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Jeff Hughes
*Head of Democratic and Legal
Support Services*

MEETING : CORPORATE BUSINESS SCRUTINY COMMITTEE
VENUE : COUNCIL CHAMBER, WALLFIELDS, HERTFORD
DATE : TUESDAY 27 NOVEMBER 2012
TIME : 7.00 PM

MEMBERS OF THE COMMITTEE:

Councillors D Andrews (Chairman), E Bedford, G Jones, W Mortimer, T Page, P Phillips, M Pope, J Ranger, G Williamson (Vice-Chairman) and J Wing.

SUBSTITUTES:

Conservative: Councillors S Bull, K Crofton and J Mayes
Liberal Democrat: Councillor M Wood.

(Note: Substitution arrangements must be notified by the absent Member to Democratic Services 24 hours before the meeting).

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DISCLOSABLE PECUNIARY INTERESTS

1. A Member, present at a meeting of the Authority, or any committee, sub-committee, joint committee or joint sub-committee of the Authority, with a Disclosable Pecuniary Interest (DPI) in any matter to be considered or being considered at a meeting:
 - must not participate in any discussion of the matter at the meeting;
 - must not participate in any vote taken on the matter at the meeting;
 - must disclose the interest to the meeting, whether registered or not, subject to the provisions of section 32 of the Localism Act 2011;
 - if the interest is not registered and is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days;
 - must leave the room while any discussion or voting takes place.
2. A DPI is an interest of a Member or their partner (which means spouse or civil partner, a person with whom they are living as husband or wife, or a person with whom they are living as if they were civil partners) within the descriptions as defined in the Localism Act 2011.
3. The Authority may grant a Member dispensation, but only in limited circumstances, to enable him/her to participate and vote on a matter in which they have a DPI.
4. It is a criminal offence to:
 - fail to disclose a disclosable pecuniary interest at a meeting if it is not on the register;
 - fail to notify the Monitoring Officer, within 28 days, of a DPI that is not on the register that a Member disclosed to a meeting;
 - participate in any discussion or vote on a matter in which a Member has a DPI;
 - knowingly or recklessly provide information that is false or misleading in notifying the Monitoring Officer of a DPI or in disclosing such interest to a meeting.

(Note: The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a councillor for up to 5 years.)

AGENDA

1. Apologies

To receive apologies for absence.

2. Minutes - 21 August 2012

To confirm the Minutes of the meeting of the Committee held on Tuesday 21 August 2012 (Previously circulated as part of the Council Minute book for 26 September 2012).

3. Chairman's Announcements

4. Declarations of Interest

To receive any Member(s)' Declaration(s) of Interest and Party Whip arrangements.

5. Local Scheme For Council Tax Support (Pages 5 - 18)

6. Annual Review of Partnership Register (Pages 19 - 26)

7. Report Title: 2012/13 Service Plans - Mid-Year Summary Of Progress And Exceptions Report (Pages 27 - 48)

8. Monthly Corporate Health Check - July to September 2012 (Pages 49 - 94)

9. Scrutiny Work Programme (Pages 95 - 102)

10. Urgent Business

To consider such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration and is not likely to involve the disclosure of exempt information.

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 27 NOVEMBER
2012

REPORT BY THE EXECUTIVE MEMBER FOR FINANCE

5. LOCAL SCHEME FOR COUNCIL TAX SUPPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To invite comment on the outcome of consultation on the draft local Council Tax Support Scheme.
- To invite comment on the proposals for the final scheme.

<u>RECOMMENDATION FOR DECISION:</u> that	
(A)	The Executive be advised of any recommendations.

1.0 Background

1.1 The Executive are seeking views on a local scheme to replace Council Tax Benefit from 1 April 2013.

2.0 Report

2.1 Corporate Business Scrutiny considered a report to the Executive on 21 August 2012 in relation to the draft scheme for local support of Council Tax.

2.2 Since that date a consultation exercise has been completed and the Government have proposed a transitional grant option for Councils to consider, which aims to reduce the impact on claimants in year one of the new scheme.

2.3 The outcome of the consultation exercise is detailed in **Essential Reference paper B**.

2.4 The transitional grant proposal are included at **Essential Reference C**. They state:

The Department for Communities and Local Government (DCLG) is making available an additional £100m for one year to support local authorities in developing well-designed council tax support schemes and maintain positive incentives to work.

The grant will be payable in March 2013 to those authorities who adopt schemes that comply with criteria set by Government to ensure that low income households do not face an extensive increase in their council tax liability in 2013-14. This funding will enable councils to explore more sustainable approaches to managing the funding reduction that minimise the impact on vulnerable taxpayers.

2.5 The qualifying criteria are listed as;

To apply for a grant, billing authorities must adopt schemes which ensure that:

- Those who would be entitled to 100% support under current council tax benefit arrangements pay between zero and no more than 8.5% of their net council tax liability;
- The taper rate does not increase above 25%;
- There is no sharp reduction in support for those entering work. The taper should continue to operate as under current council tax benefit regulations - that is, to be applied to excess income and in relation to the claimant's maximum eligible council tax reduction. Where an authority has decided to adopt a scheme in which the maximum reduction is lower than 100% of liability, this maximum eligible reduction will therefore be this level, lower than 100% of liability.

2.6 The grant funding that would be secured by achieving these conditions is detailed as:

Current proposal	East Herts	County	Police	Totals
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£700k cut	£105k	£525k	£70k	£700k
Savings from 10% liability cut	-£60k	-£300k	-£40k	£400k
To be funded elsewhere	£45k	£225k	£30k	£300k

Impact of Government grant	East Herts	County	Police	Totals
£700k cut	£105k	£525k	£70k	£700k
Savings from 8.5% liability cut	-£51k	-£255k	-£34k	£340k
Government grant	-£24.6k	-£125.4k	-£16.5k	£166.5k
To be funded elsewhere	£29.4k	£144.6k	£19.5k	£193.5k

Other than the grant figures the above are estimates based on an assumed level of spend.

- 2.7 The annual cost of Council Tax benefits is approximately £7m per year. The overall grant is to be cut by 10%, which if no changes were made to the scheme would generate a £700k gap between cost and grant. East Herts would meet £105k of this gap.
- 2.8 The report considered on the 21 August 2012 detailed the objectives and intentions in respect of reducing the maximum liability for working age claimants by 10%. This acknowledged that the cost of the reduction in funding on protected pensioner groups would need to be found elsewhere.
- 2.9 If the reduction in liability for working age claimants was limited to 8.5% to ensure compliance with the grant criteria, the cost would be in the region of £60,000. (increased expenditure)
- 2.10 The grant would cover this cost and contribute to the cost of protecting pensioners, as is required by the scheme.
- 2.11 The proposed scheme is already compliant with the remaining eligibility criteria.

- 2.12 Corporate Business Scrutiny Committee is invited to advise the Executive of any issues which they feel need to be addressed before the final scheme is recommended to Full Council.
- 3.0 Implications/Consultation
- 3.1 Herts County Council confirm that they would wish us to maximise the grant as long as there was no detriment to the County.
- 3.2 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

Minutes of the meeting of the Corporate Business Scrutiny committee on 21 August 2012.

Contact Member: Councillor M Tindale, Executive Member for Finance michael.tindale@eastherts.gov.uk

Contact Officer: Su Tarran, Head of Revenues and Benefits Shared Service, Extn: 2075. su.tarran@eastherts.gov.uk
su.tarran@hertspartnership-ala.gov.uk

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su.tarran@hertspartnership-ala.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives	<i>People</i> This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.
Consultation:	Please see attached Essential Reference Paper B.
Legal:	Statutory regulation has yet to be made. The final scheme will reflect any change in government policy since the publication of the statement of intent.
Financial:	Included in the report.
Human Resource:	None.
Risk Management:	The proposal requires changes to ICT systems which are yet to be implemented.

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ESSENTIAL REFERENCE PAPER 'B'

Council Tax Support Scheme Consultation Results

The Council is facing some tough choices over who will receive help towards their council tax in the future and before a final decision is taken we want your views.

To what extent do you agree the proposed guidelines are a reasonable basis for deciding on the changes?

Of the 51% who disagreed with the proposed guidelines most commented this is targeting the poorest and most vulnerable, varied individual circumstances need to be taken into consideration and those that can't afford to pay won't pay which could result in higher collection rates. Some suggested spread cost over all council tax payers who already pay and add an increase to higher end of council tax bands. A small number suggested the Council pay councillors less and reduce staff salaries and pensions to raise revenue or utilise the Council's cash reserves to cover the deficit.

Of the 31% who agreed with the proposed guidelines thought it was a sensible, fair and reasonable approach and most commented that everyone should contribute to services no matter what their circumstances perhaps including working age children within a household. The amount of proposed contribution ranged from 5% to 25% suggesting the current proposals didn't go far enough.

To what extent do you consider the changes to be fair for all working age claimants?

Of the 54% who didn't think the changes were fair and that a "one case fits all" situation could result in hardship it would be particularly unfair for single parents working or unemployed, single persons perhaps subsidising couples and families, working families on low incomes, part-time workers, people starting up their own business, the disabled, those suffering ill health, suffering from mental illness, carers and ex-service men and women.

Of the 42% who considered the changes fair most thought everybody of working age should pay their fair share, for those in employment this would seem reasonable and it was important to keep the changes simple.

Claimants of pensionable age are protected. Are there any other claimants who should be able to pay no council tax or less than 10% of the tax bill? (Even if this means that for other claimants the minimum payment towards their council tax would have to be more than 10%).

A majority of 65% agreed that disabled, severely ill, single parents and carers who are already saving the government money and those on low income should pay no council tax as well as those already in receipt of benefits who are on a very strict budget and might have to decide on eating, heating their home or paying council tax.

If there were no changes in respect of working age claimants, every household would have to pay an average of an extra 50p per month in council tax.

To what extent do you agree or disagree that you prefer this approach?

A majority of 54% agreed every household should pay an extra 50p and only 20% disagreed with this approach but several commented that this needs to be thought through again to find the money from elsewhere.

Council Tax Support Scheme Consultation Analysis

The Council is facing some tough choices over who will receive help towards their council tax in the future and before a final decision is taken we want your views.

Total responses received (82 online/12 paper) 94%

To what extent do you agree the proposed guidelines are a reasonable basis for deciding on the changes?

Strongly agree 10 11%

Tend to agree	19	21%
Neither agree nor disagree	14	15%
Tend to disagree	13	14%
Strongly disagree	35	35%
Don't Know	3	3%

To what extent do you consider the changes to be fair for all working age claimants?

A great deal	11	12%
A fair amount	28	31%
Not very much	15	15%
Not at all	36	37%
Don't Know	3	3%

Claimants of pensionable age are protected. Are there any other claimants who should be able to pay no council tax or less than 10% of the tax bill? (Even if this means that for other claimants the minimum payment towards their council tax would have to be more than 10%).

Yes	61	64%
No	19	21%
Don't Know	14	15%

If there were no changes in respect of working age claimants, every household would have to pay an average of an extra 50p per month in council tax.

To what extent do you agree or disagree that you prefer this approach?

Strongly agree	28	30%
Tend to agree	23	25%

Neither agree nor disagree	18	20%
Tend to disagree	4	4%
Strongly disagree	15	15%
Don't Know	5	4%

ESSENTIAL REFERENCE PAPER 'C'

Localising support for council tax Transitional grant scheme

Overview

1. The Department for Communities and Local Government is making available an additional £100m for one year to support local authorities in developing well-designed council tax support schemes and maintain positive incentives to work.
2. The grant will be payable in March 2013 to those authorities who adopt schemes that comply with criteria set by Government to ensure that low income households do not face an extensive increase in their council tax liability in 2013-14. This funding will enable councils to explore more sustainable approaches to managing the funding reduction that minimise the impact on vulnerable taxpayers.

Background

3. In the 2010 Spending Review, the Government announced plans to localise council tax benefit and this is being taken forward through the Local Government Finance Bill currently before Parliament. From April 2013, these reforms will localise council tax support and give councils stronger incentives to support local firms, cut fraud, promote local enterprise and get people back into work.
4. These reforms contribute to the Government's deficit reduction programme, delivering savings of £470 million a year of taxpayers' money in Great Britain from 2013-14. Welfare reform is vital to tackle the budget deficit, as council tax benefit expenditure in England increased from £2 billion to £4.3 billion from 1997-98 by 2010-11.
5. In future support for council tax will be offered as reductions within the council tax system. Regulations will set the rules, allowances and awards for claimants of state pension credit age so that they do not experience a reduction in support as a direct result of this reform.
6. Localisation will give local authorities the flexibility to design council tax support schemes for working-age claimants in their area, taking into account the needs of vulnerable groups and the importance of supporting work incentives.

7. To help the transition to these changes, the Department for Communities and Local Government has already provided £30 million of funding to help councils draw up local support schemes.

8. As outlined in the consultation document *Localising Support for Council Tax: Funding arrangements consultation*¹ published in May 2012 principal funding for the scheme is being provided for billing and precepting authorities and, for all except police authorities, this will be allocated through the reformed local government finance system. In addition local authorities will continue to receive funding to meet ongoing administrative costs, as well as new burdens payments to meet the one-off and recurring costs associated with implementing the new system.

Details of the transitional grant Purpose

9. The Government has been clear that councils have the scope to help manage the impact of the reduction in council tax support funding through sensible savings, for example, securing efficiency savings, tackling fraud and adjusting scheme parameters. In addition, the Government is introducing new flexibilities on council tax.

10. Local authorities have real choices about how they manage the reduction in funding. The Government is now providing up to an additional £100 million transition grant to provide the space and the support for all local authorities to follow the example of those councils who are making the most of opportunities to find savings across their budgets to be able to develop schemes that protect the poorest.

Criteria

11. To apply for a grant, billing authorities must adopt schemes which ensure that:

- **Those who would be entitled to 100% support under current council tax benefit arrangements pay between zero and no more than 8.5% of their net council tax liability;**
- **The taper rate does not increase above 25%;**
- **There is no sharp reduction in support for those entering work.**

The taper should continue to operate as under current council tax benefit regulations - that is, to be applied to excess income and in relation to the claimant's maximum eligible council tax reduction. Where an authority has decided to adopt a scheme in

which the maximum reduction is lower than 100% of liability, this maximum eligible reduction will therefore be this level, lower than 100% of liability. Further details are set out in an FAQ document which accompanies this publication.

12. Although not one of the scheme criteria, in allowing flexibility over aspects of the scheme, Government would not expect local authorities to impose large additional increases in non-dependant deductions.

Funding allocations

13. Funding will be payable to billing authorities whose schemes satisfy the criteria and their major precepting authorities, as an unringfenced specific grant. The distribution of this funding is based on the methodology for the principal council tax support funding, as set out in *Localising Support for Council Tax: Funding arrangements consultation*² published in May 2012.

14. To provide certainty on the funding position in advance, annex A sets out the amounts of funding that individual authorities will receive if schemes meet the criteria above, applying this methodology to the £100m fund. In relation to the principal funding, the distribution will be updated as part of the Local Government Finance Settlement to reflect more recent outturn data on council tax benefit expenditure. The Government does not intend to update allocations for the transitional grant in the same way, to provide certainty over allocations from today.

15. Major precepting authorities will only be entitled to the funding that corresponds to the share of council tax raised by billing authorities who are eligible and have applied for the grant. The relevant billing authority must apply for the funding for all relevant major precepting authorities covered by the scheme. A major precepting authority cannot apply for funding independently of the billing authority.

16. The funding allocations at annex A set out the major precepting authority allocations in respect of each billing authority to which it issues a precept.

As with the principal funding, allocations corresponding to local precepting authorities will be paid to the relevant billing authority.

Applications process and milestones

17. Applications can only be made after the deadline for adopting schemes on 31 January

18. The Government is clear that the process for applying for funding must be light touch, and avoid unnecessary administrative burdens. To be eligible for the grant, therefore, the local authority applying for the funding will need to provide a written indication that its scheme is compliant with the criteria set out in paragraph 11 of this document, and indicate the other authorities covered by its scheme. This must be signed by the Section 151 officer for the lead authority.

19. The deadline for applications will be Friday 15 February 2013. Payments will be made in March 2013.

Further information

20. Further information on the process for applying for a grant will be made available in due course on the Localising Council Tax Support webpage:

<http://www.communities.gov.uk/localgovernment/localgovernmentfinance/counciltax/counciltaxsupport/>

21. A separate Frequently Asked Questions document has been published alongside this document, also on the Localising Council Tax Support.

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 27 NOVEMBER
2012

REPORT BY CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER
AND COMMUNITY SERVICES

6. ANNUAL REVIEW OF PARTNERSHIP REGISTER

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- To provide the results of the annual review of Partnership Registers.

<u>RECOMMENDATIONS FOR DECISION:</u> That	
(A)	Corporate Business Scrutiny Committee express confidence in the governance arrangements of partnerships and the internal processes relating to the Annual Review of the Partnership Register.
(B)	In future, Corporate Business Scrutiny Committee receives reports only where there has been a significant change to, or addition or deletion of, a key partnership.

1.0 Background

1.1 On 30 November 2010, the Committee considered the Partnership Protocol, which was endorsed as a helpful and appropriate management tool for identifying and managing risks associated with partnership working.

1.2 The Committee also requested an annual review of all partnerships that the Council participates in, using the register within the Protocol (Essential Reference Paper B), with results reported each autumn.

