources
November 2015	<u>Local Council Tax Scheme</u>	Efficient and Effective Customer Focussed Services	Council	Resources & Performance	Head of Housing & Communities Head of Resources
November 2015	<u>Off – Street Car Parks Annual Review</u>	Environment	Cabinet	Environment & Leisure	Head of Environment
February 2016	<u>Housing Revenue Account Rent Levels 2016/2017 Housing Capital Programme etc</u>	Transforming Our Community Efficient and	Cabinet	Homes & Customer Engagement	Head of Housing & Communities Head of Resources

		Effective Customer Focussed Services			
February 2016	<u>Budget and Policy Framework</u> To make recommendations to Council on the Council tax and budget setting.	All	Cabinet/ Council	Resources &Performance	Head of Resources

CABINET

18th November 2015

Subject: Off – Street Parking Annual Review

Cabinet Member: Councillor Skipp – Environment and Leisure

1. Purpose of Report

The purpose of this report is to review the operation of the Council's Off Street Parking Service.

2. Links to Council's Priorities and Objectives

This report links directly with the Council's "Environment" and "Efficient and Effective Customer Services" objectives.

3. Recommendations

It is recommended that Cabinet;

- (1) Notes the content of this report;
 - (2) Endorses the suspension of car parking charges at the Council's short stay car parks from 19th December until 27th December (inclusive);
 - (3) Endorses the conversion of the four staff parking bays at School Lane car park into long stay parking bays;
 - (4) Endorses an increase in the weekday (Monday to Friday) long stay parking charge at the School Lane car park from £5.00 to £5.50;
 - (5) Endorses the reclassification of the Thorney Bay car park as a seasonal seafront car park and the introduction of seasonal car parking charges in line with the Council's other seafront car parks;
 - (6) Endorses the utilisation of any surplus car park income to original budget for 2015/16 towards the completion of the School Lane resurfacing works during the next financial year; and that Cabinet
 - (7) Requests a further report on the outcome of the bid to the Coastal Revival Fund for the extension of the Thorney Bay car park.
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4. Background

At its meeting on 19 November 2014, the Cabinet considered a report which reviewed the operation of the Council's off street parking arrangements following the introduction of the revised parking charge structure which became effective from 1st February 2014. It resolved that a further review of the service should be undertaken and reported to Cabinet in one year's time.

All Council owned car parks are classified according to their primary purpose, i.e. Town Centre, Short Stay, Long Stay, Seasonal, Commuter or those associated with a Council run facility. Cabinet has endorsed the principle that there should be a consistent management and charging approach to each of these car park types, as far as is practicable.

5. Annual Review

(1) Car Park Improvement programme update

A significant amount of improvement works have again been carried out this year. Works carried out include:

Height Barriers and low level closing gates fitted:

- Labworth Large Car Park, x 2 (Including entrance onto the field).
- Labworth Small Car Park, x 1
- John H Burrows (JHB), x 2
- Brook Road Car Park, x 1
- Homestead Road Car Park, x 1

(Note we have had to repair Brook Rd barrier twice, both JHB barriers, Lubbins barrier and have also had various other ones hit and needed adjusting)

Gates Repaired/replaced:

- Waterside Farm gate onto the field.
- Brook Road gate along roadway.
- Leigh beck vehicular access gate fitted to retain entry after security works.

Rolled crushed aggregate consolidation:

- Labworth small car park - the whole car park has been completely resurfaced with scalpings and rolled tight.
- Labworth large car park - both eastern and western ends that were un-surfaced have been completely resurfaced with scalpings rolled tight.
- Labworth Large car park - entrance to the field has been completely resurfaced with scalpings rolled tight.
- Brook Road overflow car park – has been completely resurfaced with scalpings rolled tight.
- Woodside bowls/football car park – has been completely resurfaced with scalpings rolled tight.

- Woodside approach road – has been scalped down to approx. 50mm to expose original concrete road (in much better condition than the tar-macadam overlay)

Re-marking in thermoplastic:

- Lubbins car park completely marked including directional arrows etc.
- Tewkes Creek car park completely marked including directional arrows etc.
- Dutch Cottage car park completely marked including directional arrows etc.
- Swans Green Car Park completely remarked including directional arrows etc.
- Woodside Cemetery Car Park completely marked including directional arrows etc.
- Rectory Road car Park remarked including directional arrows and stop lines etc.
- Paddocks car park remarked including directional arrows and stop lines etc.
- Kiln Road car park remarked including directional arrows and stop lines etc.

Re-surfacing and kerbing:

- Labworth large car park - whole entrance has been resurfaced and re-profiled with new kerbing.
- School Lane car park – approximately half of the car park will be resurfaced over three consecutive weekends commencing 6.00 p.m. on 13 November 2015.

Speed humps:

- Lubbins car park has had two speed humps fitted to slow traffic after concerns were raised.

Pothole patch repairs:

- Kiln Road
- Tewkes Creek
- Smallgains
- School Lane
- Paddocks

(2) Park Mark Award

The Council has retained the Park Mark award at six of its car parks, i.e. School Lane, Rectory Lane, Oak Road, Richmond Hall, Essex Way and Hart Road. The inspector commented that he was very impressed with the overall standards of the council's car parks in the scheme as it was obvious there has

been a considerable amount of expenditure over the past two years, which is a result of the necessary funding being made available.

(3) School Lane car park

In response to comments about limited short stay car parking places in South Benfleet, since February 2014 provision has made for short stay parking bays at School Lane car park. However, there is limited use of these short stay bays with for example, on average only 21 cars using these bays each day during a four week period in October. Conversely however, the number of cars being parked in the long stay section of the car park has increased and the long stay bays are now regularly up to full capacity and on occasion there are insufficient long stay spaces to meet demand. To help address this problem it is proposed to convert the four parking bays reserved for staff use to long stay parking bays. Staff/elected members displaying a valid permit would be able to use the short stay parking bays where their visit is for less than 3 hours or alternatively for stays longer than 3 hours, they would be able to park in one of the long stay bays on a first come, first served basis.

Usage of the short stay bays will continue to be monitored as it may be necessary to convert some of the short stay bays to long stay bays in order to meet demand and make best use of the available parking space.

Given that the Council is limited in what it can do to increase long stay parking provision in this car park, managing demand by increasing the weekday long stay daily parking charge is another option that needs to be given serious consideration. It is likely that the car park is being used by residents outside of the Borough as the annual season ticket from Benfleet to London is £3204 compared with £3668 from Rayleigh to London. Also parking at Rayleigh station is more expensive than at the School Lane car park.

Usage of the car park on Saturdays has remained constant and on average 230 users park there each Saturday.

The number of users purchasing weekly tickets has increased over time but further take up will be hampered by the uncertainty regarding available parking spaces for those users arriving later in the morning when spaces cannot be guaranteed.

(4) Oak Road/Richmond Hall Car Park usage

The charging regime continues to be successful in ensuring that town centre car parks are used for their intended purpose with spaces always available for shoppers to use throughout the day. Income and usage at both of these car parks are slightly up on last year. Parking remains free on Saturdays at both these car parks and blue badge holders are entitled to park for free at any time for up to three hours. Parking is also available free of charge at Richmond Hall car park at school drop off and pick up times.

(5) Seasonal Car Parks

The growing popularity of Canvey seafront has meant that both the Labworth and Lubbins seasonal car parks have benefited from increased usage this year and income is higher than predicted.

The work undertaken by the Bay Watch volunteers in improving Thorney Bay has attracted more visitors to this area. Car parking provision at this end of Canvey seafront has proved insufficient and serious congestion/ car parking issues have been encountered this year, particularly on weekends when the weather has been good.

A bid has been submitted to the Coastal Revival Fund for an extension of the Thorney Bay car park and the Council is expecting to be advised shortly of whether or not its bid has been successful. It is a condition of the Coastal Revival Fund that works are completed by the end of March 2016. A planning application for the proposed extension is in the process of being prepared and will be submitted shortly.

If its grant application is not successful, the Council will need to give serious consideration to going ahead and funding the extension of the car park ahead of the start of next year's summer season. As the primary use of the car park is now for seafront visitors rather than a car park associated primarily with the use of the playground, it would be appropriate to reclassify the car park as a seasonal car park and to introduce parking charges in line with those that apply at the Council's other seafront car parks.

(6) Displacement Parking

The availability of free off street and on street parking close to chargeable car parks has continued to prove sufficient to accommodate any displacement parking that has occurred since the introduction of the new car parking charges without any adverse effects on traffic congestion or road safety.

In response to requests for parking restrictions to be removed in roads that adjoin Eastern Esplanade (May Avenue to Seaview Road inclusive), the South Essex Parking Partnership has allocated £8,500 to cover the necessary Traffic Regulation Order process. Residents will be able to respond to the formal consultation being fully aware of any displacement parking that has occurred following the introduction of the seasonal charges at the Lubbins car park.

(7) Suspension of parking charges over the festive season

In order to support the traders in Castle Point Town Centres during the busy period leading up to Christmas and to encourage shoppers to shop locally during this time Cabinet approved the suspension of car parking charges at the Oak Road, Rectory Road, Richmond Hall and Essex Way car parks from 20th December until 28th December 2014.

It is proposed to suspend the charges in the Council's short stay car parks this year between 19th December and 27th December.

(8) Enforcement

Enforcement of parking restrictions at Council operated car parks is undertaken by Chelmsford City Council. During the first six months of this financial year a total of 1546 Penalty Charge Notices (compared with 1269 for the same period last year) were served on vehicles parking in contravention of the Off Street Parking Order.

(9) Conclusion

The Council's car parks are being operated in an efficient and effective manner. The introduction of charges and relevant waiting restrictions has been successful in ensuring that car parks are being used for their intended purpose. Displacement parking as a consequence of the introduction of new charges has not been a significant issue and the provision of free long stay town centre car parking has helped to minimise issues associated with on street displacement parking. The £240K funding allocated for the car parks improvement programme has enabled significant improvements to be made to the surfacing and security of the Council's car parks and as a result six car parks have achieved and retained the nationally recognised Park Mark award.

Increased usage of the long stay School Lane car park and the Thorney Bay car park means that sufficient parking spaces are not always available to meet demand. Options for managing demand/accommodating increased demand need to be given serious consideration.

6. Corporate Implications

(a) Financial Implications

General Financial Statement:

The Medium Term Financial Plan indicates a significant funding gap in future years. The Council is progressing a programme of work which is intended to close the funding gap.

Whilst at the current time reserves appear healthy, there are very real and significant financial risks which may or may not materialise in future years, particularly around planning appeals and associated legal costs. These risks, coupled with the projected budget gap, will result in a complete depletion of general reserves within the lifetime of the current forecast.

Until each financial year is balanced, the Council should not enter into new and ongoing financial commitments, nor should it take any actions resulting in a significant ongoing reduction in any income streams.

Specific Financial Implications:

The £240k that Cabinet made available from reserves on completion of the car parks review to fund the car park improvement programme has now been fully committed, bar a residual contingency sum of around £13k. Additional funding in the region of £100k will be required if the Council wishes to complete the resurfacing of the School Lane car park and a further £45k will be required to extend the Thorney Bay car park should the Council's bid to the Coastal Revival Fund not be successful.

In general, car park usage has increased this year and income from car parking charges is above budget predictions. Officers will continue to monitor this on an ongoing basis. It is proposed that any surplus car park income

above the original budget for 2015/16 be taken into the Council's reserves to support the completion of the School Lane resurfacing works during the next financial year.

A budget growth request for any additional funding required to complete the School Lane resurfacing works and/or the extension of the Thorney Bay car park will be submitted for consideration as part of the current budget setting process.

Reclassification of the Thorney Bay car park as a seafront car park and the introduction of seasonal parking charges in line with the other seafront car parks would provide ongoing revenue which would offset the upfront extension costs.

It is intended that the conversion of the four staff parking bays at the School Lane car park will be funded from within the existing maintenance budget. Additional income will be generated in accordance with the daily charge.

Increasing the daily Monday – Friday long stay parking charge from £5.00 to £5.50 at School Lane would generate increased income which could help offset the costs associated with the completion of the outstanding resurfacing works.

Additional income from charging for the summer season at Thorney Bay and increasing the charge at School Lane is estimated at approximately £75k in total for a full financial year.

Income from car parking charges helps to offset the cost of maintaining Council operated car parks and the cost of other Council services.

(b) Legal Implications

The introduction of car park charges at the Thorney Bay car park will require the making of an Off Street Traffic Regulation Order. There is a prescribed legal process which involves formal public consultation that must be followed.

There is a legal requirement to advertise any proposed increase in car parking charges in a local newspaper ahead of the implementation of any new charges.

