

Committee Manager: Jane Fulton (Ext. 37611)

16 January 2015

## **OVERVIEW SELECT COMMITTEE**

A meeting of the Overview Select Committee will be held in **The Dome Meeting Room at the University of Chichester Bognor Regis Campus, Upper Bognor Road, Bognor Regis, PO21 1HR** on **Tuesday, 27 January 2015 at 6.00 pm** and you are requested to attend. **(Please note change in venue).**

**For directions – please click on this link:** <http://www.chi.ac.uk/about-us/campuses-and-venues/support-and-information-zone/directions-bognor-regis-campus>

Members: Councillors English (Chairman), Dingemans (Vice-Chairman), Britton, Clayden, Mrs Daniells, Edwards, Hitchins, Jones, Mrs Maconachie, McIntyre, Nash, Mrs. Oakley, Oliver-Redgate and Dr Walsh. (Plus one Conservative Vacancy)

## **A G E N D A**

1. APOLOGIES FOR ABSENCE
2. DECLARATIONS OF INTEREST

Members and Officers are reminded to make any declaration of personal and/or prejudicial/pecuniary interests that they may have in relation to items on this agenda.

You should declare your interest by stating:

- a) the item you have the interest in
- b) whether it is a personal interest and the nature of the interest
- c) whether it is also a prejudicial/pecuniary interest

You then need to re-declare your interest and the nature of the interest at the commencement of the item or when the interest becomes apparent.

3. MINUTES

The Committee will be asked to approve as a correct record the Minutes of the Overview Select Committee held on 18 November 2014 (which have been previously circulated).

4. ITEMS NOT ON THE AGENDA THAT THE CHAIRMAN OF THE MEETING IS OF THE OPINION SHOULD BE CONSIDERED AS A MATTER OF URGENCY BY REASON OF SPECIAL CIRCUMSTANCES.

5. ANNUAL REVIEW OF ACTIVITY CENTRE PROVISION - AGE UK WEST SUSSEX

A summary report reviewing Age UK (West Sussex) and its management of the two Day Activity Centres, the Tamarisk and Laburnum Centres, is attached. The Leisure & Voluntary Sector Manager will attend the meeting to answer any questions that the Committee may have.

6. COUNCIL BUDGET - 2015/16

The report sets out the Capital, Housing Revenue and General Fund Revenue Budgets for 2015/16 which the Committee is requested to consider and recommend onto Cabinet so that the recommendations can be considered at the Special Meeting of the Council taking place on 24 February 2015.

7. CORPORATE PLAN 2013-2017 - Q2 PERFORMANCE OUTTURN REPORT FOR THE PERIOD 1 APRIL 2014 TO 30 SEPTEMBER 2014

The attached report is the report that Cabinet considered at its meeting held on 8 December 2014. This sets out the Quarter 2 performance outturn for the Corporate Plan indicators which are measured at six months (quarterly and six monthly targets) for the period 1 April to 30 September 2014.

This report is being presented to the Committee for its information.

8. SERVICE DELIVERY PLAN 2013-2017 - Q2 PERFORMANCE OUTTURN REPORT FOR THE PERIOD 1 APRIL 2014 TO 30 SEPTEMBER 2014

The attached report is the report that Cabinet considered at its meeting held on 8 December 2014. This sets out the Quarter 2 performance outturn for the Service Delivery Plans (SDPs) Performance Indicators which are measured at six months (quarterly and monthly targets) for the period 1 April to 30 September 2014.

This report is being presented to the Committee for its information.

9. PROGRESS REVIEW FOR THE CORPORATE PLAN TARGETS 2013-2017

This report presents the current position, as at 30 October 2014, of the 19 Corporate Plan indicators over the last 18 months and gives recommendations from the relevant member of the Corporate Management Team and their respective Cabinet Member, on any alteration to the proposed targets for each indicator for the remaining 2 years of the Corporate Plan.

10 CABINET MEMBER QUESTIONS AND UPDATES

- (i) Members are invited to ask Cabinet Members questions and are encouraged to submit their questions to the Committee Manager in advance of the meeting to allow a more substantive answer to be given.
- (ii) Cabinet Members are invited to update the Committee on matters relevant to their Portfolios of responsibility.
- (iii) Cabinet Member Priorities and future areas for Development/Review – attached is a brief paper from the Cabinet Member for Leisure & Amenities, Councillor Dendle, which outlines the key issues that the Committee needs to be aware of and linked to his Portfolio area. For the Committee’s information his Portfolio covers the following areas:
- Leisure Strategy & Management
  - Tourism Activity (including Lamp Post Banners)
  - Concessions
  - Cultural Events
  - Car Parking
  - Cleansing/Waste Management
  - Public Conveniences
  - Foreshores

11 NOTES FROM THE MEETING OF THE COUNCIL TAX SUPPORT TASK & FINISH WORKING GROUP HELD ON 7 JANUARY 2015

The Committee is asked to consider the Minutes from the meeting of the Council Tax Support Task and Finish Working Party meeting held on 7 January 2015 which are attached along with accompanying reports.

12 UPDATE FROM THE MEETINGS OF WEST SUSSEX COUNTY COUNCIL'S HEALTH AND ADULT SOCIAL CARE COMMITTEE (HASC) HELD ON 5 DECEMBER 2014 AND 21 JANUARY 2015

The Committee will receive two reporting papers. The first from Councillor Dr Walsh following his attendance at a meeting of HASC held on 5 December 2014. Secondly, from Councillor Edwards, following his attendance at a meeting of HASC held on 21 January 2015. These reports will be circulated separately to the agenda.

13 UPDATE FROM MEETING OF THE SUSSEX POLICE & CRIME PANEL HELD ON 23 JANUARY 2015

An update from the meeting of the Sussex Police & Crime Panel held on 23 January 2015 will be either circulated prior or reported verbally to the meeting.

14 WORK PROGRAMME - UPDATE

The Committee Manager will inform the Committee of any changes required to the Committee's Work Programme for 2014/2015. A revised version is attached.

(Note: \*Indicates report is attached for Members of the Committee only and the Press (excluding exempt items). Copies of reports can be viewed on the Council's web site at [www.arun.gov.uk](http://www.arun.gov.uk) or can be obtained on request from the Committee Manager.)

(Note: Members are also reminded that if they have any detailed questions, would they please inform the Head of democratic Services, Cabinet Member and/or relevant Lead Officer in advance of the meeting in order that the appropriate Officer/Cabinet Member can attend the meeting.)

AGENDA ITEM NO. 5ARUN DISTRICT COUNCILOVERVIEW SELECT COMMITTEE – 27 JANUARY 2015

## Recommendation Paper

Subject : Annual Review of Activity Centre Provision – Age UK West Sussex

Report by : Robin Wickham Report date: December 2014  
Voluntary Sector and Leisure Manager

EXECUTIVE SUMMARY

This report introduces the annual review of the District Council's Activity Centre Provision for older people.

RECOMMENDATIONS

Members are requested to recommend the Annual Review to Cabinet for approval.

1.0 INTRODUCTION

- 1.1 Members will be aware that the Activity Centres for older people, namely the Tamarisk Centre and the Laburnum Centre were transferred to Age Concern West Sussex on 1 July 2006. Age Concern West Sussex changed its name to Age UK West Sussex in April 2010.
- 1.2 The Activity Centres offer a service for people later in their life and aim to improve the quality of life for older people, particularly those who may be at risk of becoming socially isolated. The Centres provide a range of affordable services in addition to activities; these services include hair dressing, chiropody, massage and beauty treatments. The Laburnum Centre also has a fitness suite where older people can exercise in an age appropriate setting and take advantage of exercise classes or GP referral sessions. The members of staff at both Centres also maintain a watching Safeguarding brief to identify early signs of self-neglect, dementia or abuse.

## 2.0 REVIEW

- 2.1 The current membership of both Centres exceeds 1,000 people. Age UK West Sussex is challenged to deliver activities for both the 'younger' active old and frailer, less mobile members. The activities range from the fitness studio and lessons in computing (e.g. digital photography and family history) to more traditional activities such as Bingo, Arts and Crafts and language classes. Age UK West Sussex has also run intergenerational projects with local schools to provide assistance for members with 'texting' and the use of tablet computers.
- 2.2 Members at both Centres are offered a full programme of activities between Monday and Friday and Age UK West Sussex embrace local and national events to promote activities and campaigns to support the plight of older people. In 2013/14 the focus was to continue to reduce loneliness and the lack of social connectedness felt by older people. The Centres hosted events to commemorate the start of the Great War, ran their hugely popular Christmas parties and opened their doors at weekends to offer Sunday lunches to members and their families.
- 2.3 In the last twelve months Age UK West Sussex has also developed a closer working relationship with local community transport organisations. Sammy Transport and Arun Co-ordinated Community Transport now provide a service to both Centres and the Laburnum Centre has dispensed with providing a vehicle which was proving costly to operate. The community transport organisations are now promoting their services and day trips directly to Age UK West Sussex members.
- 2.4 Another recent initiative being trialed at the Laburnum Centre is to open on Saturdays to provide respite for Carers.
- 2.5 To ensure the quality of the service Age UK West Sussex systems are accredited with the quality mark ISO 9001 and provide welfare advice through trained advisors. Age UK West Sussex also works closely with West Sussex CAB, Voluntary Action Arun and Chichester, the Wellbeing Hub and the Prevention Assessment Teams.
- 2.6 Of particular note has been Age UK West Sussex ability to engage with volunteers. The current number of volunteers across the two Centres is 150, providing receptionists, librarians, sales staff, kitchen staff and activity leaders.
- 2.7 The District Council has a good working relationship with Age UK West Sussex. The Voluntary Sector and Leisure Manager meets regularly (typically bi-monthly) with the Area Activity Centre Manager to discuss performance and operational issues.
- 2.8 Age UK West Sussex has a proven record in supporting older members of the community in Arun. The Activity Centre provision provides the opportunity for older members of the community to join groups, eat healthily, engage in physical and mental activities so that that they can remain independent and maintain a good quality of life. Throughout the contract Age UK have worked with the District Council

in the spirit of partnership and have continued to improve the services at both of the Activity Centres.

### 3.0 FUTURE

3.1 The Contract Arun District Council has with Age UK West Sussex terminates on 31 March 2016. This is a discretionary service for the District Council. West Sussex County Council is currently reviewing the provision of activities for older people across the County. West Sussex County Council has proposed that Arun District Council procures a service provider for its Activity Centres and other District wide activities as part of that Contract. This would entail a competitive tendering exercise.

3.2 Members of the Environmental Services and Community Development Working Group will consider options in respect of the future delivery of Activities for Older People and West Sussex County Council's commissioning intentions. A report on these issues will be taken to a future Cabinet meeting for a decision on the service to be provided and the procurement process.

### 4.0 CONCLUSION

4.1 The current Contract with Age UK West Sussex has worked well and the required savings have been delivered.

**Background Papers:** Report to Overview Select Committee – 21 January 2013

**Contact:** Robin Wickham (ext. 37835)  
Leisure & Voluntary Sector Manager

AGENDA ITEM NO \_\_\_\_\_.

ARUN DISTRICT COUNCIL

OVERVIEW SELECT COMMITTEE – 27 JANUARY 2015

Recommendation

Subject : Arun District Council Budget 2015/16

Report by : Alan Peach Head of Finance and Property

Report date: December 2014

EXECUTIVE SUMMARY

The report sets out the Revenue and Capital Budgets for 2015/16 (in Appendix A) for both the General Fund and Housing Revenue Account. The Committee is requested to consider and recommend onto Cabinet in order that any recommendations can be considered at the Special Meeting of the Council on 24<sup>th</sup> February 2015.

RECOMMENDATIONS

Members are requested to discuss and note the Council's Budget report for 2015/16 (contained in Appendix A) and to pass comment to Cabinet.

1.0 INTRODUCTION

- 1.1 The Council's Revenue and Capital Budgets for 2015/16 for both General Fund and housing Revenue Account are set out in appendix A.

**Background Papers:** Correspondence from the DCLG (Department of Communities and Local Government) and Department for Work and Pensions (DWP). Budget working papers (held by Accountancy).

**Contact:** (Alan Peach, Head of Finance and Property ext.37558)



# ARUN DISTRICT COUNCIL BUDGET 2015/16

## REPORT BY THE HEAD OF FINANCE AND PROPERTY

### 1. Introduction

1.1 This report sets out the Capital, Housing Revenue and General Fund Revenue budget for 2015/16. These budgets have been prepared taking account of the following:

- The Medium Term Financial Strategy 2014/15 to 2020/21 considered at Cabinet 15<sup>th</sup> September
- The provisional Local Government Finance settlement issued by the Department of Communities and Local Government (DCLG) in December 2014
- Housing Revenue Account business plan

1.2 The Local Government Act 2003 requires the Chief Financial Officer to report on the robustness of the estimates made for the purposes of calculating Council Tax and housing rent levels, and the adequacy of the proposed financial balances. I am satisfied that the estimates, as presented in the draft budget, are sufficiently robust and that the reserve balances proposed for 2015/16 are adequate.

### 2. Local Government Finance Settlement and Council Tax

2.1 The provisional Local Government Finance Settlement issued by the Department of Communities and Local Government (DCLG) in December 2014 is the third year of funding under the new Business Rates Retention scheme.

2.2 The scheme focuses on promoting economic growth through retention of business rates. This is a significant change in the way Central Government financially supports Local Councils from 2013/14 onwards.

2.3 The Business Rates Retention scheme has transferred a considerable risk to the council by linking DCLG support directly to the local economy. This is a strong incentive for the Council to ensure that the business ratings list is fully inclusive and to encourage a buoyant local economy. It is also important to note any significant negative changes in the value of the ratings list will directly reduce the level of funding received in future, such as valuation appeals which can go back a number of years.

2.4 The Council has set up a specific Business Rate Equalisation Reserve to help mitigate the risk associated with the volatility of the scheme.

- 2.5 The New Homes Bonus (NHB) was a new Grant paid by the Government from 2011/12. The aim of the grant is to create an incentive which rewards local authorities that deliver sustainable housing development. The basis of the grant is that for each new housing unit delivered an annual bonus of £1,500 (band D equivalent) will be paid for six years (of which 80% is paid to the District Council and 20% to the County Council). In addition, a £350 bonus is also paid for each additional unit of affordable housing.
- 2.6 Overall for 2015/16 the New Homes Bonus has increased by £539k (2014/15 £484k increase) due mainly to the increase in house completions but also due to a significant reduction in the number of empty dwellings. The New Homes Bonus directly links the ambition and achievement of the Local Plan with a significant proportion of Arun's future finances. The 2015/16 level of grant will be enhanced by growth achieved in 2016/17 but from 2017/18 onwards any increase will be offset by the fall out of earlier year's awards (e.g. £509k from Year 1).
- 2.7 The DCLG indicated that Councils that do not increase their Council Tax from April 2015 will be awarded a Council Tax Freeze grant, based on a notional 1% tax increase. The grant will only be payable for one year after which it will be subsumed into the general financial settlement.
- 2.8 The changes in Government grant funding are summarised in the table below:

<b>Non-Ringfenced Grant Income</b>	<b>2014/15</b>	<b>2015/16</b>	<b>Change</b>
	<b>£'000</b>	<b>£'000</b>	<b>£'000</b>
Business rates retention	4,671	3,491	(1,180)
Revenue Settlement Grant (RSG)*	3,870	2,716	(1,154)
<b>Total Formula Grant:</b>	<b>8,541</b>	<b>6,207</b>	<b>(2,334)</b>
<b>New Homes Bonus:</b>	<b>2,549</b>	<b>3,088</b>	<b>539</b>
<b>Other non-ringfenced grants:</b>			
Housing Benefits Administration Grant	728	634	(94)
Localised Council Tax Support Administration Grant	190	175	(15)
Localised Council Tax Support s32 Grant	92	29	(63)
Business rates collection allowance	174	174	0
Individual Electoral Registration	65	0	(65)
Council tax freeze (2015/16 settlement)		104	104
<b>Total Other Non-ringfenced grants:</b>	<b>1,249</b>	<b>1,116</b>	<b>(133)</b>
<b>Total non-ringfenced grant income</b>	<b>12,339</b>	<b>10,411</b>	<b>(1,928)</b>

\* RSG adjusted for Council Tax Freeze Grant 2014/15

- 2.9 The Council Tax income for Arun (excluding Parish/Town Councils) of £9.160M for 2015/16. This modest increase of £140k (from £9.020M 2014/15) is due to changes in the tax base with Council tax remaining frozen since 2010/11.