2.0 Report

2.1 Corporate Management Team reviewed and updated the Partnership Register, completing in October 2012.

- 2.2 There have been no changes to the risk or governance arrangements of any existing partnership within the past year. Therefore it has not been necessary to seek additional detail or assurance during this year's review, although it is acknowledged that the Revenues and Benefits shared service has faced difficulties with workload, and IT and the telephone system. Contingency plans of agency staff and off site processing have been implemented.
- 2.3 No new partnerships have commenced and none were terminated.
- 2.4 The updated register is attached at **Essential Reference Paper 'B'**.
- 2.5 Any significant business risks are incorporated into the Strategic risk register. Operational risks are recorded on departmental risk registers. These are discussed at team meetings, and Corporate Management Team, at least four times a year. The Strategic Risk Register is submitted to the Executive and to Audit Committee. (All risks and mitigating actions can be viewed by Members on the Council's performance management software, Covalent).
- 2.6 The shared support services programme with Stevenage Borough Council technically falls outside of the scope of the Protocol. However, as with both the Shared Internal Audit and Revenues and Benefits Services, the principles of the protocol have been applied.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

Review of partnership register. Corporate Business Scrutiny Committee, 29 November 2011.

Partnership Protocol. Corporate Business Scrutiny Committee, 30 November 2010.

Contact Member: Councillor M Tindale, Executive Member for Finance
michael.tindale@eastherts.gov.uk

Contact Officer: George A Robertson, Chief Executive and Director

of Customer and Community Services, Extn: 1410.
george.a.robertson@eastherts.gov.uk

Report Author:

Graham Mully, Risk Assurance Officer
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	There are no specific consultation implications arising directly from this report.
Legal:	The Local Government Act 2000 gives local authorities wide statutory power to do anything that it considers likely to promote or improve the economic, social or environmental wellbeing of the area. This provides opportunities for the Council to work with partners, however the Council can only participate in activities that it has a statutory power to undertake and must comply with its constitution.
Financial:	Where partnerships manage significant levels of funds, responsibility for their safe management is designated to a responsible authority. Responsible authorities include district councils, county councils, constabulary, police authority etc.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	Use of the register and protocol ensures significant risks are identified and managed through the council's risk management processes.

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ESSENTIAL REFERENCE PAPER B

REGISTER OF PARTNERSHIPS

Name of Partnership	Responsible Officer	Significant changes since November 2011
Hertfordshire Sustainability Forum	Cliff Cardoza	None
Strategic Aviation Special Interest Group	Simon Drinkwater	None
Health and Wellbeing Partnership	Simon Drinkwater	None
Community Safety	Simon Drinkwater	None
CCTV Partnership	Simon Drinkwater	None
Housing Partnership / Choice based lettings	Simon Drinkwater	None
Hertfordshire Resilience	Simon Drinkwater	None
Safer and Stronger Executive Group	George Robertson	None
Sports Partnership	Will O'Neill	None
Local Strategic Partnership	George Robertson	None
Hertfordshire Local Enterprise Partnership	Paul Pullin	None
Highways Joint Member Panel	George Robertson	None
Herts Waste	George Robertson	None

Name of Partnership	Responsible Officer	Significant changes since November 2011
Partnership		
Herts Savers	George Robertson	None
Chief Officers Group	George Robertson	None
Shared Internal Audit Services	Adele Taylor	None
Revenues and Benefits Service Shared Service	Adele Taylor	Shared Support Services still meet. Committee of three members from each Authority. Risk monitoring at Departmental Management Team meetings.
Shared Support Services Programme	Adele Taylor	Proposed partnership at present. North Herts Council has withdrawn from discussions.

EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY – 27 NOVEMBER 2012

CHIEF EXECUTIVE AND DIRECTOR OF CUSTOMER AND COMMUNITY SERVICES

7. REPORT TITLE: 2012/13 SERVICE PLANS – MID-YEAR SUMMARY OF PROGRESS AND EXCEPTIONS REPORT

WARD(S) AFFECTED: ALL

Purpose/Summary of Report

- This report provides a summary of the council's achievements against its priorities for 2012/13 and details those service plan actions that have a revised completion date or have been suspended. This report also monitors the outstanding service plan actions from 2011/12, which are detailed in **Essential Reference Paper "D"**.

<u>RECOMMENDATIONS FOR DECISION:</u> That	
(A)	The progress against the council's priorities and the revised completion dates and suspensions against 2012/13 Service Plan actions and 2011/12 Service Plan actions be received; and
(B)	The Executive be advised of any recommendations.

1.0 Background

- 1.1 The 2012/13 Service Plans were scrutinised by the joint meeting of Scrutiny Committees held on 14 February 2012 and approved by the Executive at its meeting on 6 March 2012.
- 1.2 Service plan reports are exception reports. To help focus scrutiny discussion officers have listed the actions that are either off target, have a revised completion date, been deleted or suspended.
- 1.3 This report covers the period 1 April to 30 September 2012 for the following services:
 - Corporate Risk

- Customer Services and Parking (Customer Services only)
 - Democratic and Legal Services
 - Financial Support Services and Performance
 - People, ICT and Property Services
- 1.4 In addition, 7 actions from the 2011/12 Revenues and Benefits and Health and Housing Service Plans had revised completion dates for after 31 March 2012 and these will form part of the 2012/13 monitoring process.
- 2.0 Report
- 2.1 In total, there are 36 actions in the 2012/13 Service Plans, of which:
- 19% (7) have already been achieved
 - 56% (20) are on target
 - 17% (6) have had their completion dates revised
 - 8% (3) have been suspended
- 2.2 In total, there were 9 actions from the 2011/12 Customer Services and Parking, Business Support: Facilities and Business Support: ICT Service Plans which were still outstanding, of which:
- 22% (2) have now been achieved
 - 33% (3) are on target
 - 11% (1) is off target
 - 22% (2) have had their completion dates revised
 - 11% (1) has been suspended
- 2.3 An overview of all council achievements by Corporate Priority for 2012/13 are detailed in **Essential Reference Paper “B”**.

- 2.4 **Essential Reference Paper “C”** details 2012/13 Service Plan actions that either have had their completion dates revised or have been suspended. For ease of reference, these have been categorised by Corporate Priority. Full progress comments on all 2012/13 Service Plan actions can be accessed by referring to the Council’s performance management system, Covalent (www.covalentcpm.com/eastherts).
- 2.5 **Essential Reference Paper “D”** details the outstanding 2011/12 service plan actions. For ease of reference, these have been categorised by Corporate Priority based on the 2011/12 set.
- 3.0 Implications/Consultations
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper ‘A’**.

Background Papers

2012/13 Service Plans report to Executive on 6 March 2012.

<http://online.eastherts.gov.uk/moderngov/ieListDocuments.aspx?CId=119&MId=1792&Ver=4>

Contact Member: Councillor Tony Jackson, Extn: 1642.
anthony.jackson@eastherts.gov.uk

Contact Officer: Simon Chancellor – Head of Finance and Performance, Extn: 2050.
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Report Author: Ceri Pettit – Corporate Planning and Performance Manager, Extn: 2240. ceri.pettit@eastherts.gov.uk

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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p>
Consultation:	There are no specific consultation implications arising directly from this report.
Legal:	There are no specific legal implications arising directly from this report.
Financial:	There are no specific financial implications arising directly from this report.
Human Resource:	There are no specific human resource implications arising directly from this report.
Risk Management:	There is a generic risk management implication arising from this report, in terms of not completing the actions from Service Plans would be likely to result in not achieving the Corporate Priorities and Objectives.

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Telling the Story – An overview of achievements by Corporate Priority up to 30 September 2012:

Please note only the objectives where there are achievements to report have been listed and where an achievement relates to a specific service plan action this has been referenced.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Enhance our local community engagement by working together with our partners such as Parish and Town Councils, for the benefit of our communities</p>	<ul style="list-style-type: none"> • Provided £17,790 in grants for 67 Jubilee Street parties. The grants were given towards the costs of organising events that would bring people together in a fun, friendly way, and contribute to a sense of community and neighbourliness. Groups ranged from community centres, residents’ associations, village hall committees and parish councils to groups. (12-CE03) • Welcomed the Olympic torch in East Herts, which came through Hertford, Ware and Bishop’s Stortford. (12-CE03) • Held a successful and well attended annual Parish conference in Much Hadham for all parishes. • Joined Twitter and re-launched our Facebook page with usage growing and member social media training delivered. Currently 1,330 followers on Twitter. (12-CE09)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey</p>	<ul style="list-style-type: none"> • Retained the Investors in People award (IiP) which recognises how the council helps staff to deliver improvements. During the four day assessment randomly selected staff were interviewed. The independent assessor found many areas of excellent practice and some areas where the council could do more and improve. An action plan has been drafted to address the areas for improvement. • Worked with the Community Voluntary Service to allocate £25,000 for fun free activities for children and young people aged between 5 -19. A total of 25 grants. For the first time, Hornsmill Community Centre in Hertford hosted two activities and Child UK run its popular Play and Teen Rangers scheme in local playing fields. Bedazzle Projects in Bishop's Stortford had a pop school for children with special needs. Towns and villages, including Standon and Puckeridge, Benington and Stanstead Abbots also received some of the funds. • Everyone Active, the organisation that manages East Herts Council's pools and gyms, won a top industry award. Voted by the residents who visit the leisure centres in East Herts and there other venues across the country. Everyone Active won the Leisure Operator of the Year award for the third year at the annual FLAME Awards, run by the Fitness Industry Association (FIA). • Installed a new Infreemation system to help us meet our target of delivering at least 85% Freedom of Information (FOI) requests within 20 days. This system makes the FOI process more accessible within the Council and helps to improve the overall management of requests. FOI performance exceeded 90% in 20 days in August 2012. (12-CPS03)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Provide support for the vulnerable by working with our partners to increase the number of social and affordable homes, increasing the number of supported housing units and ensuring those in need access the benefits and support they are entitled to</p>	<ul style="list-style-type: none"> • Joined an online system making it easier for households wishing to join the East Herts Council Housing Register to apply for accommodation to do so, to view their assessment in more detail and update changes. A link at HomeOption takes applicants straight to the online form. It also explains what information they will need in order to register and how to contact the Council if they want advice in completing the form. • Worked with Hertfordshire County Council, voluntary and community sector services to develop an integrated approach to engage more with older people forums to help strengthen their preventive role and achieve a wider range of health and wellbeing outcomes for this older community. • Allocated funding to Shopmobility, in partnership with Skill Ltd to help people with disabilities to continue to get around the town centres independently. According to the charity, Shopmobility boasts 471 registered members and over June and July this year, the service averaged 38 hires of electric scooters, manual and powered wheelchairs per week. All trips are free to registered members who come from Bishops Stortford and surrounding villages. • The council's Housing Strategy was agreed by Council on 26 September 2012 and is now published.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Continue to review the council's assets and the best way to manage them</p>	<ul style="list-style-type: none"> ● Reviewed ownership and management arrangements for: <ul style="list-style-type: none"> ➤ Ware Drill Hall – asset transferred to a community group ➤ Scotts Grotto – retained current arrangements with Ware Society as this was the best management option ➤ Hornsmill Community Centre – provided support
	<p>Objective: Ensure the sustainability of Hertford Theatre and explore possibilities for the theatre to be administered through a community trust.</p>	<ul style="list-style-type: none"> ● Hertford Theatre completed its first full year since re-opening (previously Castle Hall). The Theatre has quickly become a vibrant and successful artistic and community hub. Success against the business plan and its growing cultural offer was acknowledged by the council's Scrutiny Committee in August 2012.

Priority: People	What we want to achieve	What we have done
	<p>Objective: Reduce waste sent to landfill by increasing our recycling rate to more than 50%.</p>	<ul style="list-style-type: none"> • Launched SURGE – a promotion scheme designed to improve the amount of waste recycled and a decrease the amount sent to landfill, the campaign particularly targeted low performing areas based on the average amount recycled per round. The impact of the campaign will be measured in a number of ways: <ul style="list-style-type: none"> • Increase in weights of recycling • Requests for additional containers. • Anecdotal information about the collection crews experiences and feedback from residents. <p>Recycling performance to date has increased slightly from 52.13% in August 2011 to 52.61% in August 2012.</p>
	<p>Objective: Reducing the carbon dioxide emissions from our own operations by 25% by 2020.</p>	<ul style="list-style-type: none"> • Herts Sustainability Forum (HSF) has been established and has set up a Local Nature Partnership (LNP) which has been accredited by the Government. The HSF has also set up a Member working group to look at how to progress the Governments new framework for dealing with fuel poverty (known as the 'Green Deal'). Officers will report to East Herts Council's members once this work has been completed. The HSF is currently reviewing its priorities and has agreed to fund an awareness campaign covering a range of environmental matters. (12-ES17)

Priority: People	What we want to achieve	What we have done
	Objective: Sustain the percentage of residents who are satisfied with our parks and open spaces.	<ul style="list-style-type: none"> Raised awareness and use of open spaces by holding a 'Love Parks' week, at Southern Country Park which had an Olympics theme and 'Meet the Animals' events at Pishiobury Park. The Get Park Active events are designed to promote outdoor leisure and healthy lifestyles. These events attracted around 1000 visitors and positive feedback was received. Other activities have included 'The Big Dig' and a 'History Walk' with Friends of Pishiobury Park and Foxholes (Hertford) woodland walk. (12-ES05)

Priority: People	What we want to achieve	What we have done
	<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing</p>	<ul style="list-style-type: none"> • Launched Operation Panther to combat anti-social behaviour and criminal damage across the whole of the area. The special operation, aims to deter young people from engaging in anti-social or criminal behaviour, initially just operated in Bishop's Stortford, Sawbridgeworth, Buntingford and the surrounding rural areas. It now covers the whole of East Herts. Working in partnership with the local police and housing associations the Council is able to take positive action against anti-social behaviour, criminal damage and repeat offenders. Since March 2012 181 young people have been given Operation Panther forms of which 150 young people have not come to the police attention again since receiving their first Operation Panther letter (82% success rate) and 31 young people are on their second letter. 5 young people have had home visits by their local officer where anti-social behaviour has been explained and diversionary activities offered. Overall anti social behaviour has reduced by -36.24% in East Herts in the last year (comparison between 1 April – 18 October 2011 against 1 April – 18 October 2012). • Contributed, as part of the East Herts Community Safety Partnership, to the hosting of FREE activities for young people aged 11-19 during the summer holidays. Since 2009, 3075 young people have attended these summer activities and just under 10% have achieved a accredited outcome from Youth Connexions and crime during these activities has fallen.

What we want to achieve	What we have done
<p>Objective: Uphold the safety of our communities and seek to reduce the fear of crime by supporting neighbourhood policing (continued)</p>	<ul style="list-style-type: none"> • Issued all our Civil Enforcement Officers (CEO) with bodycam. The bodycams will not be used as part of the ordinary parking management and enforcement process. Instead where there has been a verbal or physical attack on a CEO, footage may be used for evidential purposes and also where it may help in resolving a complaint from a member of the public. • Removed over 100 graffiti tags in Hertford in partnership with the Probation Service Community Payback scheme, whose teams have helped us remove the graffiti.
<p>Objective: Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.</p>	<ul style="list-style-type: none"> • Approved a senior management restructure of three full-time Directors and the deletion of the Chief Executive post, to provide a more streamlined corporate team. An existing Director post has been redesignated to include many of the Chief Executive's previous functions and therefore by combining the two roles will save more than £100,000 annually. • Took robust action against fraud and to date have prosecuted 7 people, issued 2 administration penalties and 22 cautions. This means that the council is recovering a combined total of Housing Benefit/Council Tax Benefit overpayments of £176,510.36 against these 31 sanctions, plus the Department of Work & Pensions are recovering a further £30,954.43 in related benefits overpaid to the joint prosecution cases.




Priority: Prosperity	What we want to achieve	What we have done
	<p>Objective: Develop a practicable and pragmatic Parking and Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes.</p>	<ul style="list-style-type: none"> • Gave Apton Road car park a £100,000 makeover. The new design of the lower level makes it easier for motorists to circulate within the car park. The old surface, which was loose and prone to potholes, now has a smooth Tarmac topping, while new white lines clearly mark out the spaces and indicate entrance and exit routes. • Gave Hertford town centre car park a £600,000 revamp to make it more updated modern car park. Improvements included re-tiling, re-painting and the installation of anti-pigeon measures, as well as resurfacing. Also more spaces were created for blue badge holders. • Approved the district's first Parking and Transport Strategy on 4 July 2012. The strategy provides a position statement and a strategic framework to enable specific proposals to come forward later recognising the variety of transport and park challenges that the district is faced with. (12-CPS09) • Joined up with Sawbridgeworth Town Council to offer a free hour of parking, with the town council agreeing to underwrite the trial up to a maximum of £10,000. For an initial period of six months, until February 6 next year, motorists can park without charge for the first hour of their stay. In addition the cost of longer stays has been cut. It is hoped that this will encourage shoppers to the town and support local businesses.

