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Our ref: LP/OSCTTEE
Date: 28 June 2010

NOTICE OF MEETING

OVERVIEW AND SCRUTINY COMMITTEE

DATE: TUESDAY 6 JULY 2010

TIME: 7.30PM

PLACE: COUNCIL CHAMBER, COUNCIL OFFICES, KNOWLE GREEN, STAINES

TO: ALL MEMBERS OF THE OVERVIEW AND SCRUTINY COMMITTEE

Miss M.M. Bain
Mrs E.M. Bell
Ms P.A, Broom
S.E.W. Budd
K. Chouhan

A.P. Hirst
H.R. Jaffer
D.L. McShane
Mrs I. Napper
Mrs C.E. Nichols

L.E. Nichols
Mrs M.W. Rough
S.J. Rough
Jack D. Pinkerton
G.F. Trussler

EMERGENCY PROCEDURE

In the event of an emergency the building must be evacuated. All Members and Officers should assemble on the green adjacent to Broome Lodge. Members of the public present should accompany the Officers to this point and remain there until the Senior Officer present has accounted for all persons known to be on the premises.

THE LIFT MUST NOT BE USED

If you would like a copy of this agenda or the attached reports in a larger print please contact Liz Phillis (01784) 446276 or Email l.phillis@spelthorne.gov.uk

IMPORTANT PUBLIC NOTICE

MOBILE TECHNOLOGY – ACCEPTABLE USE

Use of mobile technology (e.g. mobile telephones, Blackberries, XDA's etc.) at this Committee can:

- Interfere with the Public Address [PA] and Induction Loop systems;
- Distract other people at the meeting;
- Interrupt presentations and debates;
- Mean that you miss a key part of a decision taken.

PLEASE:

Either switch off your mobile telephone, Blackberry, XDA etc. **OR** switch off its wireless/transmitter connection and sound for the duration of the meeting.

THANK YOU FOR YOUR CO-OPERATION IN THIS MATTER

A G E N D A

| Timing | | Agenda item | Lead |
|--------|----|--|---|
| 7.30pm | 1. | ELECTION OF CHAIRMAN To elect a Chairman for the Municipal Year 2010/2011 | |
| | 2. | APOLOGIES To receive any apologies for non attendance | Chairman |
| | 3. | APPOINTMENT OF VICE-CHAIRMAN To appoint a Vice-Chairman for the Municipal Year 2010/2011 | Chairman |
| 7.40pm | 4. | OVERVIEW AND SCRUTINY COMMITTEE REMIT A briefing paper on legislation recently introduced involving overview and scrutiny committees is attached. Page no 6 - 23 To consider the attached report on a suggested remit for the committee Page Nos. 24 - 28 | Chairman, Vice Chairman and Brian Harris Assistant Chief Executive |
| 8.15pm | 5. | MEETING ARRANGEMENTS In accordance with the Overview and Scrutiny Procedure Rule 4.1, to agree the start time and meeting venues for the committee meetings for this Municipal Year. Currently the meetings start at 7.30pm and are held in the Council Chamber. The Committee is scheduled to meet on 9 September and 2 November 2010 but it is requested that these dates are amended and for the committee meetings to take place on 14 September and 9 November 2010. The dates in the calendar of meetings for 2011 are: 1 February and 5 April 2011 | Chairman |
| | 6. | DISCLOSURES OF INTERESTS To receive any disclosure of interests from members in accordance with the Overview and Scrutiny Procedure Rules. | Chairman |
| | 7. | MINUTES Page Nos 29 - 36 To receive the minutes of the previous scrutiny committees as follows: (a) Performance Management and Review Committee meeting held on 2 March 2010 (Copy attached) | Chairman |

| | | | |
|--------|------------|---|---|
| | | <p>(b) Improvement and Development Committee meeting held on 24 March 2010 (copy attached)</p> <p><i>I would remind members that you are only able to take part in receiving the minutes of the meeting if at the time you were a member of that committee.</i></p> <p><i>If any member of the committee has any issues arising from the minutes of the meeting that they wish to raise at the meeting please inform Brian Harris the Assistant Chief Executive 24 hours in advance of the meeting.</i></p> | |
| | 8. | <p>MATTERS ARISING FROM THE MINUTES</p> <p>To consider any matter arising from the Minutes of the Performance Management and Review Committee meeting held on 2 March and the minutes of the Improvement and Development Committee meeting held on 24 March 2010</p> | Chairman |
| | 9. | <p>CALL IN OF CABINET DECISIONS</p> <p>No decisions have been called in for review.</p> | Chairman |
| | 10. | <p>OUTCOME OF ANY REPORTS/RECOMMENDATIONS TO THE CABINET</p> <p>To note that the Cabinet at its meeting on 24 March 2010 agreed the recommendation from the Improvement and Development Committee on an option appraisal on the provision of Asset Management Services at Spelthorne.</p> | Chairman |
| 8.25pm | 11. | <p>HOUSING AND INDEPENDENT LIVING SERVICES</p> <p>Page Nos 37 - 57</p> <p>To discuss the attached papers on the performance of the Housing and Independent Living Services Team together with information on progress made with Choice Based Lettings.</p> <p>Karen Sinclair and Deborah Ashman the joint Heads of Housing and Independent Living will be in attendance to present the papers and answer questions.</p> | <p>Karen Sinclair and Deborah Ashman</p> <p>Joint Heads of Housing and Independent Living</p> |
| 8.55pm | 12. | <p>ICT SERVICE IMPROVEMENTS BRIEFING PAPER</p> <p>Page Nos. 58 – 63</p> <p>To consider the attached briefing paper on the ICT service improvements since the last task group meeting and to consider re establishing the Task Group to take the work forward.</p> | <p>Councillor Mrs M. Rough</p> <p>Terry Collier Chief Financial Officer</p> |
| 9.10pm | 13. | <p>REVENUE OUTTURN REPORT 2009 – 2010</p> <p>Page Nos. 64 – 87</p> <p>To consider the attached report of the Chief Financial Officer</p> | Terry Collier Chief Financial Officer |

| | | | |
|----------|------------|--|---|
| 9.35pm | 14. | CAPITAL OUTTURN REPORT 2009 – 2010 Page Nos. 88 - 96 To consider the attached report of the Chief Financial Officer | Terry Collier Chief financial Officer |
| 9.55pm | 15. | CABINET FORWARD PLAN Page Nos 97 – 99 A Copy of the latest Forward Plan is attached for consideration <i>If any members of the committee have any issues contained in the Cabinet Forward Plan they wish to look at please inform Brian Harris, the Assistant Chief Executive 24 hours in advance of the meeting with reasons for the request.</i> | Brian Harris Assistant Chief Executive |
| 10.05 pm | 16. | WORK PROGRAMME 2010/11 Page Nos 100 - 101 A draft work programme is attached | Chairman |
| 10.15pm | 17. | PERFORMANCE INFORMATION – KEY PERFORMANCE INDICATORS Page Nos 102 - 105 This is the second year of the new national indicators. The attached table shows the figures for the 4 th quarter performance. Should any Members have any question on any of the attached performance indicators please contact Brian Harris, Assistant Chief Executive on 01784 446249, email b.harris@spelthorne.gov.uk or Lee O’Neil on 01784 446377, email l.oneil@spelthorne.gov.uk before the meeting and we will endeavour to have a full explanation provided to the meeting. | Brian Harris Assistant Chief Executive |
| 10.20pm | 18. | ANY OTHER BUSINESS If any member wishes to raise an issue at the meeting could you please notify Brian Harris, Assistant Chief Executive on 01784 446249 or email b.harris@spelthorne.gov.uk 24 hours prior to the meeting otherwise the request may not be accepted | Brian Harris Assistant Chief Executive |

OVERVIEW AND SCRUTINY COMMITTEE

Briefing paper on legislation introduced involving overview and scrutiny committees

1. BACKGROUND

- 1.1 Over the last year the Cabinet and Council have considered legislation that have implications on overview and scrutiny arrangements and how such committees operate. The main Acts involved are:
- (a) Local Government Act 2000
 - (b) The Police and Justice Act 2006.
 - (c) The Local Government and Public Involvement in Health Act 2007
 - (d) Crime and Disorder (Overview and Scrutiny) Regulations 2009
 - (e) Local Democracy, Economic Development and Construction Act 2009

2. KEY ISSUES

To assist in understanding the new processes a brief outline of the new areas of responsibility given to the Overview and Scrutiny Committee are set out below.

3. Councillors Call for Action

- 3.1 The Cabinet at its meeting on 27 October 2009 and Council at its meeting held on 17 December 2009 made provision for 'Councillor Call for Action' pursuant to Section 21A of the Local Government Act 2000. This allows ward councillors to call for debate and discussion at scrutiny committees a topic of concern within their ward. The powers are limited and various procedures need to be followed a draft protocol is [attached](#) together the [forms](#) previously agreed by Council. The matter should only be submitted to the committee as a last resort and the councillor concerned would need to obtain approval from the Chairman of the Overview and Scrutiny Committee together with lead and supporting scrutiny officers.
- 3.2 It was also agreed that the procedures be reviewed after one year's operation and at that time to also consider the option to delegate powers to councillors under section 236 of the Local Government and Public Involvement in Health Act 2007.

4. Collaborative scrutiny working between local authorities in Surrey

- 4.1 Proposals are being look at to develop a framework for collaborative scrutiny working between local authorities in Surrey. The aim of the framework is intended to enhance existing arrangements for overview and scrutiny by providing a context for possible future joint scrutiny activity. This could include participating in a specific review which affects several or all boroughs within Surrey, for example one officer could research an issue on behalf of several boroughs - areas that could benefit from this working arrangement could be partnerships and crime and disorder.

4.2 Section 123 of the Act allows the Secretary of State to make regulations enabling a county council in a two tier area to establish a joint overview and scrutiny committee with one or more district councils in the area.

5. Petitions and e petitions

5.1 These provisions (sections 10-22 inclusive) aim to make local decision making more transparent and require local authorities to respond to petitions which meet certain criteria. Section 11 requires local authorities to make a scheme for handling valid petitions and Section 10 requires authority to make e-petition facilities available. Where petitions are deemed to be valid then there is a requirement to acknowledge the petition within a specified period and to take certain steps (so long as the petition is not vexatious, abusive or otherwise inappropriate). Valid petitions must also relate to a "relevant matter", i.e. functions of the authority or an improvement in the economic, social or environmental wellbeing of the authority's area to which any of its partner authorities could contribute.

5.2 The petition scheme needs to include how the authority will deal with petitions, e.g. holding a public meeting; undertaking research; agreeing to the request in the petition; holding an inquiry; referring it to Overview and Scrutiny or somewhere else. The scheme also needs to identify whether the petition is one which requires debate or requires an Officer to be called to account, in which case certain additional steps must be taken.

5.3 At its meeting on 8 June 2010 Cabinet recommended to Council to approve the adoption and implementation of a petitions scheme and an electronic petitions facility as required under the Local Democratic, Economic Development and Construction Act 2009. The recommendations will be considered at the Council meeting taking place on 22 July 2010.

6. Crime and Disorder

6.1 Section 19 of the Police and Justice Act 2006 (effective from 1 April 2009) requires all district councils to have a crime and disorder committee, with power to review or scrutinise decisions and actions taken by responsible authorities in connection with their crime and disorder functions, and to make reports or recommendations about those functions. This Council has decided that the Overview and Scrutiny Committee would also act as the crime and disorder scrutiny committee.

6.2 Please see **attached** a [questions and answers paper](#) and to note that it had been agreed by Council that the scrutiny committee develop its Crime and Disorder Scrutiny Rules of Procedure in association with the Crime and Disorder Reduction Partnership. To assist the process [an example is attached](#) for consideration.

6.3 The Monitoring Officer has ensured that the appropriate provisions are contained in the Constitution and the committee will act in a similar fashion whether its sitting as the crime and disorder scrutiny committee or as the overview and scrutiny committee but members may wish to note that the main difference for the crime and disorder committee are

- (a) The committee may include co optees who are employees, officers or members of the council or another responsible or cooperating body designated under the crime and disorder act. This will include the Police,

the local probation board and other relevant bodies. Co optees will not automatically have a voting right but the committee can decide that they are entitled to vote.

- (b) The committee is also empowered to require information from such bodies about the discharge of crime and disorder functions.
- (c) The council can co opt other individual but these co optees will not be entitled to vote.
- (d) The committee must meet at least once every twelve months

7. RECOMMENDATION

7.1 The Overview and Scrutiny committee is requested to:

- (a) note the information;
- (b) to consider whether or not to adopt the draft protocol for Councillors Call for Action; and
- (c) that the draft Crime and Disorder Scrutiny Procedure Rules be referred to the Spelthorne's Safer, Stronger Partnership for comments in accordance with the decision made by council.

Contact: Brian Harris - Assistant Chief Executive - 01784 446249
Liz Phillis – Senior Committee Administrator - 01784 446276

A COUNCILLOR'S GUIDE TO COUNCILLOR CALL FOR ACTION

1. General

- 1.1 The Councillor Call for Action (CCfA) was established under the Local Government and Public Involvement in Health Act 2007 and extends the power of overview and scrutiny by enabling any member of the council to refer a local government matter to the overview and scrutiny committee including local crime and disorder matters.
- 1.2 However, the expectation will be on the Ward Councillor to have tried to resolve an issue using all available mechanisms prior to referring the matter to the Overview and Scrutiny Committee. When a matter is referred to the Overview and Scrutiny Committee it will be up to the Chairman in consultation with the scrutiny officers as to whether the matter is progressed and taken forward.
- 1.3 The follow guide outlines what constitutes a Councillor Call for Action what does not and a process for dealing with a (CCfA). This protocol also relates to crime and disorder matters.
- 1.4 To support this protocol a checklist and CCfA request form is **attached**.

2. WHAT MATTERS CAN BE RAISED UNDER (CCfA)

- 2.1 The focus of the (CCfA) is on neighbourhood or locality issues and specifically the quality of public service provision at a local level.
- 2.2 A Councillor Call for Action must relate to:
 - (a) The discharge of a function of Spelthorne Borough Council
 - (b) Have a direct affect on the ward for which the Councillor is responsible
- 2.3 A Councillor Call for Action should relate to:
 - (a) A matter of genuine local community concern
 - (b) A persistent problem which has not been resolved
 - (c) The quality of public service provision
 - (d) A neighbourhood or locality issues.