### 3. Budget Assumptions

- 3.1 The budget for 2015/16 includes provision for the 2.2% two year pay award from January 2015. As in previous years, no provision has been made for price increases in goods, services and contracts except where there is clear evidence of the need for it.
- 3.2 With regard to fees and charges, increases have been applied either in accordance with statutory provisions, or, where the Council has discretion, having regard to specific service circumstances.

### 4. General Fund Revenue Budget

- 4.1 A summary of the General Fund Revenue budget showing 2014/15 Original Budget and 2015/16 proposed budget, summarised by Service Portfolio is shown in **Appendix 1**. The budget for 2014/15 has been restated to reflect the new cabinet portfolios approved in June 2014. A summary of the movement on General Fund Reserve is shown in the table below:

<b>General Fund Reserve Movement</b>	<b>Original Budget £'000</b>	<b>Current Budget £'000</b>	<b>2015/16 Budget £'000</b>
<b>Net Budget Requirement</b>	25,422	27,066	25,075
<b>Financed by:</b>			
Government Grants and Retained Business Rates	(12,339)	(12,606)	(10,411)
Council Tax	(12,560)	(12,560)	(12,790)
<b>Taken From / (Added to) Balances</b>	<b>523</b>	<b>1,900</b>	<b>1,874</b>
General Fund Balance 01 April 2014*	13,834	13,834	12,565
Supplementary Estimates	0	(1,377)	
Outturn on General Fund	(523)	(523)	(1,874)
Current Budget Variation Estimated Outturn 2014/15	0	631	
General Fund Balance 31 March 2015	13,311	12,565	10,691

- 4.2 The proposed 2015/16 budget draws (£1.874M) from reserves, a change of (£1.351M) from the 2014/15 original budget. Budget monitoring as at November 2014 is showing a current budget variation of £631k, resulting in an estimated draw down from reserves of (£1.269M) for 2014/15 after several supplementary estimates totalling (£1.377M).

The (£1.874M) proposed draw down from reserves for 2015/16 includes £2.630M for the funding of the significantly enhanced capital programme that was approved by Cabinet in September 2014. It should be noted that this expenditure is one-off in nature.

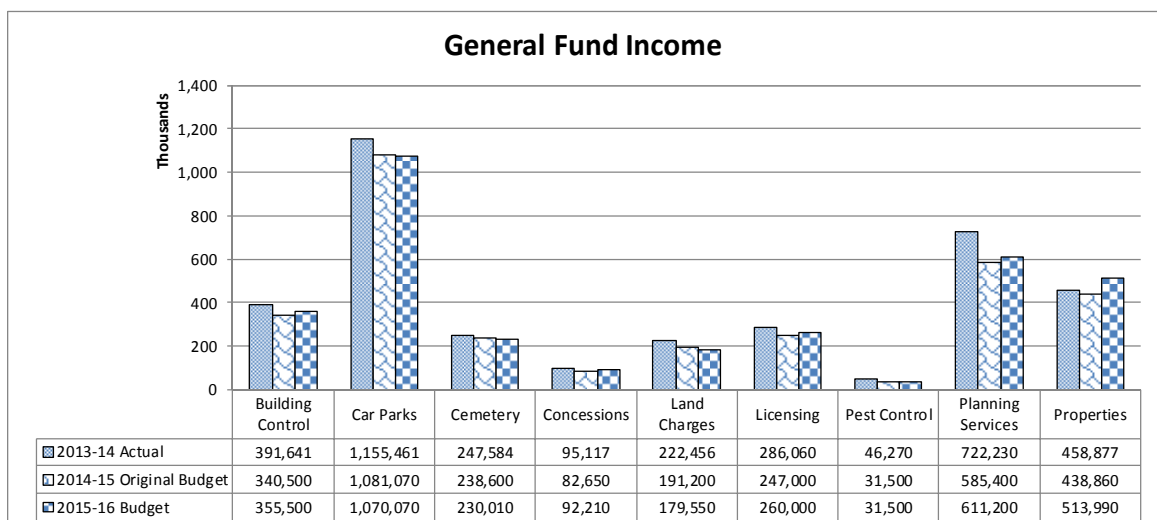
4.3 The General Fund capital budget for 2015/16 assumes the use of £510k of capital receipts to part fund the enhanced capital programme. However, the actual use of capital receipts will depend on the nature of the expenditure incurred and the availability of alternative funding sources.

4.4 The Council is anticipating the receipt of significant s106 sums for maintenance in perpetuity in respect of a number of sites and these sums will enhance the forecast level of General Fund balance. However, the receipt of these sums will also lead to the requirement for additional revenue expenditure in respect of maintaining the relevant sites. These sums are not included in the budget for 2015/16 as the timing of the receipts is not certain.

4.3 A summary of headline changes is given below:

<b>General Fund Budget 2015/16</b>	<b>Changes +/- 50k</b>	<b>£'000</b>
<b>Service changes:</b>		
Rent Rebates and Rent Allowances changes in claimant status		258
Net additional cost of 2015 District Election		75
Council Tax court costs recovered aligned to outturn		50
Increase in costs of Homelessness		55
Additional staff to support priorities		121
Establishment budget inflation and employers pension increase		372
Increase in income		(107)
Cleansing Contract increase net		96
Leisure Management contract reduction net		(92)
Other net service changes in service budgets <£50k		(55)
<b>Net change in service budgets</b>		<b>773</b>
Change in required Contingencies		236
Parish grant taper		(144)
Council Tax Income increase in tax base		(140)
Earmarked Reserves		303
Interest & investment income higher balances		(72)
Capital expenditure financed from revenue change in capital programme		(1,567)
Change in Formula Grant		2,334
Council Tax freeze Grant 2015/16		(104)
Additional New Homes Bonus		(539)
Benefit Administration Grant		109
S31 Council tax support grant		63
Individual Electoral Registration (IER) grant		65
Other changes <£50k		34
<b>Net change in budgeted reserve movement</b>		<b>1,351</b>
Reserve 2014/15 budgeted deficit		(523)
Reserve 2015/16 budgeted deficit		(1,874)
<b>Net reserve change</b>		<b>(1,351)</b>

- 4.4 The headline changes show that there is significant pressure on demand led services like Housing Benefit and Homelessness. Overall the service budgets have not significantly changed from the previous year. The changes have all been specific with minimal general upward drift in cost of service delivery. The single biggest increase has been in the cost of establishment inflationary increases through pay award and change in employers' pension contributions.
- 4.5 The contingencies budget is assessed each year as a provision for known possible service changes that have not been sufficiently developed to fully cost into the budget.
- 4.6 The budget contains an £800k contribution from the specific Business Rate Equalisation Reserve which the Council has set up to help mitigate the risk associated with the volatility of the Business Rate Retention scheme.
- 4.7 A sum of £29k has been included in the contingencies budget for Members IT. The scheme was recommended by the Members IT Working Party on 4<sup>th</sup> December 2014 and is subject to approval by Full Council on 14<sup>th</sup> January 2015. The gross cost of the IT equipment including software is anticipated to be £46k in year one but this is to be mitigated by the deletion of the Members IT allowance.
- 4.8 Income from fees, charges and rents are included within net cost of service. In total this amounts to an overall financing of £3 million. Income is a key risk area to the budget as it is predominantly externally influenced, without direct link to service cost and each source is unique.
- 4.9 The graph below shows income by source and value, and demonstrates trend. The income estimates included in 2015/16 appear robust.



## 5. Earmarked Reserves

- 5.1 Earmarked Reserves are amounts of money specifically identified for operational purposes and held alongside the General Fund for drawdown as required. The total value of earmarked reserves at the end of 2013/14 financial year was £8.440M, with approved in-year virements of £2.980M during 2014/15. The carry forward balance into 2014/15 will therefore be a minimum of £5.460M depending upon the amount of budget variation during 2014/15. Budget expenditure relating to these reserves is isolated from the cost of service for General Fund financing purposes. Earmarked reserves are drawn down into budget as required through the virement approval process.

## 6. Risk analysis

- 6.1 Corporate and Operational risk registers have been reviewed for financial implications as part of the budget process on the criteria of probability of occurrence and materiality of impact upon balances. No significant risks have been identified.
- 6.2 Some lesser risks however are inherent within the overall budget. These are discussed below.
- 6.3 Income: the budget includes £3 million from fees, charges and rents; these have been set on the basis of achievement of the level of predicted income and previous outturn, including known changes in environment. Potential risk could be a poor summer resulting in lower car park income, deepening of the recession reducing demand for sundry property/seasonal concessions. A review of income has been undertaken and is considered to be achievable.
- 6.4 Vacancy management factor has been set at £450k for the second year. The achievement of the target is dependent upon strict control of vacancies due to the low rate of staff turnover.
- 6.5 Council Tax Benefit: is now awarded as a discount to claimants and was funded by a grant representing 90% of the cost to the Council in 2013/14, this grant has now been subsumed within the baseline funding. The assumption is that the value of Council Tax Benefit will remain stable; however, any change will have an impact on the General Fund.
- 6.6 Homelessness: The number of people presenting as homeless is increasing, resulting in financial pressures on the Council. The mitigation is to ensure strict application of the eligibility criteria, sign posting to other more appropriate organisations and getting people onto Housing Benefit as soon as possible.
- 6.7 HRA: A key risk to the HRA is the significant increase in Right to Buy (RTB) disposals as the loss of rent income will have a significant impact on the HRA financial model.

The Housing Revenue Account Budget has been based on the best assumptions currently available but could be subject to change once the Housing Business Plan has been completed (see 7.5 below).

- 6.8 The Council has gained substantial benefit from business rate growth, particularly due to the opening of new supermarkets in the district. However, there is a risk that the level of business rate appeals is more than has been anticipated and this risk lies with local government.
- 6.9 The level of New Homes Bonus (NHB) has been relatively buoyant but this could easily change if the level of house building tailed off in the District and this is closely monitored on a monthly basis.
- 6.10 The Council has benefitted from funding based on local growth (see 6.8 and 6.9 above). In addition to the inherent risks with retained business rates and the NHB, there could be a fundamental move from the current funding system based on growth to a different distribution methodology. If this occurs there would have to be a significant reduction in the capital programme in addition to on-going revenue savings.

## **7. Housing Revenue Account Budget**

- 7.1 A summary of the Housing Revenue Account (HRA) budget, including Major Repairs Reserve, is shown at Appendix 2.
- 7.2 For 2015/16 the HRA is showing a surplus of £0.542m, broadly in line with the current Business Plan. The most significant change from 2014/15 is the fall out of the acquisition/new build programme. (It is intended that any unspent balance of this programme is transferred to a reserve at the end of 2014/15).
- 7.3 The rent increase for 2015/16 has been set at 2.2% (£1.97) based on CPI + 1%, in accordance with the Government's new social housing rent policy. This policy replaces the former rent restructuring methodology which had been in force for a number of years.
- 7.4 The budgeted level of HRA balance at 31st.March 2016 is £3.141m. However, this is based on the assumption that the current acquisition/new build programme will be financed from revenue contributions. If the expenditure incurred meets the necessary conditions it will be possible to use "1 for 1" receipts to cover some of the cost and the HRA balance at 31st.March 2016 could be as much as £0.735m higher.
- 7.5 Two projects are currently being undertaken by consultants appointed by the Council. The first relates to the updating of the HRA Business Plan and the second is a feasibility study exploring alternative methods of delivering new housing. These projects could have significant implications for the HRA in 2015/16 and future years. The projects are being funded from savings identified in the current financial year.

## 8. Capital, Asset Management and other projects Budget

- 8.1 A summary of the Capital, Asset Management and other projects budget is shown at appendix 3
- 8.2 The new capital programme for 2015/16, together with the proposed method of financing, is set out in the table below. The programme includes the second stage of the major investment programme approved by Cabinet at its November 2013 meeting and updated at its September 2014 meeting.

<b>2015/16 Capital Programme</b>	
<b>General Fund :</b>	<b>£'000</b>
Second phase of new investment programme	2,630
Asset management	683
Disabled Facilities Grants	1,000
Other	105
<b>Total General Fund</b>	<b>4,418</b>
<b>Housing Revenue Account :</b>	
Improvements (including Decent Homes)	2,572
<b>Total Housing Revenue Account</b>	<b>2,572</b>
<b>Total programme</b>	<b>6,990</b>
<b>Financed by :</b>	
Capital grant (disabled facilities)	627
Capital receipts	883
Charge to General Fund	2,908
Charge to Housing Revenue Account	2,572
<b>Total Financing</b>	<b>6,990</b>

- 8.3 The assumed level of capital receipts financing is £0.883m. However, the actual use of capital receipts will depend on the nature of the expenditure incurred and the availability of alternative funding sources.
- 8.4 Arun has entered into an agreement with the Government to retain the additional receipts generated by the relaxation of the Right to Buy discount rules ("1 for 1" receipts), subject to these receipts being used for the provision of new social housing and Arun matching every £30 of receipts with £70 of its own funding (the 70/30 rule). At current sale levels, these "1 for 1" receipts are accruing at the rate of some £0.840m per annum, which means that Arun is required to spend £2.800m in total (£0.840m X 100/30) per annum on the provision of new social housing.



## 9. Conclusion

9.1 The General Fund revenue budget and Capital budgets are set robustly within the medium term financial strategy.

## 10. Recommendations:

10.1 Cabinet is requested to note that the Head of Finance and Property, in consultation with the Deputy Leader of the Council and Cabinet member for Corporate Governance, has approved a Council Tax base of 56,762 for 2015/16.

10.2 Cabinet is requested to recommend to Full Council that:

- i. The General Fund Revenue budget as set out in **Appendix 1** is approved.
- ii. The Council Tax freeze grant is accepted in lieu of a Council Tax increase.
- iii. Arun's Council Tax Requirement for 2015/16, based on a Band D Council Tax of £161.37, is set at £9,159,684 plus parish precepts as demanded, to be transferred to the General Fund in accordance with statutory requirements.
- iv. The HRA budget as set out in **Appendix 2** is approved.
- v. The rent increase is 2.2% in accordance with the Government's new social housing rent policy.
- vi. HRA garage rents are increased by 3% and heating and water/sewerage charges increased on a scheme by scheme basis, with a view to balancing costs with income.
- vii. The Capital budget as set out in **Appendix 3** is approved.