<p>Priority: Prosperity</p>	<p>What we want to achieve</p>	<p>What we have done</p>
	<p>Objective: Increase the economic resilience of the market towns working with the local business community.</p>	<ul style="list-style-type: none"> • Awarded Markets Team of the Year award by the National Association of British Markets (NAMBA). Over the past year the team have introduced a range of new systems for the markets in Stortford, Hertford and Ware, including trader incentives and farmers' market. • Supported the exploration of a combined scheme for time limited pedestrianisation of South Street/Potter Street and creation of Shared Space focused around the South Street/ Station in Bishop's Stortford. The proposals were put forward by the Bishop's Stortford 2020 Group, as it was felt they could bring a number of benefits to the town, such as, improved pedestrian environment, improved street scene and walking opportunities and regeneration of the area in particular retail and commercial facilities. It was agreed further consultation be undertaken before it is recommended for inclusion in the Bishop's Stortford and Sawbridgeworth Urban Transport Strategy.



2012/13 Service Planning Report (April- September 2012 progress)

People						
Maintain our core services to a good standard and ensure high satisfaction with the council as measured through the biennial Residents Survey.						
Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
12-CR05	Undertake a fundamental review of Risk Management Strategy to include development of Shared Services Risk Register.	Target: Using examples of good practice from other authorities undertake a comprehensive review of the Risk Management Strategy. Outcome: Relevant, Current Strategy in place. Critical Success Factors: Support from other services and other authorities. Environmental Impacts: N/A.	30-Jun-12		Revised Completion Date	April- September 2012. New Draft Risk Management Strategy has been drawn up and will be processed via CMT and through Committee process. A revised target date of 31 December 2012 (from 30 June 2012) is required to allow for due process to take place.
12-CR06	Support revision of Business Continuity Plan	Target: Provide significant input into development of Business Continuity Plan that incorporates shared services implications. Outcome: Relevant Plan in place. Critical Success Factors: Support from other services and other authorities. Environmental Impacts: N/A	30-Jun-12		Revised Completion Date	April- September 2012. Draft Business Continuity Plan produced on time. Plan was submitted to CMT in August 2012 with accompanying report highlighting weaknesses. This is an on-going exercise with many unresolved significant IT issues. New Director of Finance & Support Services starts with the Council mid- November 2012 and will have a significant input into the process. Further officer consultation will then be followed by reports to Committees that means a need to revise the completion date to 31 March 2013 (from 30 June 2012).
Prosperity						
Continue the streamlining of back office functions in order to ensure an efficient and sustainable Council for the future.						
12-FM02	Implement the new service standards for Facilities and Property Team following restructure February 2012, including setting up a new helpdesk facility.	Target: Service restructuring implemented Outcome: Service engineered to meet future customer needs cost effectively. Critical Success Factors: Support from management and understanding from clients during the transition period. Sufficient time made available to staff to learn new tasks and to develop required skills. Environmental Impacts: None	30-Apr-11		Revised Completion Date	April - September 2012. New service structure launched 1 April 2012. The introduction of a new team helpdesk facility is in progress, the specification has been completed and the service is currently in discussion with possible providers. Revised completion date from 30 April to 31 December 2012.
12-FM08	Review of recharges for accommodation and services	Target: More appropriate allocation of costs Outcome: More appropriate allocations of costs – Recharges based on current usage. Critical Success Factors: availability of resources Environmental Impacts: None	31-Mar-13		Action To Be Suspended	April - September 2012. Work is on hold as part of shared services.
12-FM09	Expansion of Corporate Management Unit print and scanning services	Target: To increase usage and value for money in corporate management unit Outcome: Reduction in print and archival storage costs Critical Success Factors: corporate support for expansion Environmental Impacts: None	31-Mar-13		Action To Be Suspended	The Corporate Management Unit is providing a good service to customers. The service will not be expanded at present as it is on hold for shared services.
12-ICT05	To complete actions from the ICT Staff Survey action plan 2010/11	Target: To complete actions for the ICT staff survey 2010/11 Outcome: As identified in the action plan Critical Success Factors: Resources. Environmental Impacts: None	31-Mar-2013		Action To Be Suspended	April - September 2012. The recommendations identified from the ICT Staff Survey action plan will be carried forward into the shared support service for ICT.






Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
12-CSP01	To establish a section for easy access to information on the Council's website	<p>Target: To satisfy 20% of Freedom of information requests through website content and implementation of new web based Freedom of Information management system.</p> <p>Outcome: A self-service tool to allow customers to access or request information about the Council in a customer friendly way. Reduced administration time in managing information requests. Maintenance of information response times in the face of increased demand (30% year on year).</p> <p>Critical Success Factors: Web team resource to establish framework for Council Information, support from all service managers.</p> <p>Environmental Impacts: Positive, reduction in paper processes to promote electronic access to information.</p>	31-Mar-13		Revised Completion Date	April - September 2012. Customer website form associated with new Freedom of Information IT System now delivered and in test. Revised web pages designed and ready for go live in November 2012.
12-CSP02	To deliver a new website presentation, following delivery of the website development server by IT	<p>Target: To deliver even greater satisfaction with the navigation Council's website as recorded by GovMetric and associated customer comments.</p> <p>Outcome: Delivery of a new front page to the website that is easier to navigate with simplified information clusters, based on customer demand and use statistics.</p> <p>Critical Success Factors: Web team resources to develop the changes. IT network resources to deliver and maintain the website development server.</p> <p>Environmental Impacts: Positive, reduction in paper processes to promote electronic access to information and self-service by customers.</p>	01-Aug-12		Revised Completion Date	April - September 2012. Revised from 1 August 2012 to 31 January 2013. Work unable to commence due to IT delays in gaining access to the hosted development server. Access enabled w/c 24th September 2012, website representation will be delivered by January 2013.
12-CSP06	Implementation of a voice recognition telephony system	<p>Target: Implementation of voice recognition self-service telephony system for switchboard and parking services by June 2013</p> <p>Outcome: 90% success rate on automated calls, reduced revenue costs of operation, redeployment of staffing resources to handle customer enquiries instead of switchboard, peak period resilience through automated overflows.</p> <p>Critical Success Factors: IT support on telephony changes required.</p> <p>Environmental Impacts: Improved success of self-service system will decrease use of resources in multiple contacts for one call.</p>	30-Jun-13		Revised Completion Date	April - September 2012. Revised Completion Date for Voice Recognition only. Go live date of Voice recognition system for Customers is now expected in November 2012 (instead of June 2013) following changes required to the main telephone system in October. Supplier of the main phone system is under close project scrutiny to deliver by IT.



Fit for purpose, fit for you


By 2013 - Answer 80 per cent of enquiries from the public at the first point of contact, which ever way they choose to contact us, with the same high-level of knowledge and expertise.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
11-CSP06	To draft the Council's Service Strategy for approval in financial year 2012.	<p>Target: A draft Service Strategy to be produced by December 2012.</p> <p>Outcome: Focus on cost efficient service delivery and promoting a cost effective service design for the taxpayer whilst maintaining access for the needs of different customer groups.</p> <p>Critical Success Factors: That further additional project work arising from C3W is limited.</p> <p>Environmental Impacts: The strategy will address environmental impacts by designing services to be delivered through self-service and reduced reliance on travel to access services face to face or paper to apply for services in a traditional manner. The strategy will take account of shifting customers to more environmentally friendly ways of accessing services.</p>	31-Dec-2012		Action On Target	April - September 2012. Progress against this 2011/12 action is linked to 2012/13 action CSP05, which is currently on target.
11-CSP08	Implementation of enhanced self-service telephony systems.	<p>Target: Implementation of in-house controlled self-service telephony system (including automated payment system) by December 2011.</p> <p>Outcome: 90% success rate on automated payment calls, reduced revenue costs of operation, redeployment of staffing resources to handle customer enquiries instead of switchboard, peak period resilience through automated overflows.</p> <p>Critical Success Factors: Proven business cases for any investment, installation of improved telecoms infrastructure, IT capacity to support any changes.</p> <p>Environmental Impacts: Improved success of self-service system will decrease use of resources in multiple contacts for one call.</p>	31-May-2012		Revised Completion Date	April - September 2012. Go live date of voice recognition system for customers is now November 2012 (instead of May 2012) following a further delay to the changes required to the main telephone system. Supplier of the main phone system is under close project scrutiny to deliver by IT.
11-CSP09	Customer Service Improvement programme for: Planning Services, Revenues and Benefits shared services, Environmental Services	<p>Target: To plan and begin delivery of Customer Service improvements for Planning Services, Revenues and Benefits and Environmental Services by 31st March 2012 with targeted benefits profiles.</p> <p>Outcome: Delivery of increased resolution of simple enquiries at the first point of contact, services designed in a cost effective way to best match customer needs. Improved customer satisfaction.</p> <p>Critical Success Factors: Capacity of services to manage and implement change, continued organisational support for first time enquiry resolution, IT resource to support IT developments identified, staff resource transfer to CSC where a business case is proven.</p> <p>Environmental Impacts: Increased take up of self-service reduces labour and paper based service delivery.</p>	31-Mar-2013		Action On Target	April - September 2012. Progress against this 2011/12 action is linked to 2012/13 action CSP05, which is currently on target.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
By 2013 - Increase the percentage of residents who agree that the council provides value for money.						
11-BSF02	Set up new Corporate Resource Unit (CRU) at Wallfields, providing a wide range of copying and scanning facilities.	Target: CRU established. Outcome: Increased productivity in the creation of hardcopy and digital images. A reduction in the number of multi-function machines and desktop printers to achieve significant costs savings. Critical Success Factors: Full support and co-operation from Services in the use of these centralised facilities. Environmental Impacts: Reduction in paper requirements.	30-Sep-12		Action Achieved	April - September 2012. Corporate Resource Unit completed and new service implemented. Some actions have been put on hold until the shared services business case is agreed in November 2012.
11-BSF03	Review and introduce new corporate procurement arrangements for the supply of paper.	Target: Reduction in cost of purchasing paper. Outcome: Efficient procurement procedures to deliver significant cost reductions in paper supplies. Critical Success Factors: Corporate management support. Environmental Impacts: Use of environmentally sustainable products.	31-Mar-2013		Action To Be Suspended	April - September 2012. The review of new corporate procurement arrangements for the supply of paper is now on hold until the shared support services has been agreed.
11-BSI06	To identify and implement measures to enhance user ICT skills.	Target: To develop users ICT skills and enhance their knowledge, via quarterly DMT meetings and standard ICT Training. Outcome: Improved Productivity. Critical Success Factors: Support from other services. Environmental Impacts: None.	30-Sep-12		Action Achieved	April - September 2012. ICT training has been offered throughout the year and continues in 2012/13.
By 2013 - Reduce the revenue burden to the taxpayer by completing our review of working arrangements and oversee the development of a single site for back office functions and service administration.						
11-BSI03	Continue to support colleagues and corporate working groups.	Target: To develop an Information Communication Technology (ICT) Business Continuity Plan and implement business continuity arrangements. Support of Business Continuity Group. Outcome: Resilient business continuity arrangements. Critical Success Factors: Support from other services. Environmental Impacts: None.	30-Sep-12		Action Off Target	April - September 2012. Draft plan completed. Testing to be arranged.
By 2013 - Sustain customer satisfaction with the Council, as a result of improved customer services and website access.						
11-CSP01	To establish an open web based framework for access to Council Information.	Target: To satisfy 20% of Freedom of information requests through website content. Outcome: A self-service tool to allow customers to access information about the Council in a customer friendly way. Reduced administration time in managing information requests. Maintenance of information response times in the face of increased demand (30% year on year). Critical Success Factors: Web team resource to establish framework for council Information, IT resource to tie systems together appropriately, Use of resource to post information by services, Support from all service managers. Environmental Impacts: Positive, reduction in paper processes to promote electronic access to information.	31-Mar-13		Revised Completion Date	April - September 2012. Customer website form associated with new Freedom of Information IT System now delivered and in test. Revised web pages designed and ready for go live in November 2012.

Pride in East Herts

By 2013 - Develop a practicable and pragmatic Transport Strategy and action plan which delivers integrated and value for money policies in respect to car parking, walking, cycling routes and vital bus routes.

Action Code	Action Title	Action Description	Due Date	Expected Outcome Icon	Expected Outcome	Notes
11-CSP09	Customer Service Improvement programme for: Planning Services, Revenues and Benefits shared services, Environmental Services	<p>Target: To plan and begin delivery of Customer Service improvements for Planning Services, Revenues and Benefits and Environmental Services by 31st March 2012 with targeted benefits profiles.</p> <p>Outcome: Delivery of increased resolution of simple enquiries at the first point of contact, services designed in a cost effective way to best match customer needs. Improved customer satisfaction.</p> <p>Critical Success Factors: Capacity of services to manage and implement change, continued organisational support for first time enquiry resolution, IT resource to support IT developments identified, staff resource transfer to CSC where a business case is proven.</p> <p>Environmental Impacts: Increased take up of self-service reduces labour and paper based service delivery.</p>	31-Mar-2013		Action On Target	April - September 2012. Progress against this 2011/12 action is linked to 2012/13 action CSP05, which is currently on target.

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EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY – 27 NOVEMBER 2012

REPORT BY THE LEADER OF THE COUNCIL

8. MONTHLY CORPORATE HEALTHCHECK – JULY TO SEPTEMBER 2012

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- To set out an exception report on the finance and performance monitoring for East Herts Council that covers the period July to September 2012.

RECOMMENDATIONS FOR DECISION: that	
(A)	The budget variances and performance be scrutinised; and
(B)	The Executive be informed of any recommendations.

1.0 Background

1.1 This is the monthly finance and performance monitoring report for the Council.




1.2 Each month the report will contain a breakdown of the following information by each corporate priority where remedial action is needed:



- Salary, Capital and Revenue variance.
- Performance information (based on the performance indicator suite that is reported on a monthly basis) and also the Directorate's position in respect to payment of invoices and sickness absence.

1.3 **Essential Reference Paper 'B'** shows the full set of performance indicators that are reported on a monthly/quarterly basis.
Essential Reference Paper 'C' shows detailed information on salaries.
Essential Reference Paper 'D' shows detailed information capital programme.

Essential Reference Paper 'E' shows explanations of variances on the Revenue Budget reported in previous months.

The codes used in relation to performance indicator monitoring are as follows:

Status	
	This PI is 6% or more off target.
	This PI is 1-5% off target.
	This PI is on target.

Short Term Trends	
	The value of this PI has changed in the short term.
	The value of this PI has not changed in the short term.

2.0 Report – Directorate Position

REVENUE FINANCIAL SUMMARY

2.1 The financial aspects of this report are based on budgetary information from April 2012 to September 2012.

	Position as at 30.09.12				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
(1) People						
Turnover	0	72	0	52	71	0
Community Planning	0	11	0	0	0	11
Pest Control (wasps)	3	0	0	0	0	5
Animal Control	3	0	0	0	6	0

	Position as at 30.09.12				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
(2) Place						
Waste contract (various budgets)	100	0	58	0	200	0
Recycling income	0	79	66	0	0	45
Organic Waste Collect	27	0	4	0	50	0
Materials Handling	4	0	1	0	7	0
Bulky Waste Income	0	1	0	0	0	3
Recycling Bank maint	5	0	1	0	6	0
Clinical Waste income	0	0	2	0	4	0
Kerbside dry collections	0	14	0	10	0	18
Alternative Financial Model	0	0	0	0	0	16
Trade Waste	14	0	1	0	11	0
Paper/Textile Banks	0	2	0	0	9	0
Clinical Waste collec/disposal	7	0	0	0	7	0
Trade Waste bins/disposal	102	0	0	0	22	0
Street Cleansing	64	0	0	0	54	0
Land Drainage	0	7	0	0	0	40
Police C.S O	7	0	0	0	0	21

	Position as at 30.09.12				Projected Position year end	
	Favourable £000	Adverse £000	Favourable Variance since last month £000	Adverse Variance since last month £000	Favourable £000	Adverse £000
(3) Prosperity						
Building Control income	0	82	0	23	0	150
Pay and Display income	43	0	66	0	90	0
PCN income	0	91	0	13	0	150
Parking Enforce. Contract	84	0	0	0	89	0
Investment Income	175	0	29	0	350	0
External Audit fees	113	0	14	0	43	0
SIAS-Audit Fees	0	28	0	18	0	7
Treasury Mgt Fees	45	0	0	0	30	0
DC Adverts/postage	19	0	0	0	25	0
Local Dev Framework	59	0	0	0	10	0
DC income	0	61	0	0	0	80
TOTAL:	874	448	242	116	1,084	546
Net Projected Variance					538	
Supported by supplementary estimates						
Total Supplementary Estimates						

- 2.2 Subject to all other budgets being equal, this would result in an under spend of £538k.
- 2.3 Salary budgets are constantly monitored and **Essential Reference Paper 'C'** shows a projected small under spend of £71k.

FINANCIAL ANALYSIS AND PERFORMANCE ANALYSIS

People

Financial analysis

- 2.4 Due to extremely low levels of wasp nest treatments income is anticipated to be down by £16k. This is partly off set by a reduction in external resources, to supplement in house resources, of £11k. Giving a net £5k projected adverse position.
- 2.5 The Dog Control Officer has been very effective at re-homing stray dogs and keeping kenneling costs to a minimum, despite no reduction in the number of stray dogs. Thus projecting a saving of £6k.

Performance analysis

- 2.3 **EHPI 3a – Usage: number of swims (under 16).** Performance was 'Red' for quarter two. Figures for quarter two in 2012/13 show that there has been a decline in throughput for this period when a comparison is made against 2011/12, although throughput did increase against the previous quarter in line with seasonal trends. The service is monitoring the decline and is in discussion with SLM on ways to improve throughput for this age group.
- 2.4 **NI 181 – Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.** Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative average performance is 17.48 days.