3. WHAT MATTERS CANNOT BE RAISED UNDER (CCfA)

- 3.1 A Councillor Call for Action should not relate to:
 - (a) An individual complaint for which established complaints procedures should be followed.
 - (b) The questioning of decisions taken but not yet implemented by the Council for which the 'call in' arranged should be followed.
 - (c) The questioning and scrutinising of wider policy issues which should be addressed as part of the scrutiny work programme;
 - (d) Quasi judicial decisions such as Planning and Licensing and other council areas of responsibility (Council Tax and housing benefit complaints/ queries) that have their own statutory appeal process.
 - (e) Any matter which is vexatious, discriminatory or not reasonable to be included in the agenda for, or to be discussed at, a meeting of the overview and scrutiny committee

4. Receiving and recording Councillors Call for Action

- 4.1 It is important that Councillor Call for Action requests are monitored and properly recorded. Therefore a CCfA request form should be completed and returned to the scrutiny support officer in committee services. The request form should include:
- (a) The name of the councillor and ward they represent
 - (b) The reasons why the issue should be looked at by the Overview and Scrutiny Committee
 - (c) A brief synopsis of what the main areas of concern are
 - (d) What evidence do you have in support of the CCfA
 - (e) What you have done to try and resolve the issue prior to submitting the request
 - (f) To your knowledge to confirm whether the CCfA is currently the subject of any legal action or is being processed via a formal complaints process
 - (g) Whether there are any deadlines associated with the CCfA of which the Overview and Scrutiny Committee needs to be aware?
- 4.2 The completed request form should be sent to the scrutiny support officer in committee services. The Officer will log the request and discuss the matter with the Overview and Scrutiny Chairman who will review the request, confirm whether or not it meets the guidelines for CCfA requests and if it does include the item on the next available Overview and Scrutiny Committee agenda.
- 4.3 The Councillor will be informed of whether or not their request has been successful, with an explanation of the reasons why.
- 4.4 Reasons why a Chairman may not accept the CCfA for committee consideration could be:
- (a) Insufficient information has been provided
 - (b) More could be done to resolve the issue at a local level
 - (c) The matter has recently been examined by the Overview and Scrutiny Committee
 - (d) The matter comes under those issues excluded from the process See paragraph 3 above what matter cannot be raised via CCfA
- 4.5 If the CCfA is accepted the relevant Cabinet Member, Officers and /or partners will be notified.
- 4.6 If the request is a crime and disorder related matter then the responsible partners must be notified. (Safer Stronger Partnership)

5. OVERVIEW AND SCRUTINY COMMITTEE MEETING ARRANGEMENTS

- 5.1 The Chairman together with the support officer will determine if a special meeting is required, if not then the CCfA will be dealt with at the next available meeting of the committee.
- 5.2 The Chairman in consultation with the ward member and support officers consider arrangements for the meeting in particular :
- (a) Whether witnesses need to be invited

- (b) Notifying and inviting Partners
- (c) Evidence required
- (d) Timescale
- (e) Aims and objectives of the meeting

5.3 Having reviewed the CCfA request the Overview and Scrutiny Committee may:

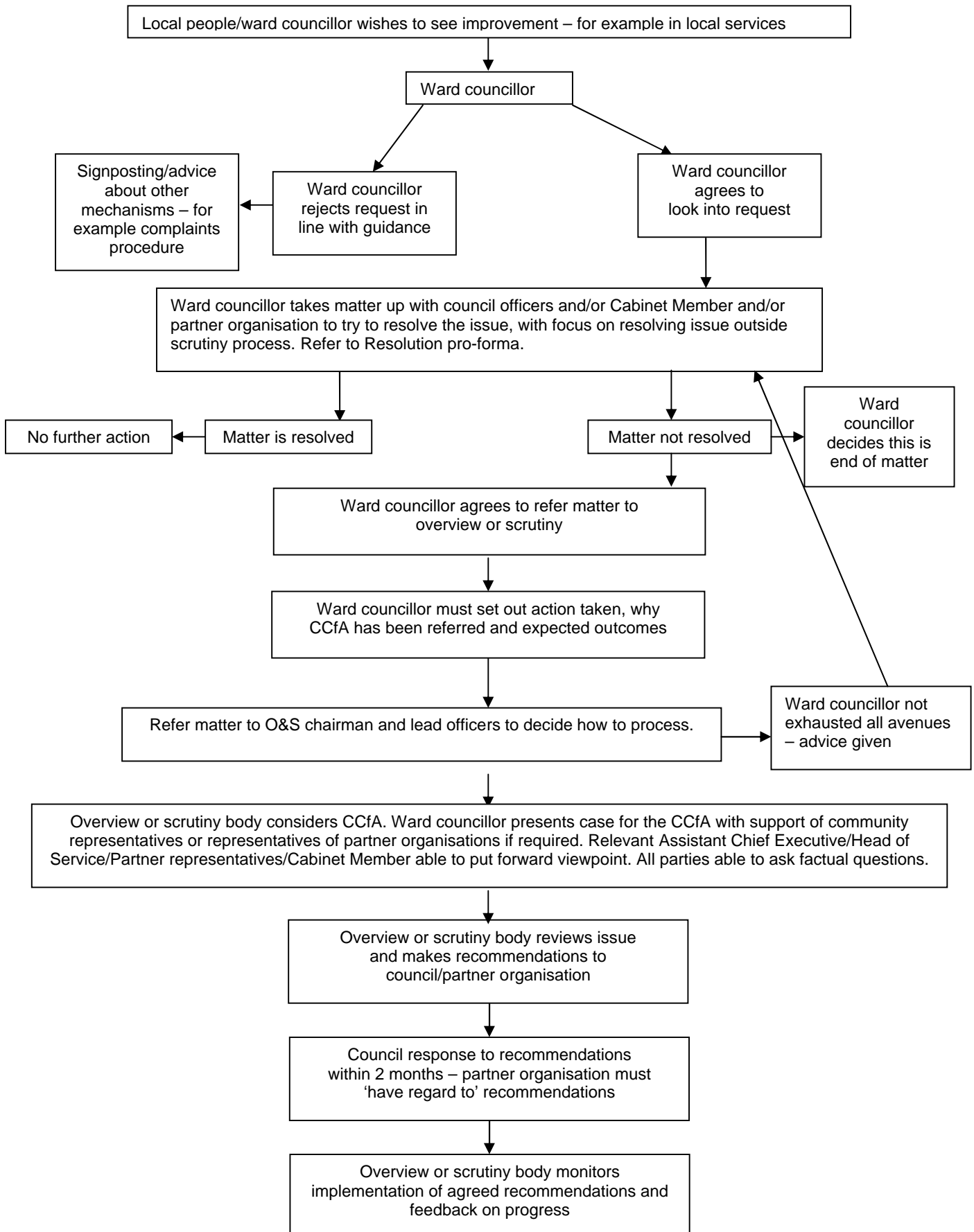
- (a) Request the Cabinet or Partners to consider the matter for reasons put forward by the committee
- (b) Request further information from the Ward councillor
- (c) Set up a task group to carry out an indepth review and report back to the committee
- (d) Decide to take no action

5.4 Any reports and recommendations arising from the committee meeting will be made available to all relevant agencies involved with the CCfA and in relation to crime and disorder matters the reports and recommendation will be sent to the responsible authorities as listed in the Police and Justice Act.

6. LIMITATIONS

6.1 It is not anticipated that there will be extensive use of the CCfA power, as it is a last resort mechanism when usual processes fail. It is also important to recognise that CCfA is not a guarantee to solve a problem but can provide a method for discussing such problems and through discussion trying to overcome the issues.

Proposed procedure for dealing with CCfA



SPELTHORNE BOROUGH COUNCIL

PRO- FORMA

WARD ISSUE RESOLUTION / CCfA

The focus of this document is to demonstrate and ensure that all avenues have been explored in an attempt to resolve a ward problem only and that the CCfA is the last resort in this process.

From: Councillor

Ward: _____

Note – if the issue extends beyond your ward, then the matter should be raised through the normal scrutiny processes and not as a CCfA.

Contact Details

Tel: _____

E-Mail: _____

WARD ISSUE: _____

Please fully explain what the issue is and how it affects your ward

The purpose of “Councillor Call for Action” (CCfA) is to provide resolution where other techniques might not be able to. Consequently, the first step is to try to ascertain whether an issue can be, or has been, resolved through other means.

Councillors may wish to refer to CfPS and I&DeA best practice guidance on CCfA for further information.

Please now fill in the details requested on the form over the page

ACTIONS TO RESOLVE THE ISSUE

Please indicate which of the following actions have been taken and provide details as required.

| Action | Yes / No / N/a please indicate |
|---|-----------------------------------|
| Informal discussions with officers and/or other members Officers/members approached, when and outcome | Y / N / N/a |
| Approach the relevant partnership body/bodies or local group Partners approached and outcome | Y / N / N/a |
| Formal discussions with officers and/or members Date of meeting and outcome | Y / N / N/a |
| Raise the issue at the appropriate Have Your Say event Date of event and outcome | Y / N / N/a |
| Suggest to Lead officer/Chairman that a topic review is placed upon the relevant scrutiny work programme Date scheduled in Committee work programme | Y / N / N/a |
| Topic review debated at Overview and Scrutiny Committee Date of Committee and outcome | Y / N / N/a |
| Write a formal letter to the Cabinet member on behalf of constituents Provide a copy of the letter and response received. | Y / N / N/a |

| | |
|---|-------------|
| | |
| Ask a question at the Overview and Scrutiny Committee Date of Committee and outcome | Y / N / N/a |
| Ask a question under Ward Issues at Council Provide a copy of question and answer and date of Council | Y / N / N/a |
| Submit a Motion to Council Provide a copy of Motion and Resolution and date of Council | Y / N / N/a |
| Hold a Public meeting Date of meeting and outcome | Y / N / N/a |
| Submit a Petition Provide a copy of Petition, resolution and date of Council | Y / N / N/a |
| Submit a Complaint Provide a copy of complaint and response received | Y / N / N/a |
| Raise a Freedom of Information (FOI) request Provide a copy of FOI and response received | Y / N / N/a |
| Communicate with the local MP Provide a copy of communication and response received | Y / N / N/a |
| Start a web or e-mail based campaign Provide details of campaign | Y / N / N/a |

Note: The above list is not exhaustive and members should also look at a range of other solutions to solve the problem.

COUNCILLOR CALL FOR ACTION (CCfA)

Before bringing a CCfA, the Councillor needs to be clear at the outset as to what he or she expects to get out of the process.

What needs to happen as a result of your CCfA, in order for you to feel that the matter has been successfully resolved?

Continue over page as necessary.....

CRIME AND DISORDER SCRUTINY COMMITTEE

DRAFT PROTOCOL

1. General

- 1.1 The Overview and Scrutiny Committee is the Council's designated Crime and Disorder Committee.

2. Role of the Crime and Disorder Scrutiny Committee

The role of the committee is

- a. To act as 'critical friend' of the Spelthorne Safer Stronger partnership, providing it with constructive challenge at a strategic level rather than adversarial fault-finding at an operational level. or
- b. To consider actions undertaken by the responsible authorities on the Safer Stronger partnership;
- c. To consider any local crime and disorder matter referred to it by a member of the council in line with the approved Councillor Call for Action process; and
- d. Make reports or recommendations to the Council and Partners with regard to those functions.

3. Frequency of meetings

- 3.1 The Committee shall meet to consider crime and disorder matters as it considers appropriate, but not less than once in every 12 months. When there is business for both the Crime and Disorder Committee and for the Overview and Scrutiny Committee, the Committee may meet in both roles on the same evening, but will ensure that it only exercises one of these roles at any given time.
- 3.2 A Crime and Disorder Committee meeting may be called on other occasions but be subject to the overview and scrutiny procedure rules for calling extraordinary meetings.

4. Work Programme

- 4.1 The Committee may wish to consider including in its work programme a list of issues which it needs to cover during the year. This should be agreed in consultation with the relevant partners on the Safer, Stronger partnership and reflect local community need.

5. Involvement of the Police Authority

- 5.1 A representative of the Surrey Police Authority be issued with a standing invitation to attend the committee as an expert adviser when crime and disorder matters are being considered. The Police Authority also be given the opportunity to be involved in any task group reviews.

6. Request for information

- 6.1 In response to written requests for information by the committee, the Safer, Stronger Partners or individual partners will be expected to respond within a reasonable time.
- 6.2 Information provided by Partners and co-operating bodies is required to be depersonalised, unless the identification of an individual is necessary or appropriate in order for the Committee to properly exercise its powers. The information should also not include information that would be reasonably likely to prejudice legal proceedings or current or future operations of the responsible authority or co-operating body.
- 6.3 When the committee drafts a report or recommendations which have an impact on community safety issues:
- (a) Copies of the reports and recommendations should be sent to those responsible authorities that are affected by the report or recommendations, or as otherwise appropriate in accordance with section 19 (8) of the Police and Justice Act 2006;
 - (b) The relevant Partner(s) should submit a response within a period of **28 days** from the date the report or recommendations are submitted (or if this is not possible as soon as reasonably possible thereafter); and
 - (c) Following the receipt of the response, the Committee will need to agree with the relevant partner(s) how progress in implementing the recommendations will be monitored.

7. Co-Option

- 7.1 The Committee may recommend to the council the co-option of an employee, officer or member of a responsible authority or of a co-operating person or body of the Spelthorne Safer Stronger Partnership to serve on the committee. The committee will decide whether such a co optee member shall have the right to vote and whether their membership shall be limited to certain issues only. Any co optee shall not be a member of the Cabinet.
- 7.2 The overview and scrutiny procedure rules as set out in the constitution relating to individual non voting co optees also apply.

Note for discussion *When the Committee requests a representative of the Safer Stronger Partnership to attend one of its meetings the Partnership is obliged to send a representative unless reasonable notice has not been given. There is no definition of “reasonable notice” although the guidance suggests this is something that could be clarified as part of a local protocol*

8. Order of business

8.1 Subject to adjustments to suit the practicalities of conducting business at meeting, the Crime and Disorder Committee shall consider business in the following order:

Apologies

Minutes of the last meeting

Disclosures of Interest

Consideration of any matter referred to the Committee under a statutory power

Response to a report or recommendation from the committee

SCRUTINY OF THE SAFER, STRONGER PARTNERSHIP BOARD (Formerly the Crime and Disorder Reduction Partnership)

QUESTION AND ANSWERS

What are Crime and Disorder Reduction Partnerships (CDRPs)?

CDRPs were created by the Crime and Disorder Act 1998 to develop and implement strategies to reduce crime and disorder. They exist to ensure that a number of prescribed 'responsible authorities' work together to jointly agree and deliver community safety priorities. The responsible authorities are:

- The local authority
- The police force
- The police authority
- The fire and rescue authority
- The primary care trust

What are the new Scrutiny Powers?

There are new provisions contained in Sections 19 and 20 of the Police and Justice Act 2006 which give powers to local authorities to scrutinise local CDRPs. The Crime and Disorder (Overview and Scrutiny) Regulations 2009 complement the provisions under section 19. The provisions came into force on 30 April 2009. Under the new arrangements every local authority is required to have in place a Committee with power to review and scrutinise, and make reports and recommendations, regarding the functioning of the responsible authorities. The powers are best summed up in the publication 'Guidance for the Scrutiny of Crime and Disorder matters – England' which includes in its introduction the following:- *"At heart, scrutiny is about accountability. Councillors have a unique place in local decision making, providing a clear line of democratic accountability between decision-making and the people they serve. The new provisions will enable them to bring their unique perspective to bear on how CDRPs are tackling crime and disorder and potentially benefit communities everywhere."* Within the confines of the legislation, it is up to each Council to determine what procedures it will put in place for implementing these new scrutiny powers.

www.crimereduction.homeoffice.gov.uk/regions/regions021guidance.pdf

What Committee structures are required?

The Act and the Regulations do not require the Council to alter existing committee structures. However, there must be a formal place where community safety matters can be discussed.

This Council has decided to have one committee which would act as both the overview and scrutiny committee and the crime and disorder committee

What is the role of the Committee?

The specific terms of reference of the Committee will be to scrutinise the work of the partnership and the partners who comprise it, insofar as their activities relate to the partnership itself.