The extension of the Thorney Bay car park will require Planning Consent and as the land is in Council ownership the application will need to be referred to the Development Control Committee for approval.

(c) Human Resources and Equality Implications

Human Resources

Chelmsford City Council is responsible through a Service Level Agreement for enforcing the Council's off street parking restrictions. The additional ten hours parking enforcement which was allowed for in the financial modelling undertaken as part of the car parks review has proved to be in line with the needs of the service, but this will be kept under review.

Equality Implications

Parking is available free of charge for blue badge holders at all the Council's car parks with the exception of the School Lane car park.

Alternative free long stay parking provision is available close to all town centre areas.

7. Timescale for implementation and Risk Factors

The phase 1 resurfacing of the School lane car park will be undertaken over three consecutive weekends commencing 6.00 p.m. on 13 November so as to minimise disruption to users. The completion of the resurfacing works (phase 2) will be funding dependent. Extension of the Thorney Bay car park will also be funding dependent.

Background Papers

Information packs and presentations to EPDG on 18 October 2011, 14 December 2011, 26 January 2012 and 20 March 2012.

Cabinet report - 21 March 2012.

Report and information pack to Environment Policy & Scrutiny Committee on 22 October 2012

Presentation and information pack provided to Environment Policy & Scrutiny Committee on 22 January 2013.

Cabinet report – 20 February 2013

Cabinet Report – October 2013

Cabinet report – November 2014

Report Author: Trudie Bragg, Head of Environment

CABINET

18th November 2015

Subject: Housing Report

Cabinet Member: Councillor Mrs B Egan – Homes & Customer Engagement

1. Purpose of Report

To provide a progress report on the Housing Service.

2. Links to Council's priorities and objectives

The Housing service is linked to the priorities of Public Health Wellbeing, Transforming our Community and Efficient and Effective Customer Focused Services.

3. Recommendations

That Cabinet notes the progress and achievements of the Housing Service.

4. Background

4.1 The Housing Service continues to improve the delivery of the service to tenants and is pleased to report on projects and programmes of work that have been undertaken.

4.2 The delivery of the Service has continued to focus on improving the standard of accommodation within the housing stock by undertaking capital works to improve properties. This is resulting in an increasing level of homes meeting the Decent Homes standard. As at 31 March 2015 92.03% of the Council housing stock met the Decent Homes standard. This is an increase from 90.02% at 31 March 2014.

4.3 The last progress report to Cabinet was in June 2015 and advised on a number of projects which had been completed during this year.

5. Summary of Projects

5.1 Sheltered Housing Schemes

5.1.1 A programme of works continues at the Sheltered Housing schemes to improve living standards.

- 5.1.2 Following the refurbishment of Amelia Blackwell House an open day for prospective tenants was held. This provided an opportunity for people to see what sheltered housing was able to offer. Amelia Blackwell is now operating at 100% occupancy compared to the previous levels of around 70%.
- 5.1.3 During October 2015 the heating and hot water system at Westwood Court has been upgraded. It should be noted that there was some disruption to services for residents during this period but issues identified were resolved by the Contractor. Whilst the works had been planned to take place during August/September a delay in delivery of the parts resulted in a later installation date than planned.
- 5.1.4 There is an on-going programme of renewal of heating provision in the communal areas at the schemes and works are currently being considered for Stansfield Court and Willalla House.
- 5.1.5 Roof replacement works are to be undertaken at Stansfield Court and will also be done at Lawns Court.
- 5.1.6 The communal lighting at the schemes is being upgraded and this has now been completed internally at Stansfield Court, Beatrice Littlewood, Willalla House and Amelia Blackwell. This programme is continuing across the schemes. The external lighting has now been upgraded at all schemes with the exception of Lawns Court at this stage. Lawns Court and Stansfield Court have also recently had new communal kitchens.
- 5.1.7 A two year programme of upgrading the front doors of residents flats is about to commence. This will ensure that the doors conform to the latest fire regulations.
- 5.1.8 The Sheltered Housing Forum continues to be well attended by representatives from the eight sheltered schemes and they actively take part in evaluation of contracts to represent the tenants.

5.2 Responsive Repairs and Gas Servicing Contracts

- 5.2.1 The contracts for these works commenced on 1 April 2014 and continue to result in a high level of tenant satisfaction
- 5.2.2 The provider of the Responsive Repairs and Voids works is Keir Services and the provider of the Gas Servicing and Gas Maintenance work is Aaron Services.
- 5.2.3 On average we make a telephone call to 15% of residents who have had works completed and where possible we try to make sure that these residents are different from those who receive a physical post inspection of the repair. The current level of satisfaction with Kier Services is 97.5% and the level of satisfaction with Aaron Services is 98.3%. During September 2015 306 post repair inspections were undertaken against our monthly target of 300.

5.3 Capital Programme

- 5.3.1 Capital programmes currently in progress during 2015/16 include the following:

- Kitchens and Bathrooms – this is a smaller programme than recent years to reflect the works previously undertaken and allow greater emphasis on other works
- Roofing – with specific emphasis on flat roofs at sheltered housing schemes
- Electrical Works – rewiring and electrical inspections
- Central Heating Upgrades – on-going programme across all housing with a focus on sheltered housing schemes.
- Painting and decorating works – year one of the two year programme has been completed with external painting to properties as well as internal communal areas in blocks.
- Fascias, soffits and guttering – a programme is being prepared to deal with general needs properties but excluding blocks at this time.
- Communal area works – work programmes currently being prepared following the surveys of all blocks of flats including structural engineer reports where appropriate. Consultation with Leaseholders in respect of repairs is being undertaken as required by the Housing Act.
- Adaptations – currently seeking a new tender for these works. Demand for extensive adaptations continues to rise

5.3.2 These contracts are monitored by South Essex Homes.

6. Development of Garage Sites

- 6.1 The garage site at St Christopher Close has been demolished and a tender process has been undertaken to appoint a contractor to construct three new homes. At the time of writing this report the contractor is expected to begin works in December and complete construction in May. A detailed programme of works is to be established and progress will be monitored and continue to be reported to Cabinet.

7. Housing Service Performance

- 7.1 The Housing Applications Team have been undertaking the annual review of all applications and where appropriate providing applicants with advice about transfers and mutual exchange. This helps people to get access to a more appropriate property quicker than waiting for a property to be advertised. The Team attended a Mutual Exchange Event at Basildon on 7 September where the Castle Point stand was well attended. The number of applications being received continues to grow and remains steady at around 1300 across the 4 bands.
- 7.2 Headline performance information is as follows:
- 7.2.1 General satisfaction with the landlord in general needs housing was 84.7% against a target of 85%, this is up from 83% in 2014/15. In sheltered housing it was 90.9% against a target of 90%, this is up from 89.4% in 2014/15.
- 7.2.2 Overall satisfaction that rent provides value for money was 91.5% in general needs housing against a target of 85%, this is up from 87.7% in 2014/15. In sheltered housing it was 93.9% against a target of 90%, this is down from 97.1% in 2014/15.

- 7.2.3 Overall satisfaction with the neighbourhood as a place to live for those in general needs housing was 84% against a target of 83%, this is down from 86% in 2014/15. In sheltered housing it was 95.7% against a target of 87%, this is down from 96.5% in 2014/15.
- 7.2.4 The survey to provide this information was undertaken independently by the resident liaison team at South Essex Homes and has been fully validated by Housemark for benchmarking purposes.

8. Homelessness

- 8.1 The demand for support from the Housing Options Team continues to increase. At the current time the Team is supporting 32 households in bed and breakfast accommodation. An increase on the average of 21 during 2014/15 and 17 during 2013/14.
- 8.2 The team is doing everything possible to support these households into more permanent accommodation as quickly as possible but demand for the service is received on a daily basis. Availability and affordability of properties within the Castle Point area is very limited. The housing stock currently has 2 general needs void properties at this point.
- 8.3 Searches take place across Essex daily to support families in need into both temporary accommodation and permanent accommodation. The team are fully utilising all access to night shelters and refuges according to the circumstances of those needing help.
- 8.4 Members are asked to note that the team will fully support all enquiries but to also note that it is not unusual for an enquiry to take a significant period of time in order to ensure that the applicant receives the best solution possible to their situation.

9. Corporate Implications

a. Financial Implications

The works noted above have been, and continue to be, undertaken within current Housing Budgets.

The summer 2015 budget included the announcement of a proposal to reduce rents paid by tenants in social housing by 1%, potentially with effect from 2016 maintained for a period of four years. There are also proposals for different rent levels for those earning above £30k per annum and a requirement around social housing providers selling higher value properties. A refresh of the business plan has been produced by officers and formal consultation on the aforementioned proposals is awaited. Financial implications once known will be incorporated into the forthcoming budget process.

These proposals are referred to in the Financial Update Report also being considered by Cabinet at this meeting and once finalised will be reflected in the forthcoming budget process.

b. Legal implications

As the Landlord for 1,523 properties the Council has an obligation to ensure that tenant's homes meet the standard set out in the Government's Decent Homes Guidance and to maintain their homes to at least this standard.

The Council should ensure a prudent, planned approach to repairs and maintenance of its homes and communal areas demonstrating an appropriate balance of planned and responsive repairs and value for money.

c. Human resources and equality

The actions outlined in this report will be undertaken within available operational resources.

There are no direct equality implications at this stage from the information provided in this report. However, each individual project is subject to an Equality Impact Assessment as appropriate.

d. Timescale for implementation and risk factors

Monitoring of progress will be undertaken by Cabinet on a quarterly basis.

Background Papers:

Cabinet Report November 2014 – Housing Progress Report

Cabinet Report October 2014 – Financial Update Report

Cabinet Report June 2015 – Housing Progress Report

Report Author: Wendy Buck, Head of Housing & Communities

CABINET

18th November 2015

Subject: Financial Update

Cabinet Member: Councillor Stanley – Finance & Resources

1. Purpose of Report

This report presents the latest position in relation to the General Fund financial forecast for the period 2015/20.

This report is intended to:

- Provide Cabinet with the latest information on the future predicted cost of the Council's current spending plans and report on current performance in respect of the current budget.
- Update Cabinet on developments of a financial nature, which may impact on the Council's financial plans.

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

That Cabinet notes the report.

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 format / presentation adopted for the financial forecast has recently been refreshed.

5. Changes to approved budgets

5.1 There are no material changes to the financial forecast, since the last update report.

- 5.2 The financial forecast at Appendix 1 includes changes resulting from the 2014/15 statement of accounts which were reported to Council in September.

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.	Co-mingled waste contract	Recent movements in recyclates prices may result in a change in financial terms for this contract.

7. Key Financial Developments

Updates to key issues are provided within the following paragraphs. Please also see earlier financial update reports.

Reform of Local Government Finance

- 7.1 The Chancellor of the Exchequer announced a series of major reforms to local government finance on 5 October 2015. These included:
- By the end of the Parliament, local government will be able to retain 100% of local taxes including all **£26** billion of revenue from business rates.
 - Abolition of the Uniform Business Rate and granting of powers to local authorities to reduce business rates in order to boost economic activity in their areas.
 - Local areas which successfully promote growth and attract businesses will keep all of the benefit from increased business rate revenues.
 - The core grant (Revenue Support Grant (RSG)) from Whitehall will be phased out, and local government will take on new responsibilities.
- 7.2 Precise implications for local government and individual authorities are not yet known but elements may become clearer following the financial settlement due to be announced in December.
- ### **Business Rates Pooling**
- 7.3 Performance data for the second of the pooling arrangement for 2015/16 is awaited but is likely to be acceptable. The first quarter indicated that even allowing for the potential impact of successful rating appeals across pool membership, the arrangement for 2015/16 looks likely to deliver a small financial benefit.
- 7.4 Member authorities were required to confirm intention to remain in the pool for 2016/17, by the end of September 2015. No authority which is likely to trigger the safety net mechanism is permitted to be a member and unfortunately Chelmsford City Council find themselves in this position and have withdrawn.

- 7.5 Whilst an intention to remain in the pool has been expressed by Castle Point, should the financial settlement not be as expected or any other significant change occurs which threatens viability of the pool, the Council or any other member may withdraw before the end of January 2016. However, if this were the case the entire pool would discontinue.
- 7.6 However, given the announcement to reform local government finance, DCLG are uncertain whether pooled arrangements will continue going forward. Confirmation is anticipated as part of the spending review announcement on 25th November.

Tax Compliance Review

- 7.7 A mechanism for measuring the financial impact of the tax compliance review, and council tax revenue collection has been established with our major preceptors, who as previously reported, have made an agreement with collection authorities to “pay back” a proportion of additional funds collected as a result of investment (see earlier reports).
- 7.8 The first two quarter monitoring statements indicate a favourable position and if maintained for the duration of the financial year will result in an increased “pay back” to this authority.
- 7.9 Any material change to this position will be taken into account in the forthcoming budget process and / or reported in future financial updates.