Please refer to **Essential Reference Paper 'B'** for full details.

Place

Financial analysis

- 2.5 The waste contract covers various budgets but there are lower costs of transition to date and an under spend of £200k is anticipated for 2012/13. This may not be transferable into 2013/14 base budgets if recycling collection costs increase with the removal of card from the organic bins. A report will be brought to the Executive in December 2012).
- 2.6 The income and expenditure budgets relating to paper and textile banks are predicting a net £9k favourable variance due to a combination of lower paper usage and additional textile tonnage collected.
- 2.7 The clinical waste collection and disposal budgets are currently under spending amounting to circa £7k.
- 2.8 The kerbside dry collections budget is likely to be overspent by £18k. £11k is due to indexation on fuel being higher than forecasted and £7k is due to property growth, as approximately 1,000 more flats are receiving full recycling services.
- 2.9 The latest Alternative Financial Model (waste reduction) income forecast for 2011/12 is £419,000. £16k below the sum accrued.
- 2.10 The Trade Waste Collection service is estimating an additional £21k of income due to an increased level of business. This will be partly off set by additional costs of £10k, giving a net £11k favourable position.
- 2.11 The delivery of trade waste bins coupled with lower trade waste disposal costs shows a £22k favourable under spend. £2k relates to under spending on bin delivery and £20k relates to lower disposal costs due to businesses producing less weight per capita
- 2.12 There is £4k additional street cleansing income received and a possible £50k under spend on the street cleansing contract due to lower than expected ad-hoc cleansing work. This may vary according to weather conditions, particularly if there is the need for ad-hoc work in the winter months.
- 2.13 The environment agency has withdrawn the funding for the land drainage work East Herts carries out on their behalf. This has repercussions for the cost of any similar work that would have been carried out for East Herts under the same terms. In addition, circa £40k of administrative costs will be lost. A separate report will be forwarded to CMT on the subject in due course.

- 2.14 Only £28k was received from Herts County Council for Safer Stronger Communities against a budgeted figure of £55k. A proportion of this was to fund Police Community Support Officers. There is also a requirement from the Home Office to compile a specialised report on a Homicide within the District. This will result in an estimated net adverse position of £21k.

Performance analysis

- 2.15 **EHPI 2.1e – Planning Enforcement: Service of formal Notices.** Performance was 'Red' for September 2012. This was because no notices were issued in September so the value entered was 0% against a target of 50%. There was no issue with performance.

Please refer to **Essential Reference Paper 'B'** for full details.

Prosperity

Financial analysis

- 2.16 The Parking Enforcement contract is anticipated to show an under spend of £89k. Two projects (mobile camera enforcement and vehicle removals) will go live next year so operational costs will not be incurred this financial year. There is also a contractor under spend relating to vacancies in management which the council benefits from.
- 2.17 Penalty Charge Notice income remains as an adverse variance currently projected to be £150k due to the failure of contractor equipment and management arrangements. Officers are following a robust approach to the management of this contract and taking every possible action to mitigate the position.
- 2.18 As a consequence of withdrawing investment income from the Council's fund managers and re-investing in fixed term deposits, fees for managing these funds will reduce by £30k.
- 2.19 The Shared Internal Audit Service Board agreed on the 7 December 2011 to increase the daily charge rate for Audit services from £240/day to £255/day. An increase of 6.25%. The effect of this coupled with a prior year adjustment will have an adverse £17k on the budget.
- 2.20 Budgets within Development Control for advertising and postage are estimated to underspend by £25k. Advertising is in line with last

years expenditure and other forms of communication are being used therefore postage costs are falling

- 2.21 Commitments to date on the Local Development Framework suggest there will be saving of £10k.
- 2.22 Development Control income is down by £80k against profile. Some of the shortfall may be recoverable depending on when a large application for Bishop's Stortford is received.

Performance analysis

- 2.23 **EHPI 5.2a – % of complaints about the Council and its services that are upheld: 1st stage.** Performance was 'Red' for Quarter 2. 17 cases were upheld out of 40 dealt with in this quarter. A slight rise on previous quarters. These were mainly in the Customer and Community Directorate which is largely public facing - parking, customer services and waste.
- 2.24 **EHPI 7.35 – Commitment compared to profile.** Performance was 'Red' for September 2012. Commitment £240,966 against profile £250,000 being 3.6% below profile. The commitment for the month of September 12 is a little below the anticipated profile regarding Repairs and Maintenance and General Annual Maintenance Agreements. However, it is expected that commitment will come into line with profile over the coming months.
- 2.25 **EHPI 8 - % invoices paid on time.** Performance was 'Amber' for September 2012. Management have taken corrective action to ensure that future invoices are paid on time.
- 2.26 The following indicators were 'Green', meaning that targets were either met or exceeded for September 2012. They were:
- EHPI 5.1 - % of complaints resolved in 14 days or less.
 - EHPI 5.2b - % of complaints about the Council and its services that are upheld: 2nd stage – appeal.
 - EHPI 5.4 - % of complaints to the Local Government Ombudsman that are upheld.
 - EHPI 12a - No. of short-term sickness absence days per FTE staff in post.
 - EHPI 12b - No. of long-term sickness absence days per FTE staff in post.
 - EHPI 12c – Total number of sickness absence days per FTE

staff in post.

Please refer to Essential Reference Paper 'B' for full details.

CAPITAL FINANCIAL SUMMARY

2.27 The table below sets out expenditure to 30 September 2012 against the Capital Programme. Essential Reference paper 'D' contains details of the 2012/13 Capital Programme. Comments are provided by the Project Control Officers in respect of individual schemes.

	Column 1	Column 2	Column 3	Column 4	
SUMMARY	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Actual Commit	2012/13 Projected Spend to date	Variance Col 4 - Col 2
	£	£	£	£	£
People	3,003,400	2,975,780	1,523,129	2,866,430	(109,350)
Place	824,600	952,160	298,596	952,540	380
Prosperity	1,000,150	1,785,090	682,594	1,756,720	(28,370)
Re-profiling potential Slippage	(250,000)	(250,000)		(250,000)	
TOTAL (137,340)	<u>4,578,150</u>	<u>5,463,030</u>	<u>2,504,319</u>	<u>5,325,690</u>	

2.28 Executive on 6 November 2012 agreed the re-profiling of the following:

- £20k of the IT Network, Servers and Storage Upgrade budget from 2012/13 into 2013/14 as any spend is dependent on the Shared Service decision.
- £30k of the IT Hardware Funding budget from 2012/13 into 2013/14 as any spend is dependent in part on the Shared Service outcomes.
- £40k of "The Bourne", Ware play development area programme from 2012/13 into 2013/14 as sources of external funding have not yet been identified.
- £25k of the Hartham Common parks development plan project from 2012/13 into 2013/14 as staff resources are undertaking other priorities.

- 2.29 Executive also agreed on 6 November 2012 a request to vire £10k from the Ventilation to the Café kitchen at Hertford Theatre to replacing the roof at the Castle Gardens bungalow as the quotes received for this work exceed the existing budget following a more detailed investigation into the roof condition. The kitchen serving the café was used by the previous operator of the café for preparing an extensive range of hot food. The ventilation of the kitchen was not designed for this level of hot food preparation. A £10k budgetary provision was agreed to improve the ventilation, but since being approved the original refurbishment contractor has installed air conditioning. The kitchen is now run directly by the council and the new menu involves less hot food preparation. Consequently the £10k budget is not now required for these specific works.
- 2.30 There will be a £9,730 under spend on the Buntingford Car Park improvement to surface water drainage as the second phase of the project is now not required.
- 2.31 The On-street Pay and Display charges budget of £48,200 has been closed and the capital provision is no longer required.

CONCLUSION

- 2.32 In conclusion Members are asked to:
- Note the performance indicator analysis for the period July 2012 to September 2012 in **Essential Reference Paper 'B'**
 - Agree the recommendation at the start of this report.
- 3.0 **Implications/Consultation**
- 3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**
- 3.2 **Essential Reference Papers**
- 3.3 **Essential Reference Paper B** – Performance Indicator set relating to Corporate Business Scrutiny.
- 3.4 **Essential Reference Paper C** – Detailed information on salaries
- 3.5 **Essential Reference Paper D** – Detailed information on capital
- 3.6 **Essential Reference Paper E** – Explanations of variances on the Revenue Budget reported in previous months.

Background Papers:

2011/12 Estimates and future targets report, **Essential Reference Paper B** – For complete list of performance indicators that are being monitored for 2012/13

Contact Officer:

In terms of performance issues

Simon Chancellor – Head of Financial Support Services and Performance, Extn: 2050. simon.chancellor@eastherts.gov.uk

In terms of financial issues

Mick O'Connor – Principal Accountant,
Extn: 2054, mick.oconnor@eastherts.gov.uk

Report Author:

Karl Chui – Performance Monitoring Officer, Extn: 2243
karl.chui@eastherts.gov.uk

ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

Contribution to the Council's Corporate Priorities/ Objectives:	<p>People <i>This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</i></p> <p>Place <i>This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</i></p> <p>Prosperity <i>This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</i></p>
Consultation:	Performance monitoring discussions have taken place between Directors and Heads of Service.
Legal:	There are no legal implications.
Financial:	There are no financial implications.
Human Resource:	There are no Human Resource implications.
Risk Management:	There are no Risk Implications.

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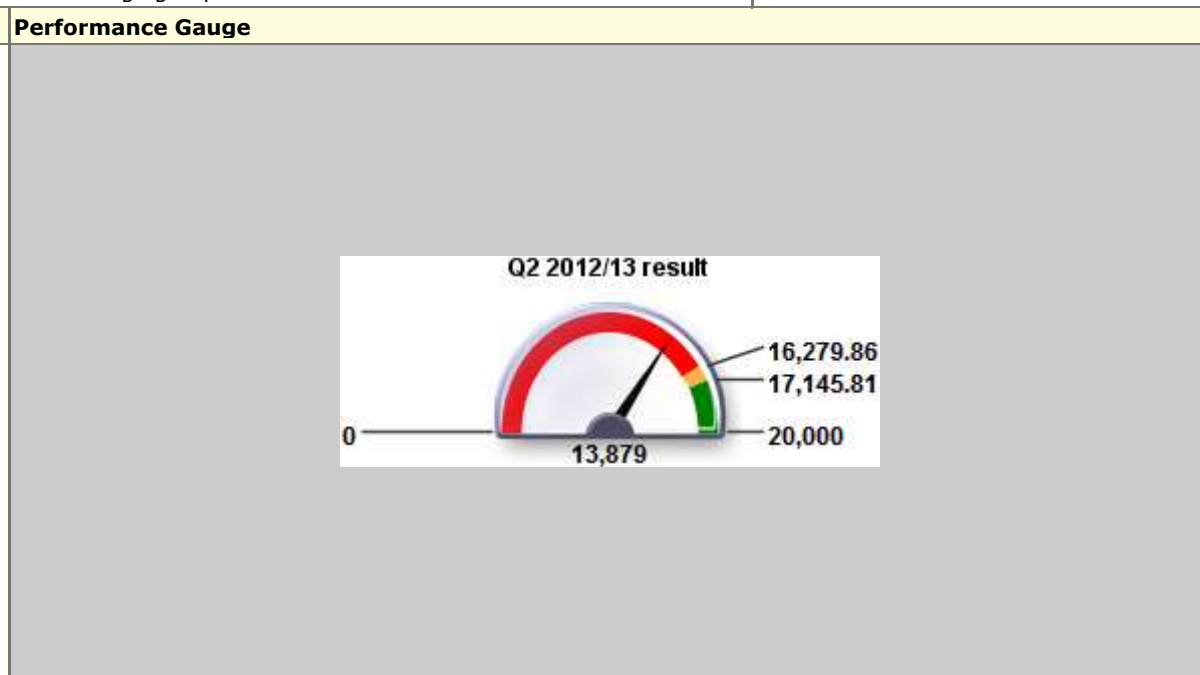


July to September Corporate Business Scrutiny Corporate Healthcheck 2012/13



Traffic Light Red
Description People

Community and Cultural Services

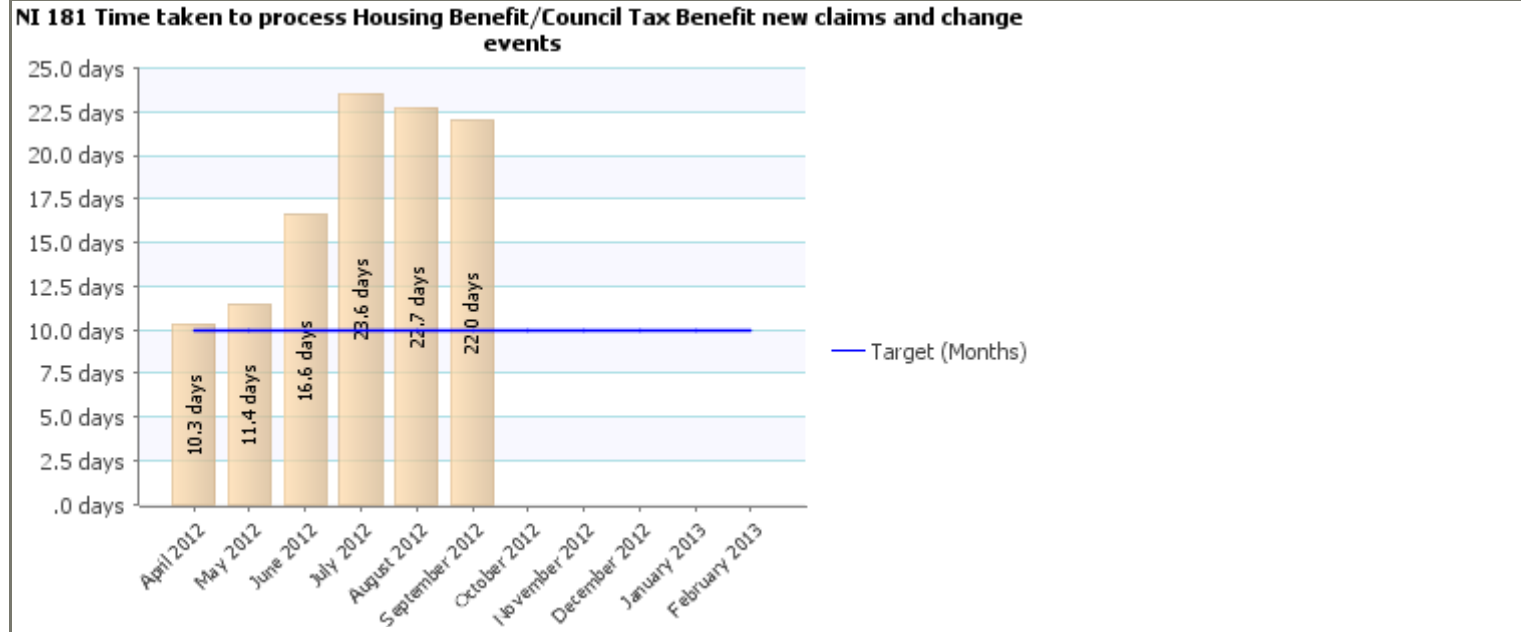
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP13a	Usage: number of swims (under 16)		13,879	17,319		Figures for quarter two in 2012/13 show that there has been a decline in throughput for this period when a comparison is made against 2011/12, although throughput did increase against the previous quarter in line with seasonal trends. The service is monitoring the continuing decline and is actively in discussion with SLM on ways to improve throughput for this age group.	None