The guidance indicates that the role of the Committee in whatever form it is applied should be as a 'critical friend' of the community safety partnership, providing it with constructive challenge at a strategic level rather than adversarial fault-finding at an operational level. At a basic level, the role of the Committee is to do the following:-

- To consider Councillor Calls for Action (CCfA) in respect of crime and disorder matters;
- To consider actions undertaken by the responsible authorities on the Safer Stronger partnership; and
- Make reports or recommendations to the local authority with regard to those functions.

If an individual ward councillor is asked to consider a crime and disorder local matter by a resident or someone working in the ward area the councillor must consider the matter.

The crime and disorder committee must consider any local crime and disorder matter referred to it by a councillor. When the committee does so it must provide a copy of the report and recommendations to any authority responsible for crime and disorder strategy in the borough and to any persons and bodies with whom there is a duty to cooperate under the Crime and Disorder Act . All those who receive a copy of the report and recommendations must respond to the crime and disorder committee.

The Committee may wish to consider including in its work programme a list of issues which it needs to cover during the year. This should be agreed in consultation with the relevant partners on the Safer, Stronger Partnership and reflect local community need.

What is the frequency of Committee meetings?

It can meet as often as the committee considers appropriate to review or scrutinise crime and disorder matters but it must meet at least once a year. When there is business for both crime and disorder and other overview and scrutiny matters the committee can meet in both roles on the same evening, (as long as the two roles are not mixed up – possible one meeting following another) but need to ensure that it only exercises one of these roles at any given time. When acting as the crime and disorder scrutiny committee there is greater power to compel attendance and require information

What are the arrangements for Crime and Disorder in two-tier authorities?

The requirements under Section 19 of the Police and Justice Act and the Regulations apply to both county and district councils. Whilst it will be for each local authority to decide how it will implement crime and disorder scrutiny, both tiers will be expected to work together as far as possible to avoid any duplication.

Proposals are being look at to develop a framework for collaborative scrutiny working between local authorities in Surrey. The aim of the framework is intended to enhance existing arrangements for overview and scrutiny by providing a context for possible future joint scrutiny activity. This could include participating in a specific review which affects

several or all boroughs within Surrey for an example one officer could research an issue on behalf of several borough - areas that could benefit from this working arrangement could be partnerships and crime and disorder.

Is Co-option of additional members on the committee permitted?

The regulations allow Crime and Disorder Committees to co-opt additional members to serve on the Committee, e.g. persons who may have a specialism in particular areas and can bring great value and expertise to the Committee's work. A co-opted person's membership may be limited to the exercise of the Committee's powers in relation to a particular matter or type of matter. A co-opted person must be an employee, officer or member of a responsible authority or of a co-operating person or body, but must not be a Cabinet member of the Committee's local authority. The Council can decide whether they should have the right to vote. Care should be taken to clarify the role of the co-optee, who may be expected, as part of the committee to hold his or her own organisation to account. The guidance gives various options as to the involvement of police authorities and for Districts, it is suggested that a member of the police authority should be issued with a standing invitation to attend the committee as an expert adviser.

What are the arrangements for the Committee to request information from a CDRP?

If a Committee makes a request for information (e.g. performance information) to a CDRP, the CDRP is under a duty to respond to that request. Whilst there are no specific timetables laid down in the legislation, the guidance indicates that CDRPs will be expected to respond within a reasonable time, and suggests that the Committee and the Partnership may want to agree specific response times. A Committee seeking information should ensure that its request is well focused and thought through, and should avoid duplication with requests made quite recently, or those made by neighbouring councils which might impact on the same partner organisations.

What is the position relating to information requests and Data Protection?

Information provided by responsible authorities and co-operating bodies is required to be depersonalised, unless the identification of an individual is necessary or appropriate in order for the Committee to properly exercise its powers. The information should also not include information that would be reasonably likely to prejudice legal proceedings or current or future operations of the responsible authority or co-operating body. The guidance indicates that, in practice, it is unlikely that the Committee will need to receive reports relating to specific individuals, or reports where specific individuals are mentioned in respect of crime and disorder matters.

What happens when the Committee makes recommendations?

If a Committee drafts a report or recommendations which have an impact on community safety issues, the following should occur:

- Copies of the reports and recommendations should be sent to those responsible authorities that are affected by the report or recommendations, or as otherwise appropriate in accordance with section 19(8) of the Police and Justice Act 2006;

- The relevant partner (or partners) should submit a response within a period of 28 days from the date the report or recommendations are submitted (or if this is not possible as soon as reasonably possible thereafter); and
- Following the receipt of the response, the Committee will need to agree with the relevant partner(s) how progress in implementing the recommendations will be monitored.

Are CDRP Representatives obliged to attend a Committee meeting when requested?

When the Committee requests a representative of the CDRP to attend one of its meetings the CDRP is obliged to send a representative unless reasonable notice has not been given. There is no definition of “reasonable notice” although the guidance suggests this is something that could be clarified as part of a local protocol.

Establishing Protocols

The Council at its meeting on 17 December 2009 agreed that the overview and scrutiny Committee develop its Crime and Disorder Scrutiny Rules of Procedure in association with the Safer, Stronger Partnership Board.

OVERVIEW AND SCRUTINY COMMITTEE REMIT

Report of the Head of Corporate Governance and Monitoring Officer

REPORT SUMMARY

How does the content of this report improve the quality of life of Borough Residents

Not applicable, but the benefit of the proposal is increased efficiency in the running of the Council business.

Purpose of Report

To recommend to Council the future remit for the newly formed Overview and Scrutiny Committee.

Key Issues

The Council at its meeting on 29 April 2010 agreed that one new Overview and Scrutiny Committee be instituted with the initial remit of:

- a. To act as the Council's Overview and Scrutiny Committee under the Local Government Act 2000;
- b. To take on the responsibilities for Crime and Disorder scrutiny under the Police and Justice Act 2006.

In addition the Council agreed that the Overview and Scrutiny Committee in consultation with the Standards Committee be asked to advise the Council on the future remit of the Overview and Scrutiny Committee.

Financial Implications

None arising from this report.

Corporate Priority

Not applicable

RECOMMENDATION

The Committee is asked to agree a future remit for the Overview and Scrutiny Committee for Council approval

Contact: Michael Graham Head of Corporate Governance 01784 446227

1. BACKGROUND

1.1 For the last seven years, the Council has operated a system of Overview and Scrutiny with two committees. The remit of the Performance Management and Review Committee was to be backward looking with the Improvement and Development Committee being forward looking. A suggested example of a remit for the committee is [attached](#) for consideration

1.2 The Overview and Scrutiny Committee has a number of roles

- monitoring the Council's performance
- supporting the strategic development of policy prepared by the Cabinet
- review of specific services
- reviewing issues of concern to local people
- "Call in" of Cabinet decisions
- monitoring and scrutinising the activities of others
- Considering 'Councillor Calls for Action'.
- Review the work of the Spelthorne Safer Stronger Partnership

2. KEY ISSUES

2.1 The Council is obliged to have at least one Overview and Scrutiny Committee under the Local Government Act 2000, this committee has therefore taken on the responsibilities for the crime and disorder scrutiny under the Police and Justice Act.

3. A key area of the committee's crime and disorder role is to review the work of our Spelthorne Safer Stronger Partnership (action plan and progress made).

3.1 The committee can appoint task groups to support its role. The committee and its task groups support the work of the Cabinet and the Council as a whole. It is able to allow the residents of the borough to have a greater say in council matters by holding public inquiries into matters of local concern. These lead to reports and recommendations advising the Cabinet on the council's policies and service delivery. The committee monitors the decisions of the Cabinet and it can 'call in' a decision made by the Cabinet but not yet implemented, it may also be consulted by the Cabinet or the Council on forthcoming decisions and the development of policy.

4. OPTIONS ANALYSIS

4.1 The aim of reviewing the Overview and Scrutiny Committee remit is to ensure that these are clear, meet the legislative requirements and provide an effective framework for exercising scrutiny in Spelthorne.

4.2 The following statutory terms of reference apply:

- (a) To review/and or scrutinise decisions made, or other action taken, in connection with the discharge of any of the authority's functions.
- (b) To consider any local government matter affecting the area or its inhabitants.
- (c) To make reports and /or recommendations to the council and /or the Cabinet in connection with the discharge of any functions affecting the area or its inhabitants.

- (d) To review, scrutinise, and make reports and recommendations to the Council's partners where those partners' functions relate to a local improvement target.
- (e) Responsible for crime and disorder scrutiny under the Police and Justice Act 2006.
- (f) To exercise the right to call in for reconsideration, decisions made but not yet implemented by the Cabinet.

5. BENEFITS AND SUSTAINABILITY

5.1 The benefits of changing the system is to:

- (a) Improve efficiency in the running of the Council's business by streamlining committee arrangements.
- (b) To concentrate all efforts of overview and scrutiny under one work programme which can bring together all task groups in a co ordinated fashion.
- (c) To improve the effectiveness of the overview and scrutiny function by improving the focus of the committee.

6. FINANCIAL IMPLICATIONS

6.1 Not applicable.

7. LEGAL IMPLICATIONS / OTHER CONSIDERATIONS

7.1 None apparent although it will not be possible to propose changes which compromise the legislative provisions in connection with the overview and scrutiny powers.

8. RISKS AND HOW THEY WILL BE MITIGATED

8.1 None apparent.

9. TIMETABLE FOR IMPLEMENTATION

9.1 The recommendation of the Committee will be reported to the Council Meeting in July 2010

Report Author: Michael Graham Head of Corporate Governance 01784 446227

Background Papers:

OVERVIEW AND SCRUTINY COMMITTEE

DRAFT REMIT

1. General role

- a) To be member led and discharge the function of overview and scrutiny as a critical friend in relation to the development of policies and strategies to meet local needs and in relation to service delivery and performance management..
- b) Review and /or scrutinise decisions made or actions taken in connection with the discharge of any of the Council's functions
- c) Make reports and / or recommendations to the Council and / or the Cabinet in connection with the discharge of any of the functions;
- d) Question members of the Cabinet and / or committees and the Chief Executive, Deputy Chief Executive Assistant Chief Executives or Heads of Service about their views on issues and proposals affecting Spelthorne and on their decisions and performance, whether generally in comparison with service plans and targets over a period of time, or in relation to particular decisions, initiatives or projects.
- e) Consider any matter affecting Spelthorne or its inhabitants; and
- f) Exercise the right to call in for reconsideration, decisions made but not yet implemented by the Cabinet

2 Policy Review and Development

- a) To assist the Council and the Cabinet on policy issues generally including the initiation and development of new policies and strategies (this includes not just the Council's Policies and strategies but those of other bodies which affect the well being of the Spelthorne Community)
- b) To consider and advise the Cabinet and Council on the content of the Corporate Plan
- c) To review, consider and recommend improvements and developments in advance of the decisions of the Cabinet in relation to policy matters.
- d) Conduct research, community and other consultation in the analysis of policy issues and possible options;
- e) Consider and implement mechanisms to encourage and enhance community participation in the development of policy options; and
- f) Liaise with other external organisations operating in Spelthorne, whether national, regional or local, to ensure that the interests of local people are enhanced by collaborative working.

3 Scrutiny and review

- a) To review and monitor the Council's performance management arrangements and draw attention to local residents concerns
- b) To review and monitor the implementation of the Corporate Plan
- c) To review and monitor performance in meeting the Council's annual targets, national and local performance indicators, and quality of life indicators

- d) To review and monitor how and to what effect policies and strategies are being implemented and to make reports and recommendations, including proposals for changes to policies and practices to the Council and the Cabinet (this includes not just the delivery of Council policies and strategies but those of other bodies which affect the well being of the Spelthorne community)
- e) To review and monitor performance acting as a critical friend to the Cabinet regarding the Council's budget framework
- f) To review and monitor any areas that the Committee believes is not performing setting up task groups as required
- g) To review and scrutinise as a critical friend the performance and decisions of the Cabinet in relation to service provision and performance management and to exercise the right of 'call in' of decision in accordance with the provisions of the Constitution.
- h) To review and scrutinise the performance of other public bodies in Spelthorne, in particular they will exercise the Council's newly acquired scrutiny responsibilities arising under the Police and Justice Act 2006 and the 'Councillor Call for Action' provisions under the Local Government and Public Involvement in Health Act 2007 and will invite reports from appropriate public bodies by requesting them to address the committee and local people about their activities and performance; and
- i) Question and gather evidence from any person (with their consent)

MINUTES OF THE PERFORMANCE MANAGEMENT AND REVIEW

COMMITTEE

2 MARCH 2010

Present:

Councillor Ms P.A. Broom (Chairman)
Councillor S.E.W. Budd (Vice-Chairman)

Councillors:

| | | |
|----------------|--------------------|---------------|
| Miss M.M. Bain | L.E. Nichols | M.T. Royer |
| H.E. Jaffer | Mrs J.M. Pinkerton | C.V. Strong |
| Mrs I. Napper | Mrs M.W. Rough | G.F. Trussler |

Apologies: Councillors K. Chouhan, D.L. McShane, Mrs C.E. Nichols and Jack D. Pinkerton.

Cabinet Members in attendance: The Chairman had invited the following Cabinet Members to attend the meeting and take part in the discussions on those items relevant to their Portfolio.

Councillor S. Bhadye Cabinet Member responsible for Independent Living
Councillor C.A. Davis Cabinet Member responsible for Economic Development
Councillor G.E. Forsbrey Cabinet Member responsible for the Environment

55/10 DISCLOSURES OF INTEREST

No disclosures were made.

56/10 MINUTES

The minutes of the meeting held on 1 December 2009 and the minutes of the joint scrutiny committee meeting held on 16 February 2010 were approved as a correct record.

57/10 CALL IN OF CABINET DECISIONS

No Executive decisions had been Called In.

58/10 OUTCOME OF THE JOINT SCRUTINY COMMITTEE'S RECOMMENDATIONS TO THE CABINET

Outline Budget Strategy Task Group

The Committee noted that the Cabinet at a special meeting held on 18 February 2010 considered and amended the recommendations for further investigations.

59/10 ECONOMIC DOWN TURN IN SPELTHORNE –REGULAR BRIEFING PAPERS

The Chairman, Councillor Philippa Broom, had arranged for the Committee to receive a brief update on the work being undertaken to raise awareness of the small Business Rate Relief Scheme.

In support of this the Cabinet Member responsible for Economic Development, Councillor Colin Davis, reported on the work the Spelthorne Business Forum, the Economic Development Partnership and officers were doing to promote the scheme. He confirmed that the Small Business Rate Relief Scheme provides significant advantages for small businesses but that it had been difficult in identifying all such businesses in the borough. Consideration was given to his suggestion that Ward Members be asked to assist in promoting this initiative within their Ward.

RESOLVED:

1. To note the action being taken to raise awareness of the Small Business Rate Relief Scheme; and
2. Information be sent to all councillors outlining how they can be involved in promoting awareness of the Small Business Rate Relief Scheme within their Ward.

60/10 PROVISIONS OF OLDER PERSONS SERVICES

The Cabinet Member responsible for Independent Living, Councillor S. Bhadye, was in attendance at the meeting and took part in the discussion.

The Chairman of the Committee, Councillor Philippa Broom, had arranged for the committee to received presentations on the provision of services for older people from the following representatives:

Liz Borthwick - Spelthorne Borough Council

Caroline Jones - Surrey County Council

Sue Metcalf - Age Concern Spelthorne

Annette and Richard Pointon - CAMEO

Each representative gave a presentation on what their service provides and how they work with the borough in the provision of services for older people.