Housing Revenue Account – proposal to reduce social rents by 1%

- 7.10 The summer 2015 budget included the announcement of a proposal to reduce rents paid by tenants in social housing by 1%, potentially with effect from 2016 maintained for a period of four years.
- 7.11 Since around 70% of council tenants receive housing benefit, any rent decrease will not impact on them. Instead it will be reflected in the Department of Work and Pensions budget, while local authorities will feel the additional burden. Effectively this is a saving to the welfare budget but a cost to local authorities.
- 7.12 The impact of this change is estimated to be a reduction in rental income of approximately **£2.6m** over the four year period commencing 2016/17. The impact is significantly more across the lifetime of the HRA business plan and threatens overall viability.
- 7.13 A refresh of the business plan has been produced by officers and formal consultation on the aforementioned proposals is awaited. Financial implications once known will be incorporated into the forthcoming budget process.

Flood Renewal Grant Scheme

- 7.14 The scheme launched earlier in the financial year has now closed. A total of 51 grants to a value of **£146k** were made to residents under the scheme between March and September 2015 and these included properties on the mainland and Canvey Island. The Council is in the process of recovering the expenditure from Central Government.

8. Financial Risk Factors

- 8.1 The budget report presented to the Cabinet meeting on 26 February and Special 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.

Description	Explanation
Insurance Related Risks	Potential liabilities arising from insurance claims which may arise.
Equal Pay Review	A full job evaluation exercise has not been carried out. No equal pay claims have been received by the Council.
Potential legal costs	<p>The Council anticipates an increase in the number of planning applications submitted. There is potential for a proportion of these applications not to be approved 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 Claimant's legal costs to be awarded against the Council.</p> <p>The outcome of litigation in relation to property searches – subject to strict confidentiality and outlined in the financial update report to Cabinet in August 2014. The financial implications of this item are now largely known and have been fully provided for. Notification has been received that additional “new burdens” funding will be provided from central government.</p>
Impact of Welfare Reforms on demand for Council Services	It is not possible to predict the full direct or indirect impact of the various welfare reforms.
Pension Fund Revaluation	The next valuation of the pension fund is to be undertaken by the actuary in March 2016, and will be effective for contributions from 2017/18 onwards.
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. These relate to service level agreements, fees for services or other contributions towards costs incurred by the Council.</p> <p>It is known that 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>Additionally, there is a real threat that where another organisation (such as the County Council) discontinues or reduces delivery of a particular service, the Borough</p>

	<p>Council will be expected to (or feel tempted to) bridge the service gap at its own cost.</p>
Government Funding	<p>As recent years have shown, there is a continuous threat of reduced funding from central government. This includes RSG, New Homes Bonus and other service specific revenue grants.</p> <p>Certainty from one financial year to the next is not enabled through the current annual settlement process.</p> <p>Summer Budget 2015: The Chancellor announced that government departments will be expected to find up to a further 40% of savings by 2020. How this target is allocated to individual departments, financial years and translated down to individual local authorities is not known.</p> <p>Reform of Local Government Finance (October 2015): RSG to be phased out by 2019/20.</p> <p>Speculation of changes / discontinuation of New Homes bonus beyond 2016/17.</p> <p>Spending Review 2015 – 25th November.</p>
Business Rate Appeals	<p>In the 2014 Autumn Statement, the Chancellor announced changes to the rules governing alterations to business rates, in which any appeal submitted after 1 April 2015 will not be backdated to the period 2010 to 2015.</p> <p>The result of this change means that if a ratepayer does not appeal before 31 March 2015 and an appeal is served after 1 April 2015 and their Rateable Value is reduced following the appeal, they will lose all refunds and savings up to 31 March 2015.</p> <p>Rating appeals that are found in the applicants favour will result in a reduction in revenue to the council (as well as central government, Essex County Council & the Fire Authority). Claims may be backdated up to a period of five financial years – depending on individual circumstances and will have an effect on business rates revenue going forward.</p> <p>(See June financial update report to Cabinet.)</p>

9. Corporate Implications

a) Legal implications

This report is presented by me in my role as “section 151 officer” – the officer appointed to have responsibility for the Council’s financial administration. It is my 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.

25th November 2015 – Spending Review 2015.

Report Author: Chris Mills, Head of Resources

Background Papers:

- Policy Framework & Budget Setting 2015/16, incorporating the Financial Planning Strategy.
- Budget monitoring statements for the period April to September 2015.
- Bi-monthly Financial Update Reports to Cabinet.

Medium term financial forecast		2015/16	2016/17	2017/18	2018/19	2019/20	Notes	Appendix 1
Line	Current policies and service plans	£'000s	£'000s	£'000s	£'000s	£'000s		
1	Detailed estimates / estimated expenditure for future years	11,379	11,688	12,049	12,504	13,279		
2	Budgets rolled forward from previous financial year and other changes to base since budget set in Feb 2015	436	(31)	(31)				
3	Total net expenditure	11,815	11,657	12,018	12,504	13,279		
	Funding sources							
4	Council Tax	6,862	7,034	7,211	7,391	7,576		
5	Formula Grant - Revenue Support Grant	1,716	1,288	965	724	543		Including £619k council tax support grant (note final year)
6	Baseline Funding Level - Redistributed Business Rates	2,059	2,095	2,137	2,180	2,223		Including £412k council tax support grant
7	New Homes Bonus	820	956	0	0	0		Not budgeted for beyond original six years of scheme
8	Capital and other grants and contributions	740	0	0	0	0		Grants may be held in an earmarked reserve until such time as they are applied.
9	Net Collection Fund surplus / (deficit)	(124)	0	0	0	0		Council Tax and Business Rates
10	Transfer (to) / from General reserve	(355)	(39)	0	0	0		
11	Transfer (to) / from Earmarked reserves	97	323	19	(87)	29		
12	Total funding sources	11,815	11,657	10,332	10,208	10,371		
13	Budget / Funding Gap	0	0	(1,686)	(2,296)	(2,908)		The value of cost reductions or additional income necessary in order to set a balanced budget.
	General Reserve	£'000s	£'000s	£'000s	£'000s	£'000s		Minimum recommended balance for General Reserves is £2.3m
14	Balance at start of year	4,887	4,942	3,692	1,806	(690)		
15	Contribution (to) / from General Fund (line 9 & 13)	355	39	(1,686)	(2,296)	(2,909)		
16	Potential planning appeals & associated legal costs	(300)	(1,289)	(200)	(200)	0		Based on assessment of potential appeal costs for 2015/16 & 2016/17 as at September 2015 and indicative amounts for future years.
17	Balance / (deficit) at end of year	4,942	3,692	1,806	(690)	(3,599)		Reserves can not fall into a deficit position
	Earmarked Reserves	£'000s	£'000s	£'000s	£'000s	£'000s		
18	Balance at start of year	5,289	2,922	650	39	29		The precise timing of the use of earmarked reserves is, due to their nature, generally unknown.
19	Contribution (to) / from General Fund (line 11)	(97)	(323)	(19)	87	(29)		
20	Other expected usage of earmarked reserves - not allocated to the detailed budget	(2,270)	(1,949)	(592)	(97)	0		
21	Balance at end of year	2,922	650	39	29	0		
	Council Tax							
22	Tax at band D	234.09	238.77	243.54	248.40	253.35		Based on 0% increase for 2015/16 and target increases of approximately 2% 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.
23	Increase	0.00%	2.00%	2.00%	2.00%	1.99%		

CABINET

18th November 2015

Subject: Treasury Management Activity Mid-Year Report

Cabinet Member: Councillor Stanley – Finance and Resources

1. Purpose of Report

The mid-year treasury report is a requirement of the Council's reporting procedures. It summarises the Council's treasury management activity for the first five months of the current financial year. Supporting information is provided within Annexes A and B.

The report meets the requirements of both the CIPFA Code of Practice on Treasury Management and the CIPFA Prudential Code for Capital Finance in Local Authorities. The Council is required to comply with both Codes through Regulations issued under the Local Government Act 2003.

This report follows an equivalent report approved by the Audit Committee on 21 September 2015 which also reported performance for the first five months.

2. Links to Council's priorities and objectives

The scrutiny and approval of the Council's Treasury Management activity is linked to the Council's objective of Improving the Council through sound financial management.

3. Recommendation:

That following scrutiny, the Treasury Management Activity Mid-Year Report for 2015/16 is approved.

4. Treasury Management Activity Mid-Year Report 2015/16

4.1 Introduction

- 4.1.1 Treasury management is:- *“The management of the organisation’s cash flows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.”*
- 4.1.2 The Code of Practice requires the Council to set annually a Treasury Management Strategy and Investment Strategy. The strategies for the 2015/16 financial year were approved by Council on 18th February 2015.
- 4.1.3 This report confirms that Treasury Management activity during the year to date has been undertaken in accordance with strategy and in consultation, where appropriate, with our external adviser, Capita Asset Services.

4.2 Borrowing

- 4.2.1 There has been no change in the Council’s borrowing position from that reported at the end of the previous financial year. No further General Fund borrowing or repayment is planned for the foreseeable future. No change in HRA debt is expected until the first loan matures in 2021.

A summary of external borrowing at 31st August 2015 is shown at Annexe A.

- 4.2.2 Annexe A shows that interest paid on General Fund borrowings and on HRA borrowings for the year to date is as budgeted.

4.3 Investments

- 4.3.1 The investment activity during the year to date conforms to the approved strategy, and the Council has had no liquidity issues. Investments are managed internally using only those institutions which meet the Council’s strict investment criteria, within a permissible range of periods, depending on the Council’s cash flow and the interest rates on offer.
- 4.3.2 The majority of investments to date in 2015/16 continue to be in AAA-rated Money Market Funds. A Money Market Fund is a pooled source of funds invested in a wide range of short-term investments, and managed by an independent fund management company. Frequently these are well known banks or investment houses. AAA is the highest investment rating available and means that there is very low credit risk in an entity which is awarded that rating.
- 4.3.3 Funds may be placed with the Debt Management Office (DMO), an executive agency of HM Treasury, but the facility has not been used this year due to the very low rate of interest.
- 4.3.4 With the exception of the DMO, total investments with any one institution do not exceed **£2m**. Internal guidance ensures that at least 60% of investments at any time are placed with institutions rated AAA.
- 4.3.5 Following a change in the Investment Strategy (details are in the Budget Report presented to full Council in February 2015) the Council now invests in treasury bills

and certificates of deposit. They can achieve slightly better rates of interest and more diversification without significant loss of security and are regularly used by other local authorities. At 31st August 2015 the Council held **£3m** in treasury bills and **£2m** in certificates of deposit with a maximum maturity of 9 months.

- 4.3.6 Annexe B summarises the Council's temporary investment activities for the year to date. The amount available for investment varies daily according to the Council's aggregate financial position on all activities. At the end of August 2015 the amount invested was **£20.4m** and the average amount invested for the year to date was **£20.1m**.
- 4.3.7 Annexe B also shows that the amount of interest received on investments to date is **£38,335**. This exceeds budget by **£23,135**. Investment rates earned are currently slightly lower than budgeted but investment balances are higher than forecast. The average rate is 0.45%, more than the benchmark 7-day LIBID rate of 0.37% (LIBID or the London Inter Bank Bid Rate is the rate at which major London banks borrow from each other).
- 4.3.8 Any changes required to the interest budgets will be addressed in the forthcoming budget cycle.

4.4 Benchmarking

The current position on three benchmark indicators for 2015/16, explained in the Annual Investment Strategy, is reported as follows:

- Security - Weighted Credit Rating Score for the year to date of 6.2 exceeds the target of 4 (the scale goes from 0 to 7).
- Liquidity – Weighted Average Life is at a reasonably liquid level, currently averaging 51 days.
- Yield – interest received on investments currently exceeds target as reported above

5 Corporate Implications

a Legal implications

The Council's treasury management activities are regulated by a variety of professional codes, statutes and guidance, including:

- The Local Government Act 2003, and associated Statutory Instruments;
- The CIPFA Prudential Code for Capital Finance in Local Authorities;
- The CIPFA Code of Practice for Treasury Management in the Public Services.

The Council continues to comply with all of the relevant statutory and regulatory requirements.

b Financial implications

Any required changes in interest estimates will be implemented as part of the forthcoming 2016/17 budget cycle.

c Human resource and equality implications

There are no new implications.

d Timescale for implementation and risk factors

A mid-year report is now presented to the Audit Committee during September each year and subsequently reported to Cabinet.