Revenues and Benefits Services

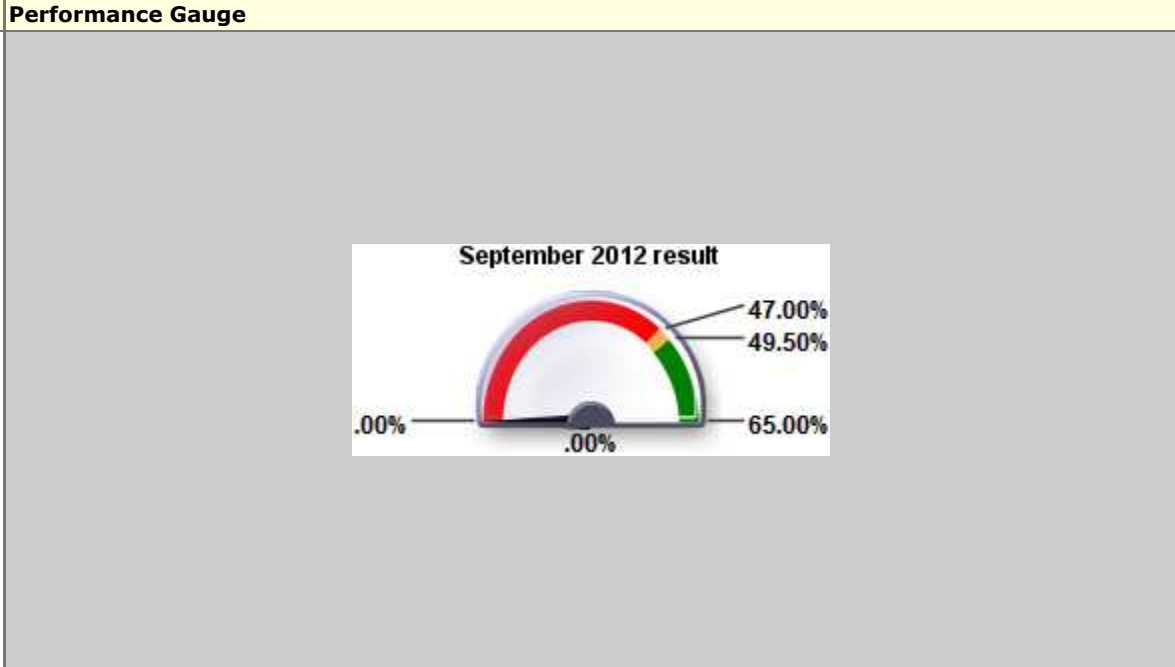
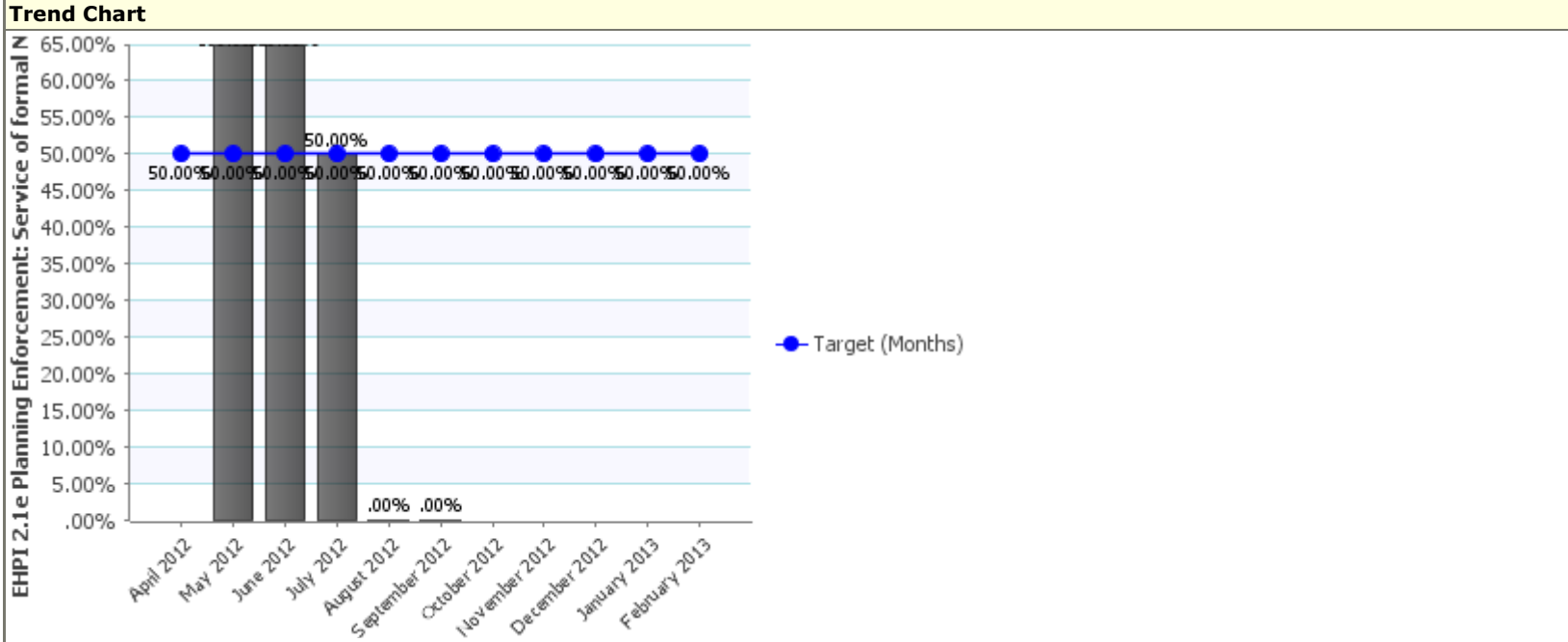
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
NI 181	Time taken to process Housing Benefit/Council Tax Benefit new claims and change events		22.0 days	10.0 days		Performance was 'Red' for September 2012. Performance for September was 21.98 days against a target of 10 days. This was a slight improvement in performance when compared to the previous month. Cumulative performance is 17.48 days.	The Director of Internal Services stated that performance was off target at 23.56 days in July and the Authority would address this by utilising specialist agency staff and a bulk contract for processing claims.

Trend Chart **Performance Gauge**





Traffic Light Red
Description Place

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHPI 2.1e	Planning Enforcement: Service of formal Notices		.00%	50.00%		Performance was off target. This was because no notices were issued in September so the value entered was 0% against a target of 50%. There was no issue with performance.	None

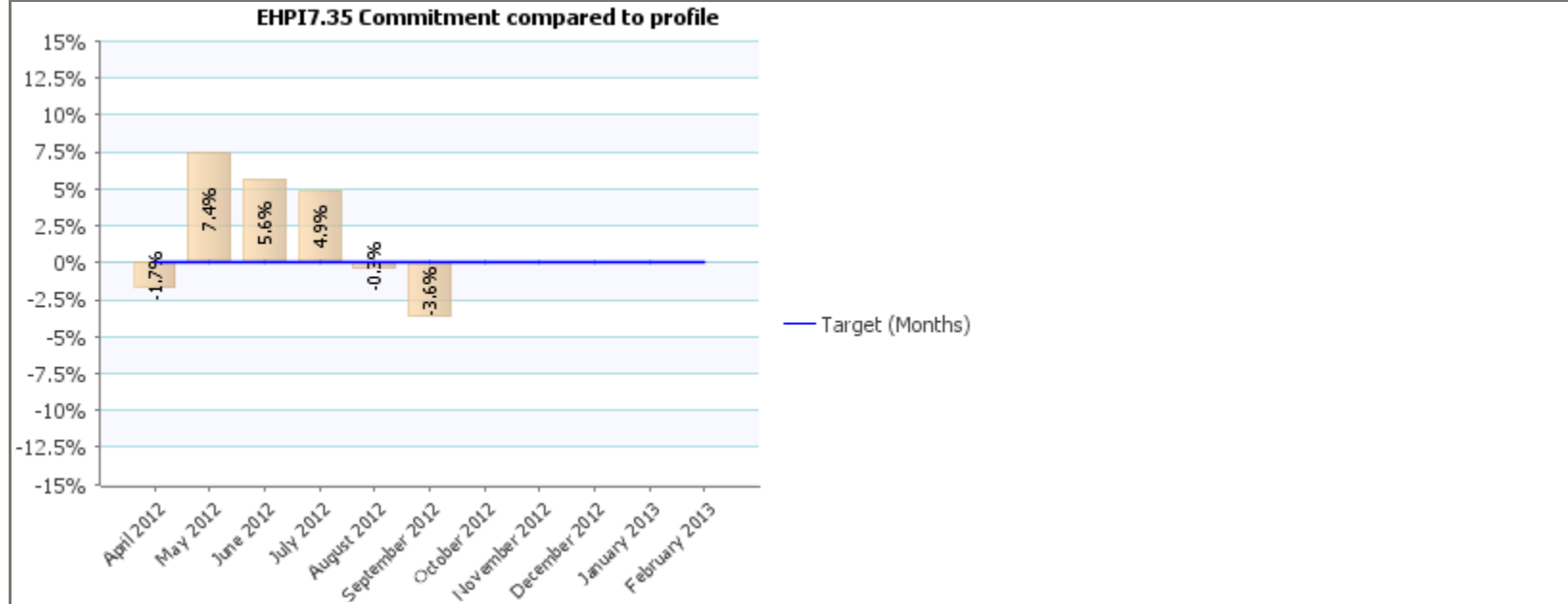


Traffic Light Red
Description Prosperity

Business Support Service



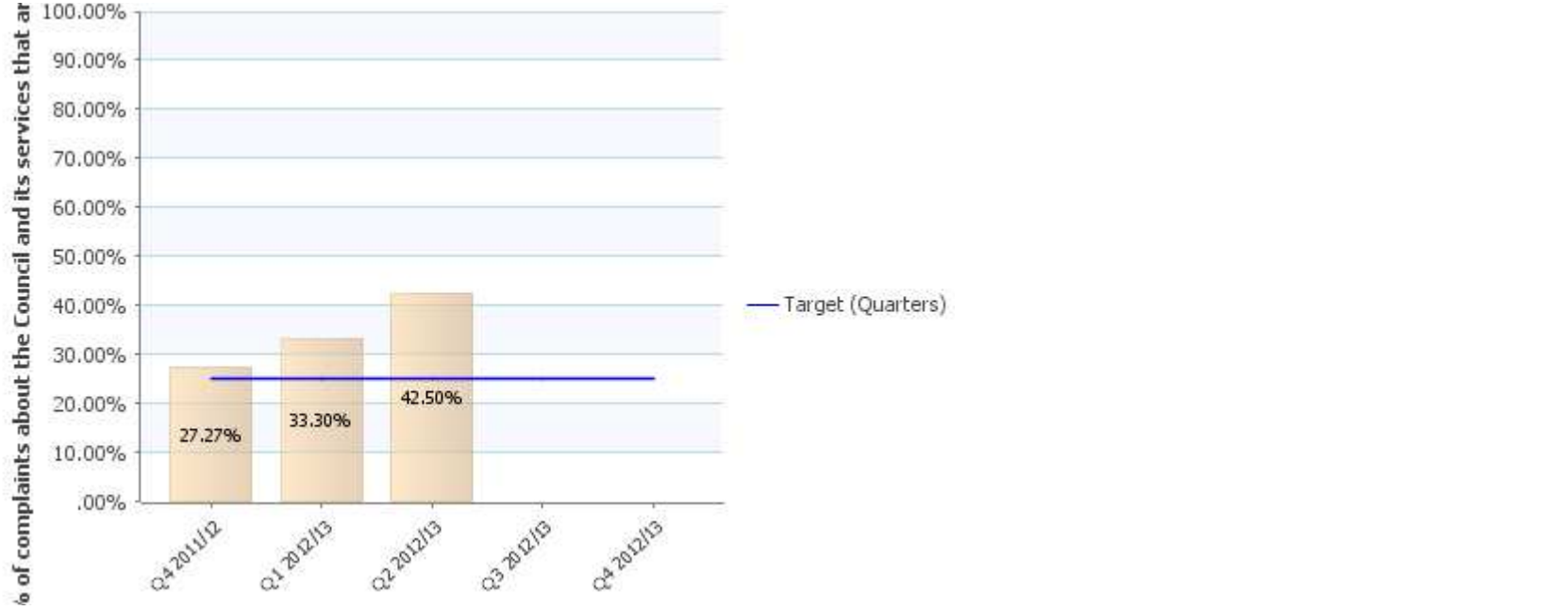

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP17.35	Commitment compared to profile		-3.6%	0%		September 2012. Commitment £240,966 against profile £250,000 being 3.6% below profile. The commitment for the month of September 12 is a little below the anticipated profile regarding Repairs & Maintenance and General Annual Maintenance Agreements. However, it is expected that commitment will come into line with profile over the coming months.	None

Trend Chart



Performance Gauge

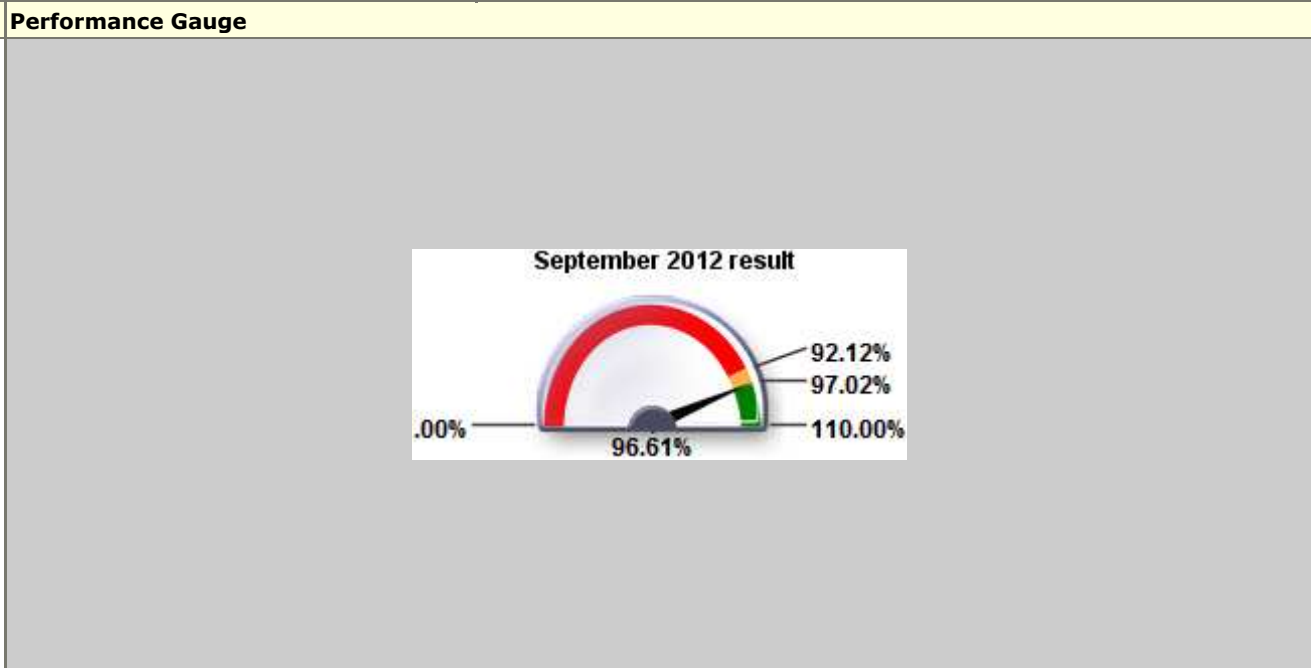
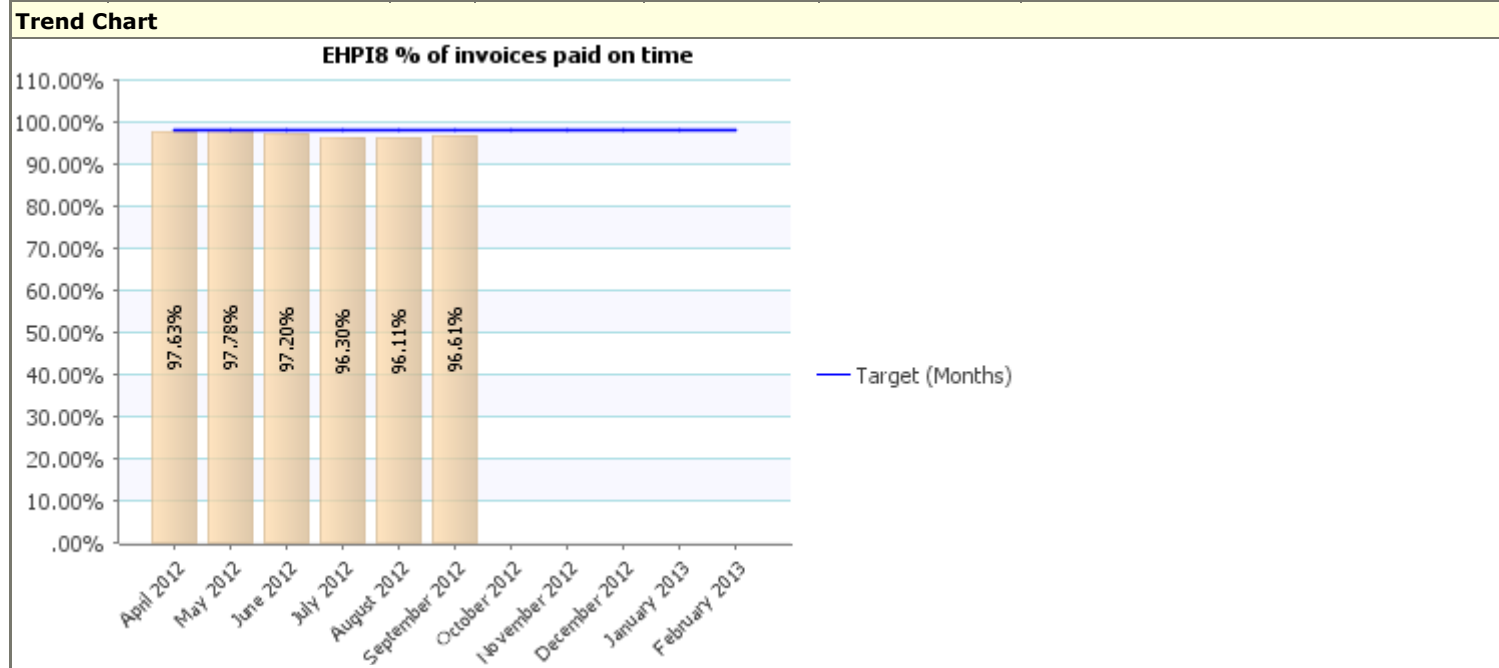