## 11. Background Papers

Correspondence from DCLG and Department for Work and Pensions  
Budget working papers held by Accountancy

Contact: Alan Peach, Head of Finance and Property Ext: 37558

## General Fund Revenue Budget Summary

Actual 2013-14 £'000	Description	Budget 2014-15 £'000	Budget 2015-16 £'000
	<b>Cost of Service</b>		
434	Community Services	643	679
1,310	Corporate Governance	1,431	1,800
246	Council Strategy	406	442
1,980	Environmental Services	1,667	1,753
876	Housing	954	1,020
5,125	Leisure and Amenities	5,038	4,995
930	Planning & Infrastructure	1,116	1,187
8,069	Support Services	7,722	7,976
0	Establishment Savings / Pay Award	(339)	(450)
(1,126)	Recharges	(1,050)	(1,041)
<b>17,844</b>	<b>Total Cost of Service:</b>	<b>17,588</b>	<b>18,361</b>
	<b>Corporate Cost</b>		
3,321	Parish Precepts	3,440	3,570
431	Grant payments to parishes	431	287
243	Other precepts and levies	251	250
(671)	Interest & investment income	(339)	(411)
0	Contingencies / miscellaneous	542	778
2,104	Contribution to/(from) earmarked reserves	(2,166)	(1,863)
404	Capital expenditure financed from revenue	4,475	2,908
1,356	Pension deficit contributions	1,200	1,195
<b>7,188</b>	<b>Total Corporate Cost:</b>	<b>7,834</b>	<b>6,714</b>
<b>25,032</b>	<b>Total Net Budget Requirement</b>	<b>25,422</b>	<b>25,075</b>
	<b>Financed By</b>		
(8,696)	Revenue Support Grant / Retained Business Rates	(8,438)	(6,207)
(2,065)	New Homes Bonus	(2,549)	(3,088)
(2,199)	Other non ringfenced grants	(1,352)	(1,116)
(8,897)	Council Tax Income - Arun Excluding Parishes	(9,020)	(9,160)
(3,321)	Council Tax Income - Town & Parish Councils	(3,440)	(3,570)
(324)	Collection Fund deficit/(surplus)	(100)	(60)
<b>(25,502)</b>	<b>Total External Finance:</b>	<b>(24,899)</b>	<b>(23,201)</b>
<b>(470)</b>	<b>Transfer (to) / from General Fund Reserve</b>	<b>523</b>	<b>1,874</b>

## Housing Revenue Account Budget Summary

<b>Actual 2013-14 £'000</b>	<b>Description</b>	<b>Budget 2014-15 £'000</b>	<b>Budget 2015-16 £'000</b>
<b>Expenditure</b>			
4,508	Supervision and management	4,507	4,622
3,417	Repairs and maintenance	3,498	3,958
2,677	Financing of capital expenditure	5,244	2,572
5,385	Net loan charges	5,316	5,250
<b>15,987</b>	<b>Total Expenditure</b>	<b>18,565</b>	<b>16,402</b>
<b>Income</b>			
(15,761)	Rents (dwellings, garages, hostels, other property)	(16,113)	(16,307)
(708)	Charges for services and facilities	(585)	(610)
(70)	Interest on balance	(44)	(27)
<b>(16,539)</b>	<b>Total Income</b>	<b>(16,742)</b>	<b>(16,944)</b>
<b>(552)</b>	<b>HRA (surplus) / deficit</b>	<b>1,823</b>	<b>(542)</b>
(5,375)	Balance brought forward	(3,980)	(2,599)
<b>(5,927)</b>	<b>Balance carried forward</b>	<b>(2,157)</b>	<b>(3,141)</b>

### Capital, Asset Management and other projects Budget Summary

Actual 2013-14 £'000	Description	Budget 2014-15 £'000	Budget 2015-16 £'000
<b>Capital expenditure by portfolio</b>			
Corporate Governance			
944	Asset Management	3,254	2,078
317	IT	506	1,140
5	Empty Homes	0	0
157	Council Strategy	250	0
1,164	Environmental Services	450	100
4,158	Housing	6,244	3,572
337	Leisure & Amenities		
148	Planning & Infrastructure	272	100
<b>7,230</b>	<b>Total Expenditure</b>	<b>10,976</b>	<b>6,990</b>
<b>Summary</b>			
3,838	General Fund	5,732	4,418
3,392	Housing Revenue Account	5,244	2,572
<b>7,230</b>	<b>Total Expenditure</b>	<b>10,976</b>	<b>6,990</b>
<b>Capital Receipts</b>			
(1,318)	Sale of Council Dwellings	(1,540)	(1,920)
(120)	Other	0	0
<b>(1,438)</b>	<b>Total Receipts</b>	<b>(1,540)</b>	<b>(1,920)</b>
Less			
247	Transferred to Government under pooling arrangements	275	300
435	Applied to finance capital expenditure	380	883
<b>(756)</b>	<b>Movement in year</b>	<b>(885)</b>	<b>(737)</b>
(7,155)	Balance brought forward	(7,796)	(9,741)
<b>(7,911)</b>	<b>Balance carried forward</b>	<b>(8,681)</b>	<b>(10,478)</b>

**AGENDA ITEM NO. 7****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET ON 8 DECEMBER 2014  
REPORT FOR OSC TO NOTE ON 27 JANUARY 2015**

<b>SUBJECT:</b> Corporate Plan 2013-2017 – Q2 Performance Outturn report for the period 1 April 2014 to 30 September 2014
---

<b>REPORT AUTHOR:</b>	Gemma Smith
<b>DATE:</b>	21 November 2014
<b>EXTN:</b>	37601

**EXECUTIVE SUMMARY:**

This report sets out the Q2 performance outturn for the Corporate Plan indicators which are measured at 6 months (quarterly and six monthly targets) for the period 1 April 2014 to 30 September 2014.

**RECOMMENDATIONS**

It is recommended to Cabinet to:

- i) Note the Q2 performance outturn for the Council's Corporate Plan for the period 1 April 2014 to 30 September 2014 and to consider requesting remedial actions by the relevant service area for any indicators that are under achieving, if appropriate and required.

**1. BACKGROUND:**

- 1.1 Full Council approved the new Corporate Plan for 2013-2017 on 20 February 2013.
- 1.2 This consists of 19 indicators, split out into the three priority headings of Your Council Services, Your Future and If you and your Family Need Help.
- 1.3 It was agreed by Full Council that performance of these indicators will be reported to CMT every quarter and to Cabinet and OSC every 6 months and at year end.
- 1.4 This report sets out the Q2 performance outturn for the Corporate Plan indicators for the period 1 April 2014 to 30 September 2014 and detail is given from Section 1.11 onwards in this report.
- 1.5 Only 16 of the total 19 Corporate Plan indicators are measured quarterly or 6 monthly so it is these which are being put before Cabinet today. The other 3 indicators are measured annually.
- 1.6 This report will also go to OSC on 27 January 2015 for their information.
- 1.7 It is to be noted that a Progress Review of the Corporate Plan is to be presented to Cabinet on 19 January 2014 to ensure that Cabinet have the opportunity to consider if any of the targets need to be amended following the first 18 months of the Corporate Plan. This report will then go to Overview Select Committee on 27 January 2015 in order to consult with OSC Members. Any amendments to the Corporate Plan indicator targets will then be recommended to Cabinet on 9 February 2014 with the anticipation that these will then be recommended to Full Council on 11 March 2015 for approval.

- 1.8 The Corporate Plan indicators have been divided into the four Directorates;
- Customer Services Directorate
  - Resources Directorate
  - Environmental Services Directorate
  - Planning & Economic Development Directorate
- 1.9 The indicators have then been sub divided further to show under each Directorate, which indicators were:

Over achieving	Achieved at least 10% more than target
On target	Achieved 100% of target or up to 9% more than target
Behind Target	80-99% of target achieved
Not achieving	79% or less of target achieved
Not assessed	Measurement outstanding/not yet due

- 1.10 This table shows the number of measures in each of the categories, by Directorate:

Directorate	Not achieving	Behind target	On target	Over Achieving	Total by Directorate
<b>Customer Services</b>	1	1	1	1	<b>4</b>
<b>Resources</b>	0	1	2	0	<b>3</b>
<b>Environmental Services</b>	0	0	2	0	<b>2</b>
<b>Planning &amp; Economic Dev</b>	1	2	3	1	<b>7</b>
<b>Total by Measure</b>	<b>2</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>16</b>

- 1.11 Summary of performance

It should be noted that **10 out of the 16** Corporate Plan performance indicators which were measured in Quarter 2, are on target or over achieving.

### 1.12 Measurements by category – detail

#### a) Over achieving

There were **2** Corporate Plan indicators which were classed as Over Achieving. The detail for these is listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PER020 Overall Employment rate (working-age)	Karl Roberts - Planning & Economic Regeneration	83.9%	No data – measured 6 monthly	72.2%	Higher is better

**Detail:** OSC have asked for information in relation to youth unemployment as part of the commentary on this indicator. This extra detail is as follows:

- For the number (%) of 18-24 year olds receiving Jobseekers Allowance (JSA) in Arun, the figures for Q1 and Q2 respectively was 3% and 2.7%. It is estimated that only around 40% of the unemployed receive JSA. Therefore it can be assumed that unemployment in this group is proportionally higher.
- For the number (%) of 18-24 year olds claiming JSA for 1 year or more in Arun the figures

are 0.5% and 0.3%. This percentage is less than half that for Great Britain as a whole.

- For the unemployment rate (%) of all adults (working age) in Arun, the figures are 4.6% and 4.4% compared to 7.5% nationally.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Paul Warters - Customer Services	5.20 day/s	7.1 day/s	10 day/s	Lower is better

**Detail:** This is within target and over achieving but as always this is an average and some customers wait longer. The average time taken to process new claims and change events was 5.2 days consisting of:

- Total number of new claims assessed in period 1/7/14 to 30/9/14 = 1666. Average time = 18.7 days.
- Total number of changes assessed in period 1/7/14 to 30/9/14 = 16128. Average time = 3.8 days.

(Workings:  $18.7 \times 1666 = 31154.2$  total days, plus,  $3.8 \times 16128 = 61286.4$  total days = 92440.6 total days. Then divided by the total number of cases ( $1666 + 16128 = 17794$ ) = **5.195** average days)

#### b) On Target

There were **8** Corporate Plan indicators which were classed as being On Target. The detail for these is listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSR001 % of Council Tax collected	Paul Warters - Customer Services	60.97%	32.94%	98.37%	Higher is better

**Detail:** Very good result - only 0.09% down of last year. The introduction of new enforcement legislation may have led to the slight drop. Performance remains high and work is being kept up to date.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN007 % reoffenders following anti-social behaviour intervention	Nigel Croad - Resources	4.5%	7%	5%	Lower is better

**Detail:** Total no. of individuals - 134 (Perpetrators). The detail is as follows:

- Breaches - 6 (Perpetrators)
- No. of Breaches/Total no. of Individuals x 100 = % Breaches  $\frac{6 \text{ Breaches}}{134 \text{ Individuals}} \times 100 = 4.5\%$  re-offending rate.

Arun DC ASB Caseworkers intervened with 134 individual perpetrators of nuisance in local communities over the six month period from April 2014 to September 2014 achieving a 4.5% re-offending rate. This equates to 6 individuals who breached either their Acceptable Behaviour Contract or Anti-social Behaviour Order OR can be viewed as 95.5% success rate in effectively reducing and stopping anti-social behaviour by identified perpetrators in Arun

local communities - 128 individuals turned around. Caseworkers continue to work hard to achieve a high level of success with offenders.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN040 Achieve agreed projects against set milestones in the Family Intervention and Think Family Expansion projects	Nigel Croad - Resources	100%	No data – measured 6 monthly	95%	Higher is better

**Detail:** Think Family now established with key milestones met.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC001 % household waste sent for reuse, recycling and composting	Philippa Dart - Environmental Services	39.75%	41.09%	38%	Higher is better

**Detail:** This is a significant improvement over the corresponding period last year. This is solely down to a much improved composting rate. This trend is across West Sussex and reflects the excellent weather we have had this year. Note that that this figure has been inflated due to the extra high rate from composting being experienced at the moment, and is still subject to verification. The dry rate of 23.4% is on par with what we had last year but the growing overall amount of waste being produced in the District is of some concern.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESL001 Achieve key milestones within the project plan for the Leisure and Culture Strategy 2013-2028	Philippa Dart - Environmental Services	Yes	No data – measured 6 monthly	Yes	Yes is better

**Detail:**

- Arun Leisure Centre Refurbishment - artificial outdoor pitch complete, gym project tender let and work commencing.
- New Leisure Centre for Littlehampton - detailed feasibility study underway.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEP023 % of planning appeals dismissed	Karl Roberts - Planning & Economic Regeneration	72.22%	66.67%	70%	Higher is better

**Detail:** 13 out of 18 appeals were dismissed during the quarter. The appeals performance is ahead of target and reflects that of previous years and can be used as a broad indicator that in the main the correct planning decisions are being made.



Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEP001 Achieve key milestones in the Local Plan 2013-2028 timetable	Karl Roberts - Planning & Economic Regeneration	Yes	No data – measured 6 monthly	Yes	Yes is better

**Detail:** Full Council agreed a new Local Development Scheme (the timetable for the Local Plan) on 16 July 2014 and approved the Local Plan for consultation and submission at its meeting on 10 September 2014. The Local Plan is therefore meeting its milestones.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PER004 % Occupied retail units in Bognor Regis	Karl Roberts - Planning & Economic Regeneration	88%	No data – measured 6 monthly	86.7%	Higher is better

**Detail:** Estimated figure - full survey to be conducted for next quarter

### c) Behind Target

There were 4 Corporate Plan indicators which were classed as behind target. The reasons for these are listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH006 % of homelessness approaches where homelessness prevented 1415	Paul Warters - Customer Services	75%	74%	90%	Higher is better

**Reason:** Approaches in Q2 were 302 (total approaches for Q1 & Q2 is 600). Decisions made in Q2 are 75 (total decisions made in Q1 & Q2 is 153). The total number of homeless approaches that were prevented was 227.  $227/302=75\%$  of approaches were prevented. The Housing Options team are embedding the changes made as part of the lean review. Reception staff at the Civic Centre and BRTH are triaging new homeless applicants to free-up Options staff to work closely with clients. Prevention work includes continuing to offer Rent Deposit Bonds and rent in advance (funded by LAN from WSCC & DHP) to assist clients into the private rented sector. Partnership working with Empty Homes and Northwood lettings also provides a source of private rented properties available to Options clients.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN041 Number of families assisted through the Family Intervention and Think Family Expansion projects	Nigel Croad - Resources	62 Families	No data – measured 6 monthly	138 Families	Higher is better

**Reason:** Target for year 2 = 138 families successfully turned around (14/15). Performance from April to Sept 2014 = 62 families successfully turned around. On track to achieve yearly target. Contextual information - 20 families successfully turned around in TF neighbourhood areas equivalent to 32% of overall figure. Since June 2014 287 families in Arun have received help

from a Think Family Keyworker (at all levels and providers). Overall Think Family in Arun is expected to achieve its targets across all levels of service delivery.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PER005 % Occupied retail units in Littlehampton 14/15	Karl Roberts - Planning & Economic Regeneration	94%	No data – measured 6 monthly	94.6%	Higher is better

**Reason:** Estimated figure - full survey to be conducted for next quarter

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PER025 Total rateable value for the Arun District	Karl Roberts - Planning & Economic Regeneration	£86,908,322	No data – measured 6 monthly	£87,177,843	Higher is better

**Reason:** Increase of £263,325 over August. The value is in percentage terms slightly down on last year but has improved over the previous month. As a single measure of economic activity, it would suggest that the economy in Arun is flat-lining.

**d) Not achieving**

There were 2 Corporate Plan indicators which were classed as Not Achieving. The detail for this is listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH030 Number of new Council homes built or purchased	Paul Warters - Customer Services	0	No data – measured 6 monthly	30	Higher is better

**Reason:** It is the Councils intention to develop a number of homes during the whole period of the Corporate Plan. It is unlikely they will be spread evenly on an annual basis- hence the nil return this year. Despite the published performance being 0, substantial progress has been made. Following extensive consultation with residents, Development Control Committee (October) agreed planning permission to build 22 homes in Littlehampton. In addition, we are discussing a potential site in the west of the District with the potential to provide 16 new homes for purchase. Building may commence in 2015.

The HRA business Plan is to be revised by early 2015 and it is intended this target will be amended to show the number of homes to be built during the whole period of the Corporate Plan, up to 2017. Whilst the HRA has sufficient funding for the first phase it is likely that a review of borrowing levels will be necessary before a target can be set.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PES002 Number of affordable units for purchase or rent	Karl Roberts - Planning & Economic Regeneration	30	No data – measured 6 monthly	200	Higher is better

**Reason:** Although the completion numbers in the first six months of the review period 2014/15 are relatively low, the various developments which are currently on-site are due to complete in the next six month period. At present it is estimated that a further 142 affordable homes will be completed by end of March 2015. It should be noted that the annual target is based on the Council's aspiration to deliver 1000 affordable homes over 5 years (hence the nominal 200 homes per year target). Over the first 4 years 840 homes have been delivered to date.

