

**To: Deputy Leader and Members of the Resources Board
(Councillors Moore, Butcher, Davis, N Dirveiks,
Forwood, Holland, Johnston, Smith and Winter)
For the information of other Members of the Council**

**For general enquiries please contact Emma
Humphreys/Amanda Tonks on 01827 719221 or
via email – emmahumphreys@northwarks.gov.uk
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**For enquiries about specific reports please
contact the Officer named in the reports.**

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print and electronic accessible formats if
requested.**

RESOURCES BOARD AGENDA

18 November 2013

The Resources Board will meet in the Committee Room at The Council House, South Street, Atherstone, Warwickshire on Monday, 18 November 2013 at 6.30pm.

AGENDA

- 1 Evacuation Procedure.**
- 2 Apologies for Absence / Members away on official Council business.**
- 3 Disclosable Pecuniary and Non-Pecuniary Interests.**

4 **Request for discussion and approval of remaining En Bloc items.**

5 **Public Participation**

Up to twenty minutes will be set aside for members of the public to ask questions or to put their views to elected Members. Participants are restricted to five minutes each. If you wish to speak at the meeting please contact Amanda Tonks/Emma Humphreys on 01827 719221 or email democraticservices@northwarks.gov.uk.

6 **Minutes of the Resources Board held on 2 September 2013** – copies herewith, to be approved as a correct record and signed by the Chairman.

PART A – ITEMS FOR DISCUSSION AND DECISION (WHITE PAPERS)

7 **Land at Sycamore Crescent, New Arley** – Report of the Assistant Director (Leisure and Community Development)

Summary

This report sets out a proposal for the sale to Arley Parish Council of an area of informal open space at Sycamore Crescent in New Arley. The proposal has been considered by the Community and Environment Board, which has recommended that the matter be further considered by this Board.

The Contact Officer for this report is Alethea Wilson (719212)

8 **Animal Wardens Service – Update** – Report of the Assistant Director (Housing)

Summary

The report gives an update on service performance and budget issues, and seeks a small contingency for dog re-homing in case of unforeseen circumstances.

The Contact Officer for this report is David Baxendale (719322).

9 **Treasury Management Update Quarter 2 2013/14** – Report of the Assistant Director (Finance and Human Resources)

Summary

This report shows the Treasury Management activity during the months of 2013/14.

The Contact Officer for this report is Carl Ford (719379).

- 10 **Capital Programme 2013/14 Quarter 2 Update** – Report of the Assistant Director (Finance and Human Resources)

The report updates Members on the progress of the 2013/14 Capital Programme in terms of expenditure.

The Contact Officer for this report is Carl Ford (719379)

- 11 **General Fund Budgetary Control Report 2013/14 – Period Ended 31 October 2013** – Report of the Assistant Director (Finance and Human Resources)

Summary

This report covers revenue expenditure and income for the General Fund between 1 April 2013 and 31 October 2013. The 2013/14 budget and the actual position for the period, compared with the estimate at that date, are given, together with an estimate of the out-turn position.

The Contact Officer for this report is Nigel Lane (719371).

- 12 **Housing Revenue Account Budgetary Control Report 2013/14 Period Ended 31 October 2013** – Report of the Assistant Director (Finance and Human Resources)

Summary

The report covers total Housing Revenue Account revenue expenditure and income for the period from 1 April to 31 October 2013.

The Contact Officer for this report is Nigel Lane (719371).

**PART B – ITEMS FOR EN BLOC DECISIONS
(YELLOW PAPERS)**

- 13 **Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April - September 2013** – Report of the Chief Executive and Deputy Chief Executive

Summary

This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Resources Board for April to September 2013.

The Contact Officer for this report is Robert Beggs (719238)

- 14 **Online Services Update and Plans for Promoting and Increasing Use** – Report of the Assistant Director (Corporate Services)

Summary

This report gives an update on the use of the Council's Website and those services we deliver online, via the Internet. The report also provides information on how we plan to promote, increase and improve the use of the internet for those services that can be most effectively provided online.

The Contact Officer for this report is Linda Bird (719327).

- 15 **National Fraud Initiative Update** – Report of the Deputy Chief Executive

Summary

The report updates Members on Fraud and the Council's participation in the National Fraud Initiative.

The Contact Officer for this report is Barbara Haswell (719416).

- 16 **Internal Audit – Performance for Second Quarter 2013-14** – Report of the Deputy Chief Executive

Summary

The report allows the Board to monitor the progress of the Council's Internal Audit function against the agreed plan of work for the year.

The Contact Officer for this report is Barbara Haswell (719416).

- 17 **Atherstone Town Centre CCTV Scheme Partnership Annual Report – Report of the Assistant Director (Housing)**

Summary

This report outlines progress in respect of the Council's management and operation of the Atherstone Town Centre CCTV scheme and its impact over the last 12 months in relation to the corporate priority to tackle crime and the fear of crime.

The Contact Officer for this report is Gary Thomas-McGenity (719303).

- 18 **Payroll Service – Report of the Assistant Director (Finance and Human Resources)**

Summary

This report informs Members of recent correspondence received from Warwickshire County Council.

The Contact Officer for this report is Sue Garner (719374).

- 19 **Minutes of the Housing Sub-Committee held on 7 October 2013 - copy herewith to be received and noted.**

**PART C – EXEMPT INFORMATION
(GOLD PAPERS)**

- 20 **Exclusion of the Public and Press**

Recommendation:

That under Section 110A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

- 21 **Window Cleaning Services – Report of the Assistant Director (Housing)**

The Contact Officer for this report is Angela Coates (719369).

- 22 **Land at Atherstone – Report of the Assistant Director (Streetscape)**

The Contact Officer for this report is Richard Dobbs (719240).

JERRY HUTCHINSON
Chief Executive

NORTH WARWICKSHIRE BOROUGH COUNCIL

MINUTES OF THE RESOURCES BOARD

2 September 2013

Present: Councillor Moore in the Chair

Councillors Butcher, Davis, N Dirveiks, Forwood, Holland, Johnston, Smith and Winter.

Councillor Humphreys was also in attendance.

15 **Disclosable Pecuniary and Non-Pecuniary Interests**

None were declared at the meeting.

16 **Minutes of the Resources Board held on 25 March and 3 June 2013**

The minutes of the meeting of the Resources Board held on 25 March and 3 June 2013, copies having previously been circulated, were approved as a correct record and signed by the Chairman.

17 **A Review of the Effectiveness of Internal Audit 2012 – 2013**

The Deputy Chief Executive asked the Board to consider the annual review of the effectiveness of the system of Internal Audit.

Resolved:

- a **That the findings of the annual review of the effectiveness of the system of internal audit for 2012-2013, as set out in the report of the Deputy Chief Executive, were noted; and**
- b **That it was noted that the system of Internal Audit is operating effectively and can be relied upon as reflected in the Annual Governance Statement for 2012-2013.**

18 **Public Sector Internal Audit Standards 2013**

The Deputy Chief Executive informed Members of changes to the Internal Audit Standards which came into effect on 1 April 2013.

Resolved:

That the report be noted.

19 Treasury Management Update Quarter 1 2013/2014

The Assistant Director (Finance and Human Resources) updated the Board on the Treasury Management activity during the first three months of 2013/2014.

Resolved:

- a That the Treasury Management Report for the first three months of 2013/2014 be noted;**
- b That the addition of enhanced Money Market Funds/Cash Funds to the Treasury Portfolio be approved; and**
- c That the revised counter party limits for treasury investments set out in Appendix 2 to the report of the Assistant Director (Finance and Human Resources) be approved.**

20 Capital Programme 2013/2014 Quarter 1 Update

The Assistant Director (Finance and Human Resources) updated Members in terms of expenditure on the progress of the 2013/2014 Capital Programme.

Resolved:

That the progress made against the 2013/2014 Capital Programme, as set out in the report of the Assistant Director (Finance and Human Resources), be noted.

21 Budgetary Control Report 2013/2014 Period Ended 31 July 2013

The Assistant Director (Finance and Human Resources) reported on the revenue expenditure and income for the period from 1 April 2013 to 31 July 2013. The 2013/2014 budget and the actual position for the period, compared with the estimate at that date were detailed, together with an estimate of the out-turn position for services reporting to the Board.

Resolved:

That the report be noted.

22 Consolidated Budgetary Control Report 2013/2014 – Period Ended 31 July 2013

The Assistant Director (Finance and Human Resources) updated the Board on the total Council General Fund revenue expenditure and income for the period from 1 April 2013 to 31 July 2013.

Resolved:

That the report be noted.

23 Housing Revenue Account Budgetary Control Report 2013/2014 Period Ended 31 July 2013

The Assistant Director (Finance and Human Resources) reported on the total Housing Revenue Account revenue expenditure and income for the period from 1 April to 31 July 2013.

Resolved:

That the report be noted.

24 Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April – June 2013

The Chief Executive and the Deputy Chief Executive informed members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Resources Board for April to June 2013.

Resolved:

That the report be noted.

25 Borough Care Service Review

The Assistant Director (Housing) provided the Board with an update on the progress of the review of the Borough Care service.

Resolved:

That the report be noted.

26 Internal Audit – Performance for 2012 – 2013

The Deputy Chief Executive reported on the progress of the Council's Internal Audit function against the agreed plan of work for the year.

Resolved:

That the report be noted.

27 Internal Audit – Performance for First Quarter 2013 - 2014

The Deputy Chief Executive reported on the progress of the Council's Internal Audit function for the first quarter of 2013/2014 against the agreed plan of work for the year.

Resolved:

That the report be noted.

28 Minutes of the Housing Sub-Committee held on 8 July 2013

The minutes of the Housing Sub-Committee held on 8 July 2013 were received and noted.

29 Exclusion of the Public and Press

Resolved:

That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

30 Irrecoverable Local Taxation and Housing Debts

The Assistant Chief Executive (Community Services) detailed the amounts recommended for write off, in accordance with the agreed write off policy.

Resolved:

- a That the write off of 4 balances over £5,000 totalling £70,235.90 in respect of unpaid Non Domestic Rates be approved;**
- b That the write off of 75 balances under £5,000 totalling £18,686.50 in respect of unpaid Council Tax be noted;**
- c That the write off of 8 balances under £5,000 totalling £7,320.65 in respect of unpaid Non Domestic Rates be noted;**
- d That the write off of 122 balances under £5,000 totalling £38,293.19 in respect of uncollected overpaid Housing Benefits be noted;**
- e That the write back of 13 balances totalling £4,091.42 in respect of unpaid Council Tax be noted; and**
- f That the write back of 24 balances totalling £88,674.30 in respect of overpaid Non Domestic Rates be noted.**

31 **Hurley Housing – Sale of Land**

The Assistant Director (Housing) reported on the proposed sale of a number of properties in Hurley and the Board was asked to agree a suggested course of action.

Resolved:

That the Assistant Director (Housing) continue to discuss the sale and condition of their properties with Hurley Housing.

J Moore
Chairman

Agenda Item No 7

Resources Board

18 November 2013

**Report of the
Assistant Director
(Leisure and Community Development)**

**Land at Sycamore Crescent, New
Arley**

1 Summary

- 1.1 This report sets out a proposal for the sale to Arley Parish Council of an area of informal open space at Sycamore Crescent in New Arley. The proposal has been considered by the Community and Environment Board, which has recommended that the matter be further considered by this Board.

Recommendation to the Council

- a That the land comprising the informal open space at Sycamore Crescent in New Arley be declared surplus to requirements in that there is no need for it to be owned by the Borough Council;**
- b That the land be offered for sale to Arley Parish Council for use as public open space; and**
- c That the capital receipt arising from the proposed disposal of this land be directed towards enhancements of open space elsewhere in New Arley in line with the priorities of the Green Space Strategy.**

2 Consultation

- 2.1 The Chairman, Vice-Chairman and Opposition Spokesperson for the Resources and Community and Environment Boards, Members with responsibility for Health, Well-being and Leisure and appropriate Ward Members have all had the opportunity to comment on the proposal set out in this report. Any comments received will be reported verbally at the meeting.

3 Report

3.1 At its meeting held in October 2013, the Community and Environment Board received a report that set out a proposal for the sale to Arley Parish Council of an area of informal open space at Sycamore Crescent in New Arley. The report, which includes background information relating to the proposal, is attached at Appendix A.

3.2 The Community and Environment Board approved the recommendations that the Resources Board be asked to consider the sale of the land to Arley Parish Council and that the Resources Board be invited to consider a proposal that the capital receipt arising from the proposed disposal of the land be directed towards enhancements of open space elsewhere in New Arley in line with the priorities of the Green Space Strategy.

3.3 For the avoidance of doubt it should be made clear that there is no suggestion that the land is surplus to the requirements of the area where there is a known undersupply of open space. However, under the Authority's Constitution it is necessary to declare that there is no particular need for the Borough Council to own this particular parcel of land if the Parish Council, in this instance, is happy to take it on and keep it as open space. If the Parish Council were not so minded then Officers would not be recommending the disposal of the land. The Board, therefore, is now asked to consider the proposal for the sale of the land on this basis and according to the terms set out in the report attached at Appendix A.

4 Report Implications

4.1 Finance and Value for Money Implications

4.1.1 Should the proposed sale proceed there would be a capital receipt of £1,000, which it is proposed would be offered as match funding towards improvements to green space in New Arley.

4.1.2 Should the land be sold there would be a minor saving to the Authority on revenue costs in respect of grass cutting, which would be directed towards other works in the grounds maintenance schedule. Any future costs in respect of tree management on the land would be avoided.

4.2 Legal and Human Rights Implications

4.2.1 Ownership of the asset and liability for its maintenance would pass to the Parish Council if it is determined to advance the proposed sale.

4.3 Environment and Sustainability Implications

4.3.1 Under the proposal the land would continue to be managed as open space, thereby making a positive contribution to the local environment.

4.4 Health, Well-being and Leisure Implications

4.4.1 Under the proposal the land would continue to provide a space for informal recreation, thereby contributing to the health and well-being of the local community.

4.5 Risk Management Implications

4.5.1 There would be a slight reduction in risk to the Authority, in that it would no longer be liable in respect of its duty of care to maintain the land in a fit and proper condition. This liability would pass to the Parish Council.

4.6 Links to Council's Priorities

4.6.1 The proposal is in accordance with the corporate priorities in respect of:

- Environment
- Health and well-being

The Contact Officer for this report is Alethea Wilson (719212).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	Assistant Director (Leisure and Community Development)	Report to Community and Environment Board (Proposed Sale of Informal Open Space at Sycamore Crescent, New Arley)	October 2013

Agenda Item No 9

**Community and Environment
Board**

21 October 2013

**Report of the
Assistant Director
(Leisure and Community Development)**

**Proposed Sale of Informal Open
Space at Sycamore Crescent,
New Arley**

1 Summary

- 1.1 The report sets out a proposal for the sale to Arley Parish Council of an area of informal open space at Sycamore Crescent in New Arley.

Recommendation to the Board

- a That the Resources Board be asked to consider the sale to Arley Parish Council of the informal open space at Sycamore Crescent in New Arley; and**
- b That the Resources Board be invited to consider a request from this Board that the capital receipt arising from the proposed disposal of this land be directed towards enhancements of open space elsewhere in New Arley in line with the priorities of the Green Space Strategy.**

2 Consultation

- 2.1 The Chairman, Vice-Chairman and Opposition Spokesperson for the Community and Environment and Resources Boards, Members with responsibility for Health, Well-being and Leisure and appropriate Ward Members have all had the opportunity to comment on the content of this report. Any comments received will be reported verbally at the meeting.

3 Report

- 3.1 The Borough Council has received representation from Arley Parish Council on a number of occasions that the Authority should apply for Village Green status for the green space in its ownership at Sycamore Crescent in New Arley. The Parish Council expressed concern that the land may be subject to development and that its registration as a Village Green would afford protection from any such development.

3.2 Although Village Green status would afford the open space considerable protection, it could also restrict the Authority's management of the site (for example, it would not be able to fence the area should it wish to do so for any reason in the future). The Assistant Chief Executive and Solicitor to the Council has also advised that seeking registration is a time consuming and costly process and that the Authority must ensure that its resources are appropriately targeted towards high priority areas of activity, a point that was recently emphasised during the recent Peer Review process.

3.3 In responses to the Parish Council it has been stated that the land in question (shown on the plan attached at Appendix A) forms part of the green space portfolio within the remit of the Leisure and Community Development Division and is designated as informal open space in the Authority's Open Spaces, Sports and Recreation Study (PPG17). The Parish Council has also been informed that the Authority has no intention of changing the status of this site in any way.

3.4 Further, the advice has been conveyed to the Parish Council that the National Planning Policy Framework (NPPF) re-iterates the important contribution that open space can make to the health and well-being of communities, that it states that planning policies should be based on robust and up-to-date assessments of the needs and opportunities for provision and that existing open space should not be built upon unless:

- an assessment has been undertaken that has clearly shown the open space to be surplus to requirements; or
- the loss resulting from the proposed development would be replaced by equivalent or better provision in terms of quantity and quality in a suitable location; or
- the development is for alternative sports and recreation provision, the need for which clearly outweighs the loss.

3.5 This advice gives further weight to the Authority's stated position in relation to the land at Sycamore Crescent and, given the known undersupply of open space in the area, reinforces the view that it would be difficult to justify any development on this site. The Parish Council was accordingly advised that the Authority was of the opinion that there is no reason to register the land as a Village Green.

3.6 Despite these assurances the Parish Council continues to be concerned about the future status of the land in question. It is, therefore, proposed that, subject to the agreement of the Community and Environment and Resources Boards, the Parish Council be invited to consider purchasing the land from the Borough Council in order that it could be assured of its future. The Authority's Valuer has advised that a purchase price of £1,000 would be appropriate and that any sale should be subject to covenants restricting the use of the land to open space for informal recreation purposes only. All future maintenance of the site, and meeting the costs thereof, would become the responsibility of the Parish Council. Should the Parish Council not wish

to pursue this option the land would remain in the ownership of the Borough Council. There is no intention to offer it for sale to any other party.

- 3.7 It is further proposed that if the Parish Council would like to take up the identified offer, any capital receipt arising from the disposal of this land be directed towards enhancements of open space elsewhere in New Arley in order to advance the priorities identified in the Green Space Strategy.
- 3.8 The Parish Council has indicated that it is interested in this proposal. It is, therefore, recommended that the Resources Board be asked to consider the sale of the land to Arley Parish Council and the direction of the capital receipt as match funding towards improvements to open space in New Arley.