Customer Services																															
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.																								
EHP15.2a	% of complaints about the Council and its services that are upheld: 1st stage		42.50%	25.00%		Oct 12/Quarter 2 - 17 cases were upheld out of 40 dealt with in this quarter. A slight rise on previous quarters. These were mainly in the Customer & Community Directorate which is largely public facing - parking, customer services and waste.	None																								
Trend Chart						Performance Gauge																									
 <table border="1"> <caption>Trend Chart Data</caption> <thead> <tr> <th>Quarter</th> <th>% of complaints upheld</th> </tr> </thead> <tbody> <tr> <td>Q4 2011/12</td> <td>27.27%</td> </tr> <tr> <td>Q1 2012/13</td> <td>33.30%</td> </tr> <tr> <td>Q2 2012/13</td> <td>42.50%</td> </tr> <tr> <td>Q3 2012/13</td> <td>-</td> </tr> <tr> <td>Q4 2012/13</td> <td>-</td> </tr> </tbody> </table>						Quarter	% of complaints upheld	Q4 2011/12	27.27%	Q1 2012/13	33.30%	Q2 2012/13	42.50%	Q3 2012/13	-	Q4 2012/13	-	 <table border="1"> <caption>Performance Gauge Data</caption> <thead> <tr> <th>Scale Marking</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>0.00%</td> <td>0.00%</td> </tr> <tr> <td>25.25%</td> <td>25.25%</td> </tr> <tr> <td>26.50%</td> <td>26.50%</td> </tr> <tr> <td>42.50%</td> <td>42.50%</td> </tr> <tr> <td>100.00%</td> <td>100.00%</td> </tr> </tbody> </table>		Scale Marking	Value	0.00%	0.00%	25.25%	25.25%	26.50%	26.50%	42.50%	42.50%	100.00%	100.00%
Quarter	% of complaints upheld																														
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Scale Marking	Value																														
0.00%	0.00%																														
25.25%	25.25%																														
26.50%	26.50%																														
42.50%	42.50%																														
100.00%	100.00%																														

Traffic Light Amber
Description Prosperity

Financial Support Services

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP18	% of invoices paid on time		96.61%	98.00%		The number of invoices paid on time is slightly better than last month but is still below target.	None

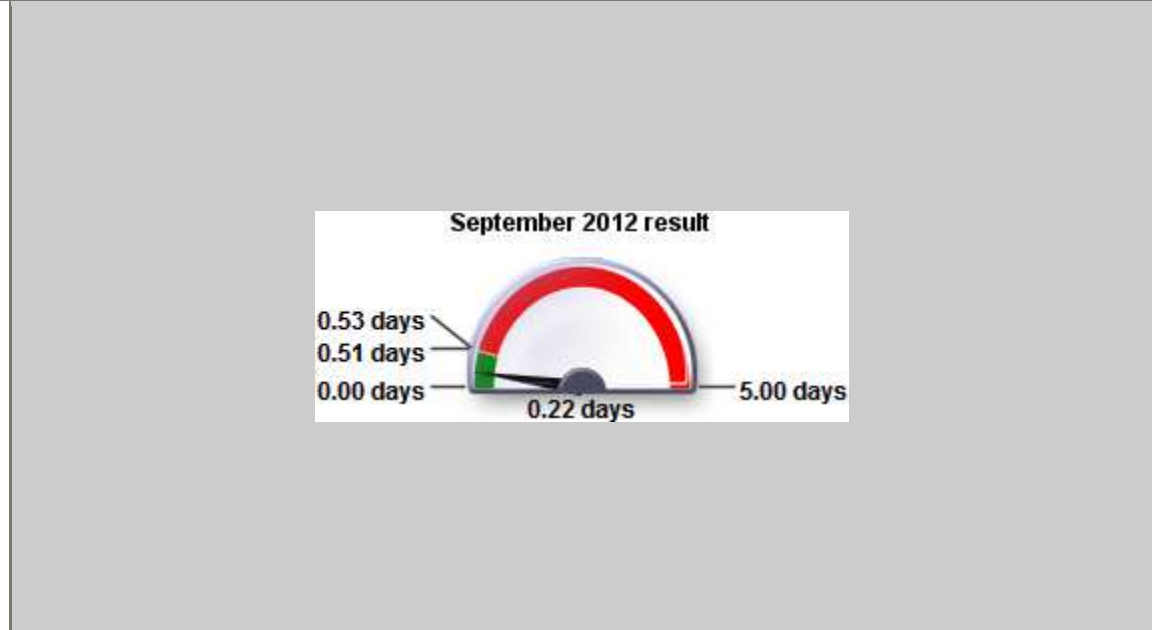
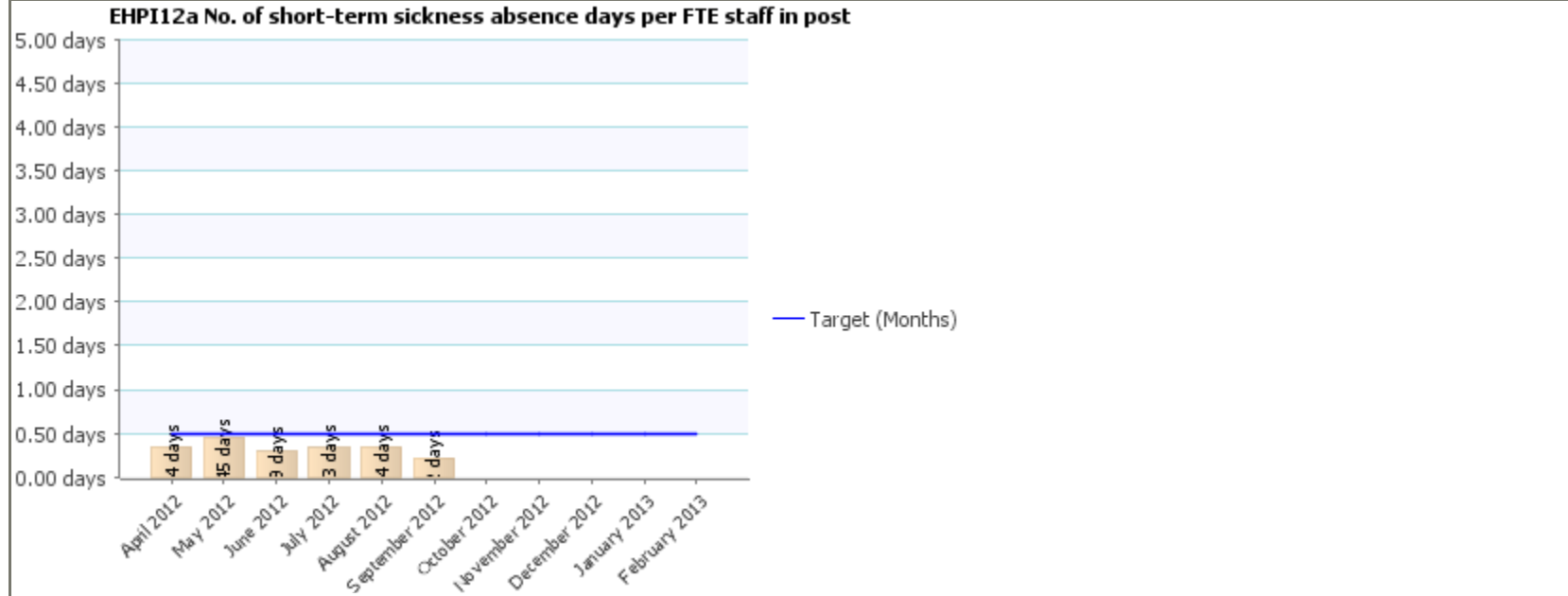


Traffic Light Green
Description Fit for purpose, services fit for you; Prosperity

People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP112a	No. of short-term sickness absence days per FTE staff in post		0.22 days	0.50 days		Short Term absence for the year so far = 1.99 days (target = 2.50)	None

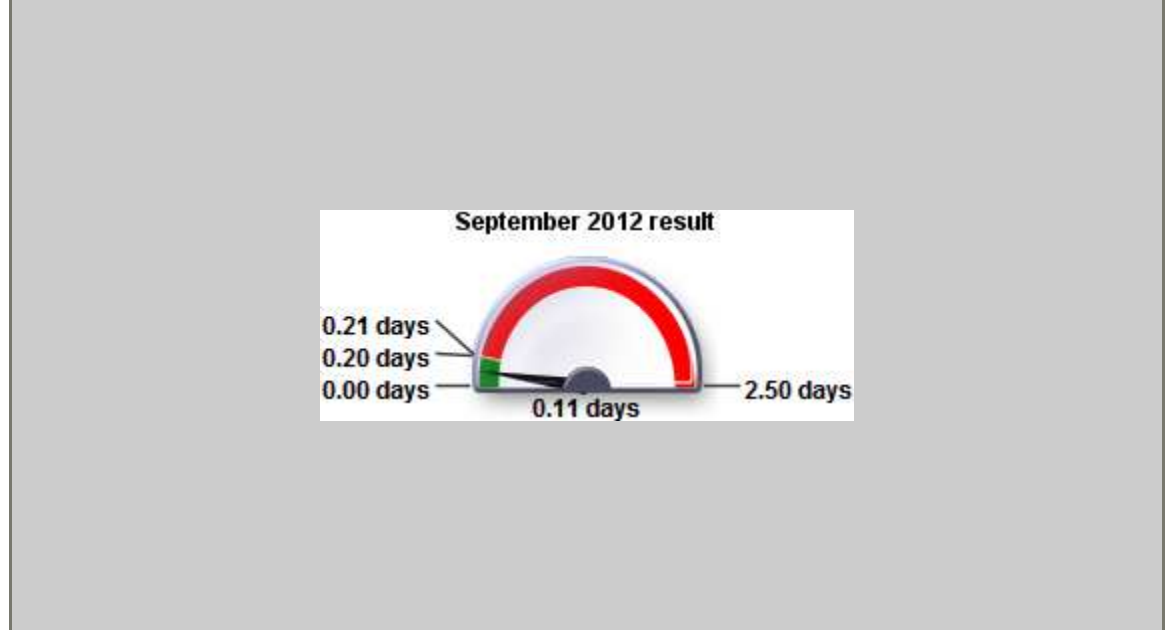
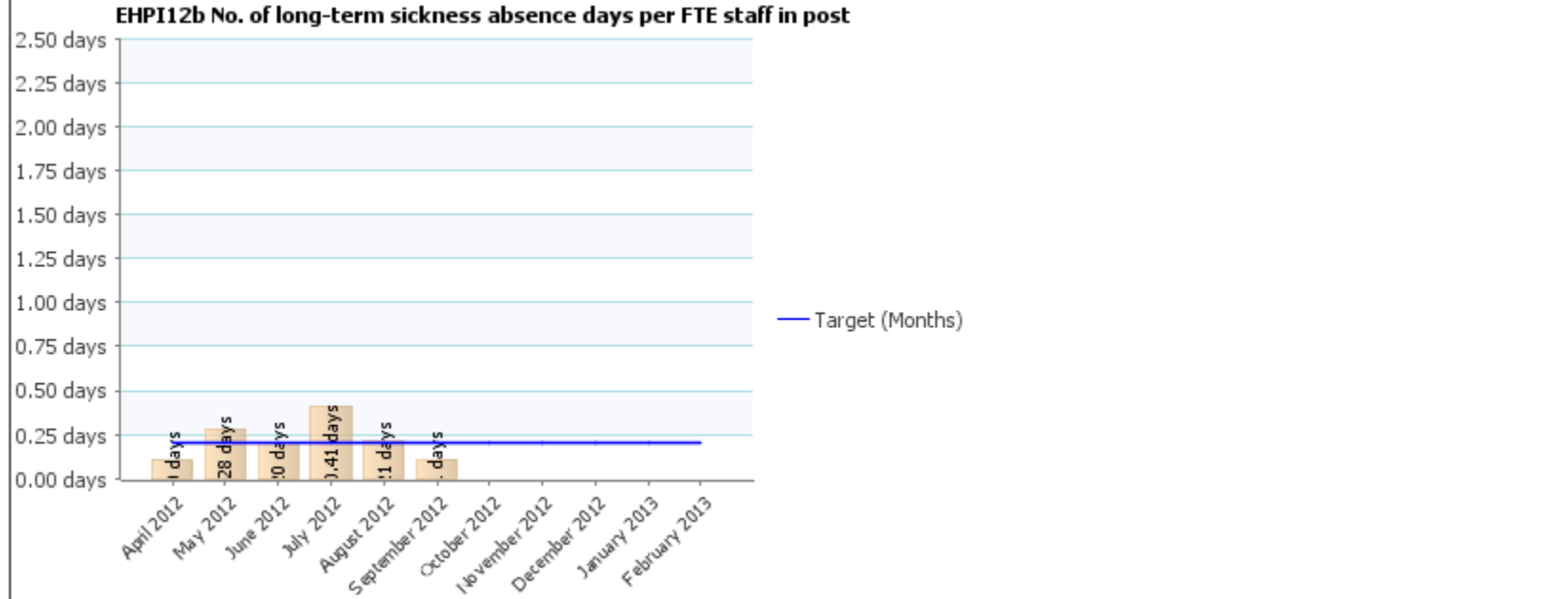
Trend Chart **Performance Gauge**



People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP112b	No. of long-term sickness absence days per FTE staff in post		0.11 days	0.20 days		Long Term absence for the year so far = 1.33 days (Target 1.25) The number of ongoing long term sickness cases has now reduced & it is still hoped to be back on target by the end of the year.	None

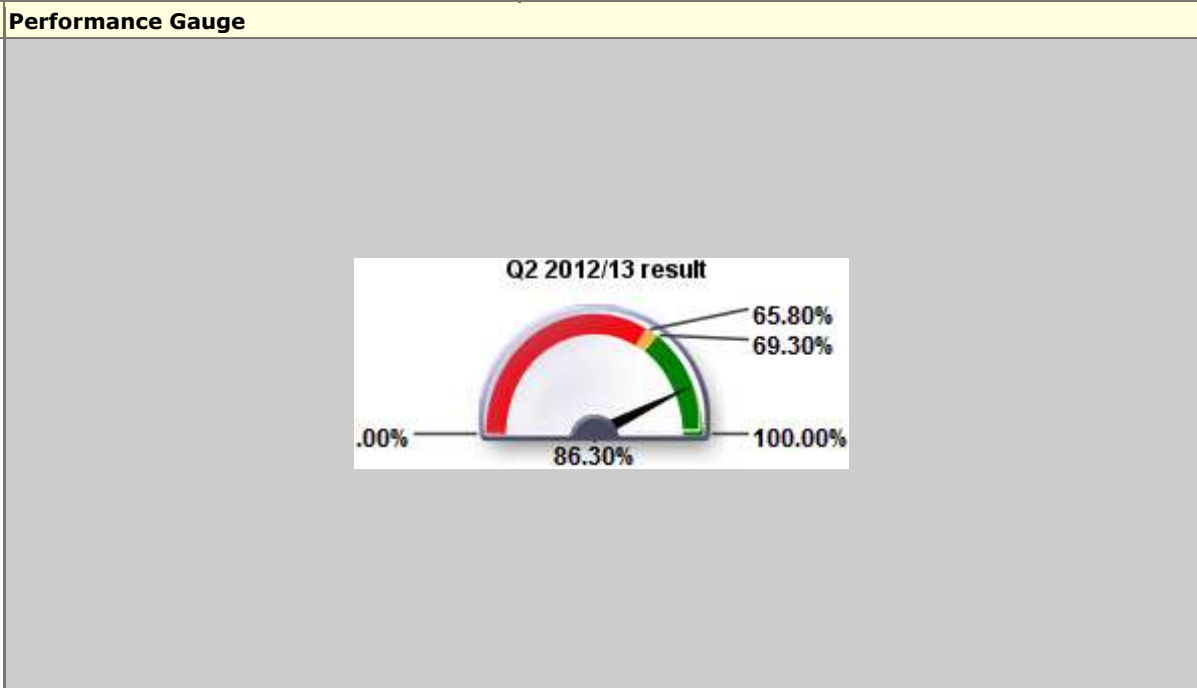
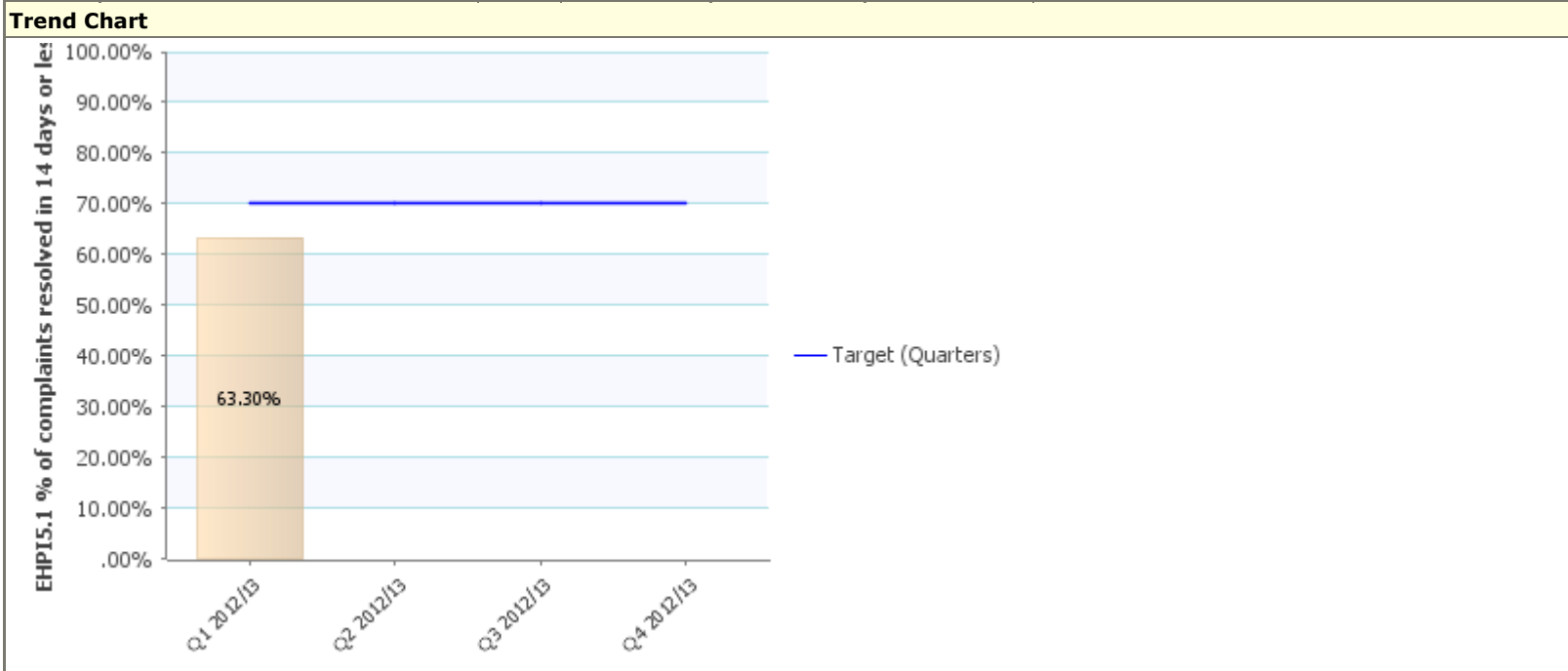
Trend Chart **Performance Gauge**