A copy of the presentations are **attached**.

It was noted from the presentations that the number of people aged over 65 was steadily increasing and those over the age of 85 would almost double over the next five years. The number of people in the borough aged over 65 was in the region of 16,000 and the number of people over 85 was currently in the region of 1,500. As the number of older people increase there was a need for a greater focus on older people living independently and enjoying more active and healthy lifestyles.

PERFORMANCE MANAGEMENT AND REVIEW COMMITTEE,
2 MARCH 2010 - Continued

A round table discussion took place on the key role the council and the other key partners play in addressing the wide ranging, complex and cross-cutting issues highlighted by the projected demographic change facing the borough.

The Committee discussed the emerging strategy of encouraging and enabling older people to increasingly be cared for at home and to receive appropriate support that would enable them to be as independent as possible for as long as possible.

During the discussion it was acknowledged there was a need to examine ways in which the Council and its partners in both the private and voluntary sectors could be more effectively engaged in addressing the issues arising from the demographic change and in providing solution to still further improve the quality of the support available

The overall feeling from the committee was that the provision for older people in the Borough was of a good standard and that the work done was greatly appreciated by users of the services. However it was apparent that the policy implications of an increasingly ageing population would affect a whole range of services but the demographic trends would also have an impact upon a wider range of social and health provisions which would increasingly need to be addressed through even closer joint working with all partners.

To progress the review it was requested that the Chairman of the Improvement and Development Committee consider adding the provision of older people services to the work programme of the committee.

At the conclusion of the discussion the Chairman thanked all witnesses for their valuable contributions and their dedication to the work that they do which helps to contribute positively to the quality of life of the residents of the borough.

61/10 MANAGEMENT OF ORDINARY WATERCOURSES IN SPELTHORNE

The Cabinet member responsible for the Environment, Councillor G.E. Forsbrey, was in attendance and took part in the discussion

The Committee discussed with the Head of Environment Services the report on the management and maintenance responsibilities for watercourses within the borough. The Committee noted that clearance work to the highest priority ditches had been undertaken and that further ditch clearance work was planned for March/April 2010. Discussion continued on the proposed timetable of implementing the recently approved policy on watercourse management agreed by the Cabinet in June 2009 and enforcing riparian ownership responsibilities.

RESOLVED that the report of the Assistant Chief Executive be received.

62/10 REVENUE MONITORING REPORT 2009/201

The Committee discussed with the Chief Accountant the report covering the monitoring position for revenue expenditure and income as at 31 January 2010. The provisional outturn had identified £11.6m had been spent against the year to date budget of £12m

The Chief Accountant responded to numerous questions from members on potential variances that had been highlighted with in the report and the reasons

PERFORMANCE MANAGEMENT AND REVIEW COMMITTEE,
2 MARCH 2010 - Continued

for this. It was noted that the total forecasted variance of net expenditure and investment income was currently estimated to be £226k adverse but that this figure did not include the VAT refund.

RESOLVED that the report of the Chief Finance Officer outlining the current position be noted.

63/10 CAPITAL MONITORING REPORT 2009/2010

The Committee discussed with the Chief Accountant the report covering the current monitoring position for capital expenditure taking account of actual expenditure for the first ten months of the year. The provisional outturn had identified £1,318k had been spent against the revised budget of £2,447k.

The Chief Accountant responded to numerous questions from members of the committee. The committee particularly discussed the request to transfer the remaining balance of the budget for the brown green waste bins of £33k to enable the purchase of wheelie bins in 2009/2010.

It was noted that as part of the preparation for the 2010/11 to 2013/14 capital programme officers had been requested to resubmit all bids included in the current programme. It was noted that it had been anticipated that approximately £1.1m was required to finance the Capital Programme through to 2013/14 .

RESOLVED that:

1. The report of the Chief Finance Officer outlining the current monitoring position be noted;
2. The Cabinet be recommended to approve the transfer of budget (£33k) from brown green waste bins to fund the purchase of additional wheelie bins in 2009/2010; and
3. That the Improvement and Development Committee to receive a presentation on the preparation for the 2010/11 – 2013/14 Capital Programme including the reassessment of future year expenditure and future funding of the programme.

64/10 KEY PERFORMANCE INDICATORS

The Committee discussed with the Assistant Chief Executive the information showing progress in the second year on the new National Performance Indicators. The Committee noted that the data for the waste recycling was provisional and that this could be revised for the year end figures.

RESOLVED to receive the report of the Assistant Chief Executive on Performance.

65/10 COMMITTEE WORK PROGRAMME

The Committee discussed their work programme and noted that the Chairman in consultation with the Lead Officer would continue to review the work programme and identifying issues for future meetings.

RESOLVED that the work programme be approved and the action being taken by the Chairman and Lead Officer be noted.

PERFORMANCE MANAGEMENT AND REVIEW COMMITTEE,
2 MARCH 2010 - Continued

66/10 EXECUTIVE FORWARD PLAN

The Committee received the Executive Forward Plan covering the period up to 31 January 2011.

67/10 ANY OTHER BUSINESS

No additional business was reported.

68/10 CHAIRMAN'S THANKS

As this was the last meeting in the current Municipal Year the Chairman, Councillor Philippa Broom, placed on record her thanks and appreciation to her Vice Chairman, Councillor S.E.W. Budd, Members of the committee and Officers for their support and contribution to the work of the committee.

The Chairman reported that this was the last meeting that Bob Coe, Assistant Chief Executive and Lead Officer to the committee would attend before he retired. Councillor Broom on behalf of the Committee thanked Bob Coe for the support he had given to the work of this committee and his dedication to the Council as a whole. All good wishes were extended to Bob Coe for a very happy retirement.

RECOMMENDATION TO CABINET FROM THE IMPROVEMENT AND DEVELOPMENT COMMITTEE – 24 MARCH 2010

- 1. OPTION APPRAISAL ON THE PROVISION OF ASSET MANAGEMENT SERVICES AT SPELTHORNE BOROUGH COUNCIL**
- 1.1 The Committee considered a confidential joint report from the Head of Asset Management and the Business Improvement Manager on the progress of the partnering arrangements for managing and maintaining the Council's assets. In support of this the Head of Asset Management gave a powerpoint presentation and responded to questions raised by Members.
- 1.2 To further assist the committee in the discussion the Chairman, Councillor Mrs Jean Pinkerton had invited the Cabinet Member responsible for Asset Management to attend the meeting and take part in the discussion.
- 1.3 A copy of the confidential report is available in the Members Room.
- 1.4 The committee **is recommending to the Cabinet** that the decision of the Leader of the Council, Councillor John Packman, the Cabinet Member for Assets, Councillor Frank Ayers and the Chief Executive, Roberto Tambini to proceed with a partnering agreement with Runnymede Council be confirmed.

Councillor Mrs J.M. Pinkerton

Chairman of the Improvement and Development Committee

HOUSING AND INDEPENDENT LIVING SERVICES

REPORT OF THE JOINT HEADS OF HOUSING AND INDEPENDENT LIVING

REPORT SUMMARY

How does the content of this report improve the quality of life of Borough Residents

The work of the teams improves the quality of life of large numbers of the borough's residents but in particular affects vulnerable clients such as homeless families, older people and children and those on low incomes.

Purpose of Report

The report is to show performance during the financial year 2009-2010

Key Issues

The key issues relate to the effect of the recession on the work of the teams and the increase in workload

Financial Implications

There are no financial implications arising from the report

Corporate Priority 2. Younger People, 4. Housing, 5. Independent Living,

Officer Recommendations]

Members are asked to note the contents of the report

Report Author: Karen Sinclair/Deborah Ashman, Joint Heads of Housing and Independent Living 01784 446206

Area of Responsibility: Liz Borthwick 01784 446376

Cabinet member: Cllr Smith-Ainsley

1. INTRODUCTION

1.1 Following internal re-organisation Housing Options, Housing Benefits and Independent Living are now together under one Head of Service post which reports to Liz Borthwick, Assistant Chief Executive. There is a great deal of synergy between the areas, in many cases the same clients are being dealt with and often have complex needs which through working more closely together the teams can assist with. In addition the functions are predominantly front line and lead by demand. There are often issues and emergencies which mean that the staff and managers have to reassess and re-prioritise often on a daily basis. The following report summarises the main areas of work undertaken during 2010 for each of the areas and uses case studies to illustrate the work in practice

2. HOUSING BENEFITS

| | Personal callers to the counter | New claims for Housing benefit/Council tax benefit | Telephone calls received |
|---------------------|---------------------------------|--|--------------------------|
| APR 2008 – APR 2009 | 17797 | 3787 | 16868 |
| APR 2009 – APR 2010 | 19134 | 4012 | 19620 |

2.1 The table clearly shows the increase in workload which has occurred over the past two years. Surveys of customers have demonstrated that benefits is an area where people still prefer to deal with staff directly either by telephone or by visiting the reception as opposed to dealing with matters using written forms of correspondence. The team managed to successfully retain the prestigious Customer Service Excellence award held jointly with the Revenues team and the way customers are dealt with is obviously an important element of this. Key facts relating to performance include:

- The overall caseload representing total number of claimants is now 5730, representing an increase of over 500 in the last two years
- The Department of Work and Pensions (DWP) have an indicator for benefits known as 'Right Time', which is essentially trying to ensure that claimants receive the correct amount of Housing/Council tax benefit within an acceptable time period. The target set for the year was 15 but the team have exceeded this with a result of 11.12.
- With regard to assessing new claims the team ensured that on average this took 24.92 days. There is no target for this but the old target before the 'right time/right benefit' indicator above was introduced was 30 days.
- In relation to assessing changes of circumstances (eg partner moves in, change in income) the team achieved 8.38. There is no target but again the old target before the right time/right benefit indicator was introduced was 9 days)

- 2.2 The Housing benefits team have also seen a significant increase in the numbers of people concerned as a result of losing employment or fearful that they may lose their jobs. In many cases customers are trying to ascertain whether they would qualify for assistance, but unfortunately where one partner remains in employment they would not be entitled to housing benefit. This means that although the team are dealing with many more personal callers and telephone queries the actual numbers of new claims do not reflect the amount of enquiries and preliminary assessments
- 2.3 Housing benefit officers make referrals both to Housing options and to other organisations where appropriate. In addition they are making an increasing number of discretionary housing payments, ie additional payments designed to help people pay rent for short term periods where they are experiencing difficulties in paying rent

3. HOUSING BENEFIT FRAUD TEAM

- 3.1 The team receive referrals from many different areas but increasingly the sharing of information from other Government sources of data is a major factor. In addition the team receive referrals from the Housing Benefit team and other Council departments, Housing Associations and members of the public. Not all referrals result in evidence of fraud. The detection of fraud plays an important role in keeping levels of benefit payments down and will continue to play a predominant role under the coalition government.
- 3.2 During 2009-10 the fraud team undertook proactive work with the Metropolitan Police Force, National Fraud Initiative and CIAG. Joint working with the DWP continued to be particularly successful. An excellent professional working relationship has been developed together and the responsibility for prosecutions is shared between Spelthorne Borough Council solicitors and DWP solicitors
- 3.3 In 2008-9 the fraud team identified claimant error and fraud amounting to £103,068. In 2009-10 this figure increased to £171,980

Table to illustrate performance of Housing benefit fraud team

| | Cautions | Admin. Penalties ('fines') | Prosecutions | Total sanctions |
|---------|----------|----------------------------|--------------|-----------------|
| 2008-9 | 19 | 4 | 5 | 28 |
| 2009-10 | 19 | 0 | 11 | 30 |

- 3.4 All of the sanctions taken are in accordance with the Council's fraud sanction policy.
- 3.5 Case study Housing Benefit fraud
- 3.6 In July 2009 Mrs Askari was sentenced to six weeks imprisonment after she was convicted of six charges relating to fraudulent benefit claims totalling in the region of £14,500 (Income Support £6400, Housing Benefit £6800, Council Tax benefit £1300). Mrs Askari had been working when she first made claims for benefit but failed to declare this on application forms. Furthermore she initially denied working when questioned by the Council working in partnership with DWP investigators. She was taken into custody at the completion of the hearing.
- 3.7 As with similar instances the Council sent out press releases to publicise the case and act as a deterrent to others.

4. HOUSING OPTIONS

- 4.1 The Council's Housing Options team, responsible for the provision of advice and assistance to people of all tenures and housing situations, have seen a significant increase in the numbers of households seeking advice where they are concerned they are not able to keep up mortgage payments. There has also been an increase in the numbers of households reporting relationship breakdown and wishing to be added to the Housing register. The team aim where possible to prevent people losing their homes and achieve this through exploring all of the options available including advice about effective liaison with landlords/mortgage companies and debt consolidation. Where clients are willing to engage, referrals can be made to a relationship mediation service.
- 4.2 Whilst there have been more applying to join the Housing register, the supply of suitable social housing available for nomination has decreased. This is partly due to the impact of the widescale regeneration programmes in Stanwell and Ashford being undertaken by A2Dominion whereby they need a large amount of properties to rehouse families whilst works are taking place. There is therefore increasing reliance on the use of the private rented sector although there are concerns about this given that although suitable for many, it does not always offer a long term stable housing solution.
- 4.3 Housing Associations are supposed to abide by a protocol whereby before applying for repossession of properties on the basis of non payment or rent or other grounds they are to engage with tenants. This is to ensure that they do as much as possible to prevent the need for formal action including notifying the Housing Options team at an early stage. Joint training has been held with the Housing Options team and A2D staff which has been very helpful.
- 4.4 The Housing Options team have produced an up to date advice and information pack for those people worried about debt or possible repossession action. Due to staff shortages in the Staines CAB work on basic debt advice has fallen to the Housing Options team or referrals are made to national debt advice lines. The Government are promoting the Mortgage Rescue scheme and referrals for the scheme come through local authorities once they have explored all other avenues with clients. During 2009-10 the Housing Options team had 67 referrals from general sources and 33 from solicitors between October and April (new national approach introduced). These cases all involved extensive work with clients to look at their situation, existing debts and possible options. The team were the most successful in Surrey with 7 clients formally accepted onto the Mortgage Rescue Scheme.
- 4.5 Despite the proactive work the local courts have seen an increase in mortgage repossession cases. However wherever the Housing Options team have been involved they have in all cases successfully prevented repossessions through assisting clients in the cases. One local judge has even written to commend the work of the Housing Options team in this capacity.
- 4.6 Over the last few years the Government has tried to reduce the costs of homelessness. Strict targets were set to reduce the numbers in temporary accommodation from the figure as of December 2004. The table below shows the progress towards achieving this.

| | Numbers of households in temporary accommodation |
|---------------|--|
| December 2004 | 115 |
| 2007-8 | 54 |
| 2008-9 | 7 |
| 2009-10 | 2 |

4.7 The figures shown reflect those whereby the Council has formally accepted a duty towards the household under homeless legislation. The figures therefore relate to the numbers of statutory homeless acceptances. During 2009-10 there was one household accepted as homeless, in comparison with 16 during 2007-8 and 110 during 2004-5. This trend is typical of both the Surrey and national trend and has been possible because of the move towards preventative measures although these cases are often more complex and time consuming for officers than applications under homeless legislation.