6 Conclusion

The results for the five months to 31st August 2015 continue to demonstrate prudent and efficient treasury management.

Report Author: Ian Stapleton, Financial Services Manager

Background Papers:

Chartered Institute of Public Finance and Accountancy: *Code of Practice for Treasury Management in the Public Services*.

CPBC: *Treasury Management and Investment Strategy Statement for 2015/16*.

Audit Committee 21 September 2015: Treasury Management Activity Mid-Year Report

Summary of Loan Transactions and Interest Payable (accrued daily) for the period to 31st August 2015

Loan transactions activity for the period

	Amount o/s 01/04/2015 £	Loans Repaid £	Amount o/s 31/08/2015 £
Public Works Loan Board			
General Fund	5,250,000	0	5,250,000
HRA	36,451,000	0	36,451,000
Totals for the Council	41,701,000	0	41,701,000

Interest payable Comparison of estimate with actual

Budget Profile to 31/08/2015 £	Actual Interest to 31/08/2015 £	Variance 31/08/2015 £	
87,500	87,524	-24	0.0%
457,300	457,321	-21	0.0%
544,800	544,845	-45	0.0%

Interest rates for the year

	Range of loans		Average
	From	To	
General Fund	3.70%	4.10%	3.98%
HRA	2.31%	3.49%	2.98%
Totals for the Council	2.31%	4.10%	3.12%

Base rate history

08/01/2009	1.50%
05/02/2009	1.00%
05/03/2009	0.50%
31/08/2015	0.50%

Summary of Temporary Investments and Interest Received (accrued daily) for the period to 31st August 2015

Type of Borrower	Amount Invested 01/04/2015 £	Made in the Period £	Repaid in the Period £	Amount Invested 31/08/2015 £
Investments by Value:				
Treasury bills	0	2,994,158	0	2,994,158
Money Market Funds	15,350,000	32,067,847	33,587,847	13,830,000
Certificates of deposit	0	2,000,000	0	2,000,000
Bank deposits	1,000,000	1,000,000	1,000,000	1,000,000
Investments	16,350,000	38,062,005	34,587,847	19,824,158
Lloyds current account	516,841	66,307	0	583,148
Cash equivalents	516,841	66,307	0	583,148
Total	16,866,841	38,128,312	34,587,847	20,407,306
Number of Investment Transactions:				
Treasury bills	0	3	0	3
Money Market Funds	29	54	50	33
Certificates of deposit	0	2	0	2
Bank deposits	1	1	1	1
Investments	30	60	51	39
Lloyds current account	1	-	-	1
Cash equivalents	1	0	0	1
Total	31	60	51	40

Interest Received on Temporary Investments for the period to 31st August 2015

	£
Actual Interest Received	38,335
Revised estimate	15,200
Variance	23,135 152%

Temporary Investments

Average Balance for the Period	20,134,303
Average Interest Rate for the Period	0.45%
Benchmark: Average 7-Day LIBID Rate	0.37%

CABINET

18th November 2015

Subject: Budget and Policy Framework for 2016/17

Cabinet Member: Councillor Stanley – Finance & Resources

1. Purpose of Report

This report sets out the proposed Budget and Policy Framework for 2016/17. It takes account of the requirements of the Constitution, the Financial Planning Strategy and statutory requirements for calculating the budget requirement and setting the Council Tax.

2. Links to Council's priorities and objectives

The agreement of the Budget and Policy Framework provides the Council with a robust framework to improve services to residents by directing resources towards the Council's priorities.

3. Recommendation

That the proposed Budget and Policy Framework for 2016/17 is approved.

4. The Budget and Policy Framework

4.1 The Council's business planning framework consists of a number of plans and strategies. These provide the mechanism through which the Council establishes its aims and objectives. Each plan or strategy should identify how the aims and objectives will be achieved and monitored as well as provide the link between Council services and financial plans. A list of the Council's corporate outward and inward facing plans and strategies is shown in Annexe B to this report.

4.2 The Council's budget framework is set out at Annexe A. It is based on the requirements of the Financial Planning Strategy. The key steps in the budget process can be summarised as follows:

- draft Service Action Plans;**
- draft budgets prepared on a no growth basis (current service action plans);**
- identification of growth and efficiency savings (options) linked to Council priorities; corporate and service planning revised to reflect latest community feedback, user feedback, initial issues raised by new**

government initiatives, as well as the development of Improvement Plans and the Asset Management Plan;

- interpretation of government announcements in respect of acceptable council tax rises and provision of funding;
- Service Action Plan challenge meetings with Cabinet members
- agreement of final Service Action Plans;
- Budget and Council Tax setting at Full Council.

5. Consultation

- 5.1 The Council will publish the Policy and Budget Framework for 2016/17.
- 5.2 The subsequent period up to the February Council meeting will be available for final policy considerations by Members.

6. Corporate Implications

There are no new financial or human resource and equality implications arising from this report.

a. Legal implications

This report is authored by the Head of Resources in her capacity as the Council's Section 151 officer – the officer appointed to have responsibility for the Council's financial administration.

7. Timescale for implementation and risk factors

The Council should approve the proposed Budget and Policy Framework so that it can be available for public consultation in accordance with the Council's constitution. The approval of the framework also ensures that there are clear accountabilities and timescales in place.

8. Conclusion

Cabinet are requested to approve the proposed Budget and Policy Framework.

Background Papers:

Constitution

Policy Framework and Budget Setting for 2015/16

The Budget Framework for 2016/17

No.	Activity	Date
1.	Produce analysis of needs information and national issues based on latest socio-economic profiling, national legislative framework and any consultation data	October 2015
2.	Priority discussion with Executive Management Team (EMT)	October 2015
3.	Develop Service Action Plan template and distribute to managers setting out timescale for completion For completion by end November 2015	October 2015
4.	Formation of efficiency savings options linked to Council priorities and identified through Service Action Planning process	November 2014
5.	Draft budget prepared on a “no growth” basis (current service action plans)	October 2015 - January 2016
6.	Consideration of government announcements in respect of acceptable levels of council tax increase and provision of grant funding to the Council	October 2015 - January 2016
7.	Draft Service Action Plans and Directorate plans reviewed and finalised by Departmental Management Team	December 2015
8.	Clarification of priorities, objectives and project work streams with Chairs of Policy and Scrutiny Committees.	January 2016
9.	Draft Directorate Plans reviewed by the Head of Performance and Service Support in liaison with respective Heads of Service	January 2016
10.	Budget option appraisal with Cabinet members	November 2015 - January 2016
11.	Service Action Plan challenge by respective Cabinet Member	February 2016
12.	Cabinet makes final recommendations to Council on: <ul style="list-style-type: none"> • Corporate priorities • Treasury Management Strategy Statement • Investment Strategy • Prudential indicators • The robustness of budgets • Adequacy of reserves • The budget (revenue and capital) and Council Tax <i>The Cabinet will now make its recommendations on the allocation of financial resources to services</i>	February 2016

Annexe A

13.	Cabinet agrees HRA budget and sets rent levels <i>Council to delegate full powers to the Cabinet. HRA budget subject to compliance with legal and prudential guidelines</i>	February 2016
14.	Council makes statutory budget calculations and sets Council Tax <i>Council will consider the recommendations from Cabinet and will make final decisions</i>	February 2016
15.	Service Action Plans approved by respective Cabinet Member	March 2016

POLICY TITLE	BRIEF DESCRIPTION	IS THERE AN ACTION PLAN?	STATUTORY OR LOCAL (S OR L)	RESPONSIBLE OFFICER/AUTHOR (NAME/JOB TITLE)	UPDATED HOW OFTEN AND WHEN	LAST UPDATE	NEXT UPDATE DUE (including impact appraisals)	WHICH OFFICER or OFFICER GROUP APPROVES?	WHICH MEMBER / PARTNER GROUP APPROVES?	COMPLIANCE MONITORED HOW?
Sustainable Community Strategy	Outlines the vision for the community over a specified period.	Yes under Thematic Groups	S	Mel Harris Head of Licensing, Partnerships & Safer Places	Bi-Annually	June 2015	June 2017	EMT	Local Strategic Partnership	Through reports to and monitoring by the Local Strategic Partnership.
Corporate Plan (CP)	Outlines the Council's priorities and objectives. Also shows how the Council is performing against those priority areas and other statutory indicators.	No	L (CP) S (Annual Report)	Craig Watts Head of Performance and Service Support	Annually	Sept 2015	September 2016	EMT	Cabinet / Full Council	Through National Indicators Service and Performance Management Plans, also through highlight reporting to the programme board.
Local Development Scheme (part of Local Development Framework)	Enables interested parties to find out about the Council's Planning Policies. Sets out a timetable and key milestones for the preparation of documents for the LDF. Shows how the preparation of the LDF will be resourced.	No	S	Steve Rogers Head of Regeneration & Neighbourhoods	As required	January 2014	December 2015	EMT	Cabinet	The Planning and Compulsory Purchase Act 2004 requires the production of an Annual Monitoring Report, setting out how we are performing in delivering the programme set out in the Local Development Scheme.
Local Plan 1998	Sets out the policies for achieving a balance between appropriate development opportunities and the protection and enhancement of the built and natural environment.	No	S	Steve Rogers Head of Regeneration & Neighbourhoods	Certain policies to be retained from Sept 2007 until Draft New Local Plan in place	November 1998	The list of saved policies will be superseded once the New Local Plan is in place	EMT	Full Council	Each relevant planning decision must indicate compliance with the Local Plan.
Statement of Community Involvement (SCI) (part of the Local Development Framework)	Enables local communities to know how and when they will be involved in the preparation of planning policy documents and how they will be consulted on planning applications.	No	S	Steve Rogers Head of Regeneration & Neighbourhoods	5 yearly or earlier if necessary	October 2014	October 2019	EMT	Full Council	Each relevant planning decision must indicate compliance with the SCI. Each policy document must indicate compliance with the SCI.
New Local Plan (part of the Local Development Framework)	Sets out a strategic policy to direct the pattern of development within Castle Point over the period 2014 – 2031, and the development management policies required to ensure that planning decisions secure this pattern of development.	Yes	S	Steve Rogers Head of Regeneration & Neighbourhoods	5 years or earlier if necessary	Currently being prepared in accordance with timetable in Local Development Scheme	May 2022 assuming adoption in May 2017	EMT	Full Council	Each relevant planning decision must have regard to the New Local Plan once adopted.
Canvey Town Centre Master Plan SPD (part of Local Development Framework)	Sets out a plan for the regeneration of Canvey Town Centre that seeks to improve sustainability on Canvey Island generally by providing local residents with a high quality town centre that meets their shopping, leisure and community needs and provides new jobs and home.	Yes	L	Steve Rogers Head of Regeneration & Neighbourhoods	5 years or earlier if necessary	January 2010	May 2017 following adoption of New Local Plan	EMT	Full Council	Each relevant planning decision must have regard to the Canvey Town Centre Master plan once adopted.
Hadleigh Town Centre Master Plan	Sets out a plan for the regeneration of Hadleigh Town Centre that seeks to improve sustainability of Hadleigh generally by providing local residents with a high quality town centre that meets their shopping, leisure and community needs and provides new jobs and homes.	Yes	L	Steve Rogers Head of Regeneration & Neighbourhoods	5 years or earlier if necessary	June 2011	May 2017 following adoption of New Local Plan	EMT	Full Council	Each relevant planning decision will have regard to the Hadleigh Town Centre Master plan
Developer Contributions SPD (part of the Local Development Framework)	Sets out requirements for the provision of Section 106 Contributions towards affordable housing and other infrastructure requirements related directly to the impacts of development, as part of planning applications.	No	L	Steve Rogers Head of Regeneration & Neighbourhoods	5 years or earlier if necessary	October 2008	May 2017 following adoption of Community Infrastructure Levy	EMT	Cabinet	Each relevant planning decision must have regard to the Developer Contributions SPD.
Community Infrastructure Levy Charging Schedule (part of the Local Development Framework)	Sets out a financial charge applicable to new development proposals in order to pay for local infrastructure improvements. The charge may be varied depending on the class of development. The levy may not be applied to certain developments e.g. Affordable Housing and applications made by Charitable organisations.	No	S	Steve Rogers Head of Regeneration & Neighbourhoods	3 years or earlier if necessary (market influences will require more regular review)	Currently being prepared in accordance with timetable in Local Development Scheme	May 2020 assuming adoption in May 2017	EMT	Full Council	Each relevant planning decision will trigger a requirement for a CIL payment to be made at the commencement of development.
Essex Vehicle Parking Standards SPD (part of Local Development Framework)	Sets out requirements for the provision of parking for new development proposals.	No	L	Steve Rogers Head of Regeneration & Neighbourhoods	5 years or earlier if necessary	July 2010	May 2017 following adoption of New Local Plan	EMT	Cabinet	Each relevant planning decision must have regard to the Essex Vehicle Parking Standards SPD.
Residential Design Standards SPD (part of Local Development Framework)	Sets out design requirements for residential development proposals.	No	L	Steve Rogers Head of Regeneration & Neighbourhoods	5 years or earlier if necessary	November 2012	May 2017 following adoption of New L Plan	EMT	Cabinet	Each relevant planning decision must have regard to the Residential Design Standards SPD once adopted.