Traffic Light Green
Description Prosperity

Customer Services

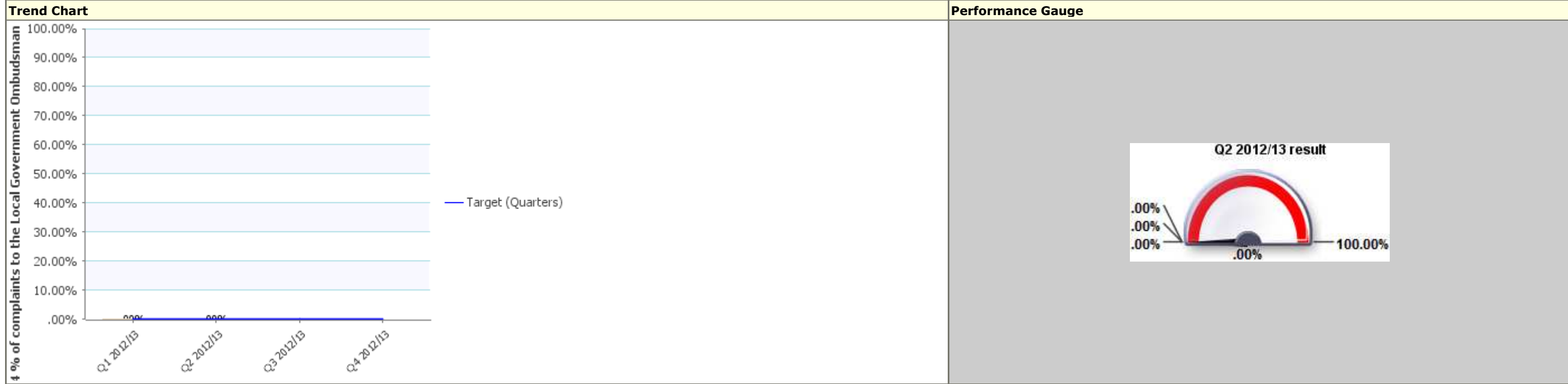
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP15.1	% of complaints resolved in 14 days or less.		86.30%	70.00%		Oct 12/Quarter 2 2012 - Improvement in performance this quarter. 44 complaints handled with 38 dealt with within 10 working days.	None



Customer Services							
PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP15.2b	% of complaints about the Council and its services that are upheld: 2nd stage - appeal		.00%	25.00%		Oct 12/Quarter 2 - Within target. 4 cases dealt with in this quarter but none were upheld.	None
Trend Chart						Performance Gauge	
<p>complaints about the Council and its services that are upheld</p> <p>Target (Quarters)</p>						<p>Q2 2012/13 result</p> <p>26.50%</p> <p>25.25%</p> <p>.00%</p> <p>.00%</p> <p>100.00%</p>	

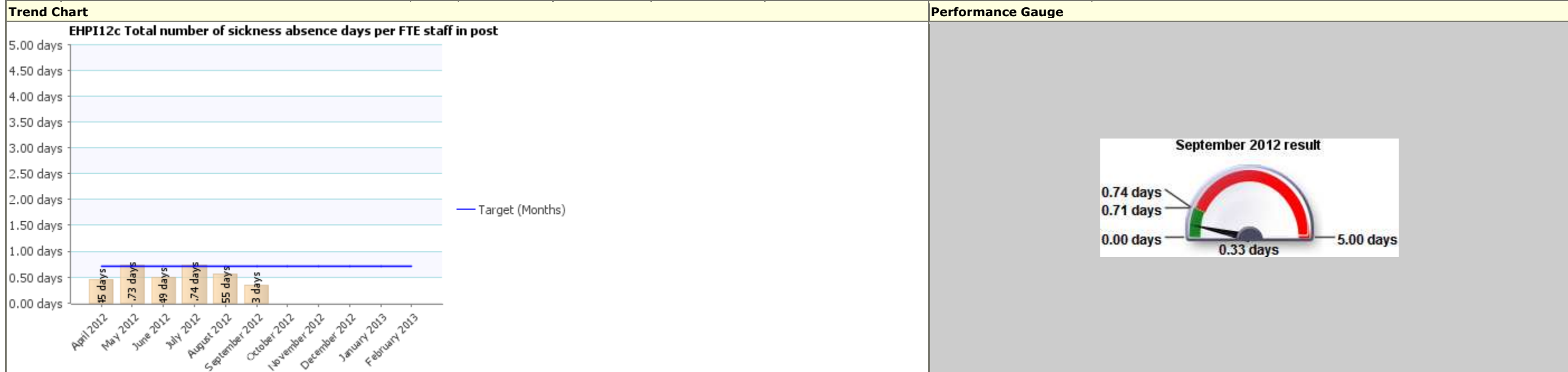
Customer Services












PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP15.4	% of complaints to the Local Government Ombudsman that are upheld	✓	.00%	.00%	▬	Oct 12/Quarter 2 - LGO reviewed 6 cases within the quarter but decided to discontinue their investigations on 2 of them and not to initiate an investigation on the remainder.	None



People Services & Organisational Development

PI code	Short Name	Status	Current Value	Current target	Short term trend	Notes	Recommendations made during last Scrutiny meeting on 21 August 2012.
EHP112c	Total number of sickness absence days per FTE staff in post	✓	0.33 days	0.70 days	↑	Total absence for the year so far = 3.32 (target = 3.75)	None



PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

SALARIES/AGENCY/APPOINTMENT OF STAFF

Essential Reference Paper 'C'

	Estimate	Profile to 30.09.12	Actual to 30.09.12	Variance to Profile	Projected outturn	Projected Outturn Variance to Estimate
	£	£	£	£	£	£
Executive/ Corp Support	198,800	99,400	42,709	-56,691	87,450	-111,350
Internal Services	5,052,120	2,526,060	2,667,861	141,801	5,112,010	59,890
Neighbourhood Services	3,805,200	1,901,550	1,877,456	-24,094	3,762,050	-43,150
Customer and Community	2,747,960	1,378,480	1,401,805	23,325	2,796,950	48,990
Summary	11,804,080	5,905,490	5,989,831	84,341	11,758,460	-45,620
Additional NI contributions	25,000	12,500	0	-12,500	0	-25,000
TOTAL	11,829,080	5,917,990	5,989,831	71,841	11,758,460	-70,620

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Exp. To 30/09/12

Essential Reference Paper 'D'

SUMMARY	2012/13	2012/13	2012/13	2012/13	2012/13
	Original Estimate	Revised Estimate	Total to Date	Projected Spend	Variance between Proj Spend and Approved Estimate
	£	£	£	£	£
People - focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable	3,003,400	2,975,780	1,523,129	2,866,430	(109,350)
Place - focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean	824,600	952,160	298,596	952,540	380
Prosperity - focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities	1,000,150	1,785,090	682,594	1,756,720	(28,370)
TOTAL	4,828,150	5,713,030	2,504,319	5,575,690	(137,340)
RE-PROFILING POTENTIAL SLIPPAGE (71264/7501)	(250,000)	(250,000)		(250,000)	0
	4,578,150	5,463,030	2,504,319	5,325,690	(137,340)
Reconciliation of Original to Revised Estimate					
Other Amendments	434,400				
Slippage from 2011/12	450,480				
	5,463,030				

PEOPLE

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£		
Various	Hartham	52,000	58,630	6,399	58,630	0	
Various	Grange Paddocks	87,000	87,000	0	87,000	0	Specification stage
Various	Fanshawe	20,000	106,080	84,012	108,300	2,220	Small overspend offset by similar underspend at Leventhorpe. Works 90% completed for Air Handling. Specification stage for pool filters.
72348	Leventhorpe Replacement Gym Equipment	29,000	29,000	0	26,780	(2,220)	Proposed spend November. See above comment.
72347	Ward Freman External Repairs & Decorations	10,000	10,000	6,137	10,000	0	Works 75% completed.
72596	Hillcrest Hostel Fire Alarm	15,000	15,000	14,739	15,000	0	Order placed. Works in progress.
72597	Hillcrest Hostel Fire Escape Upgrade	15,000	15,000	12,961	15,000	0	Works 80% completed.
72599	Scotts Grotto Renovation	10,000	10,000	238	10,000	0	Specification stage

PEOPLE

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
Various	Private Sector Improvement Grants	820,000	820,000	148,260	720,000	(100,000)	The breakdown of projected spend of £720k is:- Commitment for DFG i.e. unpaid approved grants, at this stage has further reduced to just £96k, the current case list is around half normal levels & the referral rate from HCC Occupational Therapists is also around half 2010 levels. However, HCC advise the demand for OT assessments is increasing as is their waiting list & that as their new HCC/SERCO structure beds in & they deal with the backlog that built up during this transition period, we should see a marked increase. It was expected that all the £560k predicted for spend on mandatory DFG will be needed.
Various	Private Sector Improvement Grants contd.						However, the referral rate has still not picked up. We currently have 30 grants still to be approved, but with an average of £7k per grant, this potential spend in addition to commitment and spend so far totals £421,100. If referrals increase too late in year, there will be slippage which will be needed in 2013/14. In addition up to £60k of the combined improvement grant budget is usually available for Discretionary DFG (DDFG), however only 1 big scheme has been identified at this stage requiring DDFG input & one other potential DDFG. This element of the budget is often needed to meet demand for Mandatory DFG which is expected to increase. The Decent Home Grants budget was reduced in 2011/12 to £120k reflecting need to reduce capital spend, reduced demand & to allow resource to be focused on mandatory DFG. This reduction should be continued into current year. Projected spend of £100k would allow a safety net for vulnerable households & potential to transfer to a loan scheme if developed.

PEOPLE

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£	£	
72604	Energy Grants	20,000	20,000	0	15,000	(5,000)	The HEEP (Herts Essex Energy Partnership) scheme replaced this budget in the previous 2 years. Although HEEP is now closing, energy suppliers are still offering good deals for insulation, so council energy grants are not currently being promoted. Reducing this budget to £15k would allow emergency response if needed for boilers for up to 3 vulnerable households.
72685	Social Housing Schemes	700,000	318,000	0	318,000	0	
72607	Local Authority Mortgage Scheme (Note 1)	1,000,000	1,000,000	1,000,000	1,000,000	0	
71201	Capital Salaries	25,400	25,400	0	25,400	0	
72442	Community Capital Grants	100,000	198,600	53,118	198,600	0	20 of the 40 individual grants that were unpaid approved grants in 11/12 have now been paid. It is anticipated that another 7 will be paid by end of calendar year. 8 individual grants have been awarded in 12/13 so far, totalling £59,186. No claims have been received yet. A second funding round for rural areas has been announced - deadline 15 Oct. It is expected that all the budget will be needed.
72578	Drill Hall	100,000	200,000	195,645	195,650	(4,350)	Completed.

PEOPLE

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
72545	Presdales - Replace Pavilion	0	9,400	0	9,400	0	Scheme completed. Remaining budget to be spent on further works needed on pavilion & car park.
72582	LSP Capital Grants	0	53,670	1,620	53,670	0	
TOTAL		3,003,400	2,975,780	1,523,129	2,866,430	(109,350)	

Reconciliation of Original to Revised Estimate

Other Amendments

Slippage from 2011/12

(27,620)2,975,780

Expenditure on Joint Use Pools 40% funding sought from HCC/schools as appropriate

Note 1. This funding will be returned as a capital receipt at the end of the guarantee period.

CAPITAL MONITORING 2012/13

PLACE

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£	£	
Various	Hertford Theatre	90,000	216,750	112,643	206,750	(10,000)	Budget now not needed for Ventilation Imp to Café Kitchen as air conditioning has been installed. Virement requested.
74106	Heart of B/S - Market Improvement Scheme	0	46,300	533	46,300	0	
72592	New Stall Covers for Hertford & Ware Markets	0	2,200	1,425	1,430	(770)	Completed.
71272	Castle Gardens Bungalow - Replace Roof Covering	7,500	7,500	0	17,500	10,000	See above comment on 72595.
74102	Historic Building Grants	51,800	52,660	20,783	52,660	0	
Various	Refuse Collection & Recycling	139,000	142,450	122,562	143,600	1,150	Forecast outturn on Wheeled Bin & Recycling currently £102,000. However, no further spend in 12/13 on ARC for communal properties. Underspend may be used to cover forecast additional expenditure on wheeled bin & box replacement if required.
72504	Provision of Play Equipment	50,000	50,000	0	50,000	0	Spend profiled for second half of 2012/13.
72506	Art in Parks Project (Note 1)	5,000	5,000	0	5,000	0	Currently investigating sources of external funding to extend the value of this project.
72585	The Bourne, Ware - Play Area Development Programme	40,000	0	0	0	0	Project will slip to 2013/14 as sources of external funding not yet identified

CAPITAL MONITORING 2012/13

PLACE

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
72580	Vantors Sawbridgeworth-Play Area Development	0	0	0	0	0	Final payment due at the end of Retention period in September 2012.
72507	Pishiobury Park Wetland Habitat Project (Note 2)	20,000	20,000	0	20,000	0	Currently developing plans for a boardwalk at Pishiobury Park for completion by the end of the March 2013.
72583	Improvements to Works at Southern Country Park	0	0	0	0	0	Final payment due at the end of Retention period at the end of August 2012.
72584	Sacombe Road, Hertford - Play Area Development Programme	0	10,000	0	10,000	0	Awaiting completion of the S106 element of the project by the developer, expected by the end of August, before proceeding with the EHC phase. Also seeking external funding sources.
72508	Hartham Common - Parks Development Plan Project (Note 3)	25,000	0	0	0	0	Project will slip to 2013/14 as staff resources undertaking other priorities.
75168	Energy Efficiency & Carbon Reduction Measures (Note 4)	45,000	45,000	0	45,000	0	
72591	Castle Weir Micro Hydro Scheme	219,000	219,000	5,650	219,000	0	Currently progressing Floor Risk Assessment for submission to the Environment Agency in late August. Planning Application to be submitted in August following pre-application consultation.
74105	Town Centre Environmental Enhancements	132,300	135,300	35,000	135,300	0	

PLACE

Essential Reference Paper 'D'

Page 84

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£	£	
TOTAL		824,600	952,160	298,596	952,540	380	

Reconciliation of Original to Revised
Estimate

Other Amendments

(15,000)

Slippage from 2011/12

142,560

952,160

Note 1. Provision to attract external funding.

Note 2. This project will require match funding to maximise the potential of this project and this sum reflects provision for this.

Note 3. Development of this site will require significant external investment and this sum represents provision to support bids for external funding.

Note 4. Relates to provision for energy efficiency measures following C3W. This is subject to bids for grant funding.

CAPITAL MONITORING 2012/13

PROSPERITY

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
71374	Network, Servers & Storage Upgrade	30,000	10,000	0	10,000	0	Slip £20k into 13/14 as dependant on shared services decision.
71370	Development Control EDM	0	4,500	0	4,500	0	Awaiting sign off from users. To be paid end of November 2012
71377	BACS	0	2,500	0	2,500	0	Awaiting migration of EH Revs and Bens before implementing BACS project. Starting January 2013.
71379	Authentication	31,000	31,000	0	31,000	0	Awaiting implementation of Capita upgrades. Likely to slip.
71388	GIS	0	5,470	0	5,470	0	Awaiting invoice from HCC.
71389	Small Systems	0	0	0	0	0	
71395	EDM - Corporate	18,000	28,070	0	28,070	0	£10k for additional 25 licences for Revs and Bens EDM. £4k for additional scanner, remainder possible slippage.
71408	Housing Benefits System	0	0	5,216	31,300	31,300	Relates to 'Risk & reward' payment to Capita.
71409	Locata	0	14,280	(5,300)	14,280	0	Complete. Invoice to be paid.
71413	New Telephone System	0	0	0	0	0	
71414	Hardware Funding	90,000	57,180	37,615	57,180	0	Slip £30k into 13/14 as dependant on shared services decision.