4.8 Homeless prevention cases

| Cases with successful homeless prevention | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---|-----------|-----------|-----------|-----------|
| 2007-8 | 23 | 35 | 35 | 47 |
| 2009-10 | 29 | 80 | 56 | 67 |

4.9 Prevention measures include assisting clients through use of the rent bond, rent in advance scheme, innovative use of temporary accommodation units as 'interim' accommodation, negotiation with landlords, family and friends.

4.10 Case Study to illustrate homeless prevention case

4.11 Under the joint working protocol with Housing Associations and in line with the Government's Pre-Action protocol for Housing Associations, a family with four children were referred to us from A2D regarding a potential eviction due to rent arrears, and breaking the terms of their tenancy agreement due to anti social behaviour.

4.12 Upon receipt of the referral a letter was sent to the tenant advising them that they had been referred to us. We offered to give the clients advice and support including assisting with any benefit claims that they may be entitled to.

4.13 We then carried out a home visit to the property. Neither claimants were working nor were they in receipt of any benefits (income support or job seekers allowance) but were simply living off their child tax credits. No housing benefit was being received hence the rent arrears accruing.

4.14 Upon inspection of the property, concerns were raised and a referral was completed to children's services We assisted them in applying for all the relevant benefits and getting them backdated.

4.15 Two of the children were classified as having special needs and went to special educational schools. We therefore had to write to the school for supporting letters to send to A2D because of the detriment to the children if they were evicted and placed in B & B as homeless.

- 4.16 The anti social behaviour was due to over 300 tyres stored at the property, and rubble being left in the front and back gardens. We liaised with the applicants to clear the tyres (asking the depot and other agencies to price), and out of the homeless prevention fund paid for the rubble to be cleared.
- 4.17 As the property was tidied up, and the housing benefit was backdated A2 did not get outright possession of the property, and the family are still there. They have been referred to SCDT for 'floating' support.

5. INDEPENDENT LIVING

- 5.1 There are three main elements to the Independent Living service; day centres, Meals on Wheels and SPAN. A report was taken to the Performance Management and Review Committee in March 2010 which detailed the services and the key performance figures are indicated below:

(a) Day Centres

During 2009-10 lunches were provided to 20, 542 older people, in comparison with 23,074 lunches the year before. The centres continue to be very important within local communities with a large variety of activities offered ranging from Bingo to Keep Fit and chiropody.

Mitchison Court is due to open in September 2010 and the activities currently offered at Churchill will be transferred there. The Greeno centre based at Shepperton celebrates its 21st year during 2010 and had 21 days of celebration during June with additional activities, promotional events and publicity.

(b) Meals on Wheels

| | Weekday Client nos. | Weekend daily client nos. | Total meals served during the year |
|---------|---------------------|---------------------------|------------------------------------|
| 2008-9 | 175 | 19 | 75,497 |
| 2009-10 | 186 | 29 | 80,315 |

(c) SPAN

SPAN-Home alarm system

| | Total Number of Alarm Connections Year End | Installations (including CAT) | CAT Installations | Returns |
|---------|--|-------------------------------|-------------------|---------|
| 2008-09 | 941 | 210 | 115 | 208 |
| 2009-10 | 967 | 233 | 121 | 207 |

- 5.2 The CAT project (Free 12 week Community Alarm /Telecare trial) continues to receive funding from Supporting People, until 31st March 2011. There is still developmental work to be undertaken with the Local Social Services Team for Older People to ensure that all clients discharged from hospital are referred in to the project. Around eighty percent of the CAT project installations are retained after the initial free trial period ends

5.3 Surrey Telecare Dementia Study 2010-11

A partnership has been established between Surrey County Council, Elmbridge BC, Spelthorne BC and Mole Valley District and Call Centre. The aim is to

demonstrate the potential value of Telecare to support people living with dementia to remain independent in their homes for longer and alleviate carers' stress. One of the outcomes it is hoped will be to reduce the number of admissions to Hospital/Residential Care. This innovative pilot will be able to deliver state of the art equipment and services in this field to best support people living with dementia and their carers. The official launch was held in June 2010 and the success of the project will be closely monitored.

5.4 Examples of Telecare in action

Case Study 1

5.5 Client Profile: Mrs R aged 80 lives with her husband her sole carer, she suffers from Vascular Dementia. She has poor balance, is unsteady on her feet and is prone to falling, experiencing difficulty if rising from the seated position and often staggers. Communication is poor due to her difficulty in selecting words; Mr R also has some health issues but other wise active.

5.6 Mrs R is well supported by her husband. But there are occasions when he has to leave his wife unattended, eg for shopping, hospital appointments etc. A pendant falls detector was provided and a key installed to enable emergency access in his absence. The falls detector is self activating in the event of a fall and does not require the user to manually press the pendant to call for assistance

The outcome is that Mrs R's husband is now able to leave his wife unattended for short periods of time enabling him to leave the home with the peace of mind knowing that if his wife falls, the emergency services and a neighbour would be contacted in his absence. This has enabled them as a couple to maintain their independence

5.7 Case Study 2 Mrs I aged 87 lives alone, she is in reasonable good health but suffer short-term memory loss which causes her difficulty in taking her medication. She finds it confusing to know which pills to take and difficulty in recalling if she has even taken her medication. This places her at high risk of overdose or under medicating. Overall she manages well with family support and is independent in her personal care

5.8 It was agreed with Mrs I and her sons that a Pill dispenser and Pendant Alarm might be a suitable aid with medication as she experienced difficulty if not supervised. One of the prescribed tablets is to reduce her memory loss and if missed for several days results in memory deterioration and confusion setting in, affecting her ability to manage safely and independently. The family were happy to take on the commitment of filling the dispenser as this service is not yet available through carers or pharmaceutical outlets

6. The outcome two years later is that Mrs I. is now taking her medication regularly with the aid of the pill dispenser. She is happy to be managing independently and this has now become part of her daily routine, she "finds it helpful and it has stopped me worrying and the family fussing".

Report Author: Karen Sinclair/Deborah Ashman, Joint Heads of Housing and Independent Living 01784 446206

Background Papers: There are none



PERFORMANCE REPORT NOVEMBER 2009 – 31st MAY 2010

Summary

The main conclusions of this performance report are:

- SEARCH MOVES is a unique and successful CBL scheme with one Common Allocations Policy amongst the 5 partner organisations
- Members in high housing need (bands A to C) are more likely to bid and be housed than other members (Bands D & E)
- Customer feedback on CBL is encouraging, but more needs to be improved to record satisfaction levels by partner organisations
- No clear evidence that CBL has had a positive or negative impact on void performance
- Clear evidence that within the first 7 months of CBL at 30% cross partner, the trend is to remain within originating Local Authority areas which is in line with CBL research into migration trends

1 Background

The last 7 months has seen a choice based lettings (CBL) provision within North West Surrey. On 3 November 2009 CBL went live in the three local authority areas, Runnymede, Spelthorne and Elmbridge, with 2 RSL partners, A2Dominion and Elmbridge Housing Trust having met the Government's 2010 target to implement CBL.

With such a unique partnership, being the only sub regional group in the UK operating a cross partner letting policy of 30%, good quality performance reporting is essential to ensure that our customers are receiving the best service possible.

2 Housing Registers and Transfer Lists

Each of the 5 partners hold independent housing lists, the 3 Local Authorities holding Housing Registers and the 2 RSLs holding Transfer Lists. Elmbridge Housing Trust also holds a register of households for sheltered accommodation for homeseekers.

Both Elmbridge Borough Council (EBC) and Spelthorne Borough Council (SBC) are Large Scale Voluntary Transfer authorities (LSVTs). Therefore they primarily hold the Housing Register applications (homeseekers) as required by Part VI of the Housing Act 1996. Homeseekers include social housing tenants whose Landlord is not one of the SEARCH partners. Partner Registered Social Landlords (RSLs) who acquired the stock through LSVT, Elmbridge Housing Trust (EHT) and A2 Dominion Group (A2D) hold the transfer applications of their existing tenants who want to move through a transfer.

As Runnymede Borough Council (RBC) is a stock retained local authority and unique in the group for that reason. The figures in table 1 show the total numbers on the Partner registers.

Table 1 numbers on housing registers and transfer lists within SEARCH MOVES

| EHT Transfer | EHT Homeseeker Sheltered | EBC Home seeker | A2D Transfer | SBC Home seeker | RBC Transfer | RBC Home seeker |
|---------------------|---------------------------------|------------------------|---------------------|------------------------|---------------------|------------------------|
| 609 | 379 | 1716 | 845 | 1397 | 313 | 2271 |

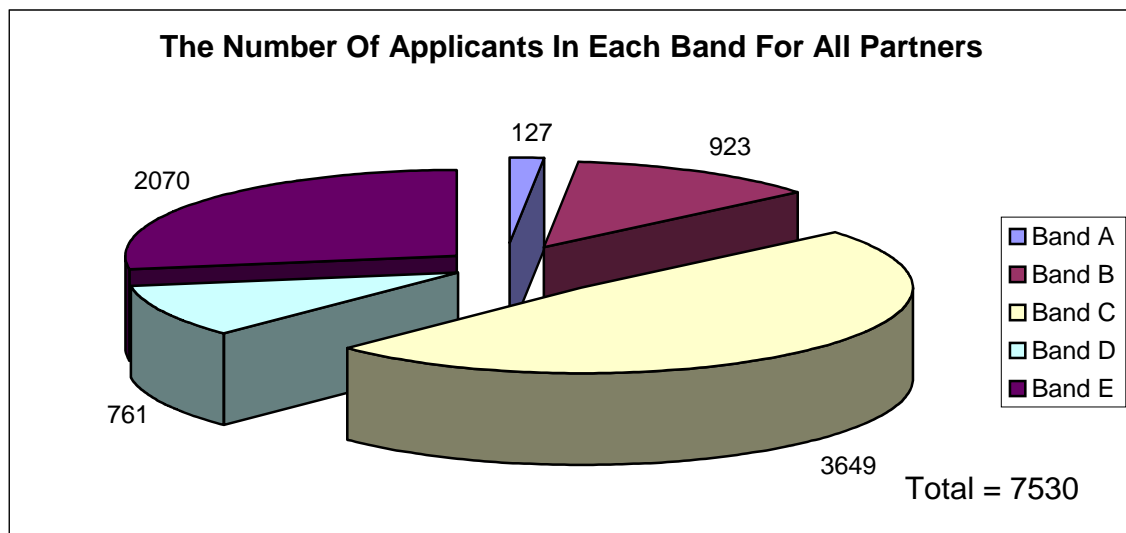
Total across all Partners 7530

All applicants are assessed and banded consistently in line with the Common Allocations Policy and the numbers in each band for each partner are set out in the table below

Table 2 numbers in each band by partner organisation

| Band | A2D | EHT | EBC | SBC | RBC | Total For All Partners |
|----------------------|-----|-----|------|-----|------|------------------------|
| A | 38 | 28 | 16 | 22 | 23 | 127 |
| B | 111 | 276 | 224 | 150 | 162 | 923 |
| C | 164 | 245 | 1122 | 830 | 1288 | 3649 |
| D | 348 | 54 | 102 | 82 | 175 | 761 |
| E | 185 | 385 | 252 | 313 | 935 | 2070 |
| Overall Total | | | | | | 7530 |

Chart 1



From Table 2 the steering group has identified a need for EBC and EHT to review their applicants in Band B as the numbers are significantly different from those of the other 3 partners. This task will be monitored by the operational managers group and reported back to the Steering Group. The impact of higher numbers in Band B means a possibility of EBC and EHT monopolising cross partner properties, where no local connection is required, although trends so far show little cross partner movement between originating Boroughs.

3 Property adverts

SEARCH MOVES has advertised 729 properties in the first 7 months of implementation.

Spelthorne and Elmbridge Borough Councils are both LSVT authorities and have nomination agreements with their partner RSLs – EHT and A2D. Runnymede as a stock retained local authority has 25% ‘nomination rights’ for transferring tenants of Runnymede in order not to be disadvantaged in the partnership. The landlords in the partnership advertise their own properties (excluding those to which the Local Authority has nomination rights) and the non stock retained local authorities advertise properties to which they have nomination rights both for SEARCH Landlords and other RSLs that work within their Boroughs. Adverts for properties to be advertised are then labeled for preference to homeseekers and or transfers.

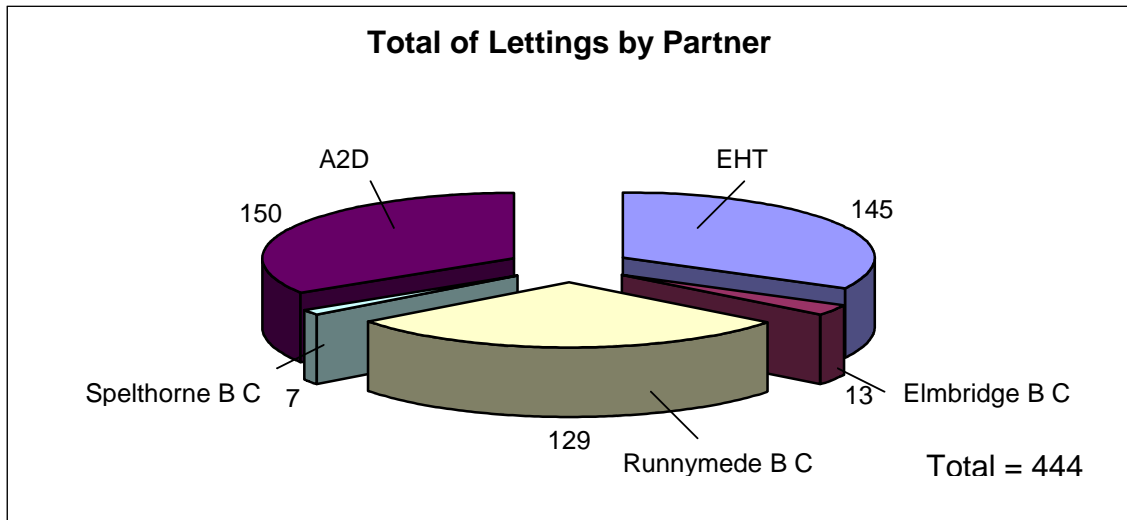
4. Lettings by Band in the First 7 Months

A letting is recorded when a household confirm they want to take a property. This is not the same as a tenancy agreement being signed with a tenancy start date. A let status may change if an applicant decides not to sign for and move into a property. Since implementation of CBL, SEARCH MOVES has seen the following trends in lettings as set out in the table below

Table 3 lettings by band by partners

| Let | EHT | EBC | RBC | SBC | A2D | |
|---------------|------------|------------|------------|------------|------------|----------------------|
| Band A | 14 | 1 | 17 | 1 | 30 | |
| Band B | 59 | 10 | 66 | 3 | 57 | |
| Band C | 63 | 2 | 40 | 3 | 56 | |
| Band D | 1 | 0 | 2 | 0 | 3 | |
| Band E | 8 | 0 | 4 | 0 | 4 | Overall Total |
| Total | 145 | 13 | 129 | 7 | 150 | 444 |

Chart 2



From Table 3 it can be seen the majority of lettings and those housed for all partners in the first 7 months are from bands B & C.

It is important to remember Runnymede Borough Council along with the RSLs (A2D and EHT) are the landlords in the SEARCH MOVES partnership. Therefore the lettings reflected in SBC and EBC are for their other RSL nomination rights within their Boroughs, where they have chosen to enter the properties for CBL in agreement with their RSL partners. Not all properties available to let within the SBC and EBC Boroughs will appear on SEARCH MOVES if their partners are not in agreement to the CBL letting system and therefore will be let through manual shortlisting.