4 Report Implications

4.1 Finance and Value for Money Implications

- 4.1.1 Should the proposed sale proceed there would be a capital receipt of £1000, which it is proposed would be offered as match funding towards improvements to green space in New Arley.
- 4.1.2 Should the land be sold there would be a minor saving to the Authority on revenue costs in respect of grass cutting, which would be directed towards other works in the grounds maintenance schedule. Any future costs in respect of tree management on the land would be avoided.

4.2 Legal and Human Rights Implications

- 4.2.1 Ownership of the asset and liability for its maintenance would pass to the Parish Council if it is determined to advance the proposed sale.

4.3 Environment and Sustainability Implications

- 4.3.1 Under the proposals the land would continue to be managed as open space, thereby making a positive contribution to the local environment.

4.4 Health, Well-being and Leisure Implications

- 4.4.1 Under the proposals the land would continue to provide a space for informal recreation, thereby contributing to the health and well-being of the local community.

4.6 Risk Management Implications

- 4.6.1 There would be a slight reduction in risk to the Authority in that it would no longer be liable in respect of its duty of care to maintain the land in a fit and proper condition. This liability would pass to the Parish Council.

4.7 Links to Council's Priorities

4.7.1 The proposal is in accordance with the corporate priorities in respect of:

- Environment
- Health and well-being

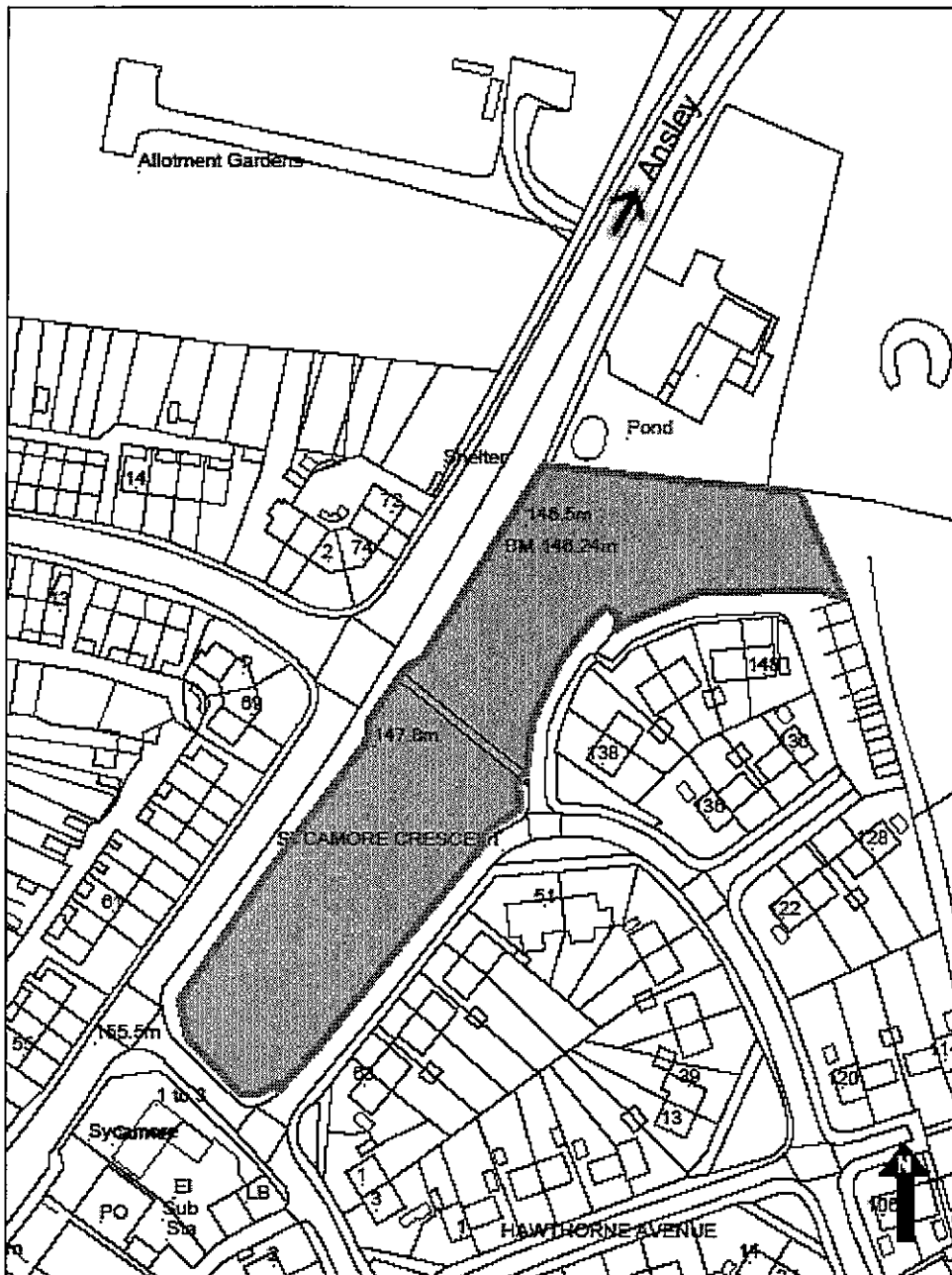
The Contact Officer for this report is Alethea Wilson (719212).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
None			

Sycamore Crescent, New Arley



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Agenda Item No 8

Resources Board

18 November 2013

**Report of the
Assistant Director (Housing)**

Animal Wardens Service - Update

1 Summary

- 1.1 The report gives an update on service performance and budget issues, and seeks a small contingency for dog re-homing in case of unforeseen circumstances.

Recommendation to the Board

Members are requested to consider and agree the revised approach set out in the report to re-homing stray dogs.

2 Consultation

- 2.1 An advanced copy of this report has been sent to the Chairman of the Housing Sub-Committee (Councillor Winter) and the Opposition Spokesperson (Councillor Johnston) for comment. Any comments received will be reported verbally at the meeting.

3 Background

- 3.1 Members will be familiar with the Council's dog warden service which has operated as a mandatory function since 1991. It is the Council's duty to 'appoint an Officer to discharge functions for dealing with stray dogs in its area'. The wardens also promote responsible dog ownership and are active at driving related messages such as clearing up fouling. After a period of joint responsibility for stray dogs with the Police, that function was effectively transferred in entirety to Councils in 2008 (save for dealing with specified 'dangerous dogs' which may also be stray but on which the Police are the lead agency.) This transfer of role was accompanied by a small additional centrally allocated budget, and saw the number of dogs passing through the Council's kennels increase by 50% to around 120 per annum.

- 3.2 The service does, however, strive to avoid taking dogs to kennels where they are genuinely lost and their owners can be found and reunited, through local knowledge or enquiries, ID collar and tag or micro-chipping (which is now provided free of charge). However, some dogs are not lost but abandoned, for a variety of reasons including; financial, temperament/breed, lifestyle changes and compatibility with other household members or pets, space (domestic), change of tenancy, illness or injury. These dogs generally remain unclaimed.
- 3.3 When a dog has been in the Council's appointed stray dog kennels for seven clear days, several specified options become available. They are specified by the Department for Environment Food and Rural Affairs (DEFRA). In accordance with the Guidance the Council has a number of options available to it:
- continue to pay for the kennels to accommodate the dog whilst efforts to seek new owners or a rescue / charitable home are found,
 - sell (but not for vivisection) or give the dog away,
 - transfer the dogs to a re-homing agency, or
 - it may be put to sleep .
- 3.4 The DEFRA Guidance states clearly that euthanasia should only be considered after all other avenues have been explored to save the dog by re-homing. It also states that euthanasia must only be effected by a veterinary surgeon.
- 3.5 Members will want to be assured that putting a dog to sleep is very rare and is the last resort where all others have failed or are inappropriate due to the temperament of a dog or severe, expensive or incurable injury or illness. Some severely injured or ill dogs cannot even be kept for the whole seven days.
- 3.6 Keeping a dog in kennels for extra time costs £11 per day, whilst putting a dog to sleep depends on its size and other circumstances but averages about £50 each. For many years, the Council's animal wardens have voluntarily and in some cases in their own spare time, sought to find shelters, rescues, homes or new families for unclaimed dogs. There are limitations on the time of the dog warden as there is only one for the whole of the Borough and prioritisation of work requires attention to be paid to dealing with stray dogs as they arise and acting to prevent and deter dog fouling. Rehoming dogs requires specific actions such as finding would be owners, interviewing them and checking their homes. It requires knowledge of people and appropriate premises which will take the dogs as well as having time to prepare them and make checks to ensure the animal is going to a responsible person. The team do make good contacts with charities which can help with re-homing however it remains a time consuming task with specific responsibilities for the Council. Other Councils do not benefit from the in-house re-homing efforts of staff, and a benchmarking exercise has indicated that many neighbouring authorities pay between £70 and £100 per dog for others to take on that responsibility.

- 3.7 The Council has no specific budget for re-homing dogs. One is now sought to seek the provision of a contingency sum to permit the Council and the service to meet its statutory obligations to treat stray dogs in an appropriate and humane manner. During 2013/2014 to address this need discretionary spending within the animal warden budget was minimised and opportunities to increase income (through the issue of fixed penalty notices and pest contracts) sought. It may be that this can continue in future years but a small contingency is sought to ensure the Council can act correctly with regard to stray dogs that cannot be re-united with their owners.
- 3.8 It is estimated that in the region of 40-50 dogs per annum may need to be rehomed. Our existing stray dog kennels are offering this service at a very competitive £50 per dog and we have used them for that purpose on an ad-hoc basis for nine unclaimed stray dogs since July 2013.

4 Service Standards

- 4.1 Information on the operation of the stray dog and 'animal warden' services (including pest control) are available to customers on the internet, and Members may be aware that the dog warden service was recently awarded the RSPCA 'Silver Footprint' award for welfare. The service fully meets the Council's legal obligations on stray dogs, and works well proactively and in partnership with others including the Police, vets, kennels, neighbouring Councils and internal departments to deliver a joined-up and holistic range of services including dealing with dog fouling and aggressive dogs.
- 4.2 The dog and pest control functions have continued to work in mutual support, having vans which are capable of limited dual-purpose use. There can be resilience issues at busy times however the whole Private Sector team act to ensure the service requirements are met. Experience is now indicating that greater functionality is limited by the dimensions and layout limitations of the Ford Connect vans, and when their leases expire in 18 months alternative designs will have to be examined. This may support greater pest control income, for example, during the busy summer wasp season when further income could be won. The current dog warden who joined the Council in September will be trained and certified in pest control in early December 2013.

5 Report Implications

5.1 Finance and Value for Money Implications

- 5.1.1 The Council has a legal obligation to deal with stray dogs, and has statutorily limited options if any of those stray dogs are unclaimed after seven days. The proposal is the least expensive solution in the absence of alternatives such as changing the priorities of staff to formally undertake that role, at the expense of other activity, or the default option of euthanasia and its negative implications. However the Division does recognise that the Council has made

a decision to only act on essential services with regard to growth bids and will continue to work to pay for the re-homing service from maximising opportunities to increase income.

5.1.2 The animal warden budget is slightly under spent for the year to date, with strong income from a busy summer wasp season and the good efforts from the Pest Control Officer in getting new contracts for pest control. For this reason we expect to be able to use the re-homing services of the kennel we are contracted to as required. For future years a proposal is made to ask for a supplementary estimate if the service finds that re-homing costs cannot be met through income maximisation.

5.1.3 It is expected that for most years we will not require the supplementary estimate. However every year is different. The Pest Control Officer does actively seek income through contracts with businesses to deal with rats and mice and other pests and can show some good success in those endeavours. We also receive income through fines. Whilst this income is welcome and used to support the whole service we cannot control the service request levels for wasps, mice, rats or stray dogs or how many fines might be applicable.. For clarity the current year activity and costs for stray dogs which have been through the Council's kennels is as follows;

- 54 dogs in kennels from 1/4/13 to 1/11/13 (£2,420 to pay kennelling)
- 28 claimed by their owners (£1,697.70 received)
- 18 were re-homed (9 @ £50 = £450)
- 5 were put to sleep – vets bill currently £531 on whole year budget of £640
- 3 remain (assume unclaimed and costed at seven days @ £11 per day, no re-home fee, one owner known and may be recharged but recovery unlikely)

5.2 Legal and Human Rights Implications

5.2.1 Legislation gives the Council options and places certain requirements, as explained in the report. DEFRA provides clear guidance about how it expects Councils to act with regard to re-homing stray dogs.

5.3 Risk Management Implications

5.3.1 The Council has been challenged in the past by way of complaint by charities and dog owners about its approach to re-homing dogs. The complaints have not been upheld. However it recognises its practices in this area are under public scrutiny and therefore suitable resources must be available to provide a service which meets all requirements.

5.3.2 Councillors should also be aware that charities who actively seek to help with stray dogs and re-home them watch local authority services very carefully to ensure that they are not unnecessarily putting dogs to sleep. They will certainly challenge the Council if there is any indication that dogs are not treated humanely.

The Contact Officer for this report is David Baxendale (719322).

Agenda Item No 9

Resources Board

18 November 2013

**Report of the
Assistant Director (Finance and
Human Resources)**

**Treasury Management Update
Quarter 2 2013/14**

1 Summary

- 1.1 This report shows the Treasury Management activity during the first six months of 2013/14.

Recommendation to the Board

- a That the Treasury Management Report for the first six months of 2013/14 be noted; and**
- b To approve the addition of Property Funds, Custodian Accounts and inter-authority lending to the Approved Lending List.**

2 Introduction

- 2.1 The Council operates a balanced budget, which broadly means cash raised during the year will meet its cash expenditure. Part of the treasury management operations ensure this cash flow is adequately planned, with surplus monies being invested in low risk counterparties, providing adequate liquidity initially before maximising investment return.
- 2.2 The second main function of the treasury management service is the funding of the Council's capital plans. These capital plans provide a guide to the borrowing need of the Council, essentially the longer term cash flow planning to ensure the Council can meet its capital spending operations. This management of longer term cash may involve arranging long or short term loans, or using longer term cash flow surpluses, and on occasion any debt previously drawn may be restructured to meet Council risk or cost objectives.
- 2.3 CIPFA issued a revised Code of Practice for Treasury Management in November 2011. The revised Code suggests that Members should be informed of Treasury Management activities at least twice a year, but preferably quarterly. This report therefore ensures that the Council is following Best Practice in accordance with the Code.

3 Economic Forecast

- 3.1 There is an expectation that the shallow but stable growth in the UK will continue, with interest rates unlikely to rise in the next 24 months, unless either unemployment levels reduce to at least 7% or if medium term inflation exceeds 2.5%. This is due to the new "Forward Guidance" policy currently employed by the Bank of England. The current rate of national unemployment is 7.7% and the rate of inflation (CPI) is currently 2.7%.
- 3.2 The aim of Forward Guidance is to provide stability to the Markets with the aim of reducing long-term interest rates for borrowing. This will have an impact upon the Councils investment strategy, in what is already a challenging time for long-term investment yields.
- 3.3 The first increase in bank rate is not expected until after September 2015. Forecasts have been based on an assumption that the economy continues to recover in the next three years, albeit at slower rates than originally forecast.
- 3.4 The Bank of England may undertake further quantitative easing measures in order to support the current economic growth, but not at the expense of risking inflation rates rising.
- 3.5 PWLB borrowing rates have already started to rise and this is expected to continue for the next 2 years, although there is a large degree of uncertainty with the market, the 10 year PWLB rate report in the quarter 1 report was 3.30%.
- 3.6 The Council's Treasury Advisor, Sector, has undertaken a review of its interest rate forecast and these are summarised below:

	Bank Rate Forecast	10 Year PWLB	25 Year PWLB	50 Year PWLB
Q4 Oct 13 to Dec 13	0.50%	3.70%	4.40%	4.40%
Q1 Jan 14 to Mar 14	0.50%	3.70%	4.40%	4.40%
Q2 Apr 14 to June 14	0.50%	3.80%	4.40%	4.40%
Q3 Jul 14 to Sept 14	0.50%	3.80%	4.50%	4.50%
Q4 Oct 14 to Dec 14	0.50%	3.80%	4.50%	4.60%
Q1 Jan 15 to Mar 15	0.50%	3.90%	4.60%	4.70%
Q2 Jan 15 to June 15	0.50%	4.00%	4.70%	4.80%
Q3 Jul 15 to Sept 15	0.50%	4.10%	4.80%	4.90%

4 Treasury Management Strategy Statement

4.1 Review of Annual Investment Strategy

4.1.1 The Treasury Management Strategy Statement (TMSS) for 2013/14 was approved by Resources Board on 28 January 2013. The Council's Annual Investment Strategy, which is incorporated in the TMSS, outlines the Council's investment priorities as follows:

- Security of Capital
- Liquidity
- Yield

4.1.2 The Council will also aim to achieve the optimum return on investments commensurate with the proper levels of security and liquidity. In the current economic climate it is considered appropriate generally to keep investments short term, and only invest with highly rated financial institutions, including sovereign credit rating and Credit Default Swap (CDS) overlay information provided by Sector. However a different approach is appropriate with UK semi-nationalised institutions, such as Lloyds Banking Group, which is currently significantly UK government owned.

4.1.3 Investment rates in the market have continued at historically low levels, and have fallen again during the quarter as a result of a number of UK and Overseas factors. Key factors include the UK Funding for Lending Scheme and the European Central Bank's pledge to support the Eurozone, plus the Bank of England "forward guidance" have all applied downward pressure on longer term investment rates.

4.1.4 Investment rates have remained at their historical low point for some time, illustrated by the amount of interest earned, £71,613 (budgeted interest £87,500). The average interest rate on investments for this period was 0.59% compared to the benchmark of the 7 day LIBOR rate of 0.47%.

4.1.5 Given the continued reduction in investment rates that the Council can currently achieve, officers have explored some additional investment options which give the potential for better investment returns. Only options which use institutions with strong credit ratings will be considered.

4.1.6 Following several meetings with investment institutions it is suggested that the following investment mechanisms be added to the Treasury Management Strategy:

Property Funds - Property Funds have generally demonstrated better investment returns over the longer term. Although there may be short term fluctuations, funds are able to achieve a more stable position over a longer period, as yield is generated off rentals rather than property values. There is a possibility of capital losses as well as capital gains, depending on when any investment was realised. This risk would be mitigated by ensuring that any funds invested would not need to be recalled at a specific point in time, but could be varied following consideration of existing market conditions. Credit ratings and past performance would also play an important part in assessing risks. The use of these funds may provide the Council with an opportunity to invest some surplus income longer term.

Inter-Authority Lending - There are opportunities for the Council to lend to other Local Authorities and public bodies. This provides other local authorities with a cheaper source of finance than the PWLB on much more flexible terms and could give the Council slightly better returns with a secure counter-party.

Custodian Funds - Custodian Funds give the Council access to buy Certificate Deposits, meaning The Council can buy investments in highly creditworthy institutes, such as Standard Chartered or Government Bonds. The length of investment can be varied, so gives the authority flexibility, and the potential for some better returns depending on prevailing market conditions.

4.1.7 Full due diligence will be done on all investments vehicles before any investments are made, including seeking the advice of Capita Asset Services (Previously Sector), the Council's treasury advisors.

4.2 **Borrowing**

4.2.1 The Council's Capital Financing Requirement (CFR) for 2013/14 was estimated at £70 million. The CFR denotes the Council's underlying need to borrow for capital purposes. If the CFR is positive the Council may borrow from the PWLB or the market (external borrowing) or from internal balances on a temporary basis (internal borrowing). The balance of external and internal borrowing is generally driven by market conditions.

4.2.2 The table below shows the Council's external borrowings and the utilisation of cash flow funds in lieu of borrowing. This is a prudent and cost effective approach in the current economic climate.

	2013/14 Original Estimate £m	2013/14 Estimated Out-turn £m
External borrowing – Housing	57.508	57.508
Internal borrowing – General Fund	12.921	12.921
CFR (year end position)	70,429	70,429

4.2.3 The Council has not needed to borrow any funds on a short term basis during the first six months of 2013/14.

4.3 Prudential Indicators

4.3.1 It is a statutory duty for the Council to determine and keep under review its “Affordable Borrowing Limits”. The Council’s authorised Borrowing Limit and Operational Boundary Limits for 2013/14 were set at £85.322 million and £69.843 million respectively. Activity has remained within these limits for the first six months.

5 Report Implications

5.1 Finance and Value for Money Implications

5.1.1 Up to 30 September 2013, interest earned on investments was £71,613. The Council has not needed to borrow during the first three months of the year to fund any temporary shortfalls in the day to day cash flow.

5.1.2 Temporary internal borrowing has been possible due to the revenue and capital reserves currently being held. Once these are used, the Council will need to replace internal borrowing with external borrowing. The use of temporary internal borrowing for capital expenditure has reduced the cost of capital in the General Fund in the short term.

5.2 Environment and Sustainability Implications

5.2.1 By having effective and prudent treasury management, this contributes towards sustainability and providing services that improve the quality of life for the communities of North Warwickshire.

5.3 Risk Management Implications

5.3.1 Credit ratings are used in assessing the institutions on the authorised lending list and the maximum investment level permitted.

5.3.2 Specialist advice was taken from our Treasury Management consultants to ensure that our debt profile for HRA self financing has an appropriate balance between long and short term borrowing.

5.3.3 Continuous monitoring of the Council's treasury position will allow external borrowing to be taken out to cover the loss of internal borrowing, at the appropriate time.

The Contact Officer for this report is Carl Ford (719379).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

Agenda Item No 10

Resources Board

18 November 2013

**Report of the Assistant Director
(Finance and Human Resources)**

**Capital Programme 2013/14
Quarter 2 Update**

1 Summary

- 1.1 The report updates Members on the progress of the 2013/14 Capital Programme in terms of expenditure.

Recommendation to the Board

That progress made against the 2013/14 Capital Programme is noted.

2 Introduction

- 2.1 The Executive Board approved the Council's Capital Programme of £7,016,670 for 2013/14 in February 2013.
- 2.2 At the Executive Board on 18 June, it was agreed to carry forward £3,786,128 of unspent 2012/13 budget and there have been subsequent approved additions to the Capital Programme of £562,980. This gives a total approved capital programme for 2013/14 of £11,365,778 (Appendix A).
- ...

3 Budget Profiling

- 3.1 To ensure that the Capital Programme projects are completed in a manageable time frame, a schedule of works is arranged by each budget holder and each of the schemes are timetabled for completion throughout the year, this schedule is monitored on a monthly basis and discussed with Budget Holders.

4 Housing Schemes

- 4.1 The original budget for 2013/14 is £3,735,850, and there is an agreed carry forward of £1,294,868, this provides a total Housing Capital budget of £5,030,718 (Appendix A).
- 4.2 There has been a total of £897,843 spent on the housing capital programme during the first two quarters of 2013/14, this is compared to a profiled budget of £919,648.

- 4.3 There are currently 7 (36%) schemes that are yet to show any activity in 2013/14, out of a total of 19 schemes. Contracts have now either been issued or are in the process of being finalised for the remaining schemes.

5 General Fund Schemes

- 5.1 The original budget for 2013/14 was £3,280,820, there is an agreed carry forward of £2,491,260 and agreed additions of £562,980. This provides a total General Fund Capital budget of £6,335,060 (Appendix A)
- 5.2 There has been a total of £921,776 actually spent against the general fund capital projects for 2013/14, against a profiled budget of £930,884.
- 5.3 The Council Office refurbishment has now commenced. A number of schemes such as the server virtualisation, switch gear replacement and the new telephone system will form part of this project, pooling budgets to achieve a balanced budget position
- 5.4 At Resources Board on 2 April 2012 Members agreed in principle to the disposal of the Arcade. The £193,000 project for refurbishment works will only take place if delays in the transfer mean that the work becomes essential.

6 Report Implications

6.1 Finance and Value for Money Implications

- 6.1.1 The schemes will contribute to various outcomes which will increase the services provided by the Council, from providing decent Council homes, assisting in carrying out adaptations to resident's houses to helping to fund efficient heating systems to promote carbon reduction and encouraging fitness and wellbeing.

6.2 Safer Communities Implications

- 6.2.1 The Home Safety Check Scheme provides a service with Age Concern to help elderly residents be safe within their homes.

6.3 Environment and Sustainability Implications

- 6.3.1 Expenditure incurred as part of the Council's Capital Programme enables the Council to continue to improve and deliver a range of services to the people of North Warwickshire. The implementation of the capital programme will lead to improvements in the quality of life for the communities of North Warwickshire.

6.4 Risk Management Implications

- 6.4.1 Failure to make reasonable adjustments to ensure our buildings and facilities are accessible could expose the Council to potential litigation and risks damage to its reputation.

6.5 Equality Implications

6.5.1 The Council is required to ensure it meets the requirements of the Equality Act 2010. The Act brings together all previous equality legislation and includes a public sector duty (the equality duty) replacing separate duties relating to race, disability and gender equality. The capital programme includes some provision for improving accessibility as previously required under the Disability Discrimination Act. The DDA defines discrimination in a number of ways and outlines four specific types of discrimination: direct discrimination, failure to make reasonable adjustments, disability-related discrimination and victimisation.

6.5.2 Failure to make reasonable adjustments could result in limiting access to services provided from our buildings and facilities by disabled people and the potential for legal challenges being taken against the Council.

The Contact Officer for this report is Carl Ford (719379).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper	Author	Nature of Background Paper	Date

Assistant Director	Budget Area	Original Budget	Budget Carryforward (12/13) & Additions	Total Available Budget	Profiled Budget	Actual Expenditure to date	Variation to Profile
Angela Coates	Chimney Stacks	£27,850	£5,580	£33,430	£0	£0	£0
Angela Coates	Fencing	£65,520	£0	£65,520	£0	£0	£0
Angela Coates	Hsg Cavity Wall Insulation	£414,960	£312,115	£727,075	£4,000	£3,720	(£280)
Angela Coates	Hsg Disabled Facility Adaptation CH	£191,100	£0	£191,100	£120,000	£116,421	(£3,579)
Angela Coates	Hsg Electrics	£93,590	£0	£93,590	£46,795	£33,642	(£13,153)
Angela Coates	Hsg External Works	£42,150	£27,446	£69,596	£10,000	£4,583	(£5,417)
Angela Coates	Hsg Garages	£24,020	£0	£24,020	£0	£0	£0
Angela Coates	Hsg General Costs	£159,730	£0	£159,730	£79,853	£79,853	£0
Angela Coates	Hsg Heating	£336,650	£432,173	£768,823	£389,000	£388,995	(£5)
Angela Coates	Hsg Kitchens	£589,680	£0	£589,680	£90,000	£89,307	(£693)
Angela Coates	Hsg Loft Insulation	£54,600	£107,546	£162,146	£0	£0	£0
Angela Coates	Hsg Roofing	£188,700	£0	£188,700	£10,000	£8,216	(£1,784)
Angela Coates	Hsg Asbestos	£302,320	£74,530	£376,850	£0	£0	£0
Angela Coates	Hsg Windows	£0	£230,478	£230,478	£142,000	£142,189	£189
Angela Coates	New Build Housing Project	£1,026,760	£0	£1,026,760	£20,000	£17,408	(£2,592)
Richard Dobbs	Unadopted Roads	£21,840	£20,000	£41,840	£0	£0	£0
Angela Coates	Piccadilly Development	£180,000	£70,000	£250,000	£0	£5,700	£5,700
Angela Coates	Structural Work	£16,380	£7,000	£23,380	£0	£0	£0
Angela Coates	UPVC Entrance Screens	£0	£8,000	£8,000	£8,000	£7,808	(£192)
Total HRA		£3,735,850	£1,294,868	£5,030,718	£919,648	£897,843	(£21,805)
Angela Coates	Borough Care	£0	£2,500	£2,500	£0	£0	£0
Angela Coates	DHS Assistance	£57,500	£138,141	£195,641	£3,000	£9,976	£6,976
Angela Coates	Disabled Facilities	£300,000	£241,445	£541,445	£180,000	£175,584	(£4,416)
Angela Coates	Life Lines	£18,000	£0	£18,000	£3,500	£3,591	£91
Linda Bird	Computer Software	£40,000	£16,741	£56,741	£13,000	£13,019	£19
Linda Bird	Customer Relationship Manager	£40,000	£0	£40,000	£0	£0	£0
Linda Bird	Infrastructure Improvements	£20,000	£0	£20,000	£3,000	£2,609	(£391)
Linda Bird	New Switch Gear System	£0	£40,000	£40,000	£40,000	£43,924	£3,924
Linda Bird	New Telephone System	£0	£65,000	£65,000	£23,000	£23,366	£366
Linda Bird	Server Virtualisation	£0	£95,175	£95,175	£73,000	£72,525	(£475)
Linda Bird	Warwickshire Direct Partnership	£10,710	£10,350	£21,060	£0	£0	£0
Linda Bird	IT Replacement of Leisure Booking System	£0	£50,000	£50,000	£0	£0	£0
Richard Dobbs	Ath Accommo Project	£905,180	£1,308,287	£2,213,467	£205,000	£200,120	(£4,880)
Richard Dobbs	Bear & Ragged Staff	£120,000	£0	£120,000	£0	£0	£0
Richard Dobbs	Disabled Discrimination Adaptations	£0	£351,250	£351,250	£0	£0	£0
Richard Dobbs	Electrical Work to Council Premises	£15,000	£88,500	£103,500	£3,000	£1,397	(£1,603)
Richard Dobbs	Improvements to the Arcade	£0	£193,000	£193,000	£0	£0	£0
Richard Dobbs	Lower House Farm	£150,000	£0	£150,000	£0	£0	£0
Richard Dobbs	Recycling Containers	£520,000	£0	£520,000	£270,000	£264,355	(£5,645)
Richard Dobbs	Transport	£415,840	£172,130	£587,970	£16,000	£15,600	(£400)
Simon Powell	Baddesley Ensor Environment Improvem	£38,320	£0	£38,320	£0	£98	£98
Simon Powell	Bretts Hall Recreation Ground	£30,000	£0	£30,000	£0	£0	£0
Simon Powell	Coleshill Leisure Centre	£0	£12,732	£12,732	£3,000	£2,655	(£345)
Simon Powell	Dordon Kitwood Ave Recreation Ground	£36,680	£0	£36,680	£0	£38	£38
Simon Powell	Dordon Long Street Recreation Ground	£170,390	£220,980	£391,370	£40,000	£38,657	(£1,344)
Simon Powell	Enhancement to Parks and Playing Fie	£120,000	£0	£120,000	£0	£0	£0
Simon Powell	General Leisure Equipment	£20,000	£0	£20,000	£20,000	£19,042	(£958)
Simon Powell	Piccadilly Sports Field	£0	£45,000	£45,000	£17,000	£16,993	(£7)
Simon Powell	Polesworth Abbey Green Park	£212,480	£0	£212,480	£0	£201	£201
Steve Maxey	Mobile CCTV	£21,950	£3,009	£24,959	£9,000	£8,643	(£357)
Sue Garner	Capital Salaries	£18,770	£0	£18,770	£9,384	£9,384	£0
Total General Fund		£3,280,820	£3,054,240	£6,335,060	£930,884	£921,776	(£9,108)
Total Capital Programme		£7,016,670	£4,349,108	£11,365,778	£1,850,533	£1,819,619	(£30,913)

Agenda Item No 11

Resources Board

18 November 2013

**Report of the Assistant Director
(Finance and Human Resources)**

**General Fund Budgetary Control
Report 2013/14
Period Ended 31 October 2013**

1 Summary

- 1.1 This report covers revenue expenditure and income for the General Fund between 1 April 2013 and 31 October 2013. The 2013/14 budget and the actual position for the period, compared with the estimate at that date, are given, together with an estimate of the out-turn position.

Recommendation to the Board

That the report be noted.

2 Consultation

- 2.1 Councillors N Dirveiks, Moore and Smith have been sent an advanced copy of this report for comment. Any comments received will be reported verbally at the meeting.

3 Introduction

- 3.1 Resources Board is responsible for monitoring the Council's overall financial position on the General Fund, and this report gives details of the position at 31 October.
- 3.2 The Board is also directly responsible for a number of internal and front line services. Accounting rules require front line services to show the total cost of providing the service, which includes support costs such as finance and IT services, as well as costs and income directly incurred.
- 3.3 Internal service costs are therefore recharged to all the services they support, both those that remain within Resources Board and those which are the responsibility of other Boards. This report provides some detail on both the front line services relating to this Board and the internal service costs that are recharged, at 31 October 2013.
- 3.4 Where possible, the year-to-date budget figures have been calculated with some allowance for seasonal variations, in order to give a better comparison with actual figures.

4 Services Remaining Within Resources Board

4.1 The total expenditure for those services that remain within Resources as at 31 October 2013, is £1,537,372, compared with a profiled budgetary position of £1,863,142; an under-spend of £325,770 for the period. Appendix A to this report provides details of the profiled and actual position for each service reporting to this Board, together with the variance for the period.

4.2 Democratic Process

4.2.1 There has been a reduction in one of the corporate subscriptions paid and an under spend to date on Members allowances and Mayoral spending. Some of the under spend is expected to disappear as the year progresses.

4.3 Council Tax Collection

4.3.1 There is an under spend on Council Tax Collection as a result of increased legal fee income relating to the collection of unpaid Council Tax.

4.4 Finance Miscellaneous

4.4.1 We have received Transformation Projects funding of £40,000 towards the CRM replacement and process review, £67,473 for New Burdens Funding for Benefit reforms and Assets of Community value and an additional £14,229 for New Homes Bonus. In addition a £6,000 refund of the deposit on a franking machine has been returned from Neopost. None of these were budgeted for. The additional grant funding will be earmarked for the specific purposes they were received for, so will not increase General Fund balances.

4.5 Unallocated Central Support Services

4.5.1 There is an under spend on Corporate and Non Corporate Training, which is held as unallocated until actual training has been undertaken by employees.

4.6 Carlyon Road Industrial Estate

4.6.1 There is an under spend relating to NDR costs for a unit which is being used to host a Council run Skate Park which is being met from the Skate Park budget within Community and Environment Board. There is also additional income from ground and property rent as a result of a previously vacant premise being let.

4.7 Innage Park Industrial Estate

4.7.1 There is an under spend on Non Domestic Rates as previously vacant units have now been let, which has also generated additional rental income above the profiled budget.

4.8 Rent Allowances

4.8.1 There is an under spend on Rent Allowances as the Recovery of Housing Benefit overpayments has risen beyond the profiled levels. This has been partially offset by a reduction in Administration Grant received.

4.9 Rent Rebates

4.9.1 There is an under spend on Rent Rebates as the Recovery of Housing Rent Rebates Benefit overpayments has risen beyond the profiled levels. This has been partially offset by a reduction in Administration Grant received.

4.10 Council Tax Support

4.10.1 There is a reduction in Administration Grant received.

4.11 Car Parks

4.11.1 There is an underspend relating to car park maintenance as we have yet to undertake any work this year. Further, there has been additional income generated through issuing more Parking Penalties and contributions from Network Rail for the temporary use of Water Orton Car Park

5 Services Recharged to Other Directorates and Services

5.1 Net expenditure for those services that are recharged to other Directorates and Services, as at 31 October 2013, is (£28,910), compared with a profiled budgetary position of £191,454; an under spend of £220,364 for the period. Appendix B to the report gives the profiled and actual positions for the period for each service, together with the variance.

5.2 Directorate Budgets

5.2.1 The Council's budget requirement for 2013/14 assumed that there would be a salary vacancy saving in the year of £80,000 and this was included as a central amount. The central vacancy factor has been added into the budget columns shown in Appendix B, to enable easier comparison with the actual position. Current vacancy levels within the Directorates mean that we are ahead of the target at the current time, taking into account the use of temporary and agency staff to cover key duties and any recruitment costs resulting from these vacancies, and excluding vacancies that relate to the Housing Revenue Account.

5.2.2 The areas with vacancies are the Management Team Support Unit, Assistant Chief Executives Division, Housing Maintenance, Development Control, Community Support, Partnership & Development and Financial Services. Some of these vacancies have now been filled although most remain unfilled. The table below relates to the General Fund only.

	£
Current agency staff variance	6,330
Current salaries underspend	(202,380)
TOTAL	(196,050)

5.2.3 Other significant variances include under-spends relating to training, travel, and utility bills. Set against this are a number of small overspends on supplies and services expenditure.

6 Performance Indicators

6.1 In addition to the financial information provided to this Board, when the budgets were set in February, performance indicators were included as a means of putting the financial position into context. These are shown at Appendix C.

7 Overall General Fund Position

7.1 Appendix D provides an analysis of Board expenditure and the overall position for the General Fund for this period.

7.2 The actual level of Board expenditure for the period to 31 October 2013 is £4,803,681 compared with a profiled budgetary position of £5,553,263, an under spend of £749,582. The variations on Resources Board account for much of this underspend, and are detailed in sections 4 and 5. In addition income on Planning Control is ahead of target by £192,029 as a result of an increase in the number of planning applications being submitted and the receipt of several larger applications. Of this, £127,702 relates to additional external funding received (see comment 4.4.1) leaving a genuine under spend of £621,880.

7.3 As well as expenditure directly attributable to services, and included in the Board totals, there are a number of other amounts that need to be taken into account that provide the total net expenditure for the Council. This includes investment income, external interest payments and adjustments to reverse capital charges included within Board expenditure, from out of Council expenditure. There has been a reduction in investment income received in the first part of the year, as a result of the lower investment rates available.

7.4 Taking these amounts into account, net expenditure for the Council to the end of October totals £4,356,505, compared with a profiled position of £5,090,784. This reduces the general under-spend for the period to £606,576.

8 Risks to the Budget

8.1 In setting the budget in February 2013, a number of key risks to the overall budgetary position of the Council were highlighted and these are shown below:-

- Changes in the financial markets and the expected cash flow of the Authority, which affect the investment income the Council can obtain.
- Further deterioration in the economic position, which could lead to additional demand for Council services in areas such as benefits and homelessness.
- A large proportion of revenue costs relate to the Councils workforce. Pay awards are negotiated nationally, and any variance from the increase assumed would impact on the financial position. In addition, a vacancy factor for staff turnover is included within the overall estimates. Should

vacancies be less than expected then additional costs will be borne by the Authority. The current level of vacancies is in excess of that budgeted.

- Transport fuel and utilities prices have seen significant fluctuations over recent times, and this is still a possibility. However, the Authority has renegotiated many of the electricity and gas contracts and this has helped in eliminating some of the uncertainty. The increases built into budgets to cover expected rises in vehicle fuel are currently sufficient.

8.2 Some more specific risks to the budgetary position of the Council from services under the control of this Board were identified in setting the budget and these are set out below:

- Increases in vacancies at industrial estates and shops that will impact on the level of rental income the Council receives and the amount of NDR that the Council is liable to pay.
- A higher level of maintenance on property assets and car parks, over and above that budgeted for.
- The effect of planned Government changes in how benefits services are delivered and the structure of benefit payments, together with further reductions in benefit administration grant levels
- An increase in the level of Local Authority error made in processing benefit payments could lead to a loss of subsidy, whilst a fall in the level of recovery of Housing Benefit overpayments could increase expenditure borne by the Council
- A significant increase in workload due to an increase in benefit claimants and non payment of Council Tax and/or Non Domestic Rates
- Contracts based on RPI (which was running at 3.2% in September 2013)
- Loss of County Council funding for Customer Contact staffing (£18,900 per annum in 2012/13)
- One off unexpected maintenance costs of Council assets such as IT equipment and council buildings
- Additional and unforeseen expenditure that might be incurred during the accommodation project
- Changes in legislation that effect service delivery and/or software requirements
- Increased insurance costs, especially those relating to vehicles

9 Estimated Out-turn for the General Fund

- 9.1 Members have requested that Budgetary Control Reports provide details on the likely out-turn position. The anticipated out-turn for the General fund is detailed in the table below: -

Board		£
	Approved budget 2013/2014	8,126,510
Planning	Additional Planning Application Fee income	(200,000)
Resources	Lower pay award than anticipated	(80,000)
Resources	Increase In the vacancy factor	(50,000)
Resources	Additional rental income at Innage Park Industrial Estate and Carlyon Road (assuming current occupancy continues)	(32,000)
Resources	Savings on NDR at Carlyon Road and Innage park Industrial Estates (assuming current occupancy continues)	(19,460)
Resources	Additional Parking Penalties income and one off income from Network Rail	(6,000)
Resources	Savings on Democratic Process – corporate subscriptions	(4,560)
Resources	Reduction in investment income	30,000
C & E	Saving on Cesspool disposal charges	(9,150)
C & E	Refuse collection – Vehicle maintenance (engine/gearbox replacement)	11,500
C & E	Reduction in income across Leisure Centre's	25,000
	Expected Out-turn 2013/14	7,791,840

10 Report Implications

10.1 Finance and Value for Money Implications

- 10.1.1 The Council's budgeted contribution from General Fund balances for the 2013/2014 financial year is £458,470. This is expected to decrease by £334,670, as shown above in section 9.1. Income and Expenditure will continue to be closely managed and any issues that arise will be reported to this Board at future meetings.

10.2 Environment and Sustainability Implications

- 10.2.1 The Council has to ensure that it adopts and implements robust and comprehensive budgetary monitoring and control, to ensure not only the availability of services within the current financial year, but in future years.

The Contact Officer for this report is Nigel Lane (719371).

North Warwickshire Borough Council
RESOURCES BOARD (REMAINING)
Budgetary Control Report 2013/14 as at 31 October 2013

Description	Original Budget 2013/2014	Profiled Budget to October 2013	Actual to end October 2013	Variance to Date	Comments
Democratic Process	671,160	390,599	369,495	(21,104)	Comment 4.2
Election Expenses	24,010	13,804	13,811	7	
Registration of Electors	44,360	23,886	20,963	(2,923)	
Non Domestic Rates	37,080	84,126	84,769	643	
Council Tax Collection	180,810	105,668	70,756	(34,912)	Comment 4.3
Investors in People	8,350	3,743	3,743	-	
Finance Miscellaneous	(382,730)	(223,277)	(353,647)	(130,370)	Comment 4.4
Compensation and Pension Increases	119,180	44,518	42,395	(2,123)	
Assisted Car Purchases	(130)	-	-	-	
Electricity at Work	22,550	16,713	18,328	1,615	
Efficiencies and Value for Money	31,490	16,986	16,986	0	
Finance Unused Land	160	93	1,488	1,395	
Corporate and Democratic Core	676,580	314,562	314,117	(445)	
Unallocated Central Support Services	153,980	82,259	60,667	(21,592)	Comment 4.5
Colehill Shops and Flats	(63,790)	(33,886)	(33,313)	573	
The Arcade	12,770	5,303	2,064	(3,240)	
The Pavilions, Holly Lane	(77,160)	(48,617)	(48,623)	(6)	
Carlyon Road Industrial Estate	(94,580)	(63,493)	(79,195)	(15,702)	Comment 4.6
Innage Park Industrial Estate	57,640	66,913	30,158	(36,755)	Comment 4.7
Polesworth Workspace Units	(5,460)	(4,799)	(1,669)	3,130	
The Bear and Ragged Staff	(12,490)	(6,883)	(7,622)	(739)	
Football Stadium	-	-	(3)	(3)	
Homeless Persons	122,870	85,527	84,749	(778)	
Public Conveniences	116,730	81,811	82,137	326	
Customer Contact	139,540	71,383	68,395	(2,988)	
Rent Allowances	170,000	37,626	21,327	(16,299)	Comment 4.8
Rent Rebates	63,480	47,900	9,604	(38,296)	Comment 4.9
Concessionary Fares	31,790	18,841	14,065	(4,777)	
Non Domestic Rates Discretionary Relief	1,920	1,120	1,120	-	
Council Tax Support	179,270	99,251	106,436	7,185	Comment 4.10
Car Parks	57,330	42,748	36,668	(6,080)	Comment 4.11
Business Improvement District	-	-	-	-	
Environmental Sustainability	8,690	5,067	5,067	-	
Broadband Delivery UK	50,000	4,410	5,696	1,286	
Animal Control	80,340	42,361	41,165	(1,196)	
Abandoned Vehicles	9,770	5,535	5,418	(117)	
Private Sector Housing Assistance	203,130	48,515	48,426	(89)	
CCTV	115,370	47,754	47,841	87	
Community Support	556,270	312,185	310,701	(1,484)	
North Warwickshire LEADER (External)	39,810	122,888	122,888	-	
TOTALS	3,350,090	1,863,142	1,537,372	(325,770)	

North Warwickshire Borough Council
RESOURCES BOARD (RECHARGED)
Budgetary Control Report 2013/14 as at 31 October 2013

Description	Original Budget 2013/2014	Profiled Budget to October 2013	Actual to end October 2013	Variance to Date	Comments
Building Maintenance Fund	-	-	-	-	
Council Offices	10	40,382	36,839	(3,543)	
Central Telephones	-	(1,350)	(2,620)	(1,270)	
Recruitment	-	-	1,214	1,214	
Printing and Copying	-	610	(1,312)	(1,922)	
Training	-	-	394	394	
Depot and Stores	-	5,351	1,883	(3,468)	
Postal Services	-	-	(0)	(0)	
Chief Executive Directorate	350	3,205	(16,170)	(19,375)	Comment 5.2.2-3
Assistant Chief Executive	3,010	19,812	(37,876)	(57,688)	Comment 5.2.2-3
Directorate of Community Services	1,710	12,491	(12,868)	(25,359)	Comment 5.2.2-3
Deputy Chief Executive	6,840	39,921	(99,758)	(139,679)	Comment 5.2.2-3
Corporate Services	1,140	118,725	100,339	(18,387)	Comment 5.2.2-3
Transport	10	(1,023)	1,024	2,047	
TOTALS	13,070	238,124	(28,910)	(267,034)	
Central Vacancy Factor	(80,000)	(46,670)	-	46,670	Comment 5.2.2
TOTALS	(66,930)	191,454	(28,910)	(220,364)	

Key performance Indicators (KPIs) for budgets reporting to the Resources Board

	Budgeted performance	Profiled Budgeted performance	Actual performance to Date
Registration of Electors			
Cost per elector for the Electoral Register	£0.89	£0.48	£0.42
Non Domestic Rates			
% of NDR Collection Rate	99.30%	69.00%	67.65%
Cost per NDR Property	£16.78	£38.24	£38.53
Council Tax Collection			
% of Council Tax Collection Tax	98.00%	67.80%	67.78%
Cost per Household	£6.70	£3.91	£2.62
Coleshill Shops and Flats			
Occupancy Rate	100.00%	100.00%	100.00%
Annual Income per Shop	(£10,036)	(£5,418)	(£5,217)
The Arcade			
Occupancy Rate	73.00%	50.00%	57.14%
Annual Income per Unit	(£1,710)	(£1,460)	(£1,524)
The Pavilions			
Occupancy Rate	100.00%	100.00%	100.00%
Annual Income per Unit	(£10,606)	(£6,696)	(£6,696)
Carlyon Road Industrial Estate			
Occupancy Rate	75.00%	81.25%	87.50%
Annual Income per Unit	(£10,329)	(£4,677)	(£5,367)
Innage Park Industrial Estate			
Occupancy Rate	51.00%	60.47%	67.44%
Annual Income per Unit	(£3,751)	(£2,059)	(£2,561)
Polesworth Workspaces			
Occupancy Rate	100.00%	100.00%	75.00%
Annual Income per Unit	(£1,488)	(£1,023)	(£651)
Rent Allowances			
Rent Allowances per Claimant	£4,815	£2,645.10	£2,803.75
Cost of Administration per Claimant	£100.00	£118.20	£127.31
Rent Rebates			
Rent Rebates per Claimant	£3,851	£2,469.01	£2,359.10
Cost of Administration per Claimant	£38.00	£70.72	£71.07

North Warwickshire Borough Council

Consolidated Budgetary Position for the Period 31 October 2013

Board	2013/14 Original Budget	Expected Position October	Actual Position October	Variance
Executive	619,070	392,735	391,766	(969)
Planning and Development	568,230	288,987	96,958	(192,029)
Licensing Committee	11,190	(11,749)	(14,057)	(2,308)
Community and Environment Resources (including staff vacancies)	5,099,860 3,039,810	2,828,694 2,054,596	2,820,553 1,508,462	(8,141) (546,134)
Net Board Expenditure	9,338,160	5,553,263	4,803,681	(749,582)
Other Contingencies	22,240	-	-	-
Net Board Expenditure	9,360,400	5,553,263	4,803,681	(749,582)
Investment Income	(150,000)	(87,500)	(71,613)	15,887
RCCO	119,000	69,417	69,417	-
Use of Balances	(458,400)	-	-	-
Financing Adjustment	(744,490)	(444,395)	(444,978)	(583)
Net Expenditure	8,126,510	5,090,784	4,356,505	(734,278)

Agenda Item No 12

Resources Board

18 November 2013

**Report of the Assistant Director
(Finance and Human Resources)**

**Housing Revenue Account
Budgetary Control Report 2013/2014
Period Ended 31 October 2013**

1 Summary

- 1.1 The report covers total Housing Revenue Account revenue expenditure and income for the period from 1 April to 31 October 2013.

Recommendation to the Board

- a That the report be noted;**
- b That a permanent transfer of £193,950 from the housing capital programme to the Repairs Fund is approved; and**
- c That the request for a supplementary estimate of £106,200 be approved.**

2 Consultation

- 2.1 Councillors N Dirveiks, Moore and Smith have been sent an advanced copy of this report for comment. Any comments received will be reported verbally at the meeting.

3 Introduction

- 3.1 Under the Service Reporting Code of Practice (SeRCOP), services should be charged with the total cost of providing the service, which not only includes costs and income directly incurred, but also support costs relating to such areas as finance, office accommodation, telephone costs and IT services and Member costs.

4 Overall Position

- 4.1 The Housing Revenue Account (HRA) includes all costs and income relating to the letting and management of the Council's housing stock, and this has to be kept separate from General Fund expenditure. The actual position for the HRA for the period ended 31 October 2013 is a surplus of £1,998,003, compared with a forecast surplus position for the period of £2,165,521.

... Where possible, the forecast position has been profiled to reflect seasonal variations in expenditure and income, in order to give a better comparison with actual figures. The actual position is an unfavourable variance of £167,518 against the forecast position. Appendix A to this report provides details of the profiled and actual position for expenditure and income incurred by the HRA, and an explanation of significant variations are given in more detail below.

4.2 There is an under spend on Supervision and Management Special relating to utility costs, building insurance and window cleaning at flats and communal centres. The window cleaning company we were using went bankrupt in April 2013, therefore we are currently in the process of appointing a new contractor.

4.3 There is an over spend to date on capital expenditure relating to the disabled facilities adaptations budgets.

4.4 There has been a lower level of dwellings rental income to date due to higher than expected sales of 18 dwellings against a budget of 7 and a higher level of void properties.

4.5 There has been a lower than expected level of shops vacancies. Three shops assumed to be vacant in the budget are currently occupied.

4.6 There has been a higher than expected level of rechargeable works completed, relating to leaseholder properties.

5 **Housing Repairs Fund**

5.1 The Housing Repairs Fund covers expenditure on all repairs and maintenance, both day to day and programmed whether carried out by Housing Direct Works or external contractors. This includes any surplus or deficit on the operation of Housing Direct Works.

5.2 The balance on the Fund at the start of the year amounted to £59,815. The balance can be used to cover timing issues between years. In 2013/14 the contribution to the fund is £2,653,080. Any over-spend in the repairs fund would impact on the use of Housing Revenue Account balances if it exceeded the balance on the fund and the contribution in the year.

... 5.3 The position on the fund at the end of October is shown in Appendix B. The increased spending on the Repairs Fund has been reviewed and shows that some electrical and asbestos work has been undertaken which has been accounted for within the Repairs Fund as it relates to revenue activities, whilst budget provision is currently included in the approved capital programme. A realignment of these budgets would be appropriate and it is proposed to transfer some capital budget provision back to the Repairs Fund. Therefore £93,950 of electrical work and £100,000 for asbestos works are proposed to be transferred from capital to revenue permanently.

5.4 In addition, Housing Direct works have carried out less work relating to capital and Facilities Management, as there has been an increase in the number of void properties and resource has been used to bring them back up to a lettable standard. If spending continues at current levels, additional resources will be needed to meet the expected additional costs.

5.5 Additional gas repairs and servicing spend has been incurred as a result of more properties having had Gas Central Heating fitted.

6 Housing Direct Works

6.1 There is an over spend on employee costs reflecting the use of agency staffing on day to day repairs and voids. This is largely because of expensive plastering works required in some voids which has used up the capacity of the in house team and agency staff have been used to deal with a backlog of plastering repairs as well as voids works. There is an increase to date in supplies and services due to higher usage and cost of materials, partially offset by a lower level of scaffolding costs. Appendix C to this report provides the profiled and actual expenditure of Housing Direct Works in more detail.

6.2 Within Housing Direct works to date we have had an increase in the numbers of void properties compared to expected levels. We have had an average of 4 voids per week compared to the expected 3 with two months causing particular bottle necks with a very high number of vacancies (24 in May and 21 in September). This has required additional resource to be deployed to undertake the repair requirements to bring them back up to a lettable standard.

7 30 year Business Plan

7.1 The opportunity has been taken to update the 30 year business plan to take account of the proposed changes to rent setting and the increasing number of council house sales under the right to buy legislation. The Government have brought forward by one year the date by which all Councils should have achieved rent convergence to 2015/16. Our current rents are well below target and we will not achieve convergence by the required time scale due to compliance with rent caps under rent restructuring legislation. This will mean that when rent convergence ends in April 2015 our rents will be below the target, therefore the difference between actual rents and target rents at April 2015 will be lost. This has been built into these figures.

7.2 The level of council house sales originally was estimated at 5 year annum for 2014/15 onwards. The current level has been revised to 25 in 2013-14 and 15 dwellings from 2014-15 onwards.

7.3 The revised business plan is attached at appendix D and shows that over the plan period balances are still healthy with a surplus over the period of £48.813m.

7 Risks to the Budget

7.1 The key risks to the budgetary position of the Housing Revenue Account in 2013/14 include:

- Rising tenant expectations, following extensive improvement works may increase the demand for repairs, which will need to be continuously monitored;
- Any reduction in the performance of Housing Direct Works will put pressure on the Council to use external contractors and therefore will impact on the level of expenditure.

8 Supplementary Estimate

8.1 A supplementary estimate of £95,000 is requested to cover the continued high levels of void properties requiring substantial works before they can be re-let, and the additional gas servicing work required.

8.2 The Council recently received a fine of £10,000 relating to an asbestos incident at one of its Community Centres. A supplementary estimate will be required to cover the fine and the court costs of £1,200.

8.3 In addition to the supplementary requests above the opportunity has been taken to employ a health and safety officer and a surveyor to assist with updating the stock condition data. These will be agency staff and therefore temporary and it is proposed that they will be required for a period of 6 months. One of the posts will provide additional expertise and practical support in the Section on health and safety matters. The other will be to provide additional capacity to undertake a review of stock condition information to support the Council's 30 year Business Plan. Both posts can be funded by utilising the under spends on the Contracts Managers post, Response Repairs Manager post and the Asbestos Surveyors Posts in the current year. There will be a requirement for a growth bid to fund the balance of the 6 month posts in 2014-15, which will be included within the estimates report in January 2014.

8.4 The following table summarises the supplementary amounts required:

Supplementary Estimate	£
Additional Plastering work to void properties	45,000
Additional works undertaken by Newdigates to void properties	25,000
Additional resources required to cover gas repairs and servicing	25,000
Asbestos incident - fine and court costs	11,200
Total supplementary estimate	106,200

9 Estimated Out-turn

- 9.1 Members have requested that Budgetary Control Reports provide details on the likely out-turn position for the Council. The anticipated out turn for the HRA for 2013/14 is £137,550 surplus.

	£
Original Budgeted surplus 2013-14	(232,550)
Supplementary estimate for works detailed in section 8 above	106,200
Expected Out-turn Surplus 2013-14	(126,350)

- 9.2 The estimated out-turn for the Repairs Fund remains the same as that included in the original budget.

10 Report Implications

10.1 Finance and Value for Money Implications

- 10.1.1 The Council is currently forecasting a contribution to the Housing Revenue Fund balance for the 2013/14 financial year of £232,550. As can be seen above, a decrease in the surplus of £106,200 is expected. Income and expenditure will continue to be closely managed and any issues that arise will be reported to this Board for comment.

10.2 Environment and Sustainability Implications

- 10.2.1 The Council has to ensure that it adopts and implements robust and comprehensive budgetary monitoring and control, to ensure not only the availability of services within the current financial year, but in future years.

The Contact Officer for this report is Nigel Lane (719371).

	Original Budget 2013/2014	Expected Spend to October 2013/2014	Actual Spend to October 2013/2014	Variance	Comments
EXPENDITURE					
Repairs and Maintenance	2,653,080	1,544,334	1,712,202	167,868	Comment 5
Supervision and Management - General	1,144,830	681,654	685,401	3,747	
Supervision and Management - Special Services	458,880	271,853	234,770	(37,083)	Comment 4.2
Provision for Bad Debts	100,000	58,333	58,333	-	
Interest on Loans	1,640,300	956,842	956,842	-	
Revenue Set Aside (debt Repayment)	1,250,000	729,167	729,167	-	
PWLB Settlement Fee	-	-	-	-	
Contribution to Contingency Reserve	308,900	180,192	180,192	-	
Contribution to New Build Reserve Reserve	3,240	1,890	1,890		
Capital Expenditure - New Build	1,000,000	17,000	17,408	408	
Capital Expenditure	2,735,710	847,198	853,834	6,636	Comment 4.3
Total Expenditure	11,294,940	5,288,462	5,430,038	141,576	
INCOME					
Gross Rent Income from Dwellings	(11,117,310)	(7,179,929)	(7,136,818)	43,111	Comment 4.4
Gross Rent Income from Non-Dwellings	(317,660)	(206,497)	(211,324)	(4,827)	Comment 4.5
Charges for Services and Facilities	(78,390)	(59,315)	(71,657)	(12,342)	Comment 4.6
Total Income	(11,513,360)	(7,445,741)	(7,419,799)	25,942	
NET COST OF SERVICES	(218,420)	(2,157,279)	(1,989,761)	167,518	
Amortised Premiums and Discounts	28,950	16,888	16,888	-	
Investment Income - Mortgages	(50)	(29)	(29)	-	
- Other	(43,030)	(25,101)	(25,101)	-	
TOTAL (SURPLUS)/DEFICIT FOR THE YEAR	(232,550)	(2,165,521)	(1,998,003)	167,518	

Appendix B

HOUSING REPAIRS FUND (to end of October 2013)

	£
Balance available at 1 April 2013	59,815
Contribution 2013/14 (to October 2013)	1,544,334
Expected Use of Fund (to October 2013)	(1,712,202)
Deficit on the Fund at 31 October 2013	(108,053)

APPENDIX C

HOUSING REVENUE ACCOUNT
HOUSING DIRECT WORKS
Budgetary Control Report as at 31 October 2013

	Original Budget 2013/2014	Expected Spend 2013/2014	Actual Spend 2013/2014	Variance
EXPENDITURE				
Employee Costs	853,190	499,573	521,719	22,146
Supplies and Services	644,880	379,673	391,761	12,088
Transport	104,360	63,028	63,951	923
Gross controllable Expenditure	1,602,430	942,273	977,431	35,158
Central Support	292,940	170,882	170,882	-
Capital Charges	49,040	28,607	27,591	(1,016)
Housing Direct Works Expenditure	1,944,410	1,141,762	1,175,903	34,142

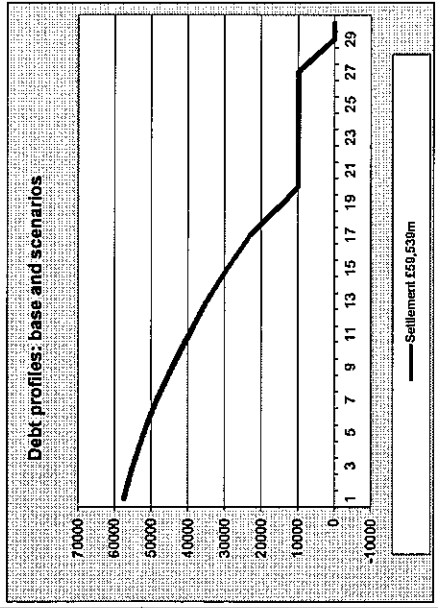
£59,539 @ various actual rates, Capital excludes new build Capital increase by 7.5%, 1.5% inflat on cap and 1% inflat on maint. (additional spend at £1 million per year inflated)

NORTH WARWICKS
Date 8.11.13

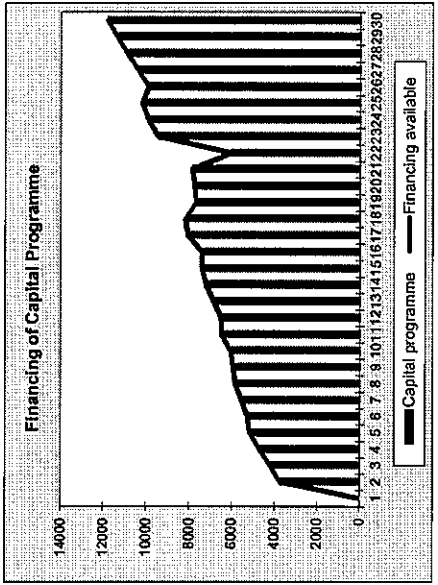
SELF FINANCING HRA BUSINESS PLAN MTFS SEPTEMBER 2013

Inflation sensitivities	
2.50% CPI/rent inflation from 2013	59,539
2.50% GDP/expenditure inflation from 2013	59,539
0.00% Additional real/Mg cost inflation to year 10	0
1.00% Additional real/Maint cost inflation to year 30	58,789
1.00% Additional real/ Cap cost inflation to year 30	48,812
Capital / debt sensitivities	
MRP annual %age	0%
Additional set aside from revenue	
2012/13 YEAR OF SELF FINANCING	
Scenario schedules	
(1) Scenario: opening debt	
4 Review report - with uplift	
59,539 Opening debt	
(2) RTB receipts to the HRA	
Pooling (as per current system)	
RTB receipts included in Plan Set at Zero as	
0.0% Receipts used for General Fund purposes	
(3) Future surplus sharing	
Local 100% retain surpluses	
100% %age surpluses retained locally	
0% %age surpluses paid over nationally	
(4) Borrowing controls	
Self financed borrowing locally	

Key outputs	£'000s
Debt adjustment	59,539
Opening debt	59,539
Closing debt	0
Peak debt	58,789
Year of peak debt	1
Closing HRA reserve	48,812



Capital programme outputs	£'000s
Capital programme 30 years	217,755
Total financing 30 years	217,755
Shortfall	0
Total reserve at year 30	48,812



30 year total	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23	2023/24	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30
SELF FINANCING																	
HRA (OPERATING ACCOUNT)																	
-525,834 Rental income	0	(11,055)	(11,607)	(12,280)	(13,005)	(13,770)	(14,569)	(15,400)	(16,263)	(17,158)	(18,084)	(19,041)	(20,029)	(21,048)	(22,098)	(23,179)	(24,291)
-12,921 Rental income new props @ target	0	(146)	(220)	(271)	(301)	(322)	(333)	(345)	(357)	(370)	(383)	(396)	(410)	(424)	(439)	(454)	(469)
0 Voids	0	112	118	122	129	133	137	141	145	158	163	172	177	182	187	192	197
-15,416 Other income	0	(396)	(385)	(413)	(414)	(438)	(439)	(464)	(464)	(490)	(491)	(517)	(518)	(543)	(543)	(569)	(569)
-548,785 Gross income	0	(11,485)	(12,094)	(12,494)	(13,213)	(13,611)	(14,381)	(15,240)	(16,189)	(17,129)	(18,058)	(19,077)	(20,087)	(21,098)	(22,110)	(23,123)	(24,137)
69,679 Management (incl DME)	0	1,602	1,637	1,675	1,710	1,751	1,795	1,840	1,886	1,933	1,981	2,031	2,081	2,133	2,187	2,241	2,297
121,658 Maintenance	0	2,685	2,770	2,774	2,852	2,933	3,017	3,103	3,192	3,283	3,376	3,473	3,571	3,673	3,777	3,884	3,994
12,793 Bad debt provision	0	100	176	181	187	320	329	339	349	359	369	380	391	402	414	426	438
204,130 Operating expenditure	0	4,387	4,583	4,630	4,749	5,004	5,141	5,282	5,427	5,575	5,726	5,884	6,043	6,208	6,378	6,551	6,729
-344,655 Net Cost of Services	0	(7,098)	(7,511)	(7,864)	(8,209)	(8,470)	(8,713)	(8,964)	(9,246)	(9,514)	(9,785)	(10,092)	(10,381)	(10,678)	(11,008)	(11,323)	(11,645)
28,388 Interest payments	0	1,669	1,633	1,624	1,611	1,593	1,569	1,539	1,504	1,460	1,406	1,348	1,284	1,218	1,146	1,068	972
0 PWLB Settlement fee	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-14,661 Interest received	0	(38)	(44)	(52)	(60)	(68)	(77)	(86)	(95)	(104)	(114)	(124)	(133)	(143)	(152)	(161)	(171)
-330,928 Net operating expenditure	0	(5,467)	(5,922)	(6,292)	(6,588)	(6,730)	(7,034)	(7,326)	(7,651)	(7,978)	(8,320)	(8,673)	(9,070)	(9,453)	(9,851)	(10,290)	(10,733)
58,789 Revenue set aside (debt repayment)	0	1,250	1,250	1,300	1,450	1,600	1,700	1,750	2,000	2,250	2,250	2,350	2,450	2,600	3,100	2,900	3,250
-5,162 Allowable debt from receipts	0	(473)	(201)	(193)	(191)	(199)	(187)	(185)	(183)	(181)	(179)	(177)	(175)	(173)	(171)	(169)	(167)
229,055 Direct revenue financing (RCCO fund cap Prog)	0	3,749	4,196	4,196	5,155	5,287	5,538	5,838	5,923	6,068	6,480	6,508	6,873	7,185	7,413	7,395	8,054
-48,246 In year (surplus)/deficit	0	(941)	(577)	(477)	(154)	(32)	17	77	109	159	241	8	(22)	9	36	54	79
HRA reserve b/fwd (-ve = Surplus)	0	(567)	(1,508)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)	(2,185)
HRA reserve c/fwd (-ve = Surplus)	0	(1,508)	(2,185)	(2,663)	(2,817)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)	(2,849)
CAPITAL PROGRAMME																	
170,727 Expenditure (Cap spend with inflation)	0	2,709	3,114	3,583	3,985	4,070	4,273	4,522	4,554	4,645	5,000	4,969	5,272	5,520	5,681	5,594	6,225
0 Financed by...	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
0 RTB receipts and other resources	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
229,055 Direct revenue financing	0	3,749	4,196	4,708	5,155	5,287	5,538	5,838	5,923	6,068	6,480	6,508	6,873	7,185	7,413	7,395	8,054
0 Borrowing	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
229,055 Total financing	0	3,749	4,196	4,708	5,155	5,287	5,538	5,838	5,923	6,068	6,480	6,508	6,873	7,185	7,413	7,395	8,054

19	20	21	22	23	24	25	26	27	28	29	30
(18,814)	(19,351)	(19,903)	(20,470)	(21,052)	(21,649)	(22,263)	(22,893)	(23,539)	(24,204)	(24,885)	(25,585)
(470)	(487)	(504)	(521)	(540)	(559)	(578)	(598)	(619)	(641)	(663)	(687)
193	198	204	210	216	222	228	235	242	248	255	263
(544)	(545)	(569)	(570)	(572)	(596)	(597)	(598)	(623)	(624)	(625)	(650)
(19,635)	(20,185)	(20,772)	(21,351)	(21,948)	(22,582)	(23,210)	(23,854)	(24,539)	(25,221)	(25,918)	(26,659)
2,474	2,536	2,599	2,664	2,731	2,799	2,869	2,941	3,014	3,090	3,167	3,246
4,343	4,465	4,591	4,720	4,853	4,989	5,129	5,273	5,421	5,572	5,727	5,887
477	491	505	520	534	550	565	581	598	615	632	650
7,294	7,492	7,695	7,904	8,118	8,338	8,563	8,795	9,033	9,277	9,526	9,783
(12,341)	(12,693)	(13,077)	(13,447)	(13,830)	(14,244)	(14,647)	(15,059)	(15,506)	(15,944)	(16,392)	(16,876)
636	480	350	350	350	350	350	350	350	348	173	-
(485)	(527)	(598)	(684)	(762)	(844)	(930)	(1,022)	(1,116)	(1,195)	(1,258)	(1,348)
(12,190)	(12,740)	(13,325)	(13,781)	(14,242)	(14,738)	(15,227)	(15,731)	(16,272)	(16,791)	(17,477)	(18,224)
4,750	3,949	-	-	-	-	-	-	-	5,000	5,000	(0)
(160)	(156)	(156)	(154)	(152)	(149)	(147)	(145)	(142)	(140)	(137)	-
7,753	7,856	6,038	9,467	9,874	10,191	9,899	10,390	10,917	11,354	11,808	11,300
153	(1,093)	(7,443)	(4,468)	(4,520)	(4,696)	(5,475)	(5,486)	(5,497)	(577)	(806)	(6,924)
(1,981)	(1,828)	(2,921)	(10,364)	(14,832)	(19,352)	(24,048)	(29,523)	(35,009)	(40,505)	(41,889)	(41,889)
(1,828)	(2,921)	(10,364)	(14,832)	(19,352)	(24,048)	(29,523)	(35,009)	(40,505)	(41,083)	(41,889)	(48,813)
5,646	5,665	3,759	7,097	7,409	7,628	7,233	7,618	8,034	8,355	8,689	8,057
-	-	-	-	-	-	-	-	-	-	-	-
7,753	7,856	6,038	9,467	9,874	10,191	9,899	10,390	10,917	11,354	11,808	11,300
-	-	-	-	-	-	-	-	-	-	-	-
7,753	7,856	6,038	9,467	9,874	10,191	9,899	10,390	10,917	11,354	11,808	11,300

Agenda Item No 13

Resources Board

18 November 2013

Report of the Chief Executive and the Deputy Chief Executive

Progress Report on Achievement of Corporate Plan and Performance Indicator Targets April - September 2013

1 Summary

- 1.1 This report informs Members of the progress with the achievement of the Corporate Plan and Performance Indicator targets relevant to the Resources Board for April to September 2013.

Recommendation to the Board

That Members consider the performance achieved and highlight any areas for further investigation.

2 Consultation

- 2.1 Consultation has taken place with the relevant Members and any comments received will be reported at the meeting.

3 Background

- 3.1 This report shows the second quarter position with the achievement of the Corporate Plan and Performance Indicator targets for 2013/14. This is the second report showing the progress achieved so far during 2013/14.

4 Progress achieved during 2013/14

- 4.1 Attached at Appendices A and B are reports outlining the progress achieved for all the Corporate Plan targets and the performance with our local performance indicators during April to September 2013/14 for the Resources Board.
- 4.2 Members will recall the use of a traffic light indicator for the monitoring of the performance achieved.

Red – target not achieved (shown as a red triangle)

Amber – target currently behind schedule and requires remedial action to be achieved (shown as an amber circle)

Green – target currently on schedule to be achieved (shown as a green star)

5 Performance Indicators

- 5.1 The current performance indicators have been reviewed by each division and Management Team for monitoring for the 2013/14 year.

6 Overall Performance

- 6.1 The Corporate Plan performance report shows that 100% of the Corporate Plan targets and 69% of the performance indicator targets are currently on schedule to be achieved. The report shows that individual targets that have been classified as red, amber or green. Individual comments from the relevant division have been included where appropriate. The table below shows the following status in terms of the traffic light indicator status:

Corporate Plan

Status	Number	Percentage
Green	7	100%
Amber	0	0%
Red	0	0%
Total	7	100%

Performance Indicators

Status	Number	Percentage
Green	13	69%
Amber	5	26%
Red	1	5%
Total	19	100%

7 Summary

- 7.1 Members may wish to identify any areas that require further consideration where targets are not currently being achieved.

8 Report Implications

8.1 Safer Communities Implications

- 8.1.1 There are community safety performance indicators which are reported to Executive Board.

8.2 Legal and Human Rights Implications

8.2.1 The national indicators were specified by the Secretary of State for Communities and Local Government. They have now been ended and replaced by a single list of data returns to Central Government from April 2011.

8.3 Environment and Sustainability Implications

8.3.1 Improvements in the performance and quality of services will contribute to improving the quality of life within the community. There are a number of actions and indicators which contribute towards the priorities of the sustainable community strategy including customer access strategy, outreach services, financial inclusion, health and well being services and decent and affordable housing.

8.4 Risk Management Implications

8.4.1 Effective performance monitoring will enable the Council to minimise associated risks with the failure to achieve targets and deliver services at the required performance level.

8.5 Equality Implications

8.5.1 There are a number of equality related actions and indicators highlighted in the report including developing outreach services, financial inclusion, decent and affordable housing, adaptations for people with disabilities and fuel poverty.

8.6 Links to Council's Priorities

8.6.1 There are a number of targets and performance indicators contributing towards the priorities of access to services, improving housing in the borough, tackling health inequalities, achieving a balanced budget and developing our workforce.

The Contact Officer for this report is Robert Beggs (719238).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
National Indicators for Local Authorities and Local Authority Partnerships	Department for Communities and Local Government	Statutory Guidance	February 2008

NWCP Resources 13/14						
	Action	Priority	Reporting Officer	Update	Status	Direction
NWCP 039	To implement the actions in the Procurement and Commissioning Strategy, progress will be reported by March 2014	Public Services & Council Tax	Bird, Linda	Delivery of actions to support the Procurement and Commissioning Strategy are on target.	☆ Green	↑
NWCP 040	To continue to contribute to the effective provision of services through implementing the actions and projects which help deliver the ICT Strategy, progress will be reported by March 2014	Public Services & Council Tax	Bird, Linda	Tasks associated with delivering the ICT Strategy are on target.	☆ Green	↑
NWCP 041	To implement the Housing Revenue Account Business Plan and maintain a 30 year forecast reporting annually in February	Public Services & Council Tax	Garner, Sue	An interim update of the HRA Business Plan has been completed.	☆ Green	↑
NWCP 043	To undertake work in line with the Human Resources Strategy, including a) Monitoring/managing sickness absence;b) Ensuring compliance with employment legislation and report by March 2014	Local Employment	Garner, Sue	Sickness absence is monitored throughout the year. Policies are updated as required.	☆ Green	↑
NWCP 050 11/12(1)	To implement the building maintenance programme for key Council buildings community buildings, shops and industrial units, including seeking ways to reduce, where possible, our carbon footprint and report by March 2014	Public Services & Council Tax	Dobbs, Richard	Building Maintenance is on programme with the focus initially on the Accommodation Project which is progressing well	☆ Green	↑
NWCP 082	To work to improve broadband access for the people and businesses of North Warwickshire through the work of the Council and specifically the Coventry, Solihull and Warwickshire BDUK Project	Access to Services	Bird, Linda	CSW Project Team are working with BT to finalise the installation plan, phase one of which is due to start January 2014.	☆ Green	↑
NWCP 084	To implement the work of the Task and Finish Group established to review the Borough Care Service and deliver any actions agreed by the Resources Board as part of the review in accordance with the project timetable	Housing	Coates, Angela	The Task and Finish Group is meeting regularly to explore current and future service provision.	☆ Green	↑

Ref	Description	Section	Priority	Year End Target	Performance	Traffic Light	Direction of Travel	Comments
NWLPI 052	The % of invoices for commercial goods and services which were paid by the authority within 30 days of such invoiced being received by the Authority (former BV8)	Financial Accountancy	Public Services & Council Tax	98	98.14	★ Green	➡	
NWLPI 054	The proportion of working days / shifts lost to sickness absence (former BV12)	Human Resources	Public Services & Council Tax	8	4.37	● Amber	➡	The level is slightly worse than last year and if the current levels continue we will exceed the target.
NWLPI 055	Voluntary leavers as a % of staff in post (former BV13)	Human Resources	Public Services & Council Tax	10	6.19	★ Green	➡	
NWLPI 57	Percentage of calls answered through the Central Control system within 60 seconds. (TSA national standard 96.5%):	Community Support	Housing	99	99.99	★ Green	➡	
NWLPI 135	Percentage of response repairs completed right first time	Housing Maintenance	Housing	90	83.2	● Amber	➡	There is a continuing issue with diagnosis of issues in gas boilers and with regard to having to order materials. Training has been undertaken to address issues around diagnosis but sometimes materials have to be ordered for gas repairs because they cannot be all held in stock.
NWLPI 068	Gas certificates completed	Housing Maintenance	Housing	100	99.82	● Amber	➡	One property outstanding. Legal action being considered.
@NW:NI156	Number of households living in temporary accommodation (snapshot at end of each quarter)	Housing Management	Housing	3	2	★ Green	➡	This is on target

Appendix B

Ref	Description	Section	Priority	Year End Target	Performance	Traffic Light	Direction of Travel	Comments
NWLPI 136	Number of tenants with more than 7 weeks rent arrears	Housing Management	Housing	2.8	5.26	Amber	↗	Overall collection rates remain acceptable however we are finding some tenants have complex financial issues to deal with and this is causing them to have higher arrears which are not cleared quickly. The number of properties becoming vacant has increased this year. This has caused a resource issue. Dealing with asbestos in properties has also caused some delays.
NWLPI 070	Average time taken to re-let local authority housing (former BV212)	Housing Management	Housing	21	41.33	Red	↗	
NWLPI 039	The percentage availability of corporate systems available to users Monday to Friday 8.00 am to 5.30 pm :	Computer Services	Public Services & Council Tax	99.7	100	Green	↔	Performance above target.
NWLPI 040	The percentage of initial response to helpdesk calls within four hours of a call being placed :	Computer Services	Public Services & Council Tax	95	97	Green	↘	Performance above target.
NWLPI 041	Percentage of Service Desk Calls resolved in target (total of IS3 to IS6)	Computer Services	Public Services & Council Tax	95	98	Green	↔	Performance above target.
NWLPI 096	The Percentage of Calls answered in 20 seconds in the contact centre	Revenues & Benefits	Public Services & Council Tax	75	84	Green	↗	
NWLPI 100	Housing Benefit Security : : The number of prosecutions and sanctions, per 1,000 caseload (former BV76d)	Revenues & Benefits	Public Services & Council Tax	9.5	19	Green	↔	
@NW-NI181	The average time taken in calendar days to process all new claims and change events in Housing Benefit and Council Tax Benefit	Revenues & Benefits	Public Services & Council Tax	11	8.86	Green	↔	
NWLPI 106	The percentage of non-domestic rates due for the financial year which were received by the authority (former BV10)	Revenues & Benefits	Public Services & Council Tax	58.8	59.68	Green	↘	

Ref	Description	Section	Priority	Year End Target	Performance	Traffic Light	Direction of Travel	Comments
NWLPI 107	Proportion of Council Tax collected (former BV9)	Revenues & Benefits	Public Services & Council Tax	58.2	58.32	★ Green	➡	
NWLPI 160	Percentage calls resolved at first point of contact in the Contact Centre	Revenues & Benefits	Public Services & Council Tax	84	83	● Amber	⬅	Performance still remains very high based on benchmarking undertaken
NWLPI 161	Percentage of abandoned calls in the Contact Centre	Revenues & Benefits	Public Services & Council Tax	4	3	★ Green	➡	

Agenda Item No 14

Resources Board

18 November 2013

Report of the Assistant Director (Corporate Services)

Online Services Update and Plans for Promoting and Increasing Use

1 Summary

- 1.1 This report gives an update on the use of the Council's Website and those services we deliver online, via the Internet. The report also provides information on how we plan to promote, increase and improve the use of the internet for those services that can be most effectively provided online.

Recommendation to the Board

That the report is noted.

2 Report

- 2.1 This report provides an update on the development and use of online services such as those provided via the Council's website and directly through "self-service" over the Internet. This report is usually provided annually however other priorities meant that the 2012 report was not produced therefore this report covers the period October 2011 to October 2013. Section 3 of this report gives an update on the progress made.
- 2.2 For customers and citizens being able to access Council services and information online can be more convenient for them as individuals. It can also save time for staff; which helps deliver efficiencies and cost savings for the Council.
- 2.3 This report outlines current plans in our on-going work to support the Council's Access to Services priority. The government has a strategy for moving all public services online, known as "Digital by Default". It is our intention to continue to encourage customers to move away from costly and time consuming ways of accessing service and move to more cost effective methods provided via the internet and website services.

- 2.4 It is recognised that the internet is not, and may never be, the most appropriate way to deliver our more complex or personalised services. There are also people who have never used, have no intention of using, or are unable to use the internet. We need to ensure we do not exclude people, particularly those most disadvantaged in society, from services due to their lack of access, skills or desire to use the Internet. We need to empower, encourage, help and if feasible incentivise people to learn about and benefit from Internet services.
- 2.5 There is now a large percentage of the population with resources and skills to use online services. Over 83% of the population are now online¹ and over 80% of them are confident to complete tasks online. We are continuing to plan online services around these people, and increasingly for those using service on mobile devices such as smartphones and tablets. 92% of adults have a mobile phone, of which, 39% use it regularly to access the internet.
- 2.6 Internet usage figures for the Borough may be lower than average due to known problems with the availability of broadband and the age profile of residents. However, the website can, and should, be the first point of call for council information and for the completion of service request.
- 2.7 Section 4 of this report provides information on our plans to encourage the migration to self-service via the internet and for monitoring satisfaction with this move.

3 Update 2011/12 and 2012/13

3.1 Update on the Council's Website.

- 3.1.1 We strive to ensure the Council's website and online systems contain accurate information on all the services provided by the Council and links to services provided by the County Council, other partners and relevant organisations. Our aim is to encourage citizens to use the website to answer their "information" question and ensure they get the right answer first time. They should also be able to apply for the majority of services online and where possible the service should be delivered online.
- 3.1.2 In March 2013 our website was rated as 3 Stars (out of 4) in the annual assessment of websites by the IT Managers professional body SOCITM. Most pleasingly we scored full marks for each area of content they looked at and were mentioned for good practice for Planning and Leisure content and how our website performed on a mobile device.

¹ From Government Surveys published in National Audit Office " Digital Britain 2 Report" (28 March 2013)

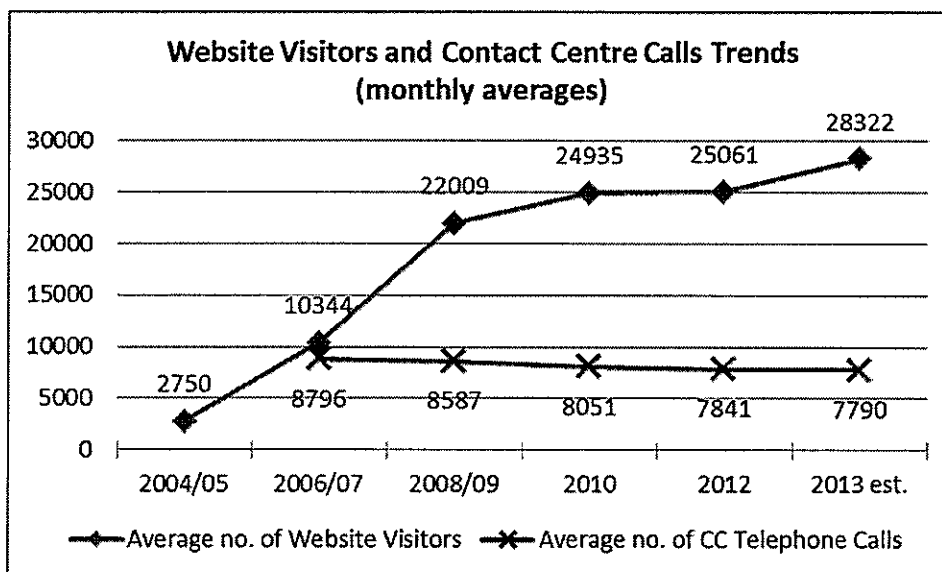
3.1.3 In addition to updating the website on a day to day basis, to keep it current, each year we carry out major reviews of at least 3 areas of the website to improve the content and structure. In 2012/13 we worked on Bob Hub information and promotion, Benefits changes consultation and information and Leisure service information. We also had a photograph competition using the Flickr social media site, which gave us some excellent local images, and we produced a charity calendar from the best entries. Our content priorities for 2013/14 are:

- Housing service information, to fit in with work on the new lettings scheme.
- Refuse and Recycling, to accommodate the changes being made for the “Simply 3 bins” service.
- Regulatory information including License applications.

3.1.4 The number of visitors to the Council’s website has increase annually; from an average of 2,750 visitors per month in 2004/05, to 10,344 by 2006/07, 22,009 per month in 2008/09, 24,935 in 2010, 25,061 in 2012 to an average of 28,322 for the first nine months (Jan – Sept) of 2013.

3.1.5 The number of webpages requested in a month has gone up from an average of 86,036 per month in 2010 to 1,317,879 per month in 2013, although this is a crude measure and includes some double counting; it shows a significant trend in increased use. We also have 6,255 people registered with the website which means they get email alerts about things they have said they are interested in e.g. jobs, planning applications or committee meetings.

3.1.6 We believe website use reduces the demand for information and services provided in paper format, via the phone or in person. The graph below shows the decreasing trend in Contact Centre calls against the increase in website visitors over the same period of time. However, the length of time taken on calls has increased which could be interpreted as the more complex issues are being dealt with by the Contact Centre and One Stop Shops.



3.1.7 The change in channel (e.g. telephone, website, post) use can deliver savings. If, for example, 10% of our website visitors decided to telephone us, to find out the information they need, it would (based on a 2 minute call) add over 83 hours of work into the Contact Centre each month and an additional £6,716 in monthly transaction costs². If they decided to visit, it would result in an extra 125 people a day in the One Stop Shop.

3.1.8 The table below compares with the most frequently accessed website pages in the last 12 months and the services most regularly used through the Contact Centre and One Stop Shop (OSS). This information demonstrates people's willingness to use the website for finding out information about our services and issues of local interest such as HS2. However, more complex services and service requests are predominantly through the Contact Centre. Our challenge is to encourage people to move to the website for the simpler services currently being sought through the Contact Centre such as replacement bags and bins, service enquiries and some service bookings such as pest control and bulky collections.

² National figures for Local Government (source - Society of IT Managers 2012) indicate that it costs on average £8.62 to do a single service transaction face to face, £2.83 on the phone and £0.15 online.

Web Services (pages visited)		Contact Centre (Telephone/OSS forms completed)		Websites (Online forms completed)	
Planning application search	23,883	Refuse Service Replacement Bins and Bags	8,058	Replacement Bins and Recycling Bags	2,361
Planning	21,591	Revenues and Benefits	5,154	Housing Enquiry	338
Contact page for the Council	19,942	Housing	3,789	Household Waste Missed Bins	275
Rubbish and Recycling	18,976	Missed Bin Collection	1,830	Change of Circumstances	215
Atherstone Leisure Centre (LC)	17,198	Council Tax change of circumstances	1,818	Report Flytipping, Flyposting, Litter and Graffiti	170
Job vacancies	17,096	Benefits change of circumstances	1,554	Council Housing Repairs request.	92
Atherstone LC opening and class times.	14,347	Streetscape enquiries.	1,482	Mortgage Scheme Contact request	63
Coleshill Leisure Centre	12,979	Council Tax registration	1,057	Dog fouling or full dog waste bins.	53
Polesworth Leisure Centre	10,958	Council General Enquiry	906	Flickr Competition entry.	52
Jobs and Careers	10,431	Dog warden	900	Council Tax Team question.	44
High Speed Rail (HS2)	8,559	Planning General Enquiry.	750	New recycling service feedback.	33
Council Tax	8,319	Housing/CT benefit claim	732		

3.1.9 The demand for information from the website is in part cyclical e.g. play schemes during school holidays and school closures during the winter. Those managing the Website have to be flexible and able to anticipate people's needs and respond to one off events. The movement of the Council's Public Relations Officer into the same division as the Council's web team is helping us coordinate information across the various channels.

- 3.1.10 During the last two years we have developed the Council's presence on Social Media sites such as Facebook, Twitter, Flickr and Youtube. We now have 260 people "liking" (subscribed to) our corporate Facebook page and 3180 Twitter followers. Twitter has been particularly important during times of service disruption, such as snow, with one of our Tweets being sent on (re-tweeted) by the BBC and Birmingham Evening Mail so that it reached a potential audience of over 35,000 people.
- 3.1.11 Some services have their own Facebook pages, for example NWBCSkatepark is aimed at young people and is maintained by Community Development. Leisure Centres are making good use of Facebook and Twitter. A recent Tweet about our need for an Aqua Aerobics instructor was re-tweeted by "British Swimming" and their followers enabling it to reach over 31,000 people. Some Councillors have active Twitter accounts and the Mayor regularly Tweets his activities.
- 3.1.12 In the early part of 2012 we worked with Rugby Borough Council and Nuneaton and Bedworth Borough Council to move our websites to a more resilient hosted service with our website provider, Jadu. We also shared our design and template with the two Councils which will make future joint development and upgrades more feasible and cost effective.
- 3.1.13 To enable staff to develop, use and benefit from online service it is important that the Council's connection to the internet is fast and reliable. In 2011 we identified that our internet bandwidth was affecting home workers and staff and members trying to access the internet at busy periods. To resolve these issues we upgraded our 2mb line to 10mb in 2012 and to 20mb, at no additional cost, in April 2013. Since then we have had few problems reported which can be tracked back to the capacity of the Council's internet service.

3.2 Online Services Update

- 3.2.1 Previous Annual Updates have given detailed information on the use of a number of online systems used as part of service delivery. However, these are now well established and the "online" part of the service has become main-stream and built into service and service plans. Examples of this are:-

Online Planning:-

- Over 50% of this year's planning applications have been submitted through the Planning Portal compared with fewer than 9% in 2007/08.
- Details of listed buildings and planning decision notices are available online. Planning pages are the most used on the website.
- Consultees and the public are able to view applications over the Internet and make comments electronically.

Online Leisure Booking:-

- All Leisure Centres are able to take online bookings for classes and facilities.

Online billing:-

- People can sign up to e-billing for Council Tax or Business Rates and receive bills and adjustment notices via email. We now have 2348 people set up for self-service (to view their account online) and 720 are subscribed to e-billing.

3.2.2 There have been some online services that have evolved or failed during the last 2 years.

- Housing's UChoose online system was developed by a number of authorities to support choice based letting. However, this has now been replaced by a solution developed within our Housing System (Open Housing) to support new customer focused ways of working and a new lettings scheme.
- We cancelled our subscription to the "GovMetric" customer feedback system. Customer comments were used to drive improvement on the website but it was less effective for other channels and we therefore offered it as a saving. The website now has "comment" option on each page to encourage direct feedback.
- The government decided to withdraw the online licensing system "ELMS" that Councils had been required to implement. We have had to replace this with forms developed on our website

3.2.3 In October 2012 we implemented a new payments solution to achieve compliance with the Payment Card Industry Data Security Standard. The system is enabling us to improve and increase online payments and this will continue to be a priority in 2014. The new system classifies payments slightly differently so three new categories have been added to the table below which shows the changes in payment type over the last 10 years.

Method of Payment	2003/04	2004/05	2005/06	2007/08	2008/09	Oct 2012 - Sept 2013	Increase/decrease from 08/09
Web Payments	360	800	1,200	1,800	2,200	5,350	143%
Telephone Card Payments (Automated and By Call)	3,100	8,500	10,500	10,500	11,300	18,400	83%
Cash - Face to Face Payments (excl Leisure)	3,100	2,500	1,000	900	1,200	600	-50%
Bank Automated Clearing System	218,000	245,000	255,000	263,000	280,900	270,020	-4%
Cheque						6,100	
3rd Party (Post Office, Moneyway, Baliff)						48,600	
Bank (Direct Payments)						14,650	

4 Increasing the use of Online Services

- 4.1 As can be seen from the information included in Section 3 online services can deliver efficiencies for the Council by moving contact and service provision to less costly channels. Over time these efficiencies become sufficiently significant to enable the Council to achieve cash savings or avoid additional costs if demand for services increases or new service needs arise.
- 4.2 There has been significant research done into encouraging people to move to different ways of using a service, including web self-service, this is known as "channel migration". However, getting citizens and customers to make the change is not always a simple or quick process. They need to be:-
- Convinced that there is a benefit to them from self-service.
 - Confident that they are getting a good, secure and reliable service.
 - Aware that our services are available online.
 - Skilled to use the internet and online services
 - Able to use the internet at a time and place convenient to them.

- 4.3 The Council has initiatives including Community Hubs which provide computers with internet access and some have “video hubs” which can connect people to the Council and partner services.
- 4.4 The next major contribution to the continued effort to improve customer services and encourage channel shift will be the implementation of the new Customer Relationship Management (CRM) system approved by Resources Board in May 2013. The new system will help us provide more consistent services across the various channels for example a self-service form completed on the website will appear as part of the customers history to Contact Centre staff and can go direct to front line staff to deliver the service.
- 4.5 The Council is also actively supporting and match funding the Coventry, Solihull and Warwickshire Broadband Project to improve broadband access across the sub region. The intention is that all residents will get 2mb speed internet connections and superfast speed will be available to around 88% of the Borough.
- 4.5 To address the issues around benefits to the customer, trust in the services we provide online and awareness of the Council’s online services we plan to:
- Continue to review and develop the Council’s CRM and online forms to ensure they provide a good customer experience and result in the service being delivered as expected e.g. parking fine paid quickly and easily.
 - Develop e-payments to enable online services to be paid for seamlessly and securely.
 - Work with service to move payments away from costly channels such as face to face and post to online and automated methods.
 - Investigate the incentives and benefits we could pass back to the customer for them using online services.
 - Improve the experience of people using our website through mobile and smart phones, demand for which is increasing rapidly.
 - Ensure our website remains reliable, secure and responsive.
 - Take part in national campaigns such as Race Online to encourage people to use, enjoy and benefit from the internet.
 - Work with other local councils, partners and organisations to develop and promote our online service.
 - Ensure online services are promoted through our own publications, on the website, at events and on Council assets and publications.
 - Continue to gather feedback on the problems people encounter when using the website and online services and then use their feedback to make improvements.
 - Work with managers to ensure they are considering and taking advantage of online service provision. Developing plans for improvement where needed and incorporating these plans in the Customer Access Strategy and relevant Service Plans.

5 Report Implications

5.1 Finance and Value for Money Implications

5.1.1 There are no financial implications arising directly from this report. However, it is anticipated that increasing the use of online services will deliver efficiencies.

5.2 Environment and Sustainability Implications

5.2.1 Providing information and services online enables people to access them at their own convenience without having to travel to a Council building or incur additional costs such as call charges. The work on developing community hubs is an example of technology helping local communities to access services and information which is contributing towards one of the priorities of the North Warwickshire Sustainable Community Strategy 2009 – 2026.

5.3 Equalities Implications

5.3.1 We aim to continue to make our website compliant with accessibility standards. The website contains functionality to make it more easily readable for people with visual impairments and can be read out to people using reader software readily available on the Internet. The implementation of a new Customer Relationship Management System will provide an opportunity to collate improved Equality monitoring information on our service users.

5.4 Safer Communities

5.4.1 The Council's website and associated systems supports the work on reducing crime and disorder by providing information on Safer Communities activities and contacts. For example information about Policing services is provided and people are able to report incidents of anti social behaviour and hate crime to the Council via the contact centre and website.

5.4 Links to Council's Priorities

5.4.1 Providing easier access to Council services is one of the Council's priorities. The on-going development of online services supports commitments made in the Council's Customer Access Strategy. The provision of services via the web compliments and supports other access channels such as telephone enquiries and can be more cost effective than providing paper information or delivering services face to face.

The Contact Officer for this report is Linda Bird (719327).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

Agenda Item No 15

Resources Board

18 November 2013

**Report of the
Deputy Chief Executive**

National Fraud Initiative Update

1 Summary

- 1.1 The report updates Members on Fraud and the Council's participation in the National Fraud Initiative.

Recommendation to the Board

That the report be noted.

2 Report

- 2.1 The National Fraud Initiative (NFI) is a long standing data matching exercise run by the Audit Commission to match electronic data within and between participating bodies to prevent and detect fraud and error. This has been conducted primarily through matching sets of prescribed data that each local authority maintains with similar data sets submitted by other local authorities, public bodies and a number of private sector bodies. Whilst the NFI is a biennial exercise the matching of Council Tax data to the Electoral Registration data is no longer in synchronisation with the main exercise due to delays caused by a need to clarify legal issues at its inception.
- 2.2 The Council has participated in the NFI over a number of years by supplying the requisite information to the Audit Commission. Although some work may still be ongoing, collated outcomes for the 2010/11 exercise identified record outcomes of around £229 million of fraud and error across participating bodies.
- 2.3 To enable the Council to fulfil its responsibilities for NFI 2012/13, the Audit Commission in January 2013 provided the Council with a number of data reports for investigation. As in previous years a substantial amount of work, in particular the high risk matches, focused on Housing Benefit although a number of referrals were also received in respect of creditor data. This data was supplemented by additional reports issued in May 2013 relating to benefits and housing rents. In total 922 matches were received for investigation of which 767 (83%) were contained in red (good quality data) reports. As at 10th October 2013, 311 (40%) high risk matches within these red reports had been reviewed and where necessary investigations progressed. One fraud has been proven, sanctions applied and to date in excess of £16,000 in recoverable overpayments has been identified.

Given limited resources the main focus of checking has been limited to a predetermined percentage of high risk reports.

3 Arrangements for NFI 2012/13

- 3.1 The Audit Commission's data matching powers, and therefore the National Fraud Initiative (NFI), are to transfer to the Cabinet Office. The date of transfer, which cannot happen until after the Local Audit and Accountability Bill receives Royal Assent (anticipated to be in Spring 2014), has yet to be finalised. However, it is business as usual in the interim.
- 3.2 The Audit Commission required the Council to participate in the NFI 2012/13 under their statutory powers to conduct data matching exercises, included in Schedule 2A of the Audit Commission Act 1998. Amendments to the Serious Crime Act 2007 increased the powers of the Audit Commission and extended the mandatory data comparisons to central government and private sector data.
- 3.3 The legitimate use of personal data in this initiative is covered by the Data Protection Act and as such there are requirements to explain to individuals providing this information that their data will be used for the prevention and detection of fraud. To satisfy these requirements the Council has included 'fair processing notices' on application forms, letters and bills, identifying the further information available, including that held on the Council's website with links to the detailed notice on the Audit Commission's website. This requirement is covered in the Audit Commissions 'Code of Data Matching' which has legal status.
- 3.4 The requisite data was extracted from the Council's information systems in October 2012 and, following integrity checks, transferred to the Audit Commission through a secure dedicated website (password protected and encrypted). Results of the data matching are subsequently transmitted to all participating bodies through the same website.
- 3.5 As in prior exercises once output is received from the Audit Commission there is a responsibility on the Council to investigate the matches generated from the exercise. It is anticipated that the majority of the investigations from the current exercise will be carried out within the Revenues & Benefits service area and some by Finance and Housing.
- 3.6 The value to the Council of the NFI, in addition to the identification and recovery of both fraud and error, is in its role as a deterrent for fraud and as a measure of assurance for the various systems to prevent and detect fraud or loss.

4 Report Implications

4.1 Risk Management Implications

4.1.1 Failure to participate fully in the NFI would potentially result in fraud and error going undetected. There would also be a risk of an adverse opinion being given by the external auditors on the Council's corporate governance arrangements.

4.2 Financial Implications

4.2.1 The NFI is run over a two year period and the fee charges for participation, £2,200, is invoiced equally over the relevant financial years (i.e.2012/13 and 2013/14). This fee along with the internal resource to investigate the matches is provided for within existing budgets.

4.2.2 The total value of fraud and error identified in the 2012/13 NFI, to 10 October 2013 is £16,557 made up of one fraudulent case and fifteen errors. Recovery of amounts arising from fraud and error reduce the net cost of operations to the Council and make financial resources available to invest in other services or minimise Council Tax.

4.3 Legal Implications

4.3.1 The Council is required to participate in the NFI under Schedule 2A of the Audit Commission Act 1998.

4.4 Links to Council's Priorities

4.4.1 The Council's arrangements for prevention and detection of fraud are a core element of good corporate governance. Compliance with best practice supports the Corporate Plan.

The Contact Officer for this report is Barbara Haswell (719416).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

NFI Audit Commission Website – <http://www.audit-commission.gov.uk/nfi/index.asp>

Background Paper No	Author	Nature of Background Paper	Date

Agenda Item No 16

Resources Board

18 November 2013

Report of the Deputy Chief Executive

Internal Audit – Performance for Second Quarter 2013-14

1 Summary

- 1.1 The report allows the Board to monitor the progress of the Council's Internal Audit function against the agreed plan of work for the year.

Recommendation to the Board

That the report be noted.

2 Consultation

- 2.1 None required.

3 Report

- 3.1 The CIPFA Code of Practice on Internal Audit in Local Government defines standards of best practice for internal audit. The Code requires that Members both approve the Internal Audit Section's strategic work plan and receive periodic reports on performance against plan. This report summarises performance for July 2013 to September 2013.

4 Summary of Work Completed

- ... 4.1 Appendix A to the report summarises progress on the s151 audit plan for the period, identifying audits completed and indicating the extent of progress on those audits still outstanding. The 90% performance target of planned work in quarter two of 2013-14 was achieved. Appendix B provides definition for the levels of assurance applied.

- ... 4.2 Internal Audit can place a substantial level of assurance on the following final reviews:

Energy Management, Risk Management, Homelessness, Street Cleaning and Policy Development.

There is an assurance of Substantial/Adequate given on Fees and Charges and an Adequate assurance given on Stocks and Stores.

The Performance Management audit however only secured an assurance level of Adequate borderline Unsatisfactory.

- 4.3 Internal audit continue to address an elevated level of involvement in matters raised by colleagues seeking advice and guidance within a consultancy role and have also worked on counter fraud issues with increased potential for continued activity. Contingency audits have further developed and provide essential support, assurance and security to existing council services. Requests for additional and unplanned work may also originate from external sources such as the National Fraud Initiative and external auditors.
- 4.4 The performance standards set by the Audit Commission require that Internal Audit complete at least 90% of planned work in the year unless there are good reasons otherwise. In calculating that statistic, planned work deferred at client request is ignored if such deferrals have appropriate justification. All client requests for deferrals have been based on sound service based justifications.

5 Report Implications

5.1 Risk Management Implications

- 5.1.1 Failure to provide an effective Internal Audit Service may adversely affect the level of internal control operating within the Council and will attract criticism from the External Auditors.

5.2 Links to Council's Priorities

- 5.2.1 The audit programme agreed and delivered is aligned to both the priorities of the Council and the requirements of external assessors.

The Contact Officer for this report is Barbara Haswell (719416).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date

Appendix A

Audits Completed Second quarter 2013-14

Audit	Quarter	Status	Assurance Level	Tot No. of Recs	Priority		H/M Recs not agreed
	Due				One	Two	
Review of Fees and Charges	2	Draft	Substantial/Adequate	5		5	0
Stocks and Stores	1	Final	Adequate	2	2		0
Energy Management	2	Draft	Substantial/Adequate/Un	2	2		0
Performance Management	2	Final	satisfactory	3	3		0
Risk Management	2	Draft	Substantial	1		1	0
Homelessness	2	Draft	Substantial	3	2	1	0
Street Cleaning	2	Draft	Substantial	2		2	0
Council House Lettings	2	Ongoing					
Drains & Drain Clearance	2	Ongoing					
Policy Development	2	Final	Substantial	0			

Reasons for not providing a substantial assurance level on final reports

Performance management data and the procedures for collecting, verifying and managing it are weak and require substantial improvement. These have been agreed by the ACEO&StC and will be addressed at Extended Management Team. Stocks and stores continue to exhibit weaknesses in control and accuracy and remedial actions have been agreed for the end of 2013-14 stocktakes. Fees and charges do not show a best practice approach to annual review taking into account individual service circumstances.

Progress Against Audit Plan

Audit	Status	Due	Audit	Status	Due	Audit	Status	Due
Corporate Governance	Completed		Petty Cash	Completed		Fees & Charges	Completed	
Agency Staffing-Streetscape	Completed		Budgets	Completed		Stocks&stores	Completed	
Community Planning & Corporate Plan	Completed		Abandoned Vehicles	Completed		Energy mgmnt	Completed	
Asset Management	Moved to	quarter 3	Grounds	Completed		Perf mgmnt	Completed	
Older Persons Services	Moved to	quarter 4	Maintenance Dog and Pest Control	Completed		Risk mgmnt	Completed	
Treasury Management	Completed		Vehicles& Transport	Moved to		Homelessness	Completed	
Street cleaning	Completed		Policy Dev	Completed				

Performance of Audit 2013-14 for Quarterly Indicators		
No.	Indicator	Suggested Frequency
1	Performance reports to Resources Board	Quarterly
3	Number of audits where time taken to complete the work is more than 10% longer than planned.	Quarterly
4	Number of audits completed by set deadline	Quarterly
5	Report issued within 4 weeks of completion of fieldwork	Quarterly
9	Questionnaire: Feedback obtained from report recipients is good (average 4 out of 5)	Quarterly
10	% of sickness levels within Audit is below 5%	Quarterly
Performance for 2013-14		
September 2013, November 2013		
3 from 17 due to extra work undertaken		
13 from 17 -76%. 4 delayed due to service officer unavailability due to other service priorities		
14 from 17 - 3 delayed due to settling of final action between auditor and officer.		
Good in those returned.		
0% so exceptional.		

2013-14 Internal Audit report recommendations Not Agreed

Audit	Recommendation	Management Response
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None		
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Agenda Item No 17

Resources Board

18 November 2013

**Report of the
Assistant Director (Housing)**

**Atherstone Town Centre CCTV
Scheme Partnership Annual
Report**

1 Summary

- 1.1 This report outlines progress in respect of the Council's management and operation of the Atherstone Town Centre CCTV scheme and its impact over the last 12 months in relation to the corporate priority to tackle crime and the fear of crime.

Recommendation to the Board

That Members note the continued and positive impact of the Atherstone Town Centre CCTV scheme in tackling local crime.

2 Introduction

- 2.1 Members will be aware that the Atherstone Town Centre CCTV scheme went "live" in September 2002 and that the management and operation of the system is currently carried out within the Housing Division.
- 2.2 A partnership between NWBC, Warwickshire Police and Atherstone Town Council meet quarterly to monitor the progress of the CCTV scheme and make recommendations to their respective Boards concerning the development of the scheme.
- 2.3 The scheme makes a positive contribution to the corporate priority to work with partners to tackle crime and the fear of crime. As previously reported to the Board, an analysis produced from data provided by Warwickshire Police evidenced a 32% reduction in incident levels within the area of monitoring and across a 150 metre "buffer zone" during the first 12 months of operation. The buffer zone was included to seek to establish whether any displacement of crime may have taken place. Given that incident levels fell in both the immediate area of monitoring and within the buffer zone, the figures suggest that there had been no such displacement.

3 Recent Impacts of the Scheme

3.1 The latest statistical report on the impact of CCTV in Atherstone, which has been compiled by the County Council's Research Unit using official data obtained from Warwickshire Police, compares incident levels during the 12 months prior to the Town Centre scheme going live with the figures subsequently recorded. A copy of the report is attached at Appendix A. The main conclusions to be drawn from the report are as follows:

- Further to a 32% reduction in incident levels during the first year of operation (compared with the previous 12 months), incident levels rose during the second year of operation. They remained 15% below the baseline figure, however, and subsequently have remained substantially lower than the original base line figure in each succeeding year with a 30% reduction during the 2012-13 Financial Year compared to pre-CCTV.
- Even though incident levels increased in both the CCTV monitoring area and in the buffer zone during the second year of operation, overall a downward trend in recorded incident levels has been consistently observed ever since.
- With regard to almost every incident type/category, levels of inappropriate behaviour have remained steady or continued to fall during the last 12 months. The one notable exception is non-domestic burglary, which increased by 455% (from 9 to 41 incidents) over the previous year but was mostly due to one prolific offender who was eventually apprehended. Also drugs incidents increased by 266%. However, given the relatively small number of incidents recorded overall, the percentage variation can appear high when the actual number of incidents is numerically low i.e. the increase translates to 6 additional actual incidents more than in the previous year.
- Although, since the introduction of the CCTV scheme, there has been significant incident reductions anti-social behaviour and vehicle crime, there appears to have been a positive impact on all forms of crime reduction.
- Overall, the report suggests a stable trend in a low number of recorded incidents, which is significantly less than before CCTV was introduced.

3.2 Although the report highlights a stable low rate of recorded incidents, it would be inappropriate to claim that the reduction was solely consequent upon the introduction of CCTV. Other crime reduction initiatives, including, for example, the introduction of Police Community Support Officers, will undoubtedly have played an important role in reducing crime. The combined effect of the various initiatives, however, is a very positive influence on the priority to reduce crime and the fear of crime in Atherstone.

- 3.3 It is additionally safe to assume that the successful role of CCTV in detecting local incidents has had a deterrent value on potential anti-social activity. Analysis of the incident “hotspots” before and after the introduction of CCTV clearly indicate that the hotspots have significantly diminished when compared to the 12 months period prior to the scheme going live. The main “hotspots” now appear to be centred near to particular licensed premises within the town.

4 Recent Developments to the Scheme

- 4.1 Earlier this year the Retail radio system was reorganised and re-badged as the TownWatch scheme. It now includes additional retail premises and two of Atherstone’s public houses. The reorganisation has invigorated the scheme with retailers and publicans using the facility on a regular basis to report incidents and share intelligence when known prolific offenders visit the town centre.
- 4.2 In June Atherstone Town Council ceased funding the Airwaves radio licence, which is an extremely important direct means of communication with the police and particularly effective in managing live incidents. Now the CCTV operators can only dial 999 or 101 to report incidents, therefore on-going liaison with the police or direct communication with officers at incidents is no longer possible. Atherstone Town Council have informed the Borough Council that the reason for discontinuing the funding of the Airwaves radio is because their priority are now the funding of the TownWatch radio scheme and they do not wish to fund both radios. Currently, discussions are taking place to resolve this issue.

5 Future Developments

- 5.1 With the CCTV recording system now being digital after the control centre upgrade in 2009 Atherstone Town Council have commenced investigating the replacement of the existing 11 year old analogue cameras with digital ones to further improve recording quality and operational functions of the CCTV cameras.

6 Conclusion

- 6.1 The Atherstone Town Centre CCTV scheme continues to have a very positive impact on the reduction of levels of crime and disorder in the town. The Partners’ Group will continue to monitor progress and investigate the means by which the scheme can be maintained in a sustainable manner, in order to advance the corporate priority of reducing the levels of crime and the fear of crime.

7 Report Implications

7.1 Financial Implications

- 7.1.1 Expenditure for the operation of the Atherstone CCTV scheme for 2012/13 financial year was £150,300 with Atherstone Town Council contributing £34,730 towards its operation and NWBC contributing £115,570. These figures reflect revenue spend only and not the capital costs for the equipment in the Control Room (paid for by the Borough Council) or the town centre cameras (paid for by Atherstone Town Council).
- 7.1.2 There is no new financial implication arising directly from this report. The Partners' Group is aware that any further expansion of the scheme apart from the replacement of the scheme equipment will need to be funded from sources external to the Borough Council.
- 7.1.3 Monies have been set aside for the replacement of the control centre equipment in 2018/19 in order to maintain the effectiveness of the scheme. Atherstone Town Council will be responsible for funding the replacement and expansion of the external camera network.

7.2 Crime and Disorder Implications

- 7.2.1 The Atherstone Town Centre CCTV scheme is a significant initiative in helping to realise the Council's corporate priority to reduce levels of crime and anti-social behaviour and the community's fear of crime.

7.3 Legal and Human Rights Implications

- 7.3.1 The CCTV scheme has to comply with the Police and Criminal Evidence Act 1984, the Criminal Procedures and Investigations Act 1996, the Human Rights Act 1998, the Data Protection Act 1998, the Freedom of Information Act 2000, the Sexual Offences Act 2000, the Regulation of Investigatory Powers Act 2000 and the Private Security Industry Act (PSIA) 2001.

7.4 Sustainability Implications

- 7.4.1 Initiatives that are designed to reduce levels of crime and anti-social behaviour and the real fear of crime have a positive and lasting impact on the quality of life of individuals and the community in general.

7.5 Consultation

7.5.1 Relevant Ward Members and relevant Spokespersons and Opposition Spokespersons have been consulted on the content of this report.

The Contact Officer for this report is Gary Thomas-McGenity (719303).

Background Papers

Local Government Act 1972 Section 100D, as substituted by the Local Government Act, 2000 Section 97

Background Paper No	Author	Nature of Background Paper	Date
1	WCC	Impact of CCTV in Atherstone Report	May 2013

Review of CCTV in Atherstone

North Warwickshire Borough

A Review of Crime and
Disorder Statistics 2012/13

April 2013

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Publication date: April 2013
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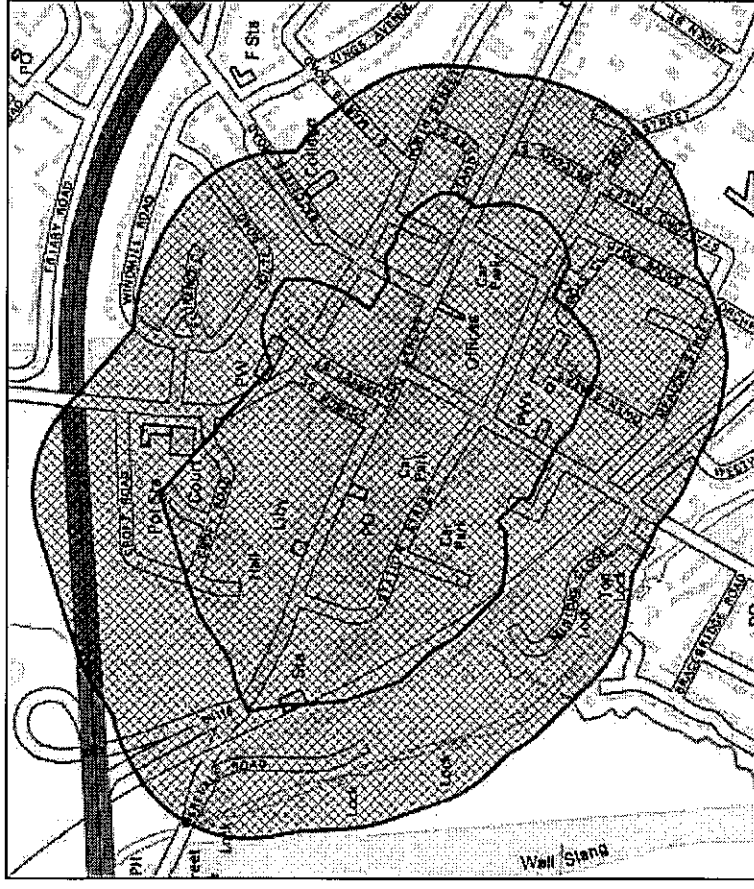
Introduction

This report presents an overview of recorded crime and disorder incidents across the Atherstone CCTV zone during the period 2012/13. The scheme was fully live in August 2002 and the report compares incident levels during the twelve months prior to this date with the period since then. The data used in this analysis has been provided by Warwickshire Police from the STORM Incident Reporting System and Crime Information System.

The report has been commissioned by Gary Thomas-McGenity, Community Support Manager, North Warwickshire Borough Council.

CCTV Zone

The area covered by CCTV in Atherstone is illustrated in the map below. The report considers incident levels within this zone, but also incidents within 150 metres of the CCTV zone to see whether any displacement may have taken place. This 150 metre 'buffer' zone is also illustrated in the map below (in blue).



Findings

In the twelve months prior to the CCTV scheme (August 2001 to July 2002) there were 747 crime and disorder incidents recorded within the CCTV zone and buffer zone combined. During the following twelve months after the scheme went live there were 510 incidents recorded. This represented a decrease of 32%.

The most recent period of April 2012 to March 2013 saw 485 crime and disorder incidents recorded within the CCTV zone and buffer zone combined. It is difficult to directly compare the most recent figures to the figures shown pre-scheme as some incident codes have been re-categorised over the last ten years and the Police data systems have changed. However, there has been an increase in the past twelve months when comparing the information in the last report. The levels have increased from 448 incidents reported in 2011/12 to 485 in 2012/13.

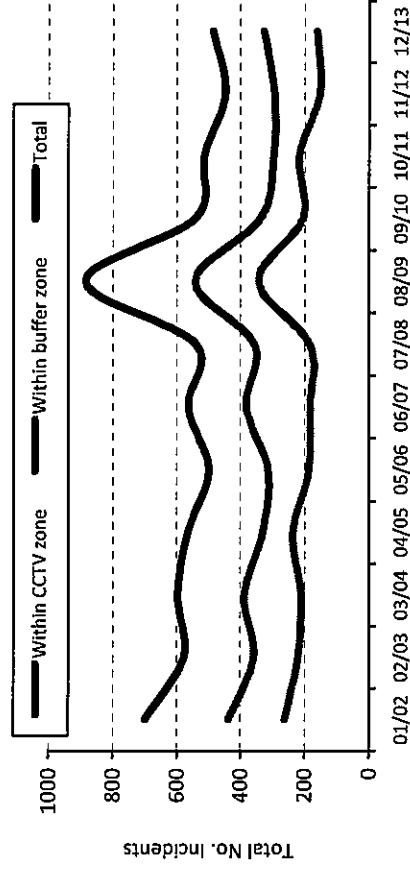
The table uses financial year periods as the basis for comparison and shows a comparison from the period 2001/2 to 2012/13. There has been an 8% increase in the level of crime and disorder incidents reported when comparing April 2012 to March 2013 to the same period of 2011/12.

Crime & disorder incidents, within CCTV and Buffer Zones

Area	01/02	...	09/10	10/11	11/12	12/13
Within CCTV zone	437	...	337	297	295	325
Within buffer zone	262	...	204	216	153	160
Total	699	...	541	513	448	485

Source: Warwickshire Police

Crime & disorder incidents before and after scheme, within CCTV and buffer zones By Financial Years



Source: Warwickshire Police

The incident types of concern where increases have been experienced are non-domestic burglaries and theft offences. Anti-social behaviour has seen the largest reduction within the CCTV and buffer zone (12%).

Types of Incidents Reported

Comparing the incidents reported in 2010/11 to the same period of both 2011/12 and 2012/13, the split of incident types can be seen in the table below.

**Crime & disorder incidents by type,
Within CCTV and Buffer Zone**

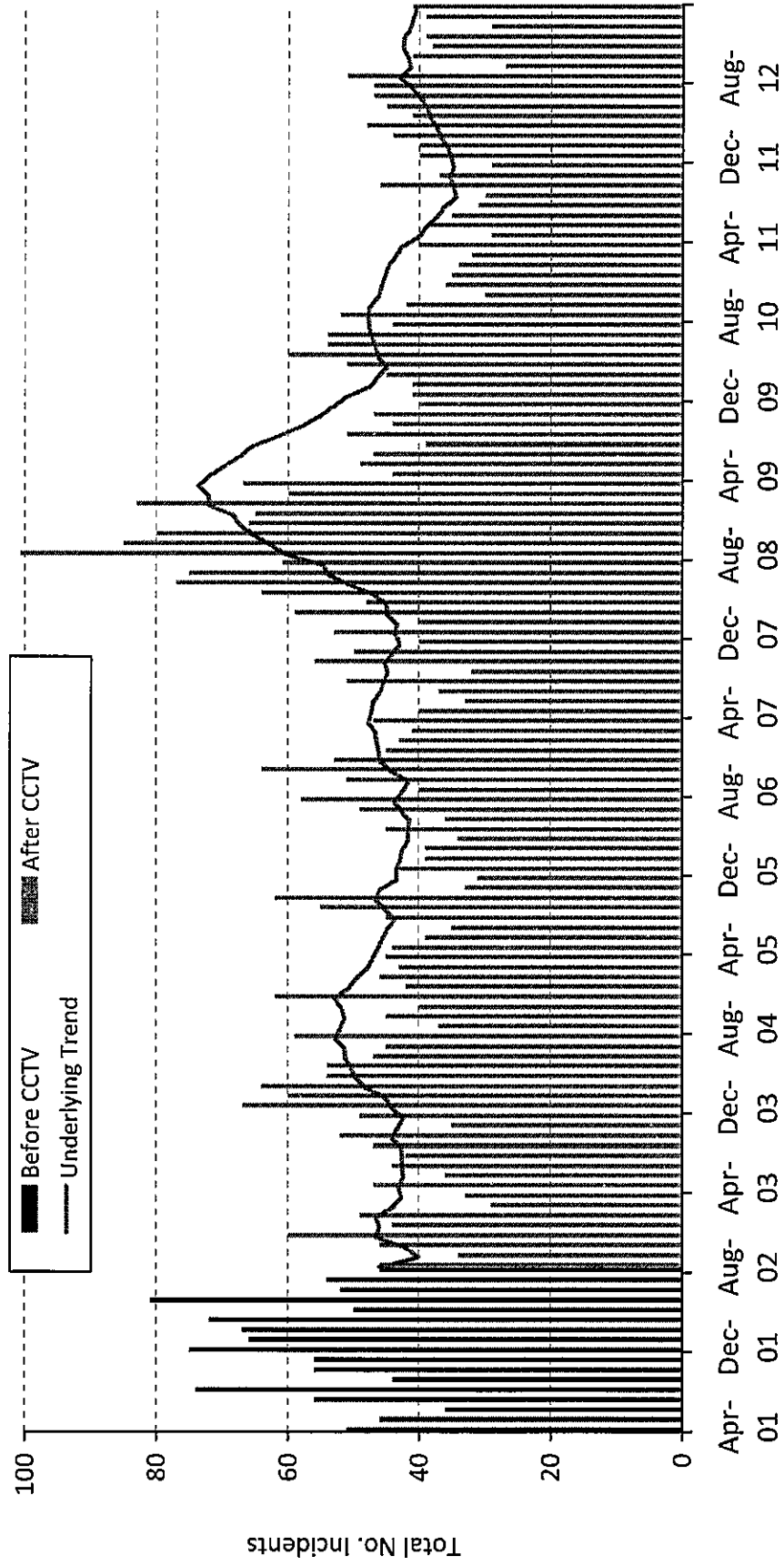
Incident Type	2010/2011	2011/2012	2012/13
Anti-Social Behaviour	218	180	158
Theft - Other	71	95	111
Vehicle Crime	50	24	26
Criminal Damage	44	47	51
Violence Against the Person	55	52	59
Burglary – Non Domestic	23	9	41
Drugs	13	3	8
Crime - Other	11	7	9
Domestic Burglary	15	11	9
Fraud & Forgery	4	16	13
TOTAL	513	448	485

Source: Warwickshire Police, STORM Incident System

Note 1: Small numbers result in high percentage changes.

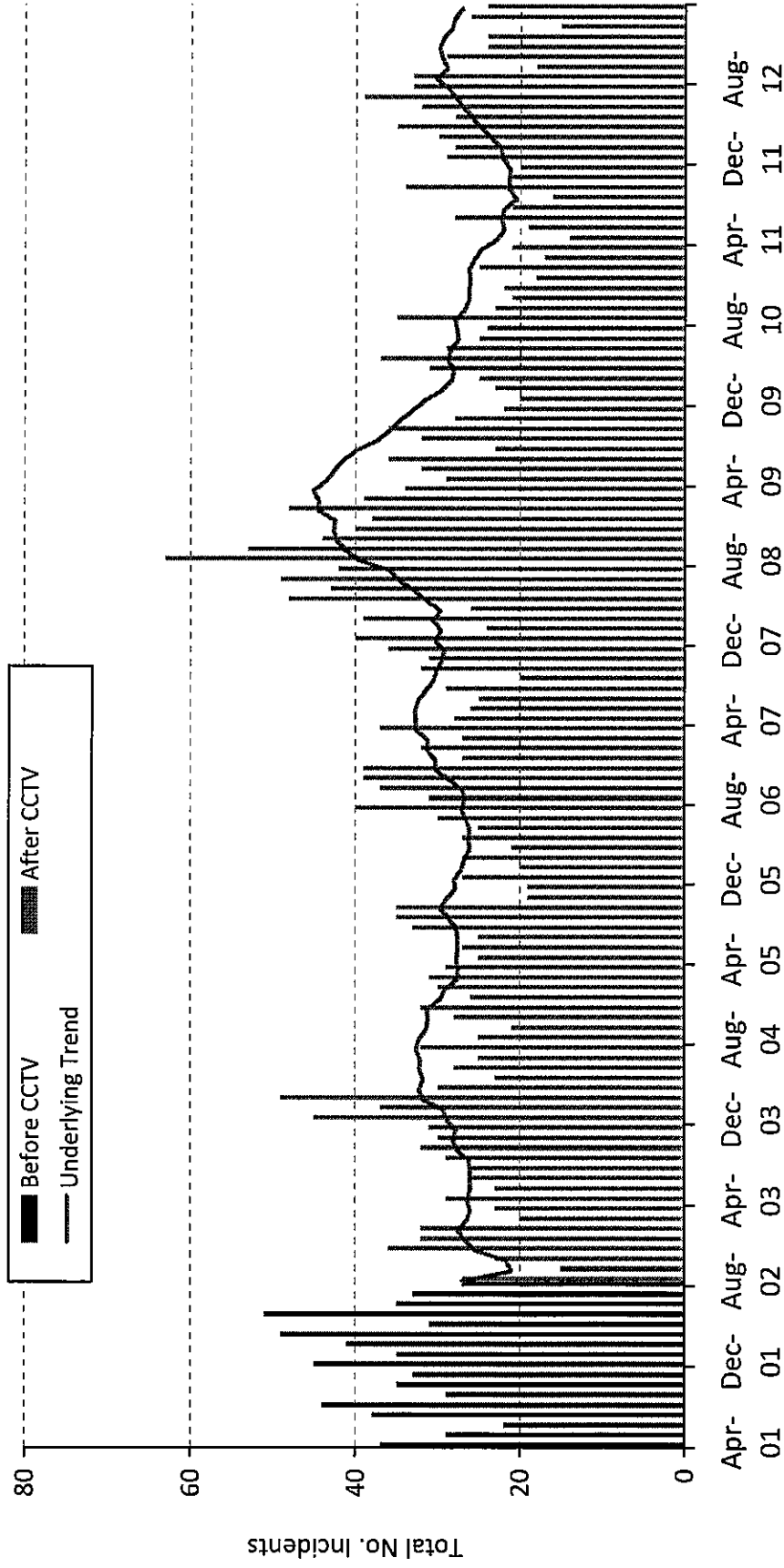
Note 2: Coding for Anti-Social Behaviour incidents changed in April 2011 therefore incidents pre-April are not directly comparable.

**Crime & Disorder incidents April 2001 – March 2013,
within combined CCTV Zone and Buffer Zone**



Source: Warwickshire Police, STORM Incident System, Crime Information System

Crime & Disorder Incidents April 2001 – March 2013,
CCTV Zone only