### 1.13 Conclusions

Whilst it is acknowledged that 6 of the 16 Corporate Plan indicators measured in Q2 are either behind target or not achieving the target, I believe that the reasons given for these are clearly detailed in the commentary for each one and where necessary, remedial action is being taken by the Director, with their officers. I therefore do not propose that any further action is required at the present time. As a Progress Review of the Corporate Plan targets is to be undertaken in the next few months, it is expected that if there are any indicators which need to be reviewed, this will be done during this review by the Director and the relevant Cabinet Member.

### 2. PROPOSAL(S):

- (i) To note the Q2 Performance Outturn for the Corporate Plan for the period 1 April 2014 to 30 September 2014 and to consider requesting remedial actions by the relevant service area for any under achieving indicators, if appropriate and required.

### 3. OPTIONS:

- i) To note the report and request any remedial actions for under achieving indicators, if appropriate and required.
- ii) To request further information before any remedial actions are undertaken.

### 4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√
Other groups/persons (please specify)		√
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:	YES	NO
Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√

Other (please explain)		√
------------------------	--	---

**6. IMPLICATIONS:**

Where targets were not met, the Council may consider whether they wish to request that remedial actions be taken by the relevant service area.

**7. REASON FOR THE DECISION:**

So that Cabinet are updated with the Q2 Performance Outturn for the Corporate Plan (2013-2017) for the period 1 April 2014 to 30 September 2014.

**8. BACKGROUND PAPERS:**

None

**AGENDA ITEM NO. 8****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET ON 8 DECEMBER 2014  
REPORT FOR OSC TO NOTE ON 27 JANUARY 2015****PART A : REPORT**

<b>SUBJECT:</b> Service Delivery Plan 2013-2017 – Q2 Performance Outturn report for the period 1 April 2014 to 30 September 2014
--

<b>REPORT AUTHOR:</b> Gemma Smith	<b>DATE:</b> 21 November 2014	<b>EXTN:</b> 37601
-----------------------------------	-------------------------------	--------------------

**EXECUTIVE SUMMARY:**

This report sets out the Q2 performance outturn for the Service Delivery Plan (SDP) Performance indicators which are measured at 6 months (quarterly and six monthly targets) for the period 1 April 2014 to 30 September 2014.

**RECOMMENDATIONS**

It is recommended to Cabinet to:

- i) Note the Q2 performance outturn for the Council's SDP indicators for the period 1 April 2014 to 30 September 2014 and to consider requesting remedial actions by the relevant service area for any indicators that are under achieving, if appropriate and required.

**1. BACKGROUND:**

- 1.1 Cabinet approved the new Service Delivery Plan (SDP) Performance Indicators for 2013-2017 on 11 March 2013.
- 1.2 The new SDP level indicators reflect the themes of "Your Council" 2013 – 2017" and the Council's new Corporate Plan. They have been formulated to measure progress on achieving targets within the Council's service areas with a view to increasing the overall performance of the Council.
- 1.3 It was agreed by Cabinet that each quarter, each Corporate Management Team member will review the performance against their SDP indicators and that each quarter, CMT will consider any major positive or negative issues from each Directorate and the Chief Executive will alert Cabinet, OSC or the relevant Working Group, as required, with any issues that they need to be aware of.
- 1.4 It was also agreed by Cabinet that performance of these indicators will be reported to CMT every quarter and to Cabinet and OSC every 6 months and at year end.
- 1.5 This report sets out the Q2 performance outturn for the SDP indicators which are measured at 6 months (quarterly and six monthly targets) which comprises of **37** performance indicators. The detail is given from section 1.12 onwards in this report.
- 1.6 This report will also go to OSC on 27 January 2015 for their information.
- 1.7 It is to be noted that a Progress Review of the SDP indicators will be undertaken by the relevant Director, in liaison with the respective Cabinet Member. Any suggested amendments to the indicators will be brought to Cabinet on 9 February 2015 for discussion and approval.
- 1.8 The SDP indicators have been divided into the five Directorates;

- Customer Services Directorate
- Resources Directorate
- Environmental Services Directorate
- Planning & Economic Development Directorate

1.9 The indicators have then been sub divided further to show under each Directorate, which indicators were:

Over achieving	Achieved at least 10% more than target
On target	Achieved 100% of target or up to 9% more than target
Behind Target	80-99% of target achieved
Not achieving	79% or less of target achieved
Not assessed	Measurement outstanding/not yet due

1.10 This table shows the number of measures in each of the categories, by Directorate:

Directorate /Measure	Not achieving	Behind target	On target	Over Achieving	Baseline	Total by Directorate
<b>Customer Services – Paul Warters</b>	2	4	5	2	0	<b>13</b>
<b>Resources – Nigel Croad</b>	2	0	4	0	3	<b>9</b>
<b>Environmental Services – Philippa Dart</b>	3	0	4	1	0	<b>8</b>
<b>Planning &amp; Economic Regeneration – Karl Roberts</b>	1	3	3	0	0	<b>7</b>
<b>Total by Measure</b>	<b>8</b>	<b>7</b>	<b>16</b>	<b>3</b>	<b>3</b>	<b>37</b>

1.11 This table shows the number of measures in each of the categories, by Cabinet Portfolio:

Directorate /Measure	Not achieving	Behind target	On target	Over Achieving	Baseline	Total by Portfolio
<b>Council Strategy</b>	0	0	1	0	0	<b>1</b>
<b>Corporate Governance</b>	2	1	4	0	0	<b>7</b>
<b>Leisure and Amenities</b>	2	0	0	1	0	<b>3</b>
<b>Community Services</b>	2	0	3	0	3	<b>8</b>
<b>Planning and Infrastructure</b>	1	3	2	0	0	<b>6</b>
<b>Environmental Services</b>	1	0	4	0	0	<b>5</b>
<b>Housing</b>	0	3	2	2	0	<b>7</b>
<b>Total by Measure</b>	<b>8</b>	<b>7</b>	<b>16</b>	<b>3</b>	<b>3</b>	<b>37</b>

1.12 Summary of performance

It should be noted that **19** out of the **37** SDP performance indicators which were measured in Quarter 2, are on target or over achieving.

1.13 Measurements by category – detail

a) **Over achieving**

There were 3 SDP indicators which were classed as Over Achieving. The detail for these is listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH043 No. of council properties without a valid gas safety certificate	Paul Warters - Customer Services	0	13	0	Lower is better

**Detail:** 100% compliancy as of Monday 13th October. This is a significant achievement and the team are to be congratulated for their hard work in pursuing outstanding cases.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH121 Vacant private sector dwellings returned to occupation	Paul Warters - Customer Services	26	16	17	Higher is better

**Detail:** Over achieving target, the Empty Homes Officer has been working with Council Tax information and proactively tackling long empty properties through advice, assistance and formal action where appropriate.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC031 No. of inspections undertaken to ensure businesses complying with waste removal duty of care	Philippa Dart - Environmental Services	187	70	100	Higher is better

**Detail:** This figure covers enforcement actions undertaken to deal with: Flytipping/Deposit of waste Flytipping on private land Business Trade Waste Refuse/Recycling issues, legal notice for compliance.

b) **On Target**

There were 16 SDP indicators which were classed as being On Target. The detail for these is listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PER032 No. business start ups (rolling 12 month total, source Bank)	Karl Roberts - Planning & Economic Regen	944	1045	1100	Higher is better

**Detail:** In the year to the end of August 2014, 944 companies have started up in Arun. Figures for September are not yet available. The average for the Coastal West Sussex districts, for the same period, is 768.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEB003 Building Regulation Submissions processed within 5 weeks (or 2 months if client requests extension)	Karl Roberts - Planning & Economic Regeneration	100%	100%	100%	Higher is better

**Detail:** 100% of the 329 submission have had a decision within the statutory time limits. This meets the performance criteria.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEL002 Land Charges: % of standard searches carried out in 7 working days	Karl Roberts - Planning & Economic Regeneration	100%	100%	100%	Higher is better

**Detail:** All searches have been carried out within 7 working days

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCF111 Revaluation of 20% of Council assets (including housing stock) - 100% review	Nigel Croad - Resources	60%	40%	100%	Higher is better

**Detail:** On target for Annual Progress. Valuation by CDC.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCL010 Number of stage 2 corporate complaints found to be justified or partially justified	Nigel Croad - Resources	3	1	4	Lower is better

**Detail:** In the period 01.04.14 - 30.09.14 six Stage 2 complaints were determined. Of these six, three were found to be Partially Justified and the remaining three were found to be Not Justified. Steps have been put in place to avoid the same mistakes being repeated.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN005 Reduce criminal damage	Nigel Croad - Resources	9%	21%	baseline%	Higher is better

**Detail:** Apr 2013 - September 2013 711 Apr 2014 - September 2014 650 Down 61 (9%). Criminal Damage and Arson continues to decrease in Arun, sustaining a downward trend over a number of years (averaging between a 10% and 15% reduction year on year). Between April 2014 and September 2014 there has been a decrease of 9% compared to the same period last year (equivalent to 61 less victims of criminal damage and arson). This continuing reduction is to be welcomed.



Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN030 Deliver projects through the Arun Wellbeing Team under the agreed priorities which support the WS Public Health Plan	Nigel Croad - Resources	Yes	Yes	Yes	Yes is better

**Detail:** Internally delivered projects are: Wellbeing Home, Wellbeing Workplaces, Wellbeing Active. Externally commissioned projects are Young at Heart, Wellbeing Coaches, Family Wellbeing, Cook & Eat, and Wellbeing Supporters. All performed well during the quarter although the Wellbeing Supporter coordinator post has been empty since the end of August and a reduced service is currently in place. Wellbeing programme continues to develop with feedback from West Sussex Public Health confirming their satisfaction with service delivery and increasing numbers accessing services.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSE001 Reach the achieving level of the new Equality Framework	Paul Warters - Customer Services	Yes	Yes	Yes	Yes is better

**Detail:** Policy in place and web page build underway. We are making steady progress.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSR003 % Miscellaneous Sundry Debt Collected	Paul Warters - Customer Services	41.90%	42.15%	96%	Higher is better

**Detail:** The Housing benefit collection is down but the Misc income is up. Housing Benefit overpayments and other miscellaneous debts have always been difficult to collect. In respect to HB overpayments, since June, there has only been a slight increase (£1500) in the amount owed. More is now being collected via ongoing benefit. The total outstanding debt in regards to other miscellaneous debts has reduced since the last quarter by over £70,000 which is obviously very good news.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH041 % Repairs appointments made and kept	Paul Warters - Customer Services	97.73%	97.25%	95%	Higher is better

**Detail:** Data provided by Mears and averaged over the first 6 months of the financial year. Work continues with our partner contractor to improve on turnaround time.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH124 % complaints responded to in time: private sector housing	Paul Warters - Customer Services	96%	96%	95%	Higher is better

**Detail:** Good response rate to service requests received.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSC101 % telephone enquiries resolved at first point of contact in Arun Direct (excl switchboard)	Paul Warters - Customer Services	87.20%	87.20%	83%	Higher is better

**Detail:** The method of calculation remains unchanged from previous years. The expected level of performance is being achieved across all service areas supported by Arun Direct. This is a measure of quality rather than quantity and it is to be applauded that this is being maintained despite difficult work volumes

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC105 90% of all legal action followed through to satisfactory compliance or penalty	Philippa Dart - Environmental Services	100%	100%	90%	Higher is better

**Detail:** All legal action satisfactory. All approved formal enforcement action has been seen through the court process with all cases successfully concluded. Cases in 2014/15 have included prosecutions of licensing breaches, a number of food safety prosecutions and a noise offence.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC106 Sustain or improve customer satisfaction levels with Env. Health service	Philippa Dart - Environmental Services	98%	96.62%	95%	Higher is better

**Detail:** Customer Satisfaction EH = 98.00. Housing alone = 79.31 EH Minus Housing = 98.90. The target customer satisfaction level has been achieved through the busiest period of the year which is a pleasing reflection of the commitment of EH staff.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC107 EH response to complaints in timescale	Philippa Dart - Environmental Services	98.04%	97.00%	98.00%	Higher is better

**Detail:** 1351 complaints responded to in 7 working days out of 1378. The target response time has been successfully achieved despite high volumes of service requests.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC109 Completion of Risk based inspection programme - food	Philippa Dart - Environmental Services	100%	100%	100%	Higher is better

**Detail:** 414 food inspections in the first quarter out of a planned 603 for the year. The number of food safety inspections undertaken is ahead of schedule, reflecting the need to inspect seasonal businesses during the summer.

**c) Behind Target**

There were 7 SDP indicators which were classed as behind target. The reasons for these are listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEP009 Average number of days to determine application - Major	Karl Roberts - Planning & Economic Regeneration	132 day/s	97day/s	120 day/s	Lower is better

**Detail:** 14 Major applications have been determined and the average number of days was 132. Performance is slightly down in the second quarter. Officers have been reminded to secure, where they can, extension of time agreements or planning performance agreements with applicants. This has the effect of removing such applications from performance monitoring in accordance with Government procedures.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEP010 Average number of days to determine application - Minor	Karl Roberts - Planning & Economic Regeneration	65 day/s	65 day/s	56 day/s	Lower is better

**Detail:** 149 Minor applications were determined and the average number of days was 65. Performance is slightly behind target partly due to the fact that there is a vacant post at the level dealing with such applications. Future recruitment should address the issue. Performance has been adversely affected by long term sickness (now resolved) or staff vacancies.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEP030 % of customers satisfied with Planning Service	Karl Roberts - Planning & Economic Regeneration	64.70%	No survey undertaken - no data	80%	Higher is better

**Detail:** 11 out of 17 responses stated they were very or fairly satisfied with the planning service. Only a few surveys have taken place so far. It is not possible at this time to draw any conclusions from such a limited sample.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSR002 % of non-domestic rates collected	Paul Wartars - Customer Services	59.69%	29.44%	98.38%	Higher is better

**Detail:** Performance down on last year by 2.17%. This is down to new government legislation which took effect from April 2014. It allowed businesses to pay over 12 monthly instalments rather than the statutory 10. All of our biggest business rate payers have opted for this hence collection will not 'catch up' until February & March 2015. Some £2.6m has been deferred which is 7.5% of the current net debt. Despite this, focus is being made on keeping the database correct and up to date as any extra income generated by Business Rate growth can be kept by the Council.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH001 Reduce cost of emergency accommodation (B and B) net	Paul Warters - Customer Services	£57,938	£57,938	£200,000	Lower is better

**Detail:** It is extremely difficult to control or manage external demand on the Council's homeless duty. B&B expenditure continues to exceed target, and yet many steps have been taken, by addressing three areas: i) avoid clients being placed in B&B at all (proactive homeless prevention work by Options - CSH006) ii) accelerate homeless decisions and assist those to whom we have no statutory duty (widening responsibility to Options Officers to investigate and reach Intentional decisions; new role to engage with intentional clients has been added to one Officer's remit; using the services of WSCC housing / social services liaison officer to improve our communication with social care) iii) increase opportunities to move-on those when homeless duty accepted (additional ADC temporary accommodation units; partnership with Northwood Lettings; exploring use of TA units owned by CDC; changes to Allocations Scheme from April 2015 disincentivising homeless applications; discharge of homeless duty to private rented sector; contributing to improvements in Void process to speed up ADC stock turnaround times; Council house development and purchase of other new-build / buy-backs). There is no single solution to reductions in B&B expenditure and the solutions are not all within the remit of Housing Services. A range of initiatives, improved processes & increases in stock availability will all contribute to this target.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH042 Average void turnaround time (excludes long term voids)	Paul Warters - Customer Services	32 day/s	30 day/s	28 day/s	Lower is better

**Detail:** Large volume of high cost voids have extended target dates. Void control has now come back to ADC and steady improvement in turnaround times expected.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSH123 % of customers satisfied with service (private sector housing)	Paul Warters - Customer Services	79%	75.40%	95%	Higher is better

**Detail:** 2<sup>nd</sup> Quarter customer satisfaction improved, feedback received has been reviewed and no issues have been identified that require attention.