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Sub Regional Housing Strategy	Developed, monitored and implemented by LAs and RSLs in the TGSE sub region to ensure delivery of 3 key priorities that are consistent with the regional and national housing agenda: managing future growth, meeting the needs of vulnerable groups, investing in the housing stock. Aims to do this by strong partnership working between the LAs and RSLs in the sub-region and a range of other public, private and voluntary sector agencies.	Yes	L	Wendy Buck Head of Housing and Communities	3 to 5 yearly cycle 2012 strategy issued as interim due to changing requirements from Localism Act.	April 2012	April 2016	TGSE Housing Group	TGSE Member Group	Action plan monitored on a quarterly basis at the TGSE Housing Group meetings.
Housing Strategy	In progress									
Leisure and Recreation Strategy	Overarching document detailing the needs of the community and how leisure and recreation provision can assist in meeting these needs and improve health and well being.	Yes	L	Trudie Bragg Head of Environment Diane logue Community Services and Corporate Support Manager	5 yearly, annual review of action plan	New Strategy agreed in December 2014	6 monthly updates, i.e. September 2015 and March 2016	EMT	Cabinet	Action plan progress reported to Cabinet twice a year.
Environmental Health – Statement of Enforcement Policy	This Statement outlines the enforcement policy of Environmental Health Services	No	S	Trudie Bragg Head of Environment Simon Llewellyn Environmental Health Operational Manager	Ongoing	November 2014	2016	EMT	Cabinet	Sample monitoring of EH cases to check compliance with policy statement
Food Safety – Additional Statement of Enforcement Policy	This Statement outlines the enforcement policy for food safety	No	S	Trudie Bragg Head of Environment Simon Llewellyn Environmental Health Operational Manager	Ongoing	November 2014	2016	EMT	Cabinet	Sample monitoring of food safety cases/inspections to check compliance with policy statement
Disabled Facilities Grants	This policy document sets out how the Council will use its resources to help those who need disabled adaptations and how decisions will be made about the help that it gives.	No	S	Trudie Bragg Head of Environment Simon Llewellyn Environmental Health Operational Manager	5 yearly review	April 2013	2017	EMT	Cabinet	Grant applications processed in accordance with policy. Management checks to ensure compliance.
Community Safety Partnership Plan	Achieving a sustainable reduction in crime within the Borough both by tackling crime and by identifying and addressing its causes. Ensuring crime and disorder does not have a disproportionate impact on vulnerable groups. Tackling specific crime and disorder problems and problem areas.	Yes	S	Mel Harris Head of Partnerships, Licensing & Safer Places	New legislation requires annual reviews Action Plans - Annually	April 2015	Annual reviews – next due April 2016	EMT Through the Castle Point & Rochford Community Safety Partnership (CSP)	Council/Joint LSP Executive	Progress monitored by a number of partners in the CSP. Any hot spots identified result in setting up multi agency groups tasked with problem resolution.

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Constitution	Describes how the Council does business includes: Procedural rules for access to information; budget and policy framework; overview and scrutiny; financial; officer employment and contracts. Protocols for Planning and the Monitoring Officer. Codes of conduct for Planning matters; Staff and Members.	No	S	Andrew Smith Strategic Director (Corporate Services) & Monitoring Officer	In accordance with the requirements shown in the Council's Constitution and at the request of the Chief Executive.	September 2015	May 2016	Chief Executive / Monitoring Officer	Council	The documents forming the Council's Constitution together set out the key procedures used to conduct the Council's business. As such they form the basis for all internal control processes.
Contract Procedural Rules – see also Constitution	Describes how the Council does business on matters relating to the placing and letting of contracts.	No	S	Fiona Wilson Head of Law	As Constitution. Detailed Procedural Rules bi annually	May 2015	May 2016	CMT	Cabinet	The documents forming the Council's Constitution together set out the key procedures used to conduct the Council's business. As such they form the basis for all internal control processes.
Financial Procedure Rules and Detailed Financial Regulations – see also Constitution	Describes how the Council does business on financial matters.	No	S – Procedure Rules L – Detailed Regulations	Chris Mills Head of Resources	As Constitution Detailed Regulations annually	March 2015	March 2016	CMT	Council Detailed Regulations Delegated	The documents forming the Council's Constitution together set out the key procedures used to conduct the Council's business. As such they form the basis for all internal control processes.
Budget and Policy Framework – see also Constitution	Describes the procedures and principles used by the Council to establish and/or vary a budget and policy framework. Incorporates Financial and Capital Strategy from Feb 2012.	Yes	S	Chris Mills Head of Resources	Annually	Feb 2015	Feb 2016	EMT	Cabinet Council	The documents forming the Council's Constitution together set out the key procedures used to conduct the Council's business. As such they form the basis for all internal control processes.
Equality Scheme 2014-2019	Describes the way in which the Council deals with equality and diversity in its corporate activities and the delivery of services.	Yes	S	Fiona Wilson Head of Law	5 Years	March 2014	March 2019	EMT	Cabinet	Operational Management Team & Service Management Teams. Annual reports to Cabinet (March)
Risk Management (RM) Policy and Strategy	Sets out how the Council will: <ul style="list-style-type: none"> maintain robust risk management arrangements that make a positive contribution towards the achievement of its corporate priorities and objectives and maximise the opportunities to achieve its vision proactively manages key external and internal risks, promoting the principles of effective risk management throughout the organisation. 	No	L	Linda Everard Head of Internal Audit	Every two year in March	March 2010	When resource is available	EMT	Audit Committee	Through periodic reporting each year to EMT and Audit Committee. Actions in service / departmental risk registers monitored quarterly through service plan reporting and updates on the corporate risk register get reported to CMT quarterly and Audit Committee half yearly
Whistleblowing Policy	Sets out the Council's arrangements whereby any serious concerns that employees, workers or contractors have about any aspect of service provision or the conduct of Officers or Members of the Council or others acting on behalf of the Council can be reported under the Whistleblowing Policy	Forms part of the overall fighting fraud locally action assessment	L	Barbara Cree Human Resources Manager	3 years or earlier if necessary	September 2015	Mar 2015	EMT	Audit Committee	Through periodic reporting to EMT and Audit Committee.
Fraud and Corruption Policy, Strategy & Prosecution Policy	Sets out the Council's approach to ensuring it as: <ul style="list-style-type: none"> appropriate arrangements in place to manage the risk of fraud and corruption well in advance of any occurrence that are in line with relevant good practice guidance Cost effective arrangements in place to identify and investigate any such concerns when they arise. 	See above	L	Wendy Buck Head of Housing and Communities	Every two year in March	December 2014	December 2016	EMT	Audit Committee	Through periodic reporting to EMT and Audit Committee.
Anti Money Laundering Policy	Sets out the action the Council will take to mitigate the risk that money could be laundered through its systems	See above	L	Chris Mills Head of Resources	Every two years	Jan 2015	Jan 2017	EMT	Audit Committee	Through periodic reporting to EMT and Audit Committee.
Procurement Strategy	Defines the Council's policy objectives, the strategy to deliver these and supporting principles. Procurement is defined as the acquisition of goods, services and construction projects from third parties.	Yes	L	Chris Mills Head of Resources	Biennial	March 2015	March 2017	CMT	Cabinet	Through setting and monitoring performance targets and by measuring performance against Action Plan milestones.
VFM Strategy	How we will achieve VFM by: Making improvements across the board, but targeting those who rely on our services the most. Embracing diversity and equality principles in all our actions. Being a customer focussed organisation.	Yes	L	Chris Mills Head of Resources	3 yearly	April 2014	April 2017	CMT	Cabinet	Through monitoring performance against Action Plan targets.

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RIPA Policy Statement	To reduce the risk of breaching human rights and to assist staff involved in interception and surveillance activity in complying with the requirements of the Regulation of Investigatory Powers Act (RIPA) 2000.	No	S	Fiona Wilson Head of Law	Bi Annually	August 2014	July 2016	CMT	Cabinet	Through OMT
Disposal of Council Owned Land	Sets the policies, principles and procedures to be followed when considering whether Council owned land should be disposed of or retained for service provision.	No	L	Fiona Wilson Head of Law	Annually as part of the Asset Management Plan	July 2014	June 2016	CMT	CMT	Through OMT and review of files by Legal prior to sale.
Health & Safety Policy Statement and Strategy	This is a declaration of the Council's intent to establish a safe and healthy working environment for all of its undertakings.	Yes	S	Jim Hillier Health & Safety Manager	Annually	April 2015	April 2016	EMT	CMT Audit Committee - challenge	Health and Safety Consultation process, Health and Safety Executive inspections, Internal and external audit. Reviewed by Health and Safety Manager/Head of Audit.
Health and Safety Consultation	Outlines process for consultation with staff on health and safety issues	Yes	S	Jim Hillier Health & Safety Manager	Annually	April 2015	April 2016	EMT	CMT Audit Committee - challenge	Health and Safety Consultation process, Health and Safety Executive inspections, Internal and external audit. Reviewed by Health and Safety Manager/Head of Audit.
Partnership Strategy	Outlines the process for monitoring partnerships undertaken by the Council	No	L	Mel Harris Head of Partnerships, Licensing and Safer Places	Periodically	March 2009	June 2016	EMT	LSP Executive	By monitoring progress against targets in Service Plan.
Treasury Management and Investment Strategies	Covers the management of the Council's cash flows, its banking, borrowing and investment activities; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks.	Yes	S	Chris Mills Head of Resources	Annually	Feb 2015	Feb 2016	EMT	Cabinet Council	Regular monitoring by Financial Services Manager. Reports to Cabinet regarding compliance with Prudential Indicators. Report to Council on performance for preceding year.
Information and Communication Strategy (ICT)	This ensures that the IT systems and infrastructures support the business objectives. It covers the planning of new systems, their procurement, and the management and control of implemented systems. It sets out the organisation and management structures, and where responsibilities lie.	No	L	Barrie Delf IT Services Manager	4 yearly (or earlier if major change)	March 2009	Draft roadmap received from Capita (uncosted), Strategy to be developed by December 2015	CMT	TBA	Monitoring of contract with outsourced provider. Post Implementation Reviews. Change Control Notice procedure.
Asset Management Plan	Sets out how the Council maintains its corporate assets (land and buildings) in a condition that is fit for the purpose of delivering services to the community and how it will respond to any changes in the way assets need to be used to provide services.	Yes	L	Jarl Jansen Facilities & Asset Manager	Annually by end of March each year. Possible move to biennial refresh	March 2015	March 2016	EMT	Cabinet	Progress in action plan implementation monitored by; EMT, Cabinet and OMT. Significant changes will be reported to Cabinet.
Business Continuity Plan	Generic guidance on how the Council may deal with a major corporate incident which restricts the normal day-to-day running of its business.	Yes	S	Jarl Jansen Facilities & Asset Manager	Biennial review and refresh	March 2015	March 2017	Strategic Director- Civil Contingencies Coordinator	EMT	Plan suitability and development monitored through internal EP/BC meetings with the Strategic Director (Civil Contingencies Coordinator) Internal document only
Emergency Plan	Generic guidance on the roles and responsibilities processes and procedures for dealing with a major incident/ emergency that may affect the Borough of Castle Point.	No	S	Jarl Jansen Facilities & Asset Manager	Biennial review and refresh	October 2014	March 2016	Strategic Director- Civil Contingencies Coordinator	EMT	Plan suitability and development monitored through EP/BC meetings with the Strategic Director (Civil Contingencies Coordinator)
HR Strategy	Establishes workforce planning to ensure adequate staff resources and succession planning. Aims to attract and retain high calibre candidates for employment. Train and develop staff to maximise their potential Offer equality of opportunity to all staff and recognise the benefits of diversity.	Yes – within Workforce Plan	L	Barbara Cree HR Manager	Annually	March 2015	March 2016	EMT	Cabinet	Through the workforce plan.