PROSPERITY

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12				2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend		
		£	£	£	£	£	
71415	Applications	55,000	78,850	36,764	78,850	0	£28,050 to be spent on the purchase of new software to meet requirements for the taking of card payments (agreed at IT Steering Group 2.8.12)
71416	Merging systems - Licensing & Env Health	0	15,000	0	15,000	0	Original contract on Lalpac contract still running, therefore, software will be purchased once this has run out. Software viewed 25.9.12 at South Cambs. Initial thoughts from officers are that the M3 system can cope but may be too unwieldy. Visit to Epping being arranged to confirm/deny whether this software is a practical replacement.
71418	Mayrise Upgrade	30,000	30,000	0	30,000	0	Going live 5 November 2012.
71419	IT support regarding above scheme	20,000	20,000	0	20,000	0	
71420	Integrated DC & BC Systems	60,000	60,000	0	60,000	0	Tender document being compiled.
71421	IT support regarding above scheme	20,000	20,000	0	20,000	0	
71422	Shared Services Infrastructure Integration	50,000	50,000	0	50,000	0	
71423	Replacement Condensers to Server Room	20,000	20,000	9,671	20,000	0	Works completed awaiting invoice.
71362	Capital Salaries	107,000	107,000	0	107,000	0	

CAPITAL MONITORING 2012/13

PROSPERITY

Essential Reference Paper 'D'

Exp. To 30/09/12

Exp Code	2012/13 Approved Schemes	2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	COMMENTS
		£	£	£	£	£	
75241	Gascoyne Way MSCP - Major Refurb. & Repairs	0	4,580	1,544	4,580	0	Final a/c stage.
Various	Bircherley Green MSCP	0	390,800	256,166	390,900	100	Final a/c being prepared. Slippage will be necessary as retention will need to be paid next year.
Various	Other Car Parks	240,250	438,470	290,857	378,020	(60,450)	
71267	Upgrade Pedestrian Route Grange Paddocks to Causeway	0	21,800	10,582	21,800	0	90% completed, retention still to be paid
71270	Wallfields Upgrade Car Park Lighting	10,000	10,000	0	10,000	0	Specification stage
71273	Wallfields Fire Alarm Upgrade to Old Building	20,000	20,000	3,916	20,000	0	Order placed.
72598	Cricketfield Lane - Resurface Footpath & Retainment Works	75,000	75,000	0	75,000	0	Works may now be included in the proposed health centre development - to be reviewed
72590	Vantorts Open Space - Resurface Footpaths	0	2,230	0	2,230	0	90% complete, further works still to be carried out
71262	Elizabeth Road Shops - Renew Water Main	0	7,200	0	7,200	0	Works completed, paving works may be carried out.
71203	Replacement Chairs & Desks	10,000	15,670	8,521	15,670	0	Various items of furniture still need to be replaced.

PROSPERITY

Essential Reference Paper 'D'

Exp Code	2012/13 Approved Schemes	Exp. To 30/09/12					COMMENTS
		2012/13 Original Estimate	2012/13 Revised Estimate	2012/13 Total to Date	2012/13 Projected Spend	2012/13 Variance between Proj Spend and Approved Estimate	
		£	£	£	£	£	
71268	Stevenage BC Shared Service, Furniture & Equipment	0	0	681	680	680	To be financed from Stevenage B.C.
75160	River & Watercourse Structures	47,500	67,090	21,361	67,090	0	Inspections on EH bridges in the district (24 number) are now complete. Structural/ remedial/maintenance works have been prioritised and are ongoing. Work on the feasibility Study/Surface Water Management Plan (SWMP) continues.
75157	Footbridge over River Stort	0	94,500	3,480	94,500	0	Outstanding dispute with contractor still unresolved.
72568	North Drive - reconstruct road & drainage	0	17,500	1,520	17,500	0	
71266	Capital Salaries	53,600	53,600	0	53,600	0	
71251	Automated Telling Machines at Hertford & B/S	12,800	12,800	0	12,800	0	Project on track for implementation by Q4
TOTAL		1,000,150	1,785,090	682,594	1,756,720	(28,370)	
Reconciliation of Original to Revised Estimate							
Other Amendments		449,400					
Slippage from 2011/12		335,540					
		<u>1,785,090</u>					

ESSENTIAL REFERENCE PAPER 'E'

SUMMARY OF PREVIOUSLY REPORTED VARIANCES ON THE REVENUE BUDGET

		Projected Outturn 31 March 2012 £'000	
1.1	April	0	
	May	100	Favourable
	June-July	331	Favourable
	August	333	Favourable

ITEM (in order of Corporate Priority)		MONTH(S) REPORTED
People		
1.2	TURNOVER Salary budgets are constantly monitored and <u>Essential Reference Paper 'C'</u> shows the budget is broadly in line with the projected expenditure.	May
1.3	TURNOVER Salary budgets are constantly monitored and <u>Essential Reference Paper 'C'</u> shows a projected small under spend of £4k.	June-July
1.4	REVENUES AND BENEFITS At the Joint Revenues and Benefits Committee on 19 July 2012 it was identified that due to the increased workload and to avoid increasing backlogs of work both councils needed to fund an additional £201k each for agency staff to support the service. As a consequence a Supplementary Revenue estimate from the council of £120k requires approval. The greater than allowed for under spend in 2011/12 permits for this funding to be approved from the general reserve.	June-July

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
1.5 COMMUNITY PLANNING Income of £58,800 was received in 2011/12 for Community Planning Resource Mapping, but the final payment of £11,169 was not made until 2012/13.	June-July
1.6 STANSTED AREA HOUSING PARTNERSHIP Stansted Area Housing Partnership – As part of the process for granting planning permission for the expansion of Stansted Airport, the section 106 agreement provided a sum of money for affordable housing in East Hertfordshire. This sum of money amounts to approximately £358,000. At present a site in Sawbridgeworth is being developed, with section 106 agreement providing for affordable homes. The site meets the location criteria of the Stansted S.106.	June-July
1.7 TURNOVER Salary budgets are constantly monitored and <u>Essential Reference Paper 'C'</u> shows a projected small under spend of £34k.	August
1.8 PEST CONTROL Due to extremely low levels of wasp nest treatments income is anticipated to be down by £16k. This is partly off set by a reduction in external resources, to supplement house resources of £11k. Giving a net £5k projected adverse position.	August
1.9 ANIMAL CONTROL Envirocrime and the Dog Control Officer have been very effective at re-homing stray dogs and keeping kennelling costs to a minimum, despite no reduction in the number of stray dogs. Thus projecting a saving of £6k.	August
Place	
1.10 WASTE CONTRACT Early indications show that the costs of transition to the new waste contract have to date been lower than expected and an under spend of up to £100k is possible.	May

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
<p>1.11 RECYCLING INCOME</p> <p>An under recovery of £59k of recycling income is expected from the sale of recyclable materials collected at the kerbside believed to be due to the economic downturn and the increasing use of electronic communication (reducing the amount of newspapers and magazines consumed).</p>	June-July
<p>1.12 ORGANIC WASTE</p> <p>There is a likely under spend in the contracted costs of organic waste collection of £50k</p>	June-July
<p>1.13 MATERIALS HANDLING</p> <p>An under spend of £7k is expected in the costs of materials handling at the Service Centre.</p>	June-July
<p>1.14 ENVIRONMENT AGENCY</p> <p>The Environment Agency has withdrawn the funding for the land drainage work East Herts carries out on their behalf. This has repercussions for the cost of any similar work that would have been carried out by East Herts under the same terms. A separate report will be considered by Corporate Management Team.</p>	June-July
<p>1.15 BULKY WASTE INCOME</p> <p>Bulky waste income is forecasting a £6k adverse variance believed to be due to the economic climate.</p>	June-July
<p>1.16 RECYCLING BANKS</p> <p>As there are less recycling banks to maintain there is a forecast under spend of £7k.</p>	June-July
<p>1.17 CLINICAL WASTE COLLECTION</p> <p>Clinical Waste Collection income is forecasting additional income of £6k due to additional business in the first part of the year.</p>	June-July
<p>1.18 KERBSIDE DRY RECYCLING</p> <p>The kerbside dry collections budget is likely to be overspent by £18k. £11k is due to indexation on fuel</p>	August

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
being higher than forecasted and £7k is due to property growth, as approximately 1,000 more flats are receiving full recycling services.	
1.19 ALTERNATIVE FINANCIAL MODEL The latest Altrernative Financial Model (waste reduction) income forecast for 2011/12 is £419,000. £16k below the sum accrued.	August
1.20 TRADE WASTE COLLECTION The Trade Waste Collection service is estimating an additional £20k of income due to an increased level of business. This will be partly off set by additional costs of £12k, giving a net £8k favourable position.	August
Prosperity	
1.21 BUILDING CONTROL INCOME If the current trend continues the indications are a short fall of circa £150k in Building Control income. Processes being considered to rectify the situation are to possibly increase fees and potential other sources of income.	June-July
1.22 CAR PARKING PAY AND DISPLAY Car Parking Pay and Display income is predicted to produce a £89,000 favourable variance by year end.	June-July
1.23 CAR PARKING PENALTY CHARGE NOTICE Car Parking Penalty Charge Notice income is under achieving as at the end of July and is likely to show a shortfall of circa £75k. This is due in part to the bedding in of the new enforcement contract and the inability to process Notices to owners due to a new system migration at DVLA.	June-July
1.24 INVESTMENT INCOME Investment funds have been and are continuing to be placed on fixed deposit with U.K. clearing banks to take advantage of the rates being offered. (See report to Council July 2012). Expectations are that the 2012/13 estimated Investment income will be exceeded by circa	June-July

ITEM (in order of Corporate Priority)	MONTH(S) REPORTED
<p data-bbox="293 302 407 338">£350k.</p> <p data-bbox="188 354 516 390">1.25 AUDIT FEES</p> <p data-bbox="293 409 1146 485">A reduction in core audit fees of £20k will result in a favourable variance.</p>	June-July
<p data-bbox="188 506 940 541">1.26 SHARED INTERNAL AUDIT SERVICE</p> <p data-bbox="293 560 1235 768">The Shared Internal Audit Service Board agreed on the 7 December 2011 to increase the daily charge for Audit services from £240/day to £255/day. An increase of 6.25%. The effect of this coupled with a prior year adjustment will have an adverse £17k on the budget.</p>	August

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EAST HERTS COUNCIL

CORPORATE BUSINESS SCRUTINY COMMITTEE – 27 NOVEMBER
2012

REPORT BY CHAIRMAN OF CORPORATE BUSINESS SCRUTINY
COMMITTEE

9. SCRUTINY WORK PROGRAMME

WARD(S) AFFECTED: ALL

Purpose/Summary of Report:

- To review and determine Corporate Business Scrutiny (CBS) Committee's future work programme.

<u>RECOMMENDATION FOR DECISION:</u> That	
(A)	The work programme detailed in this report be agreed.

1.0 Background

- 1.1 Items previously required, identified or suggested for the CBS work programme are set out in **Essential Reference Paper B**.

2.0 Report

- 2.1 An article explaining the role of scrutiny and inviting suggestions from residents was published in the spring 2012 'council tax' edition of LINK magazine. No new topics for scrutiny have been received from the public to date.
- 2.2 Historically, this committee received a bi-annual report on 'Data Sharing Protocol'; this has now been subsumed into the wider brief of 'Information Security'. In order to bring members up to date with changes in this area, the committee is asked to support an agenda item on 'Information Security and Governance – 2013/14 onwards' be added to the work programme for 19 March 2013.

3.0 Implications/Consultations

3.1 Information on any corporate issues and consultation associated with this report can be found within **Essential Reference Paper 'A'**.

Background Papers

None.

Contact Member: Councillor D Andrews – Chairman of Corporate Business Scrutiny Committee.
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Contact Officer: Jeff Hughes – Head of Democratic and Legal Support Services, Extn 2170.
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Report Author: Marian Langley – Scrutiny Officer, Extn: 1612.
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ESSENTIAL REFERENCE PAPER 'A'

IMPLICATIONS/CONSULTATIONS:

<p>Contribution to the Council's Corporate Priorities/ Objectives (delete as appropriate):</p>	<p>People This priority focuses on enhancing the quality of life, health and wellbeing of individuals, families and communities, particularly those who are vulnerable.</p> <p>Place This priority focuses on the standard of the built environment and our neighbourhoods and ensuring our towns and villages are safe and clean.</p> <p>Prosperity This priority focuses on safeguarding and enhancing our unique mix of rural and urban communities, promoting sustainable, economic and social opportunities.</p> <p>Effective use of the scrutiny process contributes to the Council's ability to meet one or more of its corporate objectives:</p>
<p>Consultation:</p>	<p>Potential topics for scrutiny are always invited from members of the public, the Executive and all Members.</p>
<p>Legal:</p>	<p>According to the Council's constitution, the scrutiny committees are responsible for the setting of their own work programme in consultation with the Executive and in doing so they shall take into account wishes of members on that committee who are not members of the largest political group on the Council.</p>
<p>Financial:</p>	<p>Any additional meetings and every task and finish group has resource needs linked to officer support activity and time for officers from the services to make the required input.</p>
<p>Human Resource:</p>	<p>none</p>
<p>Risk Management:</p>	<p>Matters which may benefit from scrutiny may be overlooked. The selection of inappropriate topics for review would risk inefficient use of resources. Where this involved partners, it could risk damaging the reputation of the council and relations with partners.</p>

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**Scrutiny Work Programme
Essential Reference Paper B**

Corporate Business Committee Work Programme (provisional) 2012/13

meeting	date	topic	Contact officer/lead	Next Exec
2012/13 CIVIC	YEAR			
Member Information	Probably on-line again	2013/14 Proposed Service Options covering all committee remits		
6 in 12/13 JOINT	15 Jan 2013 Report deadline 02 Jan	BUDGET <ul style="list-style-type: none"> • Capital Programme 2012/13 (Revised) to 2015/16 • Fees and Charges 2013/14 • Service Estimates - Revenue Budget Probable 2012/13 – Estimates 2013/14 • Consolidated Budget Report: Revenue Budget 2013/14: Medium Term Financial Plan 2013/14 to 2016/17 		5 Feb 2013
7 in 12/13 JOINT	12 Feb 2013 Report deadline	<ul style="list-style-type: none"> • 2013/14 Service Plans • 2012/13 Estimates and targets 		5 Mar 2013

**Scrutiny Work Programme
Essential Reference Paper B**

	30 Jan			
8 in 12/13	19 Mar 2013 Report deadline 06 Mar	<ul style="list-style-type: none"> • Communication strategy action plan – review (inc Engagement) • Information Security and Governance 2013/14 onwards • Healthcheck through to Jan 2013 • Work programme 2013/14 	<ul style="list-style-type: none"> • Head of Service and Comms Team Leader • Head of Service • Lead Officer - Performance • Scrutiny Officer 	4 June 2012
meeting	date	topic	Contact officer/lead	Next Exec
2013/14	Civic Year	EARLY DRAFT		
1 in 13/14	28 May 2013 Report deadline 15 May	<ul style="list-style-type: none"> • 2012/13 Out-turns and Targets • Healthcheck (to March 2013) • Service Plan Oct 2012 – March 2013 monitoring • Work Programme 2013/14 		4 June 2013 2 July 2013
2 in 13/14	09 July 2013 Report deadline 26 June	<ul style="list-style-type: none"> • Annual Governance Statement 2012/13 and action plan 2013/14 • Comments, Compliments and Complaints (3Cs) 2012/13 review • Work programme 	<ul style="list-style-type: none"> • Timing of public consultation might delay this report to Aug 	6 Aug 2013

The four principles of good public scrutiny:

- *provides ‘critical friend’ challenge to executive policy-makers and decision-makers*
- *enables the voice and concerns of the public and its communities*
- *is carried out by ‘independent-minded governors’ who lead and own the scrutiny role*
- *drives improvement in public services*

Corporate Business Scrutiny	<ol style="list-style-type: none"> 1. To develop policy options and to review and scrutinise the policies of the Council relating to Communications, Corporate Performance and Risk Management, Local Strategic Partnership, Customer Service, Finance, Information and Communications Technology, Democratic Services, Member Support, Facilities Management, Asset Management, Legal, Revenues and Procurement. 2. To consider the budget setting proposals and strategies of the Council. 3. To make recommendations to the Executive on matters within the remit of the Committee. 4. To take evidence from interested groups and individuals and make recommendations to the Executive and Council for policy change on matters within the remit of the Committee 5. To consider issues referred by the Executive, including modifications to the Constitution, or members of the Committee and where the views of outsiders may contribute, take evidence and report to the Executive and Council on matters within the remit of the Committee. 6. To consider any item referred to the Committee by any Member of the Council who is not a member of this Committee and decide whether that item should be pursued on matters within
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the remit of the Committee.

7. To appoint annually Standing Panels as may be determined, which shall be given a brief to consider a specified service area relating to matters within the remit of the Committee and report back to the Committee on a regular basis as determined by the Committee.

8. To consider any item in the Forward Plan, within the remit of the Committee, to be considered by the Executive (except items of urgent business) before the item is considered by the Executive if requested by the Chairman of the Scrutiny Committee. The relevant report to the Executive will be made available to the scrutiny committee.

9. To consider matters referred to the Committee by the Executive/Portfolio Holder on matters within the remit of the Committee and refer the matter to the Executive following consideration of the matter.