**d) Not achieving**

There were **8** SDP indicators which were classed as 'not achieving' their targets. The detail for this is listed below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
PEP011 Average number of days to determine application - Householder	Karl Roberts - Planning & Economic Regen	51 day/s	53 day/s	40 day/s	Lower is better

**Detail:** 315 householder applications were determined and the average number of days was 51.

Performance is below our own set target but marginally ahead of the Government so overall is acceptable and is an improvement upon the previous quarter. Performance has been adversely affected by long term sickness (now resolved) or staff vacancies.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN004 Reduce overall crime 14/15	Nigel Croad - Resources	-6%	-12	3%	Higher is better

**Detail:** Apr 2013 - September 2013 = 3,866. Apr 2014 - September 2014 = 4,094. Up 228 (6%). As per commentary for DCN003, overall crime has slightly increased in Arun since April 2014, up 6% compared to the same period last year, equivalent to 228 more victims of crime.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN008 Satisfaction with Arun Anti-Social Behaviour Team service 14/15	Nigel Croad - Resources	27%	0%	65%	Higher is better

**Detail:** Data from April to September 2014. Response rate of 39% (15 out of 39 victims participated). Key feedback has pinpointed that improvement needs to focus on: keeping victims regularly updated on the progress of their case; reviewing the use and format of incident diaries to make recording easier; having a named caseworker and understanding their role and responsibility. Work will be undertaken to incorporate the feedback in service delivery.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSB020 No. of Benefit Fraud Sanctions 14/15	Paul Warters - Customer Services	10	3	35	Higher is better

**Detail:** For period 1/4/14 to 30/9/14 this consists of 8 Cautions, 1 Prosecution and 1 Penalty. Not achieving at present and further investigation into the reasons required.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
CSC001 Working days lost due to sickness absence 14/15	Paul Warters - Customer Services	8.45 day/s	7.94 day/s	7 day/s	Lower is better

**Detail:** The majority of the Service Areas are above the target figure. The sickness figures for the 12 month rolling period have gone up for some service areas and down for other service areas and the overall figure has gone up slightly from the previous review period. During the last 12 months we have a number of serious long term sickness cases. This indicator is on particular concern as it is fairly high in what should be a quarter with lower sickness absence. There are a number of serious long term sickness cases as already stated. There are also cases where volume of work is named as the cause.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC112 Completion of Licensing Inspection programme 14/15	Philippa Dart - Environmental Services	64%	100%	100%	Higher is better

**Detail:** We are still ahead of schedule despite officers having a very busy period over summer. Completion of licensing inspections are ahead of schedule for the year.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC061 Number of missed refuse collections per 100,000 14/15	Philippa Dart - Environmental Services	23.52	11.14	15	Lower is better

**Detail:** Please be aware that a new IT system has made the tracking of missed bins a lot more clear. You should also be aware that whilst Arun DC has a target of 15, the contract rate is 80, so Biffa are still well within performance targets as laid out in the cleansing contract. Missed refuse bin collections: July- 142 missed from 296,940 collections; August- 102 missed from 296,940 collections; September- 91 missed from 311,080 collections This equals 23.52 missed bins per 100,000 collections. This equates to a 0.024% failure rate, or a 99.97% 'right first time' collection service.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
ESC062 Number of missed recycling collections per 100,000 14/15	Philippa Dart - Environmental Services	21.97	14.57	15	Lower is better

**Detail:** As above regarding new IT system and the note to be aware that whilst Arun DC has a target of 15, the contract rate is 80, so Biffa are still well within performance targets as laid out in the cleansing contract. Missed recycling bin collections: July- 46 missed from 162,610 collections; August- 31 missed from 148,470 collections; September- 60 missed from 155,540 collections This equals 21.97 missed bins per 100,000 collections. 21.97 missed bins per 100,000 collections equates to a 0.022% failure rate or a 99.97% 'right first time' collection service.

#### e) Baselining

There were 3 SDP indicators which were classed as baselining. The detail for these is given below.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN001 No. of most serious violent crimes per 1,000 population 14/15	Nigel Croad - Resources	0.23	0.13	baseline	Lower is better

**Detail:** Apr 2014 - September 2014 - 34 34/149,500 x 1000 = 0.23 crimes per 1000 population. Serious violent crime has increased, up 42% since April 2014 compared to the previous year. This equates to 10 more victims (34 crimes in 2014/15 compared to 24 crimes in 2013/14). This is due to significant changes (instigated by the Home Office) that require police forces to improve how they record incidents of crime. Therefore the increase can be partly attributed to this change in policy. This issue was highlighted by CI Pip Taylor at a recent presentation to the Environmental Services & Community Development Working Group.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN002 No. of incidents of public place violent crime per 1,000 population 14/15	Nigel Croad - Resources	5	2.36	baseline	Lower is better

**Detail:** Apr 2013 - September 2013 = 487. Apr 2014 - September 2014 = 747. Up 260 (53%)  $487/149,500 \times 1000 = 3.26$  crimes per 1000 population  $747/149,500 \times 1000 = 5$  crimes per 1000 population. This indicator is showing an increase of 53% since April 2014 compared to the same period last year. This is due to significant changes (instigated by the Home Office) that require police forces to improve how they record incidents of crime. Therefore the increase can be partly attributed to this change in policy.

Performance Indicator	Directorate	Q2 Outturn	Q1 Outturn	Target 14/15	Assess by
DCN003 Overall crime per 1,000 population 14/15	Nigel Croad - Resources	27.4	13.4	baseline	Lower is better

**Detail:** Apr 2013 - September 2013 = 3,866. Apr 2014 - September 2014 = 4,094. Up 228 (6%)  $3,866/149,500 \times 1000 = 25.9$  crimes per 1000 population  $4,094/149,500 \times 1000 = 27.4$  crimes per 1000 population. As per commentary provided for DCN004, overall crime in Arun has slightly increased since April 2014 with the risk and likelihood of becoming a victim of crime currently being 27.4 per 1000 population (an increase of 1.5 crimes per 1000 population compared to the same period last year). However, Arun remains a relatively low crime area and a safe place to live.

### 1.14 Conclusions

Whilst it is acknowledged that 15 of the 37 SDP indicators measured in Q2 are either behind target or not achieving their target, I believe that the reasons given for these are clearly detailed in the commentary for each one and where necessary, remedial action is being taken by the Director, with their officers. I therefore do not propose that any further action is required at the present time. As a Progress Review of the SDP indicators is to be undertaken in the next few months, it is expected that if there are any indicators which need to be reviewed, this will be done during this review by the Director and the relevant Cabinet Member.

## 2. PROPOSAL(S):

- (i) To note the Q2 Performance Outturn for the SDP indicators for the period 1 April 2014 to 30 September 2014 and to consider requesting remedial actions by the relevant service area for any Under achieving indicators, if appropriate and required.

## 3. OPTIONS:

- i) To note the report and request any remedial actions for Under achieving indicators, if appropriate and required.
- ii) To request further information before requesting any remedial actions are undertaken.

## 4. CONSULTATION:

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√

Other groups/persons (please specify)		√
<b>5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:</b>	<b>YES</b>	<b>NO</b>
Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√
Other (please explain)		√
<b>6. IMPLICATIONS:</b>		
Where targets were not met, the Council may consider whether they wish to request that remedial actions be taken by the relevant service area.		

**7. REASON FOR THE DECISION:**

So that Cabinet are updated with the Q2 Performance Outturn for the SDP Performance Indicators (2013-2017) for the period 1 April 2014 to 30 September 2014.

**8. BACKGROUND PAPERS:**

None



**AGENDA ITEM NO. 9****ARUN DISTRICT COUNCIL****REPORT TO AND DECISION OF CABINET ON 19 JANUARY 2015  
AND OVERVIEW SELECT COMMITTEE ON 27 JANUARY 2015****PART A : REPORT**

<b>SUBJECT:</b> Progress Review for the Corporate Plan targets 2013-2017
--

<b>REPORT AUTHOR:</b>	Gemma Smith
<b>DATE:</b>	25 November 2014
<b>EXTN:</b>	37601

**EXECUTIVE SUMMARY:**

This report presents the current position, as at 30 October 2014, of the 19 Corporate Plan indicators over the last 18 months and gives recommendations from the relevant member of the Corporate Management Team and their respective Cabinet Member, on any alteration to the proposed targets for each indicator for the remaining 2 years of the Corporate Plan.

**RECOMMENDATIONS**

It is recommended to Cabinet to:

- i) Consider and approve the suggested **11** amendments to the relevant Corporate Plan targets for the remaining 2 years of the Corporate Plan (2015-2017).

**1. BACKGROUND:**

- 1.1 Full Council approved the new Corporate Plan for 2013-2017 on 20 February 2013.
- 1.2 This consists of 19 indicators, split out into the three priority headings of Your Council Services, Your Future and If you and your Family Need Help.
- 1.3 It is standard practice to review the progress of the Corporate Plan, broadly at the mid-point during its four year term. A review is therefore due in early 2015 and this report is presenting the findings of this review to Cabinet and OSC for their consideration.
- 1.4 Where possible, data was been collected for previous periods from the commencement of the 2013 – 2017 targets so that it is possible to consider and trends affecting the future target, based on previous performance. Some indicators are only measured annually or 6 monthly so data was more limited on these occasions.
- 1.5 The Corporate Plan indicators were divided into the relevant Directorate and each respective member of CMT liaised with the relevant Cabinet Portfolio Holder to discuss and assess the previous performance of the indicators within their Portfolio. The information provided in this report is based on the outcome of those discussions and it is their recommendations which are being submitted to Cabinet for discussion and consideration.

- 1.6 Following consideration by Cabinet, this report will go forward to the Overview Select Committee meeting on 27 January 2015 so that OSC Members can review the information and submit any comments to Cabinet for consideration at its next meeting on 9 February 2015.
- 1.7 It is anticipated that Cabinet will then agree the Corporate Plan targets for the remaining 2 years of the Corporate Plan (2015-2017) and that they will recommend to Full Council on 11 March 2015 that they give approval to any proposed changes. Any new targets would take effect from April 2015.

Date	Meeting/Action
19 January 2015	Cabinet
27 January 2015	OSC
9 February 2015	Cabinet
11 March 2015	Full Council

- 1.8 In order to ensure that there is sufficient information at the end of the 4 year period to conduct a full performance assessment, it is important to, where relevant and appropriate, keep the overall number of indicators, to retain their content and to measure similar data throughout the period.
- 1.9 Therefore, the aim of the progress review is only to consider whether the current target which has been set for each Corporate Plan indicator is still accurate and relevant. It may be that targets need to be amended slightly based on the previous period(s) trend data or changes which have occurred since its conception in 2012/13.
- 1.10 It is acknowledged that if necessary, the target for each indicator may be reviewed again prior to the final year of the Corporate Plan, in 2016/17.
- 1.11 CMT will attend the relevant Cabinet and OSC meetings with the relevant Cabinet Members so that any proposed changes, or any proposed retention of targets, are able to be discussed fully with the officers and Members who are responsible for them.
- 1.12 The Corporate Plan indicators were been divided into the five Directorates. The number of Corporate Plan indicators within each Directorate, and the proposed number of indicators with suggested amendments is detailed below:

Directorate	Number of Corporate Plan indicators	Number of Corporate Plan indicators which are suggested to be amended
Chief Executive's Directorate	1	1
Resources Directorate	3	2
Customer Services Directorate	4	3
Environmental Services Directorate	4	1
Planning & Economic Development Directorate	7	4

- 1.13 **Attached in Appendix A** is the full detail which was collated for each of the Directors and Cabinet Members to consider.

1.14 Below are details of the any recommended changes to the Corporate Plan targets from the relevant Director (after liaison with the relevant Cabinet Member):

#### 1.15 Chief Executive's Directorate - Nigel Lynn

Indicator	Change suggested?	Details of any recommended change
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	<b>YES</b>	<ul style="list-style-type: none"> <li>• Current target is 73%.</li> <li>• It is suggested that the target be amended to <b>76%</b>.</li> <li>• The survey results for 2013 and 2014 were 73% and 75% respectively and it is hoped that 76% is achievable when the survey is conducted in February/March 2015.</li> </ul>

#### 1.16 Resources Directorate – Nigel Croad

Indicator	Change suggested?	Details of any recommended change
DCN040 Achieve agreed projects against set milestones in the Family Intervention and Think Family Expansion projects	<b>YES</b>	<ul style="list-style-type: none"> <li>• It is suggested by Nigel Croad and his Cabinet Member to delete this whole indicator in its entirety.</li> <li>• All milestones have been met and DCN041 will measure performance regarding the number of families assisted through Family Intervention and Think Family Expansion projects going forwards.</li> </ul>
DCN041 Number of families assisted through the Family Intervention and Think Family Expansion projects	<b>YES</b>	<ul style="list-style-type: none"> <li>• Current target is 138 families.</li> <li>• Annual target set in agreement with WSCC.</li> <li>• Target for 2015/16 will be increased by WSCC for Arun and for other District and Borough Councils.</li> <li>• New figure not yet advised by WSCC.</li> <li>• Wording of indicator to be amended to "DCN041 Number of families assisted through the Think Family Programme 15/16"</li> </ul>
DCN007 % reoffenders following anti-social behaviour intervention	<b>NO</b>	<ul style="list-style-type: none"> <li>• Current target is 5%.</li> <li>• Target to remain as 5% or minimum 95% success rate in reducing/stopping repeat ASB incidents by a named individual/individuals.</li> </ul>

### 1.17 Customer Services Directorate – Paul Warters

Indicator	Change suggested?	Details of any recommended change
CSR001 % of Council Tax collected	<b>YES</b>	<ul style="list-style-type: none"> <li>• Current target is 98.37%.</li> <li>• It is suggested that the target be increased to <b>98.4%</b>.</li> <li>• The impact of Council Tax benefit changes not as big as expected however, this increase in 0.03% does equate to approximately £30,000 more than is currently collected.</li> </ul>
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	<b>YES</b>	<ul style="list-style-type: none"> <li>• Current target is 10 days</li> <li>• It is suggested that the target be decreased to <b>8 days</b> as the average time taken to process claims and change events has been consistently around 6 days for the past 18 months so this should be achievable.</li> <li>• It is not suggested to reduce this target further at the current time as many variables can affect the ability to achieve the timescales currently achieved.</li> </ul>
CSH030 Number of new Council homes built or purchased	<b>NO</b>	<ul style="list-style-type: none"> <li>• Target to remain as 30 but to note that this is expected to be revised following acceptance of HRA Business plan in early 2015, subject to Cabinet decision on willingness to increase borrowing on HRA. Likely to be an average over a 5 year period.</li> <li>• Commentary given in Q2 outturn report gives more detail of the status of this indicator (see Appendix A).</li> </ul>
CSH006 % of homelessness approaches where homelessness prevented	<b>YES</b>	<ul style="list-style-type: none"> <li>• Current target is 90%</li> <li>• It is suggested that the target be amended to <b>80%</b>.</li> <li>• It is expected that there will be an increased demand on the service with the same resources leading to a lower prevention rate, despite additional measures being taken.</li> <li>• For example, the number of approaches in Q2 were 302 and number of decisions made were 75. This means that the total number of homeless approaches that were prevented was 227. <math>227/302 = 75\%</math> of approaches were prevented.</li> <li>• It is therefore expected that with more approaches, there will be less homelessness prevented going forward.</li> </ul>

### 1.18 Environmental Services Directorate – Philippa Dart

Indicator	Change suggested?	Details of any recommended change
ESC001 % household waste sent for reuse, recycling and composting	<b>NO</b>	<ul style="list-style-type: none"> <li>No changes to target recommended by Philippa Dart or Cabinet Member</li> </ul>
ESL001 Achieve key milestones within the project plan for the Leisure and Culture Strategy 2013-2028	<b>NO</b>	<ul style="list-style-type: none"> <li>No changes to target recommended by Philippa Dart or Cabinet Member</li> </ul>
ESC020 The level of customer satisfaction with the cleanliness of the District	<b>YES</b>	<ul style="list-style-type: none"> <li>Current target is 67%.</li> <li>It is suggested that the target is amended to <b>69%</b>.</li> <li>The survey results for 2013 and 2014 were 67% and 69% respectively and it is hoped that 69% is achievable when the survey is conducted in February/March 2015.</li> </ul>
ESE001 Achieve key milestones in WSCC and multi-agency project plan to reduce the risk of flooding in the district	<b>NO</b>	<ul style="list-style-type: none"> <li>No changes to target recommended by Philippa Dart or Cabinet Member</li> </ul>