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Project Management Strategy	Defines the Council's Project Management objectives and the principles used in the delivery of the Council's projects. Key operational aspects to be incorporated into 'How it Works' Guidance.	No	L	Craig Watts Head of performance and service support	Periodically	March 2014	March 2017	CMT	EMT / Audit Committee Challenge	Through EMT
Communication Strategy	Shows how the Council will work closely with other organisations in the borough to achieve a free flow of appropriate information between the Council and its stakeholders, including staff, councillors, residents, businesses, partners and other service users. An appendix to the Customer First Strategy	Yes	L	Ann Horgan Head of Governance	5 years	June 2012	2017	CMT	Cabinet	Reports on progress to CMT, undertaking surveys and media monitoring exercises.
Customer First Strategy	How the Council aims to serve customers better and reach and serve more people in more ways in more accessible forms, locations and at more convenient times.	Yes	L	Wendy Buck Head of Housing and Communities	5 years	July 2012	2017	CMT	EMT	Through Service Management Teams and Operational Management Team
Consultation Strategy	How the Council aims to carry out effective and comprehensive consultation to enable stakeholders to communicate their views/ opinions on local issues, influencing council decision-making where appropriate.	No	L	Mel Harris Head of Partnerships, Licensing & Safer Places	In place	Feb 2010	June 2016	EMT	Cabinet	Consultation Adviser in each Department, coordinated by Lead Officer
Complaints Policy	Sets a clear framework so that complaints are dealt with efficiently and effectively to ensure that customers have confidence in the way that complaints will be handled. An appendix to the Customer First Strategy	No	L	Ann Horgan Head of Governance	3 yearly	September 2015	September 2018	EMT	Executive Management Team Audit Committee	Referrals from Councillors, MPs and the Local Ombudsman. Review by Head of Governance of cases that reach Stage 2.

CABINET

18th November 2015

Subject: Local Council Tax Support (LCTS) Scheme for 2016/17

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 2016/17 scheme.**
- **Recommended changes to the Local Council Tax Support scheme for 2016/17.**

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 the summary of responses to the consultation.**
- 2. That Cabinet recommend to Council that there are no changes to the Local Council Tax Support scheme.**

4. Background Information

- 4.1 This report follows earlier reports to Cabinet which set out the requirement for the Council to approve future year's Local Council Tax Support schemes before January 31st each year, even if no changes are made.**
- 4.2 At its meeting in July, Cabinet noted proposed arrangements for consulting with residents on a range of possible changes to the existing scheme. The 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 from 18th August to 28th September 2015. During this period 5,000 flyers were distributed with all outgoing Council Tax Bills and Benefit Notifications, publicity material and consultation forms were distributed to all four local libraries, two Twitter alerts were issued, and information was prominently displayed on the Council's website and at the benefit enquiry counter to raise awareness and encourage participation in the consultation.
- 5.2 Partners via the Benefit Information Network group and Local Strategic Partnership group were also encouraged to take part in the consultation and raise awareness amongst their customers.
- 5.4 The consultation included 6 key questions about whether the scheme should remain 'cost neutral', how the scheme should be funded if not continuing as 'cost neutral', and about three proposed changes to the scheme design.
- 5.5 84 people accessed the consultation form. 72 of these went on to fully answer the 6 main questions. Last year 84 people also accessed the consultation form, with only 48 fully answering the main questions. The response rate is comparative with the average seen in other Essex Authorities to date.
- 5.6 A detailed summary of the consultation results is set out at Appendix A of this report.
- 5.7 ECC, Essex Police, and Essex Fire have been consulted via the Pan Essex Group and have raised no objections.

6. Proposed Changes to the Local Council Tax Support Scheme for 2016/17

- 6.1 The following elements are incorporated into the 2015/16 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 not be changed for 2016/17.

7. Corporate Implications

a. Financial Implications

Funding

- 7.1 The reduced tax yield arising directly from the council tax support scheme discount is compensated for by a government grant, which is paid to the Council and its preceptors, as part of the annual funding settlement for local government. This is comprised of both revenue support grant (RSG) and redistributed national non domestic rates. The funding is not ring-fenced, meaning that it may be applied for any general fund purpose.
- 7.2 Whilst RSG funding has significantly reduced in recent years (£700k in 2014/15 and £682k in 2015/16) the Council has maintained the level of funding allocated to the local scheme, at the level originally specified by central government in each year since its introduction. The majority of councils did likewise. However, as RSG continues to be reduced, protection of the local scheme will not be sustainable indefinitely.

- 7.3 The level of funding allocated to the scheme in the first year of operation was **£6.6m**. Funding beyond year one is not separately identifiable within the overall funding settlement. Applying the same level of reductions to the local scheme funding, as seen on combined RSG/Redistributed BR, would equate to a level of funding for each financial year as shown in the “Adjusted Funding” column of the table below.

	Adjusted Funding £000s	Outturn £000s	Projected £000s	Variance £000s
2013/14	6,559	5,798		761
2014/15	5,926	5,282		644
2015/16	5,044		5,001	43
2016/17	4,501		4,900	-399

- 7.4 As shown in the table above, final scheme costs for 2013/14 and 2014/15 would have been within the adjusted funding level indicated. Based on performance at the end of month 6, the current projected cost for the 2015/16 scheme will also fall within the adjusted funding level but anticipated scheme costs for 2016/17 would not. Whilst overall caseload and cost has been seen to reduce steadily year on year it is not possible to accurately predict the cost of the scheme beyond 2015/16. However based on past performance, it is clear that some reduction in funding allocated to the scheme is possible, without any detrimental impact.
- 7.5 It may be reasonable to reduce the overall funding allocated to the scheme, without necessitating a change to the scheme parameters. A reduction in funding to **£5.1m**, allowing a margin for caseload fluctuations, would enable the reallocation of funding from the local scheme, to other general fund services thus reducing the overall budget gap in future years.

Scheme performance

- 7.6 The first two 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. The pattern of diminishing caseload has also continued through the first six months of the current financial year.

Collection

- 7.7 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.

- 7.8 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

- 7.9 The Council has preserved annual underspends against funding allocated to the scheme in an earmarked reserve.

b. Legal Implications

- 7.10 The Welfare Reform Act 2012 S33(1)(e) gave effect to a policy of localising council tax support by abolishing council tax benefit from a date appointed by the Secretary of State. On the 31st October 2012 the Local Government Finance Act 2012 inserted a new section 13A and Schedule 1A into the Local Government Finance Act 1992 whereby the Council had to make a scheme specifying reductions which are to apply to amounts of council tax payable in respect of dwellings situated in its area by persons whom the Council considers to be in financial need or persons in classes consisting of persons whom the Council considers to be in general financial need.

- 7.11 Before making a scheme the Council must:

- (a) Consult any major pre-cepting authority which has power to issue a precept to it;
- (b) Publish a draft scheme in such manner as it thinks fit and
- (c) Consult such other persons as it considers are likely to have an interest in the operation of the scheme

And having made a scheme, the Council must publish it in such manner as the Council thinks fit.

Failure to consult on the scheme or on any significant changes may put the Council at risk of legal challenge by those affected by the scheme.

- 7.12 Recent case law (R (on the application of Moseley (in substation of Stirling Deceased) v London Borough of Haringey (2014) and R (Angharad Morris and Donna Thomas) v Rhondda Cynon Taf County Borough Council (2015)) has clarified the principles relating to consultation:

The Council should (i) communicate its proposal to those with a potential interest; (ii) explain why that proposal is being considered; (iii) provide consultees with sufficient information to make an informed response to the proposals; (iv) allow the consultees sufficient time to submit their informed responses; and (v) conscientiously take their responses into account when making the final decision.

- 7.13 The consultation process undertaken by the Council conforms with the above principles and Members' attention is drawn to the consultation responses attached at Appendix A.

- 7.14 Adoption of a local scheme is a statutory requirement and failure to do so will lead to a default scheme being imposed by the government for which there is insufficient funding.
- 7.15 The Council Tax (Administration and Enforcement) Regulations 1992 (the Regulations) make provisions as to the billing, collection and enforcement of council tax. These Regulations were amended to take into account penalties under the Council Tax Reduction Schemes (Detection of Fraud and Enforcement) (England) Regulations 2013. The Regulations enable HM Revenue & Customs to supply information to billing authorities relating to council tax.
- 7.16 The Department for Work and Pensions (DWP) have established a Single Fraud Investigation Service which investigates all benefit and tax credit fraud. The Council's benefit fraud team TUPE transferred to the DWP in September this year.

c. Human resources/equality/human rights

A stage 2 Equality Impact Assessment for the current scheme was undertaken in 2012 and has been refreshed in light of the recent consultation results. A copy is attached at Appendix B of this report.

d. Timescale for implementation and risk factors

The local scheme needs to be finalised by 31st January 2016. The new scheme must be operational from 1st April 2016.

Key project milestones are as follows:

Milestone	Timeframe	Purpose
Formal Public/Stakeholder Consultation	Aug 15 – Sept 15	Pre-cepting organisations & Residents
Grant Published	Nov 15 – Dec 15	
Cabinet Report	18.11.2015	Consultation outcome
Report to Council	9.12.2015	Proposed scheme to be recommended to Council
2016/17 Scheme in place	31.01.2016	Final scheme approval
2016/17 Scheme in operation	01.04.2016	Adoption and Implementation
		Operation

Appendix A Consultation Summary Report

Appendix B Stage 2 Equality Impact Assessment

8. Background Papers:

Local Council Tax Support Scheme 2016/17 update – report to Cabinet 22nd July 2015

Report Author:

Eddie Mosuro – Community Support Manager



Castle Point Borough Council
2016/17 Proposed Local Council Tax Support Scheme
Consultation Summary Report

In total 84 people accessed the consultation form and, of these, 72 people went on to fully answer the main questions.

Consultation Responses

1. 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 are detailed in the '2016-17 Local Council Tax Support Scheme Consultation Summary Leaflet'. Please confirm whether you have reviewed this information before completing this form.

I have reviewed the background information about the Local Council Tax Support scheme

		Response Total	Response Percent
Yes		80	95%
No		4	5%
Total Respondents			84
(skipped this question)			69

2. The basis of the current Local Council Tax Support scheme is that it is 'cost neutral', meaning it is fully met from the Government grant the Council receives. Do you agree that the Council should continue with a 'cost neutral' scheme? (Tick one answer only):

		Response Total	Response Percent
Yes		60	72%
No		17	20%
Don't know		6	7%
Total Respondents			83
(skipped this question)			70

3. If the Council does not continue with a 'cost neutral' scheme but still provides the current level of Support, it will need to find funding for the scheme from other sources. Do you think we should adopt any of the following options to help fund the scheme?

	Yes	No	Don't Know	Response Total
Increase the level of Council Tax	21.69% (18)	60.24% (50)	18.07% (15)	83
Use the Council's reserves	67.47% (56)	19.28% (16)	13.25% (11)	83
Reduce the funding available for other Council Services	56.63% (47)	26.51% (22)	16.87% (14)	83
Total Respondents				83
(skipped this question)				70




4. Please use the space below to add any other comments you may have about how the Council should fund the scheme.

28 comments were recorded. In general, the most frequent comments suggested that;





- Member and staff costs should be reduced (12 comments)
- Waterside and/or Runnymede should be sold (7 comments)
- Parking charges should be increased and/or lights switched off (5 comments)
- The scheme should be funded by money received from new homes development in the borough (5 comments)

5. Change 1: Reducing the maximum level of Local Council Tax Support.

Thinking about Change 1, do you agree with the principle that every working age person has to make a minimum payment themselves? (Tick one answer only)

		Response Total	Response Percent
Yes		24	31%
No		51	65%
Don't know		3	4%
Total Respondents		78	
(skipped this question)			75

6. If you ticked 'Yes' at Q4, what level of minimum payment do you think each household should pay (Tick one answer only)

		Response Total	Response Percent
30% (no change to current scheme)		50	69%
32%		6	8%
35%		10	14%
Don't know		6	8%
Total Respondents		72	
(skipped this question)			81

7. Please use the space below to add any other comments you may have about Change 1.

20 comments were recorded. In general, the most frequent comments suggested that;

- They had been given no option in the consultation to reduce the percentage or pay nothing (5 comments)
- An increase in the percentage was wrong (4 comments)
- 30% is either 'more than enough' or 'too high already' (3 comments)
- Those with little or no income shouldn't have to pay at all (2 comments)

8. Change 2: Reducing the capital limit.

Thinking about Change 2, do you agree that the savings limit should be reduced from £6,000 to £3,000? (Tick one answer only):




		Response Total	Response Percent
Yes		16	21%
No		57	73%
Don't know		5	6%
Total Respondents		78	
(skipped this question)			75

9. Please use the space below to add any other comments you may have about Change 2.

Only 2 comments were recorded. Both generally stated that it was unfair that a person could have savings and still receive Council Tax Support when those not receiving Support were unable to save and are required to pay Council Tax in full.

10. Change 3: Setting a Minimum Earned Income for self employed persons.

Thinking about Change 3, do you agree with the principle of introducing a Minimum Earned Income for self employed people? (Tick one answer only)

		Response Total	Response Percent
Yes		31	40%
No		41	53%
Don't know		6	8%
Total Respondents		78	
(skipped this question)			75

11. Please use the space below to add any other comments you may have about Change 3.

Only 3 comments were recorded. In general these stated that where self employed income is below the National Minimum Wage then your income should be subsidized by the DWP, and that this change should only apply to the sole/main wage earner, not a secondary wage earner.

12. Please use the space below to make any other comments you have about the Council's proposed changes.

20 comments were recorded. In general, the most frequent comments expressed dissatisfaction with the proposed changes.

13. Please use the space below if you would like the Council to consider any other changes.

24 comments were recorded. In general, the most frequent comments suggested;

- that Member and staff costs should be reduced (9 comments)
- that Waterside, Runnymede, or other Council buildings should be sold (8 comments)
- that various changes should be made to the income, capital, and Non Dependant deductions rules within the scheme (6 comments)

14. If you have any further comments to make regarding the Local Council Tax Support Scheme please use the space below.

15 comments were recorded. In general, most of the comments expressed dissatisfaction with the scheme and stated that it was not providing enough support for those on low incomes.

Diversity and Equality Data

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

15. Are you responding as a resident or on behalf of an organisation?

		Response Total	Response Percent
Resident		69	99%
Organisation, please specify		1	1%
Total Respondents			70
(skipped this question)			83

16. Does your name appear on the Council Tax Bill for your household?

		Response Total	Response Percent
Yes		47	69%
No		21	31%
Don't know		0	0%
Total Respondents			68
(skipped this question)			85










17. Does your household receive Council Tax Reduction?

		Response Total	Response Percent
Yes		9	14%
No		56	86%
Don't know		0	0%
Total Respondents			65
(skipped this question)			88

18. Does your household receive any other benefits?

		Response Total	Response Percent
Yes		13	20%
No		52	80%
Don't know		0	0%
Total Respondents		65	
(skipped this question)			88



19. Please select the description below the best describes your household?

		Response Total	Response Percent
A family with one or two dependent children		4	7%
A family with three or more children		3	5%
A lone parent household		1	2%
A Carer		1	2%
A household with full and/or part time workers		15	26%
A household that includes someone who is disabled		8	14%
A single person household or a couple without children		14	24%
None of the above		9	16%
Don't know		3	5%
Total Respondents		58	
(skipped this question)			95

20. Are you a service personnel or ex service personnel?

		Response Total	Response Percent
Yes		6	12%
No		40	83%
Don't know		2	4%
Total Respondents		48	
(skipped this question)			105

21. Are you a war widow/widower?

		Response Total	Response Percent
Yes		0	0%
No		45	98%
Don't know		1	2%
Total Respondents		46	
(skipped this question)			107

22. Please tell us your age.

		Response Total	Response Percent
Under 16		0	0%
16 - 24		3	6%
25 - 44		6	11%
45 - 64		26	49%
65 years or above		18	34%
Total Respondents			53
(skipped this question)			100



23. Do you consider yourself to have a disability?

		Response Total	Response Percent
None		24	35%
Mental Health condition		2	3%
Long term illness		4	6%
Physical Impairment		5	7%
Learning disability		1	1%
Sensory Impairment		3	4%
Other, please specify		0	0%
Total Respondents			69
(skipped this question)			84











24. Please tell us your ethnicity?

		Response Total	Response Percent
White British		28	80%
Other White		0	0%
White Irish		1	3%
White & Black Caribbean		0	0%
White & Black African		0	0%
White & Asian		0	0%
Other Mixed		4	11%
Indian		2	6%
Pakistani		0	0%
Bangladeshi		0	0%
Other Asian		0	0%
Caribbean		0	0%
African		0	0%
Other Black		0	0%
Chinese		0	0%
Other, please specify		0	0%
Total Respondents			35
(skipped this question)			118




25. Are you married/in a Civil Partnership?

		Response Total	Response Percent
Yes		16	52%
No		15	48%
Total Respondents			31
(skipped this question)			122






26. What is your religion/faith?

		Response Total	Response Percent
Christian		18	51%
Hindu		0	0%
Muslim		0	0%
Buddhist		1	3%
Sikh		1	3%
Jewish		3	9%
None		9	26%
Don't know		1	3%
Prefer not to say		1	3%
Other, please specify		1	3%
Total Respondents			35
(skipped this question)			118

27. Are you...?

		Response Total	Response Percent
Male		15	47%
Female		17	53%
Transgender		0	0%
Total Respondents			32
(skipped this question)			121

28. Do you consider yourself to be...?

		Response Total	Response Percent
Heterosexual or straight		27	93%
Gay or Lesbian		0	0%
Bisexual		1	3%
Other		0	0%
Prefer not to say		1	3%
Total Respondents			29
(skipped this question)			124



Local Council Tax Support Scheme 2016-17

Equality Impact Assessment (EqIA)

Nov 2015

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:	4.11.15

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 1.4.16.
What are the summary aims and objectives of the strategy or policy?	To implement a scheme which is cost neutral to the Council whilst achieving the savings required under the reduced Grant provisions and implement a scheme in accordance with prescribed legislation.
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 for 2016-17 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 strategies and policies?	Corporate Debt Recovery Policy 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 groups where advancement of equal opportunity would be restricted.

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?	Based on Live caseload data extracted 31.10.15 we know that 6,028 people are in receipt of Local Council Tax Support (LCTS). 2,533 of these are working age households (42%). This represents an 8% reduction on the total caseload and a 9% reduction on the working age caseload compared to last year.
What additional information is required?	<p>Analysis of the Working Age caseload in July 2015 showed that the caseload is split between household types as follows;</p> <ul style="list-style-type: none"> • Single People 43% • Lone Parents 37% • Couple with dependants 12% • Couples 8% <p>This shows a shift in caseload makeup compared to 2014 when Lone Parents made up the largest portion of the caseload at 40%, and Single People accounted for 38%.</p> <p>Households with children (whether lone parents or families) therefore make up 49% of the total caseload, compared to 54% last year.</p> <p>Analysis of the Working Age caseload in July 2015 showed that the caseload is split between prime income groups as follows;</p> <ul style="list-style-type: none"> • Employment Support Allowance (Income Related) 37% • Income Support 21% • Job Seekers Allowance (Income Based) 9%

	<ul style="list-style-type: none"> • Other incomes 33% <p>4 potential scheme options were presented to Council in July 2015 to help inform decisions on what changes would be put to public consultation.</p>
What are the outcomes of any internal and/or external consultation with stakeholders?	<p>Consultation was undertaken between 18.8.15 and 28.9.15.</p> <p>The consultation included 6 key questions about;</p> <ul style="list-style-type: none"> • whether the scheme should remain 'cost neutral', • how the scheme should be funded if not continuing as 'cost neutral', • three proposed changes to the scheme design which would reduce entitlement for some or all. <p>84 people accessed the consultation form. 72 of these went on to fully answer the 6 main questions. In 2014 84 people also accessed the consultation form, but only 48 people fully answered the main questions.</p> <p>The response rate this year is comparative with the average seen in other Essex Authorities to date.</p> <p>The form contained a diversity data section, however this was optional and only 29 people answered this section fully. Based on these responses the mix of respondents is believed to be broadly representative of the wider Castle Point community.</p> <p>The majority of respondents agreed that the scheme should remain 'cost-neutral'.</p> <p>The majority of respondents did not agree with any of the proposed changes (all of which would reduce entitlement for some or all) and also did not agree with the principal that every working age person should have to make a minimum payment themselves towards their Council Tax.</p> <p>Most of the 'free text' comments generally indicated dissatisfaction with the scheme,</p>

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<p>What further consultation is required?</p>	<p>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 will be required to consider the Consultation results when deciding on the final scheme for 2016/17.</p>
<p>What examples are there of existing good practice?</p>	<p>Some elements of the proposed working age scheme design (i.e. Band restriction, % liability reduction, removal of Second Adult Rebate) have been agreed as part of the overarching Pan Essex scheme – other elements have been designed to meet specific needs within Castle Point.</p> <p>Guidance provided by DCLG, outlining good practice with regards to treatment of vulnerable groups (http://www.communities.gov.uk/publications/localgovernment/lscvulnerablepeople) and incentives to work (http://www.communities.gov.uk/publications/localgovernment/lscworkincentives), 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: http://www.communities.gov.uk/publications/localgovernment/lgfblocalisingcounciltax</p> <p>Each Local Authority is required to adopt their 2016/17 scheme by 31.1.16.</p>

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 child allowance and family premium, and working parents will continue to receive an earnings disregard, as part of the calculation of their award. This is consistent with the Council's duty to safeguard and promote the welfare of children and advances equality of opportunity for those who fall within the 'age' characteristic group (specifically those aged 0 to 17, families and lone parents with children, and pregnant women) who would otherwise be disadvantaged.</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</p>

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	<p>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>17 year olds may be disadvantaged indirectly if their parents have to pay more as a result of this policy.</p> <p>People aged over 18 and of working age will be required to pay more.</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 restricted 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> <p>The proposed design of the scheme does, however, afford these groups some level of protection and advances the equality of opportunity for those with protected characteristics where possible.</p>

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<p>What can be done to address any contribution to inequality caused by the strategy or policy?</p>	<p>17 year olds may be disadvantaged indirectly if their parents have to pay more as a result of this policy:</p> <p>Parents will continue to receive additional allowances, which is consistent with the Council's duty to safeguard and promote the welfare of children.</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. Incentives to work have been included in the scheme design.</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 both before and during Annual Billing in 2016.</p> <p>Information on the scheme will be made available online, and in hard copy and alternative formats (i.e. Braille, Large Print, Audio) on request.</p>

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	<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 organisational groups 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>
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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.

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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 2016/17 Final Scheme formally adopted.	First Contact (Communities) Manager	Staff time & printing costs	Jan – Mar 2016	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.	Community Support Manager	Staff time	Jan – Mar 2016	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 2015/16.	Revenues Manager	Staff time, provision of discretionary funding pot	Jan 2016 – Mar 2017	Reduce impact of the scheme on those suffering exceptional financial hardship.
Advancing equality of opportunity	Maintain and develop a range of support services and referral arrangements to provide effective assistance with financial capability, budgeting, and/or debt management advice.	Revenues Manager & Community Support Manager	Staff time, funding pot for services, additional staff resource	Jan 2016 – Mar 2017	Customers adequately supported and equipped with skills to manage financial impact.

Finally....

- Sign the EqlA
- Ask your Head of Service to sign the EqlA
- Save a copy of the EqlA 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

18th November 2015

Subject: Corporate Performance Scorecard Quarters 1&2 2015/16

Cabinet Member: Councillor Sharp - Responding to Challenge

1. Purpose of Report

To set out the performance figures for the Corporate Performance Scorecard for quarter 1, 1st April to 30th June 2015 and quarter 2, 1st July 2015 to 30th September 2015.

2. Links to Council's priorities and objectives

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

3. Recommendations

That Cabinet notes the reported performance in Appendices 1 and 2.

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 2015/16 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.
- 4.3 The scorecards include additional columns which indicate the performance for the same quarter period last year and an indication of the trend when compared to the same quarter period for this year. The trend column graphically sets out whether performance has improved, remained the same or got worse compared to last year with arrow symbols. A green upward pointing arrow denotes improved performance, a yellow horizontal arrow denotes performance has remained the same and a red downward pointing arrow indicates performance that has decreased. It is hoped that this will help to clarify the general direction of individual performance indicators.

- 4.4 The reporting of the Corporate Scorecard has been delayed as a result of some concerns raised regarding the veracity of the data reported for planning processing performance. Particular concerns were raised regarding the validation process and as a result an internal audit of the performance data was undertaken to independently investigate and establish the accuracy of the reported data.

The audit found that the data as set out in the Corporate Scorecard is being reported accurately and according to the definitions as set out by central Government. The validation process was investigated as part of the internal audit work. This is the process where each planning application is checked to ensure it is accurate and provides all the information necessary along with the associated fee. If a planning application is received and found to pass the validation process, it becomes a valid application from the date of receipt.

However, not all planning applications provide all the correct information, and in such cases the planning application will be sent back and further information or corrections etc. requested. Once the application is returned and passes the validation process, it is then recorded as a valid application and subsequently recorded as received. The time taken to process the application is then measured from the date of the valid application.