5 Direct Lettings

Under the SEARCH MOVES Common Allocations Policy, each partner can make Direct Lets to applicants. The number of direct lets by partner in the first 7 months are set out in the table below

Table 4 Direct Lets by each partner according to the Direct Let Policy

| A2D | EHT | EBC | RBC | SBC |
|-----|-----|-----|-----|-----|
| 12 | 3 | 0 | 6 | 0 |

6. Bidding and age

Over the last 7 months 92% of applicants have used the internet for bidding. This supports research into CBL and bidding methods. Very few applicants use coupons, less than 2%, although these will continue to be supplied in the Locata Welcome Packs as they meet the needs of some vulnerable groups. Table 5 below shows how applicants have bid by age. It can also be seen that staff are assisting all age groups to bid, and particularly the group aged 60 years plus.

Table 5 Breakdown of bids by bid method against age of oldest household member

| Age Band | Coupon | Web | Telephone | Text | Staff | Number of Bids |
|----------|--------|--------|-----------|-------|--------|----------------|
| 16-19 | 0.92% | 94.5% | 0.61% | 0.00% | 3.52% | 654 |
| 20-29 | 0.32% | 97.18% | 0.76% | 0.60% | 1.14% | 9171 |
| 30-39 | 1.81% | 93.76% | 1.93% | 0.91% | 1.59% | 9524 |
| 40-49 | 1.97% | 91.85% | 2.35% | 1.76% | 2.08% | 7277 |
| 50-59 | 3.13% | 85.40% | 3.01% | 0.66% | 7.80% | 3321 |
| 60-69 | 2.04% | 76.29% | 7.65% | 0.41% | 13.61% | 1712 |
| 70-79 | 0.62% | 79.18% | 8.35% | 0.00% | 11.85% | 802 |
| 80-89 | 1.32% | 73.03% | 3.95% | 0.00% | 21.71% | 304 |

Members are currently able to bid using five different methods; web, telephone, text, coupon or staff assisted.

The partnership adopted a Vulnerable Person's Strategy incorporated into the Common Allocations Policy and Procedure for staff, to ensure that vulnerable groups were not disadvantaged by the introduction of CBL. The document provides partners with strategic guidance on how to deliver equal access of housing to customers. An Equality Impact Assessment has been conducted and this will be reviewed taking into account performance data and customer experiences of the new system.

7 Bidding and ethnic minorities/vulnerable groups

Each of the 5 partner organisations has different housing management software packages and the amount of data is recorded in different ways. One of the aims of the partnership is to ensure the data is consistent throughout and that ethnicity and vulnerability is recorded to reflect an accurate applicant profile. Currently this data is work in progress.

In accordance with the Vulnerable Persons Strategy, local authorities have been encouraged to determine whether members of their housing registers are vulnerable, and therefore could be potentially disadvantaged by CBL.

Applicants in the following groups will be flagged on Locata as the partnership progresses. These details are held on individual management systems but further work with Locata needs to progress so that the data is uploaded to reflect to Locata to be reported for performance management statistics. At the initial 'go live' stage in November 2009, a set of data essential for the launch of the project was agreed by the five partner organisations and the cost was allowed for within the first year's budget of CBL. Locata process the data sent to them by the CBL partner's individual housing management software systems and draw this information together on Locata as an overarching joined up management system for the purposes of CBL.

Additional data such as the list below will need to be sent to Locata for 'uploading' onto the CBL SEARCH MOVES site and there will be a cost for this additional upload. This cost needs to be met out of CBL budgets for the coming years and needs to be agreed as a partnership by the Steering Group which meets regularly to discuss such issues.

- Care leaver
- Physical or mental disability
- Domestic violence or serious harassment
- People with learning disabilities
- Offenders or ex offenders
- Older applicant
- Drug or alcohol issues
- Rough sleeper
- Teenage parent
- Low literacy skills
- First language is not English
- Needs help bidding

The table below shows the number of applicants across all the SEARCH Partners registers by ethnic breakdown

Table 6 Numbers and percentage of applicants by ethnic breakdown across all partners.

| | White | Asian | Mixed | Black | Other | Chinese | Not Known | Total |
|---------------|---------------|--------------|--------------|--------------|--------------|--------------|---------------|-------------|
| Total | 4244 | 204 | 71 | 124 | 104 | 8 | 2775 | 7530 |
| As a % | 56.36% | 2.71% | 0.94% | 1.65% | 1.38% | 0.11% | 36.85% | |

Table 7 Number of applicants in each band across all the SEARCH Partners registers by ethnic breakdown.

| | White ¹ | Asian ² | Mixed ³ | Black ⁴ | Other ⁵ | Chinese | Not Known | Total |
|---------------|--------------------|--------------------|--------------------|--------------------|--------------------|----------|-------------|-------------|
| Band A | 89 | 0 | 0 | 0 | 0 | 0 | 38 | 127 |
| Band B | 610 | 26 | 9 | 10 | 8 | 1 | 259 | 923 |
| Band C | 2085 | 105 | 31 | 52 | 55 | 5 | 1315 | 3648 |
| Band D | 377 | 51 | 14 | 41 | 23 | 1 | 255 | 762 |
| Band E | 1083 | 22 | 17 | 21 | 18 | 1 | 908 | 2070 |
| Total | 4244 | 204 | 71 | 124 | 104 | 8 | 2775 | 7530 |

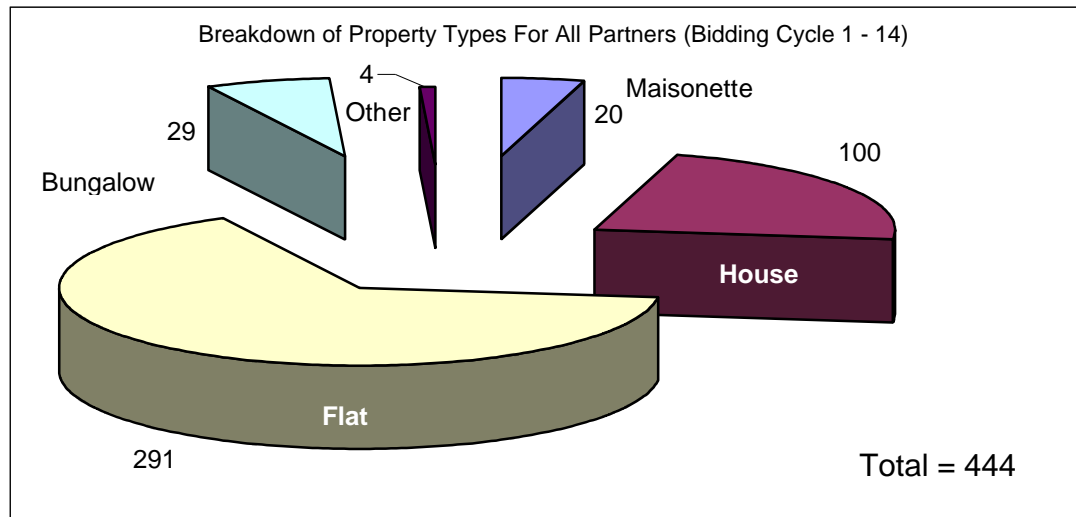
8 Lettings by property type

The majority of lettings across the partnership in the first 7 months have been one bedroom properties, followed by two bed properties. Three bed properties are third, with minimal 4 bedroom lets - as set out in the table below.

Table 8 Lettings by property size and partner in the first 7 months

| Property Type | A2D | SBC | RBC | EBC | EHT | Total |
|---------------|------------|----------|------------|-----------|------------|------------|
| 0 bed | 12 | 0 | 1 | 0 | 5 | 18 |
| 1 bed | 81 | 4 | 62 | 4 | 90 | 241 |
| 2 bed | 32 | 1 | 29 | 7 | 38 | 107 |
| 3 bed | 24 | 2 | 35 | 2 | 11 | 74 |
| 4 bed | 1 | 0 | 2 | 0 | 0 | 3 |
| 5 bed | 0 | 0 | 0 | 0 | 1 | 1 |
| Total | 150 | 7 | 129 | 13 | 145 | 444 |

Chart 3



9 Lettings to Homeseekers and Transfers within the first 7 months

The table below sets out the breakdown of lettings between Homeseekers and transfers. Homeseekers are not tenants of the Partner Landlords and e.g. live in the private sector, with family or friends or are tenants of non partner Registered Social Landlords who want to move. Homeseekers are primarily on the three Local Authority Housing Registers. Transfer applicants are tenants of the SEARCH Moves partner Landlords. RBC as a stock retained landlord has both homeseekers and transfer applicants.

The two RSLs have nomination agreements with their sponsoring authorities, (Spelthorne and Elmbridge BCs), which requires 75% of their vacancies to be made available to the Local Authority for applicants of the respective registers. This percentage may be greater if the RSL determines they want to make more property available. The remaining 25% of vacancies are retained by the RSLs for transfers. Runnymede, being the only stock retained authority in the SEARCH Moves partnership has an agreement with the partnership that up to 25% of vacancies may be 'ring fenced' for transfers. The figures below evidence a fair balance across the partnership in lettings in line with nomination agreements.

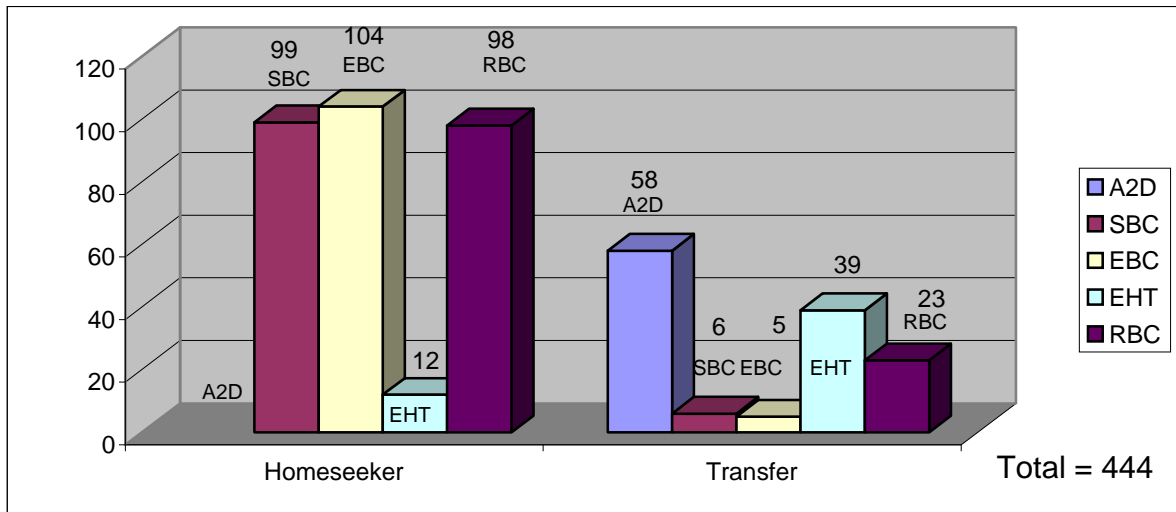


Chart 4 – Breakdown of Lettings by Homeseeker and Transfer by SEARCH Partner

10 Lettings in the first 7 Months by Mobility Level

SEARCH MOVES has three mobility levels and icons are placed on property adverts to highlight the best use of the property and to encourage applicants with mobility needs to bid for appropriate properties. Fully adapted properties may not always be advertised as they may be identified as a Direct Let to ensure applicants are matched as best as possible to their needs. The three mobility levels are :

- Mobility 1 = suitable for wheelchair users indoors and outdoors
- Mobility 2 = suitable for those who cannot manage steps or stairs and may use a wheelchair some of the time
- Mobility 3 = suitable for those who are only able to manage 1 or 2 steps or stairs

All medical applications are assessed to include mobility issues. The table below shows the lettings in the first 7 months in the three mobility levels across the partnership

Table 9 breakdown of lettings in first 7 months by mobility level

| Mobility Level | Total |
|----------------|-------|
| 1 | 2 |
| 2 | 14 |
| 3 | 41 |

11 Lettings in New developments in the first 7 months

New build developments are excluded from cross partner bidding for the initial lets and are 100% nominations rights for the Local Authority in which the development is built. Within the first 6 months RBC had 32 new properties all of which were allocated to homeseekers and transfer applicants with a local connection to RBC. EBC had 4 new build properties and SBC had none in this period. Subsequent lettings will then fall into any agreed nomination agreements, and will be subject to cross partner bidding.

The table below shows the lettings in the first 6 months in the three mobility levels across the partnership

Table 10 Number of new build units in the first 6 months

| RBC | EBC | SBC | EHT | A2D |
|-----|-----|-----|-----|-----|
| 32 | 4 | 0 | 0 | 0 |

12 Cross Partner Movement

SEARCH Moves is in the first stage of a three stage process in cross partner lettings. In the first stage, 30% of all partners voids, are randomly selected by Locata and placed into the cross partner 'pot' for bidding. Cross Partner bids by applicants do not require a local connection to a Borough and therefore applicants from any of the three local authority areas can bid for these properties.

As expected, in the first 7 months cross-borough movement has been minimal. Based on CBL research elsewhere, the findings are that migration between boroughs is minimal and applicants prefer to stay in areas where their support networks are.

Therefore the move to the next stage of 60% cross partner bidding should not be a major issue for any of the partners.

The table below (part a) sets out the random cross partner lettings in the first 6 months. All properties to be advertised in a cycle are loaded on to the Locata system. The system then randomly selects 30% of the properties loaded and places them as available as cross partner. New build property at first letting is excluded from the cross partner calculation. The total gains and net gains columns show where each partner is at in meeting 30% of their random lettings target. The table also shows the number of adverts placed by each partner and how many of these were selected by Locata to go into the cross partner bidding.

There is also the facility for partners to place more difficult to let properties, such as some sheltered units into a voluntary cross partner bidding cycle and this is shown in the second part of the table, part (b) However, voluntary cross partner lettings are not counted towards a partners' 30% target.

Table 11 Random Cross Partner Adverts

| Nominator | Adverts | Cross Partner | % Cross Partner |
|---------------------------|----------------|----------------------|------------------------|
| A2 Dominion | 93 | 27 | 29% |
| Elmbridge Council | 210 | 63 | 30% |
| Elmbridge Housing | 39 | 9 | 23% |
| Runnymede Council | 167 | 40 | 23% |
| Spelthorne Council | 176 | 45 | 25% |
| All Partners | 685 | 184 | 26% |

Any differences in the percentage of properties between partners will be corrected as the bidding cycles progress automatically by random selection.

Any differences that result in any local authority area being a net 'importer' for cross partner applicants, will need to be addressed as the bidding cycles progress so that there is not an overall imbalance. The Operational Managers Group for SEARCH MOVES meets regularly to look at such issues and will monitor any imbalance in order to put in place any necessary strategy to redress this by the end of the next 6 monthly performance report.

13 Lettings Performance

For landlords, the average time that it takes to relet a vacant home is a crucial performance indicator. The partnership is keen to know what effects, if any, CBL has had on void performance.

The table below sets out the total number of days from when an advert is first created to when a final offer is accepted by an applicant. This report does not reflect the void performance for each Partner as this information will be held separately on the relevant housing management system for each partner and needs to be considered separately from the lettings performance. The figures are also reflective of more than one offer being made on a property before a final offer is accepted.