### 1.19 Planning & Economic Development Directorate – Karl Roberts (7)

Indicator	Change suggested?	Details of any recommended change
PEP023 % of planning appeals dismissed	<b>NO</b>	<ul style="list-style-type: none"> <li>No changes to target recommended by Karl Roberts or Cabinet Member</li> </ul>
PEP001 Achieve key milestones in the Local Plan 2013-2028 timetable	<b>NO</b>	<ul style="list-style-type: none"> <li>No changes to target recommended by Karl Roberts or Cabinet Member as the Local Plan has been approved and all milestones in the timetable have been met to date.</li> </ul>
PER020 Overall Employment rate (working-age)	<b>YES</b>	<ul style="list-style-type: none"> <li>Current target is 72%.</li> <li>6 monthly outturn figure over the last 18 months has been between 80.4%-83.9%</li> <li>It is suggested that the target be increased to <b>85%</b></li> </ul>
PER025 Total rateable value for the Arun District	<b>YES</b>	<ul style="list-style-type: none"> <li>Current target is £87,177,843.00.</li> <li>Previous outturn was £86,908,322.00.</li> <li>It is suggested to amend this figure to <b>£87m</b> to be a round figure and to be realistically achievable.</li> </ul>
PES002 Number of affordable units for purchase or rent	<b>NO</b>	<ul style="list-style-type: none"> <li>No changes to target recommended by Karl Roberts or Cabinet Member</li> </ul>

Indicator	Change suggested?	Details of any recommended change
PER004 % Occupied retail units in Bognor Regis	<b>YES</b>	<ul style="list-style-type: none"> <li>• Current target is 86.7%.</li> <li>• 6 monthly outturn figure over the last 18 months has been around 88%.</li> <li>• It is suggested that the target be increased to <b>92%</b></li> </ul>
PER005 % Occupied retail units in Littlehampton	<b>YES</b>	<ul style="list-style-type: none"> <li>• Current target is 94.6%.</li> <li>• 6 monthly outturn figure over the last 18 months has been around 94%.</li> <li>• It is suggested that the target be modified to <b>94%</b></li> </ul>

### 1.20 Summary of any proposed changes

Changes to targets are suggested for **11 out of the 19** Corporate Plan indicators. One of the proposed target figures is not yet confirmed as it relies on other factors which are not yet determined (DCN041). The table below summaries the proposed changes:

Indicator	New target suggested from April 2015-March 2017
CEP050 The level of customer satisfaction with the quality of the service that the Council provides	<ul style="list-style-type: none"> <li>• 76%</li> </ul>
DCN040 Achieve agreed projects against set milestones in the Family Intervention and Think Family Expansion projects	<ul style="list-style-type: none"> <li>• Delete indicator</li> </ul>
DCN041 Number of families assisted through the Family Intervention and Think Family Expansion projects	<ul style="list-style-type: none"> <li>• Target figure to be confirmed by WSCC</li> <li>• Indicator wording to be amended to "DCN041 Number of families assisted through the Think Family Programme 15/16"</li> </ul>
CSR001 % of Council Tax collected	<ul style="list-style-type: none"> <li>• 98.4%</li> </ul>
CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	<ul style="list-style-type: none"> <li>• 8 days</li> </ul>
CSH006 % of homelessness approaches where homelessness prevented	<ul style="list-style-type: none"> <li>• 80%</li> </ul>
ESC020 The level of customer satisfaction with the cleanliness of the District	<ul style="list-style-type: none"> <li>• 69%</li> </ul>
PER020 Overall Employment rate (working-age)	<ul style="list-style-type: none"> <li>• 85%</li> </ul>
PER025 Total rateable value for the Arun District	<ul style="list-style-type: none"> <li>• £87m</li> </ul>
PER004 % Occupied retail units in Bognor Regis	<ul style="list-style-type: none"> <li>• 92%</li> </ul>
PER005 % Occupied retail units in Littlehampton	<ul style="list-style-type: none"> <li>• 94%</li> </ul>

### 1.21 Conclusion

I believe that all of the proposed changes are reasonable and realistic. Targets have been 'stretched' where possible but equally, it would not be sensible to make amendments to an indicator which would lead to the consistent non-achievement of a target during the remainder of the Corporate Plan, up to 2017. By working with the Corporate Management Team, and their Cabinet Members, it is felt that all targets have been considered thoroughly and changes have only been made where it is deemed appropriate.

**2. PROPOSAL(S):**

- (i) That Cabinet and OSC consider any suggested amendments to the Corporate Plan targets for the remaining term of the Corporate Plan (up to March 2017).

**3. OPTIONS:**

- i) To approve the proposed amendments.  
 ii) To not approve the proposed amendments and request further information from the relevant Director

**4. CONSULTATION:**

Has consultation been undertaken with:	YES	NO
Relevant Town/Parish Council		√
Relevant District Ward Councillors		√
Other groups/persons (please specify) (OSC 27.1.15)	√	
5. ARE THERE ANY IMPLICATIONS IN RELATION TO THE FOLLOWING COUNCIL POLICIES:	YES	NO
Financial		√
Legal		√
Human Rights/Equality Impact Assessment		√
Community Safety including Section 17 of Crime & Disorder Act		√
Sustainability		√
Asset Management/Property/Land		√
Technology		√
Other (please explain)		√

**6. IMPLICATIONS:**

If targets are not reviewed, improvements may not be made for the Corporate Plan indicators during the remaining term of the Corporate Plan.

**7. REASON FOR THE DECISION:**

So that Cabinet and OSC are given the opportunity to work with the Corporate Management Team to review the Corporate Plan targets and suggest any alternations for the remaining of the Corporate Plan 2013-17.

**8. BACKGROUND PAPERS:**

Corporate Plan Q2 Performance Outturn report – to Cabinet on 8 December 2014

**Appendix A****Historical information of the Corporate Plan indicators since their introduction in April 2013**

<b>Director</b>	Nigel Lynn
<b>Directorate</b>	Chief Executive
<b>Number of Corporate Plan indicators to consider</b>	1

<b>Indicator No.</b>	<b>Performance Indicator</b>	<b>Measure Interval</b>	<b>Council Priority Theme</b>	<b>Portfolio</b>	<b>CMT Member</b>	<b>Measurer</b>	<b>Validator</b>	<b>Assess by</b>
5	CEP050 The level of customer satisfaction with the quality of the service that the Council provides 14/15*	Annually	Your Council Services	ICM - Council Strategy	Nigel Lynn	Phil Frean	Paul Askew	Higher is better

<b>Corporate Plan 2013-2017 Actual Q2 2014/15</b>	<b>Corporate Plan 2013-2017 Actual Q1 2014</b>	<b>Corporate Plan 2013-2017 Target 2014/15</b>	<b>Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14</b>	<b>Corporate Plan 2013-2017 Actual Q3 2013/14</b>	<b>Corporate Plan 2013-2017 Actual Q2 2013/14</b>	<b>Corporate Plan 2013-2017 Actual Q1 2013/14</b>	<b>Corporate Plan 2013-2017 Target 2013/14</b>	<b>Prior to CP 2013-2017 (benchmark)</b>
No figure as Annual	No figure as Annual	73%	75%	No figure as Annual	No figure as Annual	No figure as Annual	73%	73%

**Note: No comparable data available before 2013.**



<b>Director</b>	Nigel Croad
<b>Directorate</b>	Resources Director and Deputy Chief Executive
<b>Number of Corporate Plan indicators to consider</b>	3

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
1	DCN040 Achieve agreed projects against set milestones in the Family Intervention and Think Family Expansion projects 14/15*	6-monthly	Supporting you if you need help	ICM - Community Services	Nigel Croad	Georgina Bouette	Roger Wood	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Think Family now established with key milestones met.	100.00%	No figure as 6 monthly	95.00%	100.00%	No figure as 6 monthly	50.00%	No figure as 6 monthly	95.00%

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
17	DCN041 Number of families assisted through the Family Intervention and Think Family Expansion projects 14/15*	6-monthly	Supporting you if you need help	ICM - Community Services	Nigel Croad	Georgina Bouette	Roger Wood	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Target for year 2 = 138 families successfully turned around (14/15). Performance from April to Sept 2014 = 62 families successfully turned around. On track to achieve yearly target. Contextual information - 20 families successfully turned around in TF neighbourhood areas equivalent to 32% of overall figure. Since June 2014 287 families in Arun have received help from a Think Family Keyworker (at all levels and providers). Overall Think Family in Arun is expected to achieve its targets across all levels of service delivery.	62 Families	No figure as 6 monthly	138	138	No figure as 6 monthly	31	No figure as 6 monthly	140

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
18	DCN007 % reoffenders following anti-social behaviour intervention 14/15*	Quarterly	Supporting you if you need help	ICM - Community Services	Nigel Croad	Georgina Bouette	Roger Wood	Lower is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Total no. of individuals - 134 (Perpetrators). The detail is as follows: § Breaches - 6 (Perpetrators) § No. of Breaches/Total no. of Individuals x 100 = % Breaches 6 Breaches/134 Individuals x 100 = 4.5% re-offending rate. Arun DC ASB Caseworkers intervened with 134 individual perpetrators of nuisance in local communities over the six month period from April 2014 to September 2014 achieving a 4.5% re-offending rate. This equates to 6 individuals who breached either their Acceptable Behaviour Contract or Anti-social Behaviour Order OR can be viewed as 95.5% success rate in effectively reducing and stopping anti-social behaviour by identified perpetrators in Arun local communities - 128 individuals turned around. Caseworkers continue to work hard to achieve a high level of success with offenders.	4.50%	7.00%	5.00%	2.00%	2.20%	1.74%	1.67%	5.00%

Corporate Plan 2009-2013 Outturn Q4/Year End 2012/13	Corporate Plan 2009-2013 Outturn Q4/Year End 2011/12	Corporate Plan 2009-2013 Outturn Q4/Year End 2010/11	Corporate Plan 2009-2013 Outturn Q4/Year End 2009/10
2.52%	3.00%	3.17%	4.93%

<b>Director</b>	Paul Warters
<b>Directorate</b>	Assistant Director Customer Services
<b>Number of Corporate Plan indicators to consider</b>	4

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
3	CSR001 % of Council Tax collected 14/15*	Quarterly	Your Council Services	ICM - Corporate Governance	Paul Warters	Pat Cook	Iain Bell	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Very good result - only 0.09% down of last year. The introduction of new enforcement legislation may have led to the slight drop. Performance remains high and work is being kept up to date.	60.97%	32.94%	98.37%	98.27%	89.61%	61.06%	33.06%	97.50%

**Comparable data from previous years:**

Corporate Plan 2009-2013 Outturn Q4/Year End 2012/13	Corporate Plan 2009-2013 Outturn Q4/Year End 2011/12	Corporate Plan 2009-2013 Outturn Q4/Year End 2010/11	Corporate Plan 2009-2013 Outturn Q4/Year End 2009/10
98.14%	98.19%	98.01%	98.01%

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
4	CSB001 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	Quarterly	Your Council Services	ICM - Corporate Governance	Paul Warters	Sue West	Sue Priest	Lower is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
<p>This is within target and over achieving but as always this is an average and some customers wait longer. The average time taken to process new claims and change events was 5.2 days consisting of:</p> <p>Total number of new claims assessed in period 1/7/14 to 30/9/14 = 1666 Average time = 18.7 days.</p> <p>Total number of changes assessed in period 1/7/14 to 30/9/14 = 16128 Average time = 3.8 days.</p> <p>(Workings: <math>18.7 \times 1666 = 31154.2</math> total days, plus, <math>3.8 \times 16128 = 61286.4</math> total days = 92440.6 total days. Then divided by the total number of cases (<math>1666 + 16128 = 17794</math>) = <b>5.195</b> average days)</p>	5.20 day/s	7.10 days	10 days	5.20 days	6.6 days	6.4 days	6.3 days	10 days

**Comparable data from previous years:**

Corporate Plan 2009-2013 Outturn Q4/Year End 2012/13	Corporate Plan 2009-2013 Outturn Q4/Year End 2011/12	Corporate Plan 2009-2013 Outturn Q4/Year End 2010/11	Corporate Plan 2009-2013 Outturn Q4/Year End 2009/10
11 days	14.3 days	10.2 days	14.10 days

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
15	CSH030 Number of new Council homes built or purchased 14/15*	6-monthly	Supporting you if you need help	ICM - Housing	Paul Warters	Brian Pople	Paul Warters	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
<p>It is the Councils intention to develop a number of homes during the whole period of the Corporate Plan. It is unlikely they will be spread evenly on an annual basis-hence the nil return this year. Despite the published performance being 0, substantial progress has been made. Following extensive consultation with residents, Development Control Committee (October) agreed planning permission to build 22 homes in Littlehampton. In addition, we are discussing a potential site in the west of the District with the potential to provide 16 new homes for purchase. Building may commence in 2015. The HRA business Plan is to be revised by early 2015 and it is intended this target will be amended to show the number of homes to be built during the whole period of the Corporate Plan, up to 2017. Whilst the HRA has sufficient funding for the first phase it is likely that a review of borrowing levels will be necessary before a target can be set.</p>	0	No figure as 6 monthly	30	7	No figure as 6 monthly	7	No figure as 6 monthly	8

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
19	CSH006 % of homelessness approaches where homelessness prevented 1415*	Quarterly	Supporting you if you need help	ICM - Housing	Paul Warters	Karen McGreal	Judy Knapp	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Approaches in Q2 were 302 (total approaches for Q1 & Q2 is 600). Decisions made in Q2 are 75 (total decisions made in Q1 & Q2 is 153). The total number of homeless approaches that were prevented was 227. $227/302=75\%$ of approaches were prevented. The Housing Options team are embedding the changes made as part of the lean review. Reception staff at the Civic Centre and BRTH are triaging new homeless applicants to free-up Options staff to work closely with clients. Prevention work includes continuing to offer Rent Deposit Bonds and rent in advance (funded by LAN from WSCC & DHP) to assist clients into the private rented sector. Partnership working with Empty Homes and Northwood lettings also provides a source of private rented properties available to Options clients.	75.00%	74.00%	90.00%	90.00%	89.00%	89.00%	87.00%	90.00%

Corporate Plan 2009-2013 Outturn Q4/Year End 2012/13	Corporate Plan 2009-2013 Outturn Q4/Year End 2011/12	Corporate Plan 2009-2013 Outturn Q4/Year End 2010/11	Corporate Plan 2009-2013 Outturn Q4/Year End 2009/10
90.00%	90.00%	97.20%	99.00%

<b>Director</b>	Philippa Dart
<b>Directorate</b>	Assistant Director Environmental Services
<b>Number of Corporate Plan indicators to consider</b>	4

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
1	ESC001 % household waste sent for reuse, recycling and composting 14/15*	Quarterly	Your Council Services	ICM - Leisure & Amenities	Philippa Dart	Dan Cox	Gareth Rollings	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
This is a significant improvement over the corresponding period last year. This is solely down to a much improved composting rate. This trend is across West Sussex and reflects the excellent weather we have had this year. Note that that this figure has been inflated due to the extra high rate from composting being experienced at the moment, and is still subject to verification. The dry rate of 23.4% is on par with what we had last year but the growing overall amount of waste being produced in the District is of some concern	39.75%	41.09%	38.00%	36.41%	37.60%	38.78%	39.74%	38.00%

Corporate Plan 2009-2013 Outturn Q4/Year End 2012/13	Corporate Plan 2009-2013 Outturn Q4/Year End 2011/12	Corporate Plan 2009-2013 Outturn Q4/Year End 2010/11	Corporate Plan 2009-2013 Outturn Q4/Year End 2009/10
36.47%	37.08%	37.30%	37.70%



Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
2	ESC020 The level of customer satisfaction with the cleanliness of the District 14/15*	Annually	Your Council Services	ICM - Leisure & Amenities	Philippa Dart	Gareth Rollings	Philippa Dart	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14	Prior to CP 2013-2017 (benchmark)
No commentary as annual	No figure as Annual	No figure as Annual	67%	69%	No figure as Annual	No figure as Annual	No figure as Annual	67%	67%%

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
8	ESL001 Achieve key milestones within the project plan for the Leisure and Culture Strategy 2013-2028 14/15*	6-monthly	Your Future	ICM - Leisure & Amenities	Philippa Dart	Emma Strudwick	Philippa Dart	Yes is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
<ul style="list-style-type: none"> <li>- Arun Leisure Centre Refurbishment - artificial outdoor pitch complete, gym project tender let and work commencing.</li> <li>- New Leisure Centre for Littlehampton - detailed feasibility study underway.</li> </ul>	Yes	No figure as 6 monthly	Yes	Yes	No figure as 6 monthly	Yes	No figure as 6 monthly	Yes

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
13	ESE001 Achieve key milestones in WSCC and multi-agency project plan to reduce the risk of flooding 14/15*	Annually	Your Future	ICM - Environmental Services	Philippa Dart	Roger Spencer	Philippa Dart	Yes is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
No commentary as an annual measurement	No figure as Annual	No figure as Annual	Yes	Yes	No figure as Annual	No figure as Annual	No figure as Annual	Yes

**Note: No comparable data available before 2013.**

<b>Director</b>	Karl Roberts
<b>Directorate</b>	Assistant Director Planning and Economic Regeneration
<b>Number of Corporate Plan indicators to consider</b>	7

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
6	PEP023 % of planning appeals dismissed 14/15*	Quarterly	Your Future	ICM - Planning and Infrastructure	Karl Roberts	Nicola Spencer	Karl Roberts	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
13 out of 18 appeals were dismissed during the quarter. The appeals performance is ahead of target and reflects that of previous years and can be used as a broad indicator that in the main the correct planning decisions are being made.	72.22%	66.67%	70.00%	70.00%	69.05%	76.19%	83.33%	70.00%

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
7	PEP001 Achieve key milestones in the Local Plan 2013-2028 timetable 14/15*	6-monthly	Your Future	ICM - Planning and Infrastructure	Karl Roberts	Simon Meecham	Karl Roberts	Yes is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Full Council agreed a new Local Development Scheme (the timetable for the Local Plan) on 16 July 2014 and approved the Local Plan for consultation and submission at its meeting on 10 September 2014. The Local Plan is therefore meeting its milestones.	Yes	No figure as 6 monthly	Yes	No	No figure as 6 monthly	No	No figure as 6 monthly	Yes

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
9	PER020 Overall Employment rate (working-age) 14/15*	6-monthly	Your Future	ICM - Council Strategy	Karl Roberts	Denise Vine	Karl Roberts	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4 13/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
<p>OSC have asked for information in relation to youth unemployment as part of the commentary on this indicator. This extra detail is as follows:</p> <ul style="list-style-type: none"> <li>Number (%) of 18-24 year olds receiving JSA in Arun: Q1 3%, Q2 2.7%. Estimated that only around 40% of the unemployed receive JSA. Therefore it can be assumed that unemployment in this group is proportionally higher.</li> <li>Number (%) of 18-24 year olds claiming JSA for 1 year or more in Arun: Q1 0.5%, Q2 0.3%. This percentage is less than half that for Great Britain as a whole.</li> <li>Unemployment rate (%) of all adults (working age) in Arun: Q1 4.6%, Q2 4.4% compared to 7.5% nationally.</li> </ul>	83.90%	No figure as 6 monthly	72.00%	81.00%	No figure as 6 monthly	80.40%	No figure as 6 monthly	72.20%

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
10	PER025 Total rateable value for the Arun District 14/15*	6-monthly	Your Future	ICM - Council Strategy	Karl Roberts	Denise Vine	Karl Roberts	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Increase of £263,325 over August. The value is in percentage terms slightly down on last year but has improved over the previous month. As a single measure of economic activity, it would suggest that the economy in Arun is flat-lining.	£86,908,322.00	No figure as 6 monthly	£87,177,843.00	£87,177,843.00	No figure as 6 monthly	CPI was changed to 'Total Rateable Value' instead of 'Total amount of business rates collected'	No figure as 6 monthly	Original target was based on 'Total amount of business rates collected' so no longer relevant

**Additional information to clarify meaning of the indicator:**

The rateable value (£) broadly represents the yearly rent the property could have been let for on the open market, on 1st April 2008. This was the last time all businesses were valued. The legal definition of Rateable Value is "the amount equal to the rent at which the property might reasonably be expected to let from year to year if the tenant undertook to pay all the usual taxes and bear the cost of repairs and insurance and other expenses (if any) necessary to maintain the property in a state to command that rent". This figure relates to all 4300 business properties in Arun.

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
11	PER004 % Occupied retail units in Bognor Regis 14/15*	6-monthly	Your Future	ICM - Council Strategy	Karl Roberts	Denise Vine	Karl Roberts	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Estimated figure - full survey to be conducted for next quarter	88.00%	No figure as 6 monthly	86.70%	88.00%	No figure as 6 monthly	87.60%	No figure as 6 monthly	86.70%

**Note: No comparable data available before 2013.**



Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
12	PER005 % Occupied retail units in Littlehampton 14/15*	6-monthly	Your Future	ICM - Council Strategy	Karl Roberts	Densie Vine	Karl Roberts	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Estimated figure - full survey to be conducted for next quarter	94.00%	No figure as 6 monthly	94.60%	94.00%	No figure as 6 monthly	95.20%	No figure as 6 monthly	94.60%

**Note: No comparable data available before 2013.**

Indicator No.	Performance Indicator	Measure Interval	Council Priority Theme	Portfolio	CMT Member	Measurer	Validator	Assess by
14	PES002 Number of affordable units for purchase or rent	6-monthly	Supporting you if you need help	ICM - Planning and Infrastructure	Karl Roberts	Andy Elder	Karl Roberts	Higher is better

Q2 Commentary	Corporate Plan 2013-2017 Actual Q2 2014/15	Corporate Plan 2013-2017 Actual Q1 2014	Corporate Plan 2013-2017 Target 2014/15	Corporate Plan 2013-2017 Outturn Q4/Year End 2013/14	Corporate Plan 2013-2017 Actual Q3 2013/14	Corporate Plan 2013-2017 Actual Q2 2013/14	Corporate Plan 2013-2017 Actual Q1 2013/14	Corporate Plan 2013-2017 Target 2013/14
Although the completion numbers in the first six months of the review period 2014/15 are relatively low, the various developments which are currently on-site are due to complete in the next six month period. At present it is estimated that a further 142 affordable homes will be completed by end of March 2015. It should be noted that the annual target is based on the Council's aspiration to deliver 1000 affordable homes over 5 years (hence the nominal 200 homes per year target). Over the first 4 years 840 homes have been delivered to date.	30	No figure as 6 monthly	200	110	No figure as 6 monthly	39	No figure as 6 monthly	200

**Comparable data from previous years:**

Corporate Plan 2009-2013 Outturn Q4/Year End 2012/13	Corporate Plan 2009-2013 Outturn Q4/Year End 2011/12	Corporate Plan 2009-2013 Outturn Q4/Year End 2010/11	Corporate Plan 2009-2013 Outturn Q4/Year End 2009/10
157	266	196	67

ARUN DISTRICT COUNCILOVERVIEW SELECT COMMITTEE27 JANUARY 2015

## Information Paper

Subject : Cabinet Member Update – Councillor Dendle – Cabinet Member for Leisure & Amenities

Report by : Councillor Dendle

Report date: 6 January 2015

EXECUTIVE SUMMARY

The following information provides an overview to the Committee of the key issues linked to the Leisure and Amenities portfolio.

1.0 Leisure Strategy and Management

## 1.1 New Leisure Centre in Littlehampton

- The Sports Consultancy will carry out a detailed feasibility study of the two sites identified by Cabinet (the existing location and at the Daiseyfield/Cornfield site). The target date for receipt of this report is June 2015.

## 1.2 Leisure Contract

- Up to six operators will be invited to tender for the new leisure contract in February 2015. The operator will be appointed by the end of January 2016.

## 1.3 Gym Expansion – Arun Leisure Centre

- Phase 1 – refurbishment of the fitness suite near to completion.
- Phase 2 – expansion of the fitness studio and creation of a large dance studio and cycling studio. Due to be completed March 2015.
- The Leisure Centre will also benefit from a new air handling plant to improve temperatures in the new fitness suite and sports hall.

## 1.4 Changing Room Refurbishment – Littlehampton Swimming &amp; Sports Centre

- Refurbishment works will take place in 2015/16, the extent of the work will be influenced by the findings of the detailed feasibility study for a new leisure centre in Littlehampton.

## 2.0 Car Parking

2.1 Parking Services are currently in the process of purchasing new Pay & Display Machines for our car parks. The aim is to replace all machines within 3 years. This is being funded by the surplus obtained from the issuing of Penalty Charge Notices. Arun District Council is working in partnership with West Sussex County Council and Chichester District Council and has put out a tender to choose a joint supplier.

## 3.0 Foreshores

3.1 A lifeguard service was introduced in Bognor Regis during 2014, funded from the foreshore budget and supplied by the RNLI. This enhanced the seafront by increasing the safety provision.

## 4.0 Cleansing/Waste Management

- Existing waste contract ends January 2017. Tender process due to commence January 2015.
- TEEP (Technically, Environmentally and Economically Practical) Assessment. New legislation came into effect on 1 January 2015 by which every waste collection authority in England should undertake an assessment to determine if key materials (paper, metal, plastic and glass) need to be separately collected. Report due to Cabinet, date to be confirmed.
- 50% recycling target has been set for 2020. There is a need to look at ways to meet this challenging target.

## 5.0 Public Conveniences

5.1 Potential public convenience upgrades, a report will be submitted in June 2015 to the appropriate Working Party.

## 6.0 Tourism Activity

6.1 Awarded Blue Flag – Littlehampton Coastguards and Seaside Awards for Littlehampton Coastguards and Bognor Regis East. Hoping for similar awards for 2015.

COUNCIL TAX SUPPORT TASK AND FINISH WORKING PARTY7 January 2015 at 4.04 pm

Present: Councillors Hitchins, (Chairman), Dingemans and Mrs Oakley.

1. Apologies for Absence

Apologies for absence had been received from Councillors Clayden, Nash and Oppler and from the Cabinet Member for Corporate Governance, Councillor Wensley.

2. Declarations of Interest

The Monitoring Officer has advised Members of interim arrangements to follow when making declarations of interest. They have been advised that for the reasons explained below, they should make their declarations on the same basis as the former Code of Conduct using the descriptions of Personal and Prejudicial Interests.

Reasons

- The Council has adopted the Government's example for a new local code of conduct, but new policies and procedures relating to the new local code are yet to be considered and adopted.
- Members have not yet been trained on the provisions on the new local code of conduct.
- The definition of Pecuniary Interests is narrower than the definition of Prejudicial Interests, so by declaring a matter as a Prejudicial Interest, that will cover the requirement to declare a Pecuniary Interest in the same matter.

Where a member declares a "Prejudicial Interest", this will, in the interests of clarity for the public, be recorded in the minutes as a Prejudicial and Pecuniary Interest.

There were no Declarations of Interest made.

3. Minutes

The Minutes from the last meeting of the Working Party held on 26 February 2014 were approved by the Working Party as a correct record and were signed by the Chairman.

## Item No. 11

4. Start Times

The Working Party

RESOLVED

That its start times for meetings during the remainder of this Municipal Year be 4.00 pm.

5. Council Tax Empty Property Discounts 2016/2017

The Working Party received a report from the Revenues Manager which reminded Members that for each financial year the Council could change the level of Council Tax discount for an empty/unoccupied property and that the current levels had been in place since the Government had given this power to billing authorities in April 2013.

At its meeting held on 13 October 2014 Cabinet had approved the Minutes from the meeting of the Overview Selection Committee held on 23 September 2014 which had recommended that the Council Tax Support Task & Finish Working Party should meet again to review discounts but that the Working Party's Terms of Reference be extended allowing it to be able to fully examine and review the options for all levels of empty/unoccupied discount for Council Tax during 2016/17.

The Working Party was therefore requested to agree an extension to its existing Terms of Reference to include an additional area which was that it could examine and review the levels of discount for empty/unoccupied Council Tax properties for 2016/2017.

The Working Party had been provided with some options for it to consider as there were four types of unoccupied properties – being:

- Uninhabitable properties
- Substantially unfurnished properties
- Second homes
- Long-term empty properties

The Working Party then discussed each type of unoccupied property so that each of these was fully understood.

The Revenues Manager outlined that the Working Party might wish to discuss the varying types of unoccupied property so that these were fully understood and that a timetable for review could be drafted for the Working Party to consider at its next meeting.

The Working Party opted to work through the examples provided in the report.

**Item No. 11**

Following discussion, the Working Party

RECOMMEND TO THE OVERVIEW SELECT COMMITTEE –  
That

- (1) its existing terms of Reference be extended to include “examine and review the levels of discount for empty/unoccupied Council Tax properties for 2016/2017”; and
- (2) The following options discussed by the Working Party be approved:

Uninhabitable Properties – that the current position of 50% discount for twelve months remain the same, but following that twelve month period then no discount be given;

Substantially Unfurnished Properties – this be changed from 50% discount for 6 months to 50% discount for 3 months, following the 3 month discount then a full charge will become applicable;

Second Homes – no change be made to the existing discount; and

Long Term Empty Properties – that no change be made to existing properties

6. Council Tax Reduction Scheme – Year 4 – April 2016

The Working Party received a report from the Benefits Manager which provided information to enable the Working Party to commence considering the issues and design of the Council’s scheme to be in place from April 2016. To achieve this, a draft timetable had been compiled for Members to consider. It was pointed out that this timetable had allowed for more flexibility to be built in to it by being able to easily accommodate the need to arrange for any additional meetings of the Working Party either before or after any required consultation period would need to commence. The Working Party was being requested to approve the timetable for this work so that it could be agreed by the Overview Select Committee at its next meeting to be held on 27 January 2015. The Benefits Manager reminded the Working Party that the Council had already agreed its scheme for the financial year 2015/2016 and that this remain unaltered from that operating in the current financial year.

The Benefits Manager explained that in the event that the scheme be changed, a three month consultation period had been allowed and Members were asked to consider whether to consult on the scheme even if it was decided that no changes would be proposed, as the scheme would have been in place for three years since the last consultation. The methods of consultation were explained and that there was a need to not just consult with

**Item No. 11**

members of the public but also West Sussex County Council; the Police; Town and Parish Councils; and other organisations.

The Assistant Director of Customer Services also stated that the Working Party needed to be mindful that there would be a new administration, both locally and nationally, following the Elections in May and that in view of the level of unknown factors following the General Election that would impact upon welfare benefits and public sector finances that could be of significance in arriving at any final decision, it might wish to bear this point in mind when looking at timetabling this next review and in looking at considering any desires for change.

The Working Party took part in a lengthy discussion where it questioned whether it might be too early to make a decision about changing the existing scheme at this stage.

Following further discussion, the Working Party's view was that the scheme for Year 4 (2016/2017) should again not be changed, though it accepted that consultation with precepting authorities would need to take place first to assess the implications of such a proposal and how this might be viewed by the consultees. Depending upon the responses received, it was acknowledged that there then might be the need for the Working Party to meet again. It was accepted that the timetable that had been drafted had built in sufficient time to allow flexibility in considering the scheme and any further options that should be considered.

The Working Party then

RECOMMEND TO THE OVERVIEW SELECT COMMITTEE – That

- (1) the considered approach to be taken in the formulation of a new scheme was that the scheme should potentially remain unchanged for Year 4 (2016/2017), though consultation with precepting authorities should take place first to assess how this might be viewed by the consultees; and
- (2) the timetable be agreed and remain unchanged at this stage depending upon the consultation responses and as it had been drafted with sufficient time built into it to allow flexibility in considering the scheme and any further options that should be considered.

The Working Party also

RESOLVED

That Recommendation 3 be deferred.

(The meeting concluded at 5.07 pm)



AGENDA ITEM NO. 6.ARUN DISTRICT COUNCILCOUNCIL TAX SUPPORT TASK & FINISH WORKING PARTY – 7 JANUARY 2015


---

Recommendation Paper

Subject : Council Tax Empty Property discounts 2016/17

Report by : Iain Bell, Revenues Manager Report date: December 2015

---

EXECUTIVE SUMMARY

For each financial year the Council can change the level of Council Tax discount for an empty/unoccupied property. Current levels have been in place since government gave this power to billing authorities in April 2013.

At its meeting held on the 13 October 2014, Cabinet approved the minutes of the Overview Select Committee which recommended that the Council Tax Support Task & Finish Working Party should extend its Terms of Reference so that it could fully examine and review the options for all levels of empty /unoccupied discount for Council Tax during 2016/17

RECOMMENDATIONS

The Working Party is asked to agree an extension to its current terms of reference to now include number (v) ;

- (i) Those categories of customer that the Working Party believes should receive protection from the changes;
- (ii) Those elements of the Benefits system it wishes to consider modifying to enable a 10% saving;
- (iii) Alternative ways of funding the necessary savings through other Council Tax changes; and
- (iv) If necessary, produce a timetable which should include a plan to consult on the proposed changes.
- (v) examine and review the levels of discount for empty/unoccupied Council Tax properties for 2016/17

## 1. BACKGROUND

The Overview Select Committee is seen as being responsible for scrutinising any proposed changes. The Working Party therefore needs to agree the detail before any possible consultation commences.

The implication of this extension is to also ensure that the group reviews the levels of discounts on empty properties before making a recommendation to the Overview Select Committee. For the Working Party's information, attached are some background papers which provide some options of what discounts could be considered.

**Background Papers:** Copy of OSC report 23<sup>rd</sup> September 2014  
Council Tax – Options for working group to consider

**Contact:** Iain Bell, Revenues Manager ext 37633

**Options for the Working Group to consider.**

4 types of unoccupied properties;

1. Uninhabitable properties
2. Substantially unfurnished properties
3. Second homes
4. Long term empty properties

The savings figures are only an estimate based upon the number of empty properties as of 1<sup>st</sup> December 2014.

**Please note that Arun would only receive approximately 10% (i.e., the value of our precept) of these savings.**

1. Uninhabitable properties

Current position	Options	Savings (£)
50% discount for 12 months	25% discount for 12 months then full charge	37,500
	20% discount for 12 months then full charge	45,000
	10% discount for 12 months then full charge	60,000
	No discount	75,000

2. Substantially unfurnished properties

Current position	Options	Savings (£)
50% discount for 6 months	25% discount for 6 months then full charge	£112,500
	50% discount for 3 months then full charge	£112,500
	Exemption for 2 months then full charge	£75,000
	Exemption for 1 month then full charge	£150,000

3. Second Homes

We currently have 1500 second homes to which we give no discount. We could choose to award a 10% discount but this would cost the councils in the region of £225,000. This would also mean having to find alternative savings.

#### 4. Long term empty properties.

We currently have 100 properties that have been empty for more than 2 years. The owners of these properties have to pay a 50% premium on top of the full Council Tax bill meaning that they pay a 150% charge. This currently brings in an extra £75,000.

You could withdraw the premium but you would have to find alternative savings.

AGENDA ITEM NO. 7ARUN DISTRICT COUNCIL

OVERVIEW SELECT COMMITTEE  
COUNCIL TAX SUPPORT TASK AND FINISH WORKING PARTY  
7 JANUARY 2014

Recommendation Paper

Subject : Council Tax Reduction Scheme Year 4 – April 2016

Report by : Sue Priest - Benefits Manager

Report date: January 2014

EXECUTIVE SUMMARY

The National Council Tax Benefit scheme was replaced in April 2013 with localised Council Tax Reduction Schemes.

The Council is required to formally approve its scheme each year.

This report provides information to enable the Working Party to commence considering the issues and design of the scheme to be in place from April 2016. The report also includes a proposed timetable.

RECOMMENDATIONS

The Working Party is requested to: -

- 1) consider the proposed timetable: and
- 2) consider the approach (or approaches) to be taken in the formulation of the scheme from April 2016
- 3) consider whether to give Council Officers authority to make changes to the scheme during the year

1.0 INTRODUCTION

- 1.1 The Task and Finish Working Party has been reformed to fully examine the options for year 4. This report provides background information together with a proposed timetable to enable this work to be carried out.

1.2 Any revised or replacement scheme must be approved by Full Council by the end of January preceding the date on which it comes into force i.e. 31 January 2016. In addition any new scheme including changes made to the existing scheme must undergo full public consultation.

## 2.0 PROPOSED TIMETABLE

2.1 A proposed timetable is attached at Appendix A. This timetable allows some flexibility for additional meetings either before or after the consultation period.

2.2 It is recommended that in the event that the scheme is changed a 3 month consultation period is allowed. Members might also wish to consider whether to consult on the scheme even if it is decided not to make changes, as the scheme will have been in place for 3 years since the last consultation.

## 3.0 LOCAL COUNCIL TAX REDUCTION SCHEME

3.1 Any local scheme only affects working age customers. Currently Pensioners are protected from any changes.

3.2 When designing a local scheme the authority should have regard to vulnerable groups and their responsibilities in respect of child poverty, disabled people, homelessness and equalities.

3.3 Schemes must also be consistent with Universal Credit principles and provide incentives to work.

3.4 The current local scheme is based largely on the preceding national Council Tax Benefit scheme. It is a means tested benefit with entitlement calculated by comparing a claimant's household income with their needs according to set allowances and premiums.

3.5 Some cases are "passport" to full benefit based on entitlement to other welfare benefits.

3.6 Many Council Tax Reduction claimants also receive help with their housing costs. Housing Benefit is broadly calculated in the same way as Council Tax Reduction and uses the same level of allowances and premiums. Adopting the above approach has enabled claimants to make one claim for both types of support and both can be assessed at the same time removing any potential additional administrative burden.

3.7 Analysis of the current Council Tax Reduction caseload is shown below:-

<b>Pension Age</b>	
Passported and standard	6622
<b>Working Age</b>	
Passported	3350
Standard	3125
Second Adult Rebate Cases	84
<b>Total Live Claims</b>	
	13181

- 3.8 The current scheme supports vulnerable groups by the provision of additional allowances and premiums in the calculation. In addition certain types of income are currently fully disregarded in the calculation, for example a person receiving a disability living allowance will have this income fully disregarded in the calculation as well as receiving additional premiums in their applicable amount. Some customers also receive a reduction in their Council Tax liability to the band below where they have made adaptations to their property to assist with the needs of a disabled member of their household.
- 3.9 Adopting an approach to the calculation which mirrors the previous Council Tax Benefit scheme as well as the existing Housing Benefit scheme ensures that vulnerable groups continue to receive protection within the calculation. This is a tried and tested way to meet the Council's duties to vulnerable groups.
- 3.10 Our current scheme also provides an extra 4 weeks benefit to qualifying claimants who return to work, thus making the transition from benefit to work easier. The back dating provision has also been reduced to 3 months to match that of pensioners. Claimants in receipt of a War Disability Pension or a War Widow(er)s Pension have that income disregarded in full.
- 3.11 The Working Party may wish to consider whether any group or groups of customers should receive additional protection over and above that already provided for in the current scheme. Careful consideration to equalities issues must be given if this approach is to be recommended as targeting additional support to specific groups could be open to challenge and full equality impact assessments will need to be carried out.
- 3.12 The Working Party is also asked to consider making a recommendation that authority to make changes to the scheme during the year be given to Council Officers. Such changes would only be made rarely, for example, where a new benefit or allowance is introduced which is disregarded in the calculation Housing Benefit and this needs to be reflected in our local scheme.

#### 4.0 WEST SUSSEX FRAMEWORK

- 4.1 Officers and representatives of this Working Party met with representatives from all other West Sussex authorities (with the exception of Crawley Borough Council) to consider the design of a joint countywide Council Tax Reduction Scheme for year 2 (from April 2014).
- 4.2 Working with ACS Consultancy the result of these meetings was the West Sussex – Council Tax Reduction Scheme Framework.
- 4.3 The framework allows for flexibilities in certain areas of the scheme so that individual authorities can adjust the scheme to meet local needs. Arun's schemes for both 2014 and 2015 meet the requirements of the framework.
- 4.4 A copy of the framework is at Appendix B.

#### 5.0 CONCLUSIONS

- 5.1 The Working Party is requested to: -
  - 5.1.1 Consider and agreed a timetable of meetings: and
  - 5.1.2 Consider the approach (or approaches) to be taken in the formulation of the new scheme.
  - 5.1.3 Consider whether to give Council Officers authority to make changes to the scheme during the year

**Contact:** Sue Priest, Benefits Manager 37522  
Iain Bell, Revenues Manager 37633  
Paul Warters, Assistant Director, Customer Services, 37510



## Appendix A

## Council Tax Reduction Scheme Task and Finish Working Party – Proposed Timetable

Date	Meeting	Actions/Notes
7 January 2015	Working Party	Approve timetable and consider options for year 3 scheme. Recommend any additional work and modelling to be considered at a second meeting if required
27 January 2015	Overview Select Committee	To consider any recommendations from the meeting of the Working Party held on 7 January 2015
To be arranged	Working Party	To consider options following any additional work if required and make recommendations for consultation to Overview Select Committee
10 March 2015	Overview Select Committee	Consider recommendations for consultation
16 March 2015	Cabinet	Consider options for consultation as recommended by Overview Select Committee
11 May 2015 to 31 July 2015	None	Consultation Period if required
To be arranged	Working Party	To consider outcome of consultation and make recommendation
<b><i>either</i></b>		
29 September 2015	Overview Select Committee	To consider Working Party recommendations following consultation
12 October 2015	Cabinet	Consider recommendation from Overview Select Committee
1 November 2015	Full Council	Cabinet recommendation to approve year 4 scheme
<b><i>or</i></b>		
24 November 2015	Overview Select Committee	To consider Working Party recommendations following consultation
7 December 2016	Cabinet	Consider recommendation from Overview Select Committee
13 January 2016	Full Council	Cabinet recommendation to approve year 4 scheme



# West Sussex – Council Tax Reduction Scheme Framework

## **Aim;**

To establish a common Council Tax Reduction Scheme framework for use within all participating for the 2014/15 financial year.

Each authority would have the ability to vary the framework in accordance with local requirements.

The framework would cover the requirements for all Working Age applicants and would include all prescribed requirements as laid down by the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2013. The scheme for Pension Age cases would be determined by regulation (apart from the wish to increase locally the disregard for War Pensions and War Disablement Pensions).

## **Framework Design**

A common framework would be designed covering all aspects required by the scheme and allow for flexibilities in the following areas (depending on the decision of each participating authority);

- Limitation in liability (maximum eligible Council Tax to be used in the calculation of the reduction);
- Limitation in Council Tax Band used within the calculation of the reduction;
- Reduction in maximum capital level used within the calculation of the reduction;
- Removal of Second Adult Rebate / Reduction;
- The inclusion of a residency rule;
- The inclusion of Child Benefit as an income used within the calculation of the reduction;
- The inclusion of Child Maintenance as an income used within the calculation of the reduction;
- Changes to Non Dependant deductions;
- Changes to the levels of Earned Income Disregards;
- Changes to the level / amount and/ or period of Extended Reductions;
- The inclusion of a minimum weekly amount of reduction; and
- The amendment of backdating requirements.

## **Preparation**

It is proposed that the framework be designed and customised to meet individual authorities' requirements by the end of July 2013 ready for publication, consultation and eventual ratification by full Council by 31<sup>st</sup> January 2014.



## Costs

It is proposed that the framework and all customisation for individual authorities' requirements be undertaken by ACS. The cost to each participating authority would be £850 plus VAT – this includes the provision of the common framework **plus** customisation to meet individual local requirements and full support to ratification.

**OVERVIEW SELECT COMMITTEE  
WORK PROGRAMME – 2014/2015**

Date of Meeting: 27 January 2015			
<b>Policy/Strategy Reviews</b>			
<b>Agenda Items</b>	<b>Subject</b>	<b>Lead Officer/Member</b>	<b>Comments</b>
1	Council Budget – 2015/2016	Alan Peach	<b>As Planned</b>
2	Feedback from Council Tax Support Task and Finish Working Party Meeting held on 7 January 2015	Sue Priest	<b>As Planned</b>
<b>Performance Reviews</b>			
3	Corporate Plan – Progress on targets (Quarter 2)	Nigel Lynn	<b>As Planned</b>
4	Service Delivery Plan – progress on targets	Nigel Lynn	<b>As Planned</b>
5	Corporate Plan – Mid-term Review	Nigel Lynn	<b>Added on 23 September 2014</b>
<b>Contractor/Partner Performance Reviews</b>			
6	Age UK - Annual Performance Monitoring Report	Robin Wickham	<b>Deferred from 18 November 2014 – summary review requested by Chairman and Vice-Chairman.</b>
<b>Partner Reviews</b>			
	There are no Partner Reviews for this meeting.		
<b>Feedback from Joint Scrutiny in West Sussex</b>			
7	WSCC Health & Adult Social Care Select Committee	Cllr Edwards and Councillor Dr Walsh	Feedback from meeting held on 5 December 2014 and 21 January 2015
8	Sussex Police & Crime Panel	Cllrs Wotherspoon/L Brown	Feedback from the meeting held on 23 January 2015
<b>Holding Cabinet to account</b>			
9	Cabinet Member Questions and Updates	All Cabinet Members	<b>As Planned</b>

**OVERVIEW SELECT COMMITTEE  
WORK PROGRAMME – 2014/2015**

10	Cabinet Member priorities and future areas for development/review – Cabinet Member for Leisure & Amenities – Cllr Dendle	Cllr Dendle	<b>Confirmed</b>
<b>Work Programme</b>			
11	Work Programme - Update	Jane Fulton	<b>As Planned</b>

**OVERVIEW SELECT COMMITTEE  
WORK PROGRAMME – 2014/2015**

Date of Meeting: 10 March 2015			
<b>Policy/Strategy Reviews</b>			
<b>Agenda Items</b>	<b>Subject</b>	<b>Lead Officer/Member</b>	<b>Comments</b>
1	Coast Protection Annual Review	Roger Spencer	<b>As Planned</b>
2	Feedback from Council Tax Support Task and Finish Working Party Meeting – if needed	Sue Priest	
<b>Performance Reviews</b>			
	There are no items for this meeting.		
<b>Contractor/Partner Performance Reviews</b>			
3	Arun & Chichester Citizens Advice Service – Annual Performance Monitoring Report	Robin Wickham	<b>Request from Chairman and Vice-Chairman for this to be removed</b>
<b>Partner Reviews</b>			
	There are no Partner Reviews for this meeting.		
<b>Feedback from Joint Scrutiny in West Sussex</b>			
	There are no items for this meeting.		
<b>Holding Cabinet to account</b>			
4	Cabinet Member Questions and Updates	Every meeting	<b>As Planned</b>
5	Cabinet Member priorities and future areas for development/review – Cabinet Member for Environmental Services – Cllr Chapman	Cllr Chapman	<b>Confirmed</b>
6	Forward Plan – Quarterly Update	Cllr Wensley	<b>As Planned</b>
<b>Work Programme</b>			
7	Work Programme - Update	Jane Fulton	<b>As Planned</b>

**NOTE: The Leader of the Council, Councillor Mrs Brown and the Cabinet Member for Housing, Councillor Elkins, will provide reports to the Committee on 16 June and 28 July 2015**

<b>As required items</b>			
	<b>Subject</b>	<b>Lead Officer</b>	<b>Add to Work Programme? DATE</b>
	Filming Protocol – review of impact and reconsideration of Council filming arrangements	Paul Warters	As and when required and as issues occur