The audit included a random sample of 20 applications over an 18 month period, and assessed the time undertaken to undertake the initial validation process. A total of 19 of the 20 applications were subject to the validation process within a two week period. Further detail on the results are as follows:

Application initially validated on:	Volume	Rationale
Same day of receipt / within 1week	12 (60%)	
Within 2 weeks	7 (35%)	Staffing
Within 5 weeks	1 (5%)	Listed building
Total Sampled	20	

Of the twenty applications, a total of three were found to be initially invalid. This resulted in delays as follows:

Case 1

1) 9 working days delay to validate application and to notify / request further information.

2) 13 working days delay between receipt of further information and acknowledgement of validation.

Case 2

- 1) 12 working days to validate initial application and to notify / request further information.
- 2) 4 days to validate receipt of amended documents.

Case 3

- 1) 9 working days to validate application and to notify / request further information.
- 2) 15 working days to validate receipt of amended documentation.

It should be noted that for the majority of the sampling period the service was operating with 1 validation officer. Following a business process review earlier this year this has now increased to two officers.

In addition an audit of the Development Control Service is planned to be undertaken later this year to assess whether the re-engineered business processes are fully embedded, planning applications are effectively and promptly assessed and all income due is received. This will be reported to Audit Committee in the spring of next year.

Cabinet can be assured that the performance information reported for planning performance is accurate and in accordance with the definitions as set out by central government.

5. Report

5.1 Summary of performance

Quarter 1 1st April 2015 to 30th June 2015.

- 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 very good. Of the 14 indicators reported, 13 are at or above target, and one is near target.

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 94%, which reflects the result for the same quarter last year.

Performance for households in temporary accommodation at any one time during quarter 1 of 2015/16 dipped when compared to the same quarter period last year due to an increase in homelessness applications and the lack suitable housing. However, performance is still within target.

Environment

The overall percentage of Household waste recycled or composted was 55.3%, and slightly above the target of 55%. However, there was a marked decrease in performance for the composting rate, which is affected by seasonal factors and weather conditions.

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. Whilst there was an increase in the number of default notices issued from 4 to 10 when compared to the same period last year, this also helps to illustrate effective contract monitoring arrangements.

Transforming our Community

Tenant satisfaction with repairs and maintenance at 98% is very strong and a further improvement on the strong performance of 96% achieved for the same quarter period last year. The rate for voids completion is also strong at 21days and also demonstrates further improvement when compared to the same quarter period last year.

The percentage of planning applications processed within target times exceeds target in all three areas and represents substantial improvement when compared to the same quarter period last year, and helps to illustrate improved working practices as the ICT Idox system is more effectively utilised.

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 have to transfer to the back office to be dealt with just over 5% of the calls received transferred.

Finally the sickness absence rate for staff met the target, and is an improvement when compared to the same period last year.

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

5.2 *Quarter 2 1st July 2015 to 30th September 2015.*

5.2.1 The performance summary in Appendix 2 sets out the performance achieved by the Council against the measures in the scorecard. Performance is again very good. Of the 14 indicators reported, 13 are again at or above target, and one has not met the target.

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%, although is slightly below performance of last year still exceeds the target.

Performance for households in temporary accommodation at any one time during quarter 2 is on target but dipped when compared to the same quarter period last year. This remains a challenge as there is a general increase in the number of homelessness applications and less available housing.

Environment

The overall percentage of Household waste recycled or composted was 52% compared to a target of 55%. There have been some contamination issues for the recycling figure where the contractor has found that rubbish that is not recyclable is placed in the recyclable bags. Consequently some waste placed in these bags has had to be disposed of as part of normal waste collection. The service continues to promote the importance of recycling and any bags found to be contaminated significantly are leafleted.

The performance information for street cleanliness, fly tipping and grass verge cutting Indicators continues to demonstrate strong performance.

Transforming our Community

Tenant satisfaction with repairs and maintenance at 97.5% continues to be strong. The rate for voids completion is very good at 18.7 days and continues to demonstrate further improvement when compared to the same quarter period last year.

The percentage of planning applications processed within target times exceeds target in all three areas for the second quarter period running. As set out earlier, this information has been subject to a separate audit and assurance of the data quality is in place.

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 have to transfer to the back office to be dealt with just over 5% of the calls received transferred.

Finally the sickness absence rate for staff exceeds the target, and continues to be an improvement when compared to the same period last year.

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

Report Author: Craig Watts ext. 2419 crwatts@castlepoint.gov.uk

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



Appendix 1

Corporate Scorecard 2015/16 (Public Health & Wellbeing)

Quarter 1: 1st April 2015 to 30th June 2015



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	Q1 Value 2014/2015	Q1 Value 2015 / 2016	Target Q1 2015/2016	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	94%	94%	90%	↔		Strong performance is maintained in this area.
HLess 3 Number of Households in Temporary Accommodation Service Manager: Community Support Manager	59	66	85	↓		The Housing Options service continues to face significant ongoing pressure from the impact of Welfare Reforms and shortage of temporary housing stock.







Corporate Scorecard 2015/16 (Environment)

Quarter 1: 1st April 2015 to 30th June 2015



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	Q1 Value 2014/2015	Q1 Value 2015 / 2016	Target	Trend	Status	Comments
OPS4 Percentage of Household Waste Recycled Service Manager: Operational Services Manager	29.2%	30.5%	Annual Target 30%	↑	✓	Figure is estimated Combined recycling and composting rate = 55.3% which is just above the annual target.
OPS 5 Percentage of Household Waste Composted (including food waste) Service Manager: Operational Services Manager	33.8%	24.8%	Annual Target 25%	↓	⚠	Figure is estimated. Composting rate will be affected by weather conditions. In tonnage terms, 2,708 tonnes of organic material was collected for composting in the first quarter compared with 2,752 tonnes for the same period last year.
SS2 Percentage of streets inspected which are deemed to be unsatisfactory using Code of Practice for Litter and Refuse methodology. Service Manager: Contracts Manager	6.95%	5.4%	Less than 10%	↑	✓	Pinnacle have met their target for quarter 1, this shows that their litter picking processes for the Borough are robust, especially when we consider the current issue we are having with contaminated household waste sacks and their tendency to be scavenged.

PI Code & Short Name	Q1 Value 2014/2015	Q1 Value 2015 / 2016	Target	Trend	Status	Comments
ENV 4 Flytips removed within one working day Service Manager: Contracts Manager	100%	100%	90%			We have noted an increase in the number of fly tips within the Borough over the last quarter but despite Pinnacle are still removing them within the 24 hour contracted period.
SS4 Number of rectification and default notices served in relation to Highway Grass Verge cutting. Service Manager: Contracts Manager	4	10	Under 50			During the first quarter the Council served 10 Default Notices on Pinnacle in relation to highway verge cutting, these related to non strimming, Insufficient blowing back and non litter picking prior to cutting, each Default Notice carried a £50 financial penalty.
SS5 Percentage of Rectification Notices served in relation to Highway Grass Verge cutting rectified within 72 hours. Service Manager: Contracts Manager	0	100%	90%			All Rectification Notices served were rectified within 72 hours.





Corporate Scorecard 2015/16 (Transforming our Community)

Quarter 1: 1st April 2015 to 30th June 2015



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	Q1 Value 2014 / 2015	Q1 Value 2015 / 2016	Target	Trend	Status	Comments
HOS1 Overall tenant satisfaction with repairs and maintenance. Service Manager: Tenancy Services Manager	96.6%	98%	96%	↑	✓	Housing and its main contractor continue to drive satisfaction with repairs and maintenance achieving 98% year to date in the first quarter of the second year of the contract. This has been built on the already high result of 96% in the first quarter of the first year of the contract.
HOS6 Average Void Turnaround Time. Service Manager: Tenancy Services Manager	23.7 Days	21 Days	23 Days	↑	✓	Regular focused performance meetings with the contractor has improved performance when comparing quarter 1 in 2014/15 to quarter 1 in 2015/16.

PI Code & Short Name	Q1 Value 2014 / 2015	Q1 Value 2015 / 2016	Target	Trend	Status	Comments
DC2 to DC4: Percentage of planning applications processed within target time limits for major, minor and other applications Service Manager: Chief Development Control Officer	66.6%	100%	Major 60%			Performance target exceeded.
	14.3%	71%	Minor 65%			
	30.8%	88%	Other 80%			
Percentage of Building Control applications processed within statutory time limits.	100%	100%	100%			All applications processed within the required timescales.




Corporate Scorecard 2015/16 (Efficient & Effective Customer Services)



Quarter 1: 1st April 2015 to 30th June 2015

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	Q1 2014/15 Value	Q1 value 2015 / 2016	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>	94%	94.8%	Annual Target 92%	↑	✓	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>	8.07 Days	6.9 Days	7 Days	↑	✓	Sickness is within target for this quarter - there has been a reduction in both long and short term sickness which represents a significant improvement on sickness levels in Q1 2014.

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



Appendix 2

Corporate Scorecard 2015/16 (Public Health & Wellbeing)

Quarter 2: 1st July 2015 to 30th September 2015



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 2014/2015	Q2 Value 2015 / 2016	Target Q1 2015/2016	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	94%	92%	90%	↔		Slight drop in performance but still above target.
HLess 3 Number of Households in Temporary Accommodation Service Manager: Community Support Manager	65	74	85	↓		The Housing Options service continues to face significant ongoing pressure from the impact of Welfare Reforms and shortage of temporary housing stock. Some work is currently being undertaken to help with issues such as the purchase of 2 Camperdown Road to reduce the number of people staying at Bed & Breakfast accommodation.

Corporate Scorecard 2015/16 (Environment)

Quarter 2: 1st July 2015 to 30th September 2015



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 2014/2015	Q2 Value 2015 / 2016	Target	Trend	Status	Comments
OPS4 Percentage of Household Waste Recycled Service Manager: Operational Services Manager	28.1%	23.1%	Annual Target 30%	↓		Figure is estimated Combined recycling and composting rate = 52%, a little below the overall target of 55%. There have been some contamination issues which have resulted in a lower recycling figure this quarter.
OPS 5 Percentage of Household Waste Composted (including food waste) Service Manager: Operational Services Manager	27.7%	28.9%	Annual Target 25%	↑		Figure is estimated. Annual target exceeded.
SS2 Percentage of streets inspected which are deemed to be unsatisfactory using Code of Practice for Litter and Refuse methodology. Service Manager: Contracts Manager	6.7%	7.7%	Less than 10%	↓		Performance continues to be below the 10% target, although slightly up on 2014/15. This shows good litter picking processes by Pinnacle.

Corporate Scorecard 2015/16 (Transforming our Community)



Quarter 2: 1st July 2015 to 30th September 2015



PI Code & Short Name	Q2 Value 2014/2015	Q2 Value 2015 / 2016	Target	Trend	Status	Comments
ENV 4 Flytips removed within one working day Service Manager: Contracts Manager	100%	100%	90%	↔	✓	262 fly tips were removed in the 2nd quarter and all within 24 hours of being requested, this again shows good performance by the Contractor
SS4 Number of rectification and default notices served in relation to Highway Grass Verge cutting. Service Manager: Contracts Manager	9	2	Under 50	↑	✓	The summer months will show a decrease in grass growth, but it is good to note that Pinnacle are maintaining the grass within contract standards on the whole. The two Notices served were Defaults which had financial penalties against them
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 Rectification Notices served were rectified within 72 hours.

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 2014 / 2015	Q2 Value 2015 / 2016	Target	Trend	Status	Comments
HOS1 Overall tenant satisfaction with repairs and maintenance. Service Manager: Tenancy Services Manager	96.2%	97.5%	96%	↑	✓	Performance remains strong in this area.
HOS6 Average Void Turnaround Time. Service Manager: Tenancy Services Manager	21.4 Days	18.7 Days	23 Days	↑	✓	Performance is exceeding target and when compared to the same period in the previous year.
PI Code & Short Name	Q2 Value 2014 / 2015	Q2 Value 2015 / 2016	Target	Trend	Status	Comments
DC2 to DC4: Percentage of planning applications processed within target time limits for major, minor and other applications Service Manager: Chief Development Control Officer	100% 32% 60%	100% 76.5% 81%	Major 60% Minor 65% Other 80%	↑	✓	Performance target exceeded. See further commentary in report.

Percentage of Building Control applications processed within statutory time limits.	100%	100%	100%			All applications processed within the required timescales.
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Corporate Scorecard 2015/16 (Efficient & Effective Customer Services)



Quarter 2: 1st July 2015 to 30th September 2015

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 2014/15 Value	Q2 value 2015 / 2016	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>	94%	95.1%	Annual Target 92%	↑	✓	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>	8.5 Days	6 Days	7 Days	↑	✓	Sickness for Quarter 2 shows a significant improvement on the same quarter of the previous year.