Table 12

Average Letting dates recorded by Locata by Partner

| Partner | A2D | EHT | EBC | RBC | SBC | All Partners |
|-----------------------|-------------|-------------|-------------|-------------|-------------|---------------------|
| Bidding Closed | 14.8 | 13.8 | 13.2 | 12.7 | 13.4 | 13.8 |
| Final Offer | 12.2 | 14.2 | 12 | 5.6 | 31.4 | 11.2 |
| Offer Accepted | 13.4 | 19.2 | 40.8 | 13.5 | 17.6 | 16.2 |
| Total | 40.4 | 47.2 | 65.9 | 31.8 | 62.4 | 41.2 |

On-line questionnaire

Since CBL first went live in NW Surrey, there has been an on-line questionnaire for customers to use and to place comments regarding SEARCH MOVES. For the last 6 months we asked members whether they found the website easy to use, with the following 4 questions.

- Are staff helping in assisting you ?
- Is the public website easy to understand?
- Are you likely to come into RBC surgeries ?
- How are you finding the new CBL scheme ?

Applicants can choose whether to take part in the questionnaire and select which question they wish to answer.

The main two questions answered in the first 6 months were:

- Is the public website easy to understand ?
- Are you likely to come into CBL surgeries (specific to RBC)

There were 1300 replies and only 17 applicants answered 'no' to the question "Is the public website easy to understand". The majority of answers show applicants find the website easy to use and the majority of applicants answering the CBL surgery question, advised they would not be coming into an RBC surgery. This reflects confidence in the system by these applicants without the need of staff assistance.

A set of questions has now been agreed by the SEARCH MOVES partners to go live on the public questionnaire which should gather important feedback on the SEARCH MOVES scheme and feedback will be published in the next 6 monthly performance report.

14 Staff Engagement with the scheme

The Partners Allocations teams have fully embraced the SEARCH MOVES project and feedback from the teams is that they welcome the transparency of the process and the change in culture to empowering applicants to make informed choices .

There is also a strong emphasis on managing applicants' expectations about what properties are actually available and encouraging other housing options such as the recently launched Homeswapper scheme.

ICT SERVICE IMPROVEMENTS BRIEFING PAPER

Joint Report of the Assistant Chief Executive and ICT Manager REPORT SUMMARY

How does the content of this report improve the quality of life of Borough Residents

A number of the initiatives being reported will have an impact on the quality of life for residents in terms of their access to information.

Purpose of Report

To feedback service improvements within ICT since the last task group meeting and to report on possibilities post contract end in 2012.

Key Issues

To note the progress report

To consider re establishing the ICT Task Group with the same membership and remit

Financial Implications

None initially until contract renewal.

Corporate Priority, 9. Sustainable Financial Future, 10. Value for Money

Officer Recommendations

That the Task Group be re-established with the previous membership. The task group to continue to monitor ICT service improvement, and look at progress after the summer and review post 2012 options.

Report Author: Helen Dunn, ICT Manager

Area of Responsibility : Terry Collier, Assistant Chief Executive

Cabinet member: Cllr R Smith-Ainsley

1. BACKGROUND

- 1.1 The former Improvements and Development Committee convened a Task Group of 6 Members to look at the ICT Outsourcing options post ICT contract end in 2010.
- 1.2 As the contract was extended for a further 2 years bringing contract renewal back to 2012, the Task Group requested that they be kept up to date with ICT achievements and improvements in the meantime.
- 1.3 This will lead us naturally into the contract renewal process and the decisions to be made about how we deliver the ICT service post-2012.

2. ACHIEVEMENTS

Government Code of Connection (CoCo). Initial compliance was achieved in January 2009, however, the process of re-accrediting us began in October 2009, much sooner than had been anticipated and before we had achieved a number of the features we needed to put in place. However, in spite of a list of 35 queries to which we responded with a number of iterations, re-accreditation was granted in February 2010 with a number of proviso's we must achieve. (see 4.1 Security). as listed below. .

- 2.1 Up until now, the CoCo hardware and secure line have been installed and commissioned free of charge. At a seminar earlier this year, all Councils were advised there would be a cost associated with this equipment, which for a District would be as much as £15,000 - £18,000 per year. There was much disquiet at this cost as we would be paying the same as a Unitary authority which seems grossly skewed. There will be some representation about this by Surrey Treasurers
- 2.2 CoCo version 4.1 is being released and we will have to achieve that standard by the time of re-accreditation later this year
- 2.3 The launch of the 'My Spelthorne' feature of the website, giving local detail to residents about their surrounding neighbourhood and services went live in October 2009 to great acclaim. We are currently looking at two further add-ons to My Spelthorne -
 1. Publisher – a tool for publishing any back office information onto the external web site, including the possibility of replacing what we currently use for planning application documentation.
 2. My Alerts – allows residents to sign up to receive regular updates on our services and news items for their area.
- 2.4 The Terminal Services server IDA was replaced by Merlin after critical security issues were released by Microsoft.
- 2.5 All staff and Members had to be swiftly moved from using Internet Explorer version 6 to version 7.

All staff have now been upgraded and trained to use Microsoft Office 2007. Members will shortly follow. Around 80 training sessions will have been completed by the end of the Microsoft Office 2007 roll out (group sessions and one to one's).
- 2.6 A full health check of Members laptops is currently underway.

- 2.7 The web-site hosting has been successfully brought back in house saving £17,000 per year. A 'warm-start' back-up solution will be deployed at the Depot for business continuity purposes.

3. IMPROVEMENTS

- 3.1 **Security.** The programme of encryption of all laptops (Staff and Members) is in full swing and should be complete by the end of June. This means if a laptop is lost or stolen, no data can be extracted from it. This is one of the many requirements of CoCo.
- 3.2 Memory sticks/flash drives are being recalled so that they too can be encrypted to protect the data on them and they will be 'white-listed' so that the network recognises them as a 'known' device. No other memory sticks will work on the network and the use of USB ports will be restricted
- 3.3 CDs and DVDs will also be encrypted if data is copied to them
- 3.4 Dual factor authentication for home, remote and mobile workers (including Members) is also being tested. This means access to the network will be through something you know (your user-id and password) and something you have (a token that produces a unique PIN each time you log on)
- 3.5 These are all requirements of the CoCo.

4. **Infrastructure.** Two new network switches and a new Firewall have been installed. This was necessary as the old ones were 'end of life' which means they were no longer being supported by the manufacturer. These new installations are not only in line with CoCo requirements but will also improve the performance of the network.

- 4.1 Over 20 servers are now running in a Virtual environment and the Storage Area Network (SAN) installation is imminent. This will mean space issues for our data will become less critical. Energy consumption levels in the server room are being monitored
- 4.2 A new server for the Finance system required due to a significant upgrade to the application by the supplier, has been undertaken on a virtual Windows platform as opposed to Unix which has resulted in considerable savings on hardware (approx. £50,000).

A new Unix server for Revenues and Benefits is about to be deployed. This was necessary as the existing server had space issues and was not further expandable. However, it has given 6 years of reliable service and we are going to see if we can sell the hardware off to a reputable dealer. We are managing the transition ourselves saving £10,800 which the supplier wanted to charge.

- 4.3 The Virgin / NTL /Telewest internet line is being upgraded from 10 Mbps to 20 Mbps as a reflection of the increase generally in web and e-mail traffic

4.4 The annual Disaster Recovery test took place 15 -17 June 2010. The following servers and applications were successfully recovered

| | |
|--------------------|---------------------------------------|
| Vesta | Back-ups |
| Caliban | Primary Domain Controller |
| Proteus2 | File and Print |
| Earth | Unix Revenues and Benefits |
| Pluto | Unix Integra Financials |
| Ganymede | Exchange e-mail |
| Cordelia & Calypso | Revenues and Benefits images (Comino) |
| Sedna | Housing Needs and Advice |
| Bianca and Europa | Payroll & HR |
| Sirius and Rhea | Academy Income Management |
| Merlin | for VPN access using TS |

4.5 Use of MFD (multi-functional device) printing is being encouraged. Not only is it a cheaper way to print, but all MFDs double-side automatically. We have proved that network printers (i.e. smaller, local desktop printers) are more expensive to use so their phased removal is being undertaken. We have also purchased a piece of software that works with the MFDs called 'Follow Me'. This works in conjunction with our door entry swipe cards. Once a job is sent to the printer, it doesn't print until the user is at the printer and has swiped their card through as authentication. This will eliminate issues of confidential output being found at printers and of scooping up someone else's print by mistake. You can also delete items if no longer needed

5. ISSUES

- 5.1 We have had a good 6 months with little or no significant security incidents, none that have had to be reported.
- 5.2 The Members laptop health check has enabled us to re-iterate the Members Do's and Don'ts and they have all been asked to sign up to this as they take the kit back.
- 5.3 The extended leave of absence of one critical staff member for health reasons did cause some issues whilst half the organisation was on Office 2003 and the other half on Office 2007. However this is now back on an even keel as we have caught up with the implementation and roll-out.
- 5.4 Over the last 12 months we have received 3,261,324 e-mails. 31,201 (12%) of these contained viruses, all of which were safely quarantined. Of these e-mails 2,498,410 (76%) were spam, again all of which were trapped.

6. PARTNERSHIP WORKING

- 6.1 **Surrey ICT Managers and Surrey First.** ICT is recognised as underpinning most elements of partnership working and is identified in the first stream of the Surrey First initiative. An away-day off all the ICT partners (including NHS and Police) has identified some of the issues of this ambitious plan and highlighted the length of time before economies of scale can be achieved. Another is planned for July.
- 6.2 Progress has been achieved in nurturing our relationship with ICT at Runnymede and a number of meetings have taken place. A high level document of intent is being drafted by Runnymede for agreement by both CXs. However, no firm model has been identified, more the will to work together to identify possible savings. The Head of ICT at Runnymede plans to retire in 2011.
- 6.3 The Head of ICT at Elmbridge also retired at the end of May 2010 so approaches have been made to their CX that we and Runnymede could help them with an interim solution and that they might be willing to undertake some partnership discussion with us as well.
- 6.4 There have also been some high level discussions with South Bucks who are also a Steria site and are about to re-tender.
- 6.5 The idea of partnering/sharing at a smaller more local level is being skewed by Surrey First. Spelthorne's contract with Steria expires at the end of 2012 and we are being advised by Legal it would be unwise to extend again. However, the Surrey First initiative has not aligned us well in terms of timing with the other Districts. None of them has a deadline as we do and it is unlikely Surrey First will be ready to deliver in the timescales we need. Similarly, we don't want to undergo a lengthy tendering exercise for a two or three year contract, it simply isn't cost effective.
- 6.6 Whereas before a number of the other Districts were keen on us developing a Framework which they could buy into, there is a shade more reticence now given what Surrey First might deliver. There are no plans to make the Surrey First offering an outsourced service, it is suggested we can resource it within existing staffing.
- 6.7 Partnering on a more local, smaller scale is being discouraged because of Surrey First (because naturally the County feels threatened) but County deliver a completely different range of services from us and they have many more incumbents. Whilst we pursue our relationships with Runnymede and Elmbridge, by the time we have completed the initial discussions we should have a clearer view as to how Surrey First would impact on such partnership proposals.

7. FUTURE PLANS

- 7.1 **Business Improvement Programme.** A number of projects coming out of the Business Improvement Programme will have an impact on ICT. Document Management piloting the use of Microsoft Sharepoint technology is just getting underway. The development of the external web-site using the new content management system is also planned. The pilot for a mobile/remote/home working regime is also in the pipeline. The CRM system with integration between the back office applications and Customer Services is likely to be put back to the next financial year. ICT will be represented at all these projects.

- 7.2 **Members ICT support.** A report outlining proposals on the future of ICT equipment and support for the Members is currently with the Cabinet member for ICT and the Leader for discussion and approval. It has had preliminary approval and support from MAT.
- 7.3 **CoCo 4.1.** We have no choice but to continue striving for re-accreditation year on year with the CoCo. We are getting to the limits of our ability in what is a very specialist area of the market so it is likely we are going to need some external help. We have planned the shared use of a CLAS (CESG Listed Adviser Scheme) with South Bucks.
- 7.4 Our e-mail archiving software has proved to be very problematic and we have been unable to iron out some of the problems, even with the supplier's help. We have decided therefore that we are going to actively pursue the use of Exchange 2010 as it has its own e-mail archiving solution which will integrate with Sharepoint for the Document management project.

Report Author: Helen Dunn, ICT Manager 01784 446248

Background Papers: Report to I & D Committee July 2008, Report to Task Group July 2009

2009-10 Revenue Outturn Report

Report of the Chief Financial Officer

EXECUTIVE SUMMARY

How does the content of this report improve the quality of life of Borough Residents

This report shows the Authority's outturn revenue figures and how resources were spent on providing services for residents.

Purpose of Report

To provide Members with the Revenue outturn figures

Key Issues

- The actual spend to date, at net expenditure at service level, shows that we have spent £14.503m against the full year revised budget of £14.568m
- The above £65k underspend, includes £302k restructuring costs which will deliver ongoing savings and which have been funded from Business Improvement Reserve
- Adjusting for the restructuring costs there was an underlying saving of £466k.
- VAT refund including interest of £518k received
- Underlying investment income £160k down against budget

Financial Implications

As set out within the report and appendices

Corporate Priority

All 12 Priorities.

Officer Recommendations

Overview and Scrutiny Committee are asked to note the report

Contact: Terry Collier, Chief Financial Officer (01784 446296)

Cabinet Member: Cllr Vivienne Leighton

MAIN REPORT

1. BACKGROUND

- 1.1 The purpose of this report is to update Members on the revenue outturn position and the level of transfers from reserves.
- 1.2 To inform Members of the reasons for the variances identified against the budget agreed in February 2009.
- 1.3 In the Budgets agreed for Heads of Service it is always anticipated that there will be budget variances from the original budget. This ensures that the Authority meets any change in the needs of the service to adapt to any unexpected changes which happen in the period.

2. KEY ISSUES

- 2.1 In [Appendix A](#) the actual spend is £14.503m against the full year REVISED budget of £14.568m.
- 2.2 [Appendices B1 to B9](#) gives a summarised breakdown of the outturn by portfolio Area, firstly in overall terms and then breaking each portfolio down by cost centres
- 2.3 Major provisional outturn variances, in both monetary and percentage terms, to the original budget together with officer comments on more significant expenditure / income variances are as follows:

(a) Economic Development

| Cost Centre | Comment | Significant Variance |
|---------------------|--|--------------------------------------|
| Car Parks | Vacant posts and better use made of the temp staff budget. Income less than budget due to drop in on street parking, season ticket and rental income. | £99k favourable £249k adverse |
| Staines Town Centre | Income Better than budget | £40K favourable |
| Staines Market | Income better than budget | £14k favourable |
| Committee Services | Vacancy related savings before restructure | £17k favourable |

(b) Planning and Housing.

| Cost Centre | Comment | Significant Variance |
|---------------------------|---|----------------------|
| Building Control | Income better than budget | £23k favourable |
| Homelessness | Void costs higher than budget – netted with PSL | £22k adverse |
| Housing Benefits admin | Income better than budget | £64k favourable |
| Housing Benefits payments | Better overpayments recovery than anticipated | £174k favourable |

| | | |
|------------------------------|--|-------------------------------------|
| Private Sector Leasing (PSL) | Float costs lower than budget – netted with Homelessness | £46k favourable |
| Land Charges | Higher income than budget due to more activity and revised personal search fees from beginning of last quarter of the year | £47k favourable |
| Development Control | Effectively saving on Planning Officer post held vacant (£43k), overshadowed by additional income received (Housing and Planning Delivery Grant; and one-off court refund) | £40k favourable £288k favourable |
| Planning Policy | Additional income generated | £80k favourable |
| | | |

(c) Health and Independent Living

| Cost Centre | Comment | Significant Variance |
|----------------------------|---|----------------------|
| Com Care administration | Staff vacancies at start of year | £10k favourable |
| SPAN | Salaries overspent due to redundancy payment, and income down as financing stream had stopped | £55k adverse |
| Environmental Health admin | Staffing vacancies not filled | £73k favourable |
| Public Health admin | | £29K favourable |
| | | |

(d) Environment

| Cost Centre | Comment | Significant Variance |
|---|---|----------------------|
| <i>Streetscene Management and Support</i> | Redundancy & pension payments, due to restructure of the service- will deliver ongoing savings from 2010-11 onwards Offset by contribution from Business Improvement Reserve. | £190k adverse |
| Refuse collection | Employee Costs lower than Budget. Income better than budget, due to hire of Green waste bins and resulting recycling credits. | £189k favourable |

| | | |
|----------------------------|---|------------------|
| Energy Initiatives | Patent registration costs not budgeted for. Climate change invoice of £20k included in 0910. | £25k adverse |
| Environment Services admin | Employee costs less than budget, due to number of vacancies and unpaid leave. Consultants fees less than budget. | £89k favourable |
| Street Cleaning | Highways verges staff included in budget in error. | £100k favourable |
| Recycling | AWC tonnage down, resulting in lower recycling credits. | £104k adverse |
| | | |

(e) Young People and Cultural Services

| Cost Centre | Comment | Significant Variance |
|---------------------|---|-----------------------------|
| Grounds Maintenance | Employee costs lower than budget due to vacant posts. | £37k favourable |
| Parks Strategy | Income less than budget due to drop in football, lettings and bowls income. | £47k adverse |
| | | |

(f) Communications and Engagement

| Cost Centre | Comment | Significant Variance |
|---------------------------|---|-----------------------------|
| Corporate Publicity | Savings on borough bulletin and publicity in general. | £37k favourable |
| Research and consultation | Savings on Citizen Panel costs. | £35k favourable |
| | | |

(g) Community Safety

| Cost Centre | Comment | Significant Variance |
|--------------------|--|-----------------------------|
| Asset Management | Staff savings – reduced hours and secondment | £28k favourable |
| Knowle Green | Additional expenditure of £35k relates to office moves to increase external letting income, Trade waste costs higher by £8k due to change of contractor, Telephone costs higher by £10k, £19k relates to | £78k Adverse |

| | | |
|------------------------|--|--------------|
| | Building maintenance fund and £22k recharge regarding 'Salix project' with no budget. These costs are partly off set by additional income of £9k from room hire for European and SCC elections and additional rental income of £2k from SCDT and £5k from SCC. | |
| Planned Maintenance | Water Sampling contracts for Lammas park and Memorial Gardens. | £56k adverse |
| Responsive Maintenance | Facilities deteriorating due to no planned maintenance. | £50k adverse |
| | | |

(h) Resources

| Cost Centre | Comment | Significant Variance |
|---------------------------|---|----------------------|
| Audit | Vacancy related Savings | favourable £15k |
| Management Team | Reflects Redundancy costs of Bob Coe | Net £50k favourable |
| Human Resources | Savings achieved on Pension and overtime costs of £11k and £2k on microfilming | £13k favourable |
| Customer Services | Vacancy savings and lower pension costs of £10k, Savings achieved on office stationery - £7k, document storage - £3k and remainder on office equipment. | £29k favourable |
| Corporate Management | Mainly reflects VAT refund (excluding interest element) | £171k favourable |
| Misc Expenses | Mainly due to decrease in bad debts provision | £31k favourable |
| Unapportionable overheads | Savings achieved on Senior staff medical and eye site tests - £11k, Health and safety - £2k, Security services - £3k, Document exchange - £2k and consultants fees relating to in-house training - £10k and remainder relates to apportioned costs over other services as part of pension accounting. | £481k favourable |

| | | |
|-------------|---|-----------------|
| Accountancy | Procurement officer savings and one post holder worked less hours than the budget. | £45k favourable |
| Council Tax | Savings achieved on Employee related expenditure due to lower pension costs - £14k, Printing - £5k, Investigations and tracing agency costs - £4k, Summons and Bankruptcy costs - £3k, transport related expenditure - £2k. Income is higher due to higher legal and other reimbursements - £29k, NNDR deferral grant income - £8k and efficiency grant income - £10k with no budget. | £75k favourable |

2.4 **Income**

2.5 In overall terms most of the Council's income streams held up reasonably well against budget in the context of the economic downturn. The outturn position on the Council's main income streams are :

- (a) Development Control Income – additional £200k – Housing and Planning Delivery Grant (HPDG) than originally budgeted was been received. Not however, as part of the cuts announced by the Government in May 2010 we know that the Government has deleted HPDG for 2010-11 onwards.

The Council reclaimed during 2009-10 £113k which was released by the Courts after having been on deposit for 12 years with respect to a CPO scheme.

The above two items more than offset underlying dip in Development Control income for 2009-10

- (b) Land charges fee income – was £47k better than budget and reflects some upturn in activity levels.
- (c) Car parking income -. Separating out on-street parking – offstreet parking income was £64k lower than the budget.

2.6 Building Control Fee income – was £23k better than budget.

2.7 Additional one off income of approximately £518k (net of fees), including statutory interest, was received from Her Majesty's Revenues and Customs for the recovery of prior year overpaid VAT on leisure income which Customs are allowing local authorities to recover.

2.8 **Other Factors**

2.11 Capitalised Salaries – expenditure of approximately £110k has been charged to capital due to reduced spend and activity on capital schemes.

2.12 By incorporating these adjustments the provisional outturn at Net Expenditure level is £14.503 against a revised budget of £14.458m an under spend of £65k

- 2.13 The surplus on investment income (approximately £100k) reflects the interest on the VAT refund of £256k; underlying investment income was £160k below budget and was due firstly to capital receipts being received later than anticipated and short term interest rates being lower than anticipated when the budget had been set.
- 2.14 Net Expenditure after investment income is projected to be £13.385m against the revised estimate of £13.548m an under spend of £164k. Taking into account the £302k restructuring costs relating to Streetscene and MAT which will deliver ongoing annual savings of approximately £200k per annum (ie payback within 2 years) underlying underspend was £466k. The £466k equates to approximately 90% of the value of the VAT refund we received.
- 2.15 No use of the interest equalisation reserve is being made.
- 2.16 **Funding Proposals**
- 2.17 Excluding £150k use of carry forward reserve to fund budget items carried forward from 2008-09 and the £302k use of the Business Improvement reserve £582k of other reserves were used broken down as follows:
- Insurance reserve £15k
 - General Reserves £150k
 - New Schemes Fund £315k
 - LPSA Grant setaside £110k

3. OPTIONS ANALYSIS

- 3.1 All variances highlighting increased income or reduced expenditure will be analysed to see if this is a one off occurrence and any that can be seen to be longer term will be incorporated into the outline budget for 2011/12.

4. PROPOSALS

Overview and Scrutiny Committee are asked to note the current provisional over spend against original budget at the net expenditure level is £9k .

5. BENEFITS AND SUSTAINABILITY

- 5.1 Careful monitoring of the budgets will enable greater transparency of budget problems and enable action to be taken when required on areas identified as areas of concern
- 5.2 A systematic approach to budget monitoring will hopefully alleviate problems of major discrepancies being highlighted at year end which have not previously been identified.
- 5.3 Constant monitoring of the budgets enables Heads of Service to be held more accountable for their budgetary spend and any major unidentified variations which occur.

6. FINANCIAL IMPLICATIONS

- 6.1 As set out within the report and appendices.

7. LEGAL IMPLICATIONS / OTHER CONSIDERATIONS

- 7.1 There are none

8. RISKS AND HOW THEY WILL BE MITIGATED

- 8.1 A projected balanced outturn depends on Management Team, Heads of Service and all budget managers managing their budgets within the parameters that were originally agreed and achieving where necessary corresponding growth and savings within those budgets. Careful monitoring of the budgets on a monthly basis ensures that any problems or anomalies are identified and investigated at an early stage.
- 8.2 Any necessary corrective action on major budget variations, which cannot be remedied within the Service, are reported to MAT immediately in order to ensure that as much time and opportunity is had to enable the position to be rectified quickly within the current financial year.

9. TIMETABLE FOR IMPLEMENTATION

- 9.1 Bi monthly reports are produced for Management Team.

Report Author: Terry Collier 01784 446296

Background Papers: There are none

2009/10 CAPITAL OUTTURN REPORT

Resolution Required

Report of the Chief Financial Officer

EXECUTIVE SUMMARY

How does the content of this report improve the quality of life of Borough Residents

Money spent on capital schemes enables the Authority to ensure that residents are able to have an improved standard of living and facilities.

Purpose of Report

To provide Performance Management and Review Committee with the provisional outturn figures for 2009/10 on the Capital Programme and agree the list of schemes requested by Heads of Service to be carried forward.

Key Issues

- The current provisional outturn shows that we have spent £1,441k to date against an original budget of £1,889k
- The provisional outturn for the year of £1,441k is 76% of the original budget (the 2008/09 figure comparison was 93%)
- The end of year requested carry forward amount from the revised capital programme budget of £2,352,300 into 2009/10 is £599k, this compares to £486k carried forward from 2008/09.

Financial Implications

As set out within the report and appendices

Corporate Priority

All 12 Priorities.

Officer Recommendations

Overview and Scrutiny Committee are asked to note the report

Contact: Terry Collier, Chief Financial Officer (01784 446296)

Portfolio Holder: Cllr Vivienne Leighton

1. BACKGROUND

- 1.1 The purpose of this report is to update Overview and Scrutiny Committee on the provisional outturn spend against the budget outturn position of schemes which have been included in the Capital programme
- 1.2 To inform Overview and Scrutiny Committee of the reasons for variances and the level of proposed slippage into the 2009/10 Capital budget.

2. KEY ISSUES

2.1 Capital

- (a) Attached, as Appendix A, is the provisional outturn position on capital spending.
- (b) For the year ending 31 March 2010 capital expenditure was £1.441m (76%) of the original budget and 61% of the revised budget.

2.2 Schemes where there is a large variance between the actual outturn and revised estimate (budget) are highlighted on **Appendix A**, with analysis below;

- (a) Housing Enabling Fund – To be provided to A2D to assist with its funding shortfall from the Homes and Communities Agency and enable it to complete the development of other housing schemes. Payments totalling £105k are due to be made to A2D during 2010/11 to help fund developments. Additionally we are expecting an invoice from Catalyst for the sum of £40k, on scheme completion during this coming financial year.
- (b) Home Repair Assistance Grants – Held back on grants issued during 2009/10 as much as possible due to increased demand from residents requesting adaptations or improvements, and the grant decision unknown for 2010/11 which could have resulted in payments by SBC.
- (c) Wall/Loft Insulation – To be spent in 2010/11 as supplier changed late 2009/10 and being key towards helping fuel poverty targets, therefore also needs to be a long term consideration.
- (d) Stanwell CCTV – Works deferred to 2010 owing to upcoming Stanwell New Start.
- (e) Lammas Park – Owing to the sale of Bridge Street c/p not occurring, the creation of new building for Sea Cadets has been deferred to 2010/11 and to align with a bid in 2010/11 by the Sea Cadets, for national funds.
- (f) Biffa Award Match Funding – Works started late resulting in an underspend for 2009/10. Due to complete February 2011.
- (g) HR and Payroll System – Project deferred whilst the options were evaluated in terms of using Sharepoint.

Area Regeneration Project s– Main work being deferred to 2010/11, during which the projects will be completed.

2.3 Attached as **Appendix B** is a list of capital schemes requested, together with Accountancy recommendations, to be carried forward by Officers for works which have been unable to be completed in 2009/10 and they would like to be carried forward to the 2010/11 programme.

2.4 The currently requested level of carry forward from this years programme into 2009/10 is £599k.

2.5 The schemes requested as carry forwards will be presented to the Cabinet Member for Resources and the Leader of the Council for approval or rejection.

3. PROPOSALS

3.1 Overview and Scrutiny Committee note the outturn position and recommend that the schemes requested for carry forward be approved.

4. BENEFITS AND SUSTAINABILITY

4.1 Careful monitoring of the budgets enables greater information on the likely outturn position which enables improved treasury management interest forecasts as predicted under spends or slippages can be incorporated when calculating the likely outturn position for investment income.

5. FINANCIAL IMPLICATIONS

5.1 Any under spend on the approved capital programme enables the authority to invest the monies to gain additional investment income or can be used to fund additional schemes identified.

6. LEGAL IMPLICATIONS / OTHER CONSIDERATIONS

6.1 Schemes which are currently incomplete and require a budget carry forward may have contractual obligations which could leave us liable to litigation if they are not allocated the funds to complete the works.

7. RISKS AND HOW THEY WILL BE MITIGATED

7.1 Projected outturns are based on the best knowledge of the Heads of Service at a given point in time and may change if there is a major change in circumstances. Regular monitoring and updating of the projections will enable these changes to be picked up and corrective action taken in a timely manner to ensure that necessary corrective can be taken.

8. TIMETABLE FOR IMPLEMENTATION

8.1 Bi monthly monitoring reports are prepared for Management Team and incorporate revised actual and projected outturn figures.

Report Author: David Lawrence Chief Accountant 01784 446471

Background Papers: There are none.

OVERVIEW AND SCRUTINY COMMITTEE WORK PROGRAMME

| Meeting date | Topics |
|----------------|---|
| September 2010 | Capital and Revenue Monitoring reports for first quarter Work Force Monitoring Review of Streetscene Services Reports from Task Groups Cabinet Forward Plan Work Programme |
| November 2010 | Review the Spelthorne Safer Stronger Partnership Board and action plan |
| February 2011 | Capital and Revenue Monitoring reports Reports from Task Groups Cabinet Forward Plan Work Programme |
| April 2011 | Capital and Revenue Monitoring reports Reports from Task Groups Cabinet Forward Plan Work Programme |

Matters Previously Identified for Consideration by the Overview and Scrutiny Committees, Cabinet, Council and Officers

Improvement and Development Committee

1. Older People Services
2. ICT Services
3. Procurement Action Plan
4. Eco Park Proposals - to look at and evaluate details of the Eco Park proposals at the appropriate time and possibly look at the report prior to it going to the Cabinet

Performance Management and Review Committee

1. Annual Review of the Corporate Complaint Procedures
2. Update on corporate governance
3. Reviewing spelride
4. Youth and Leisure
5. Update on Watercourses and flood risks

Cabinet and Council

1. To consider the remit of the Overview and Scrutiny Committee
2. To review the Councillor Call for Action procedures after one year's operation
3. To review the petition scheme after one year in operation ie November 2011

Matters requested for consideration by Officers

Workforce Monitoring - September meeting - Jan Hunt - Head of Human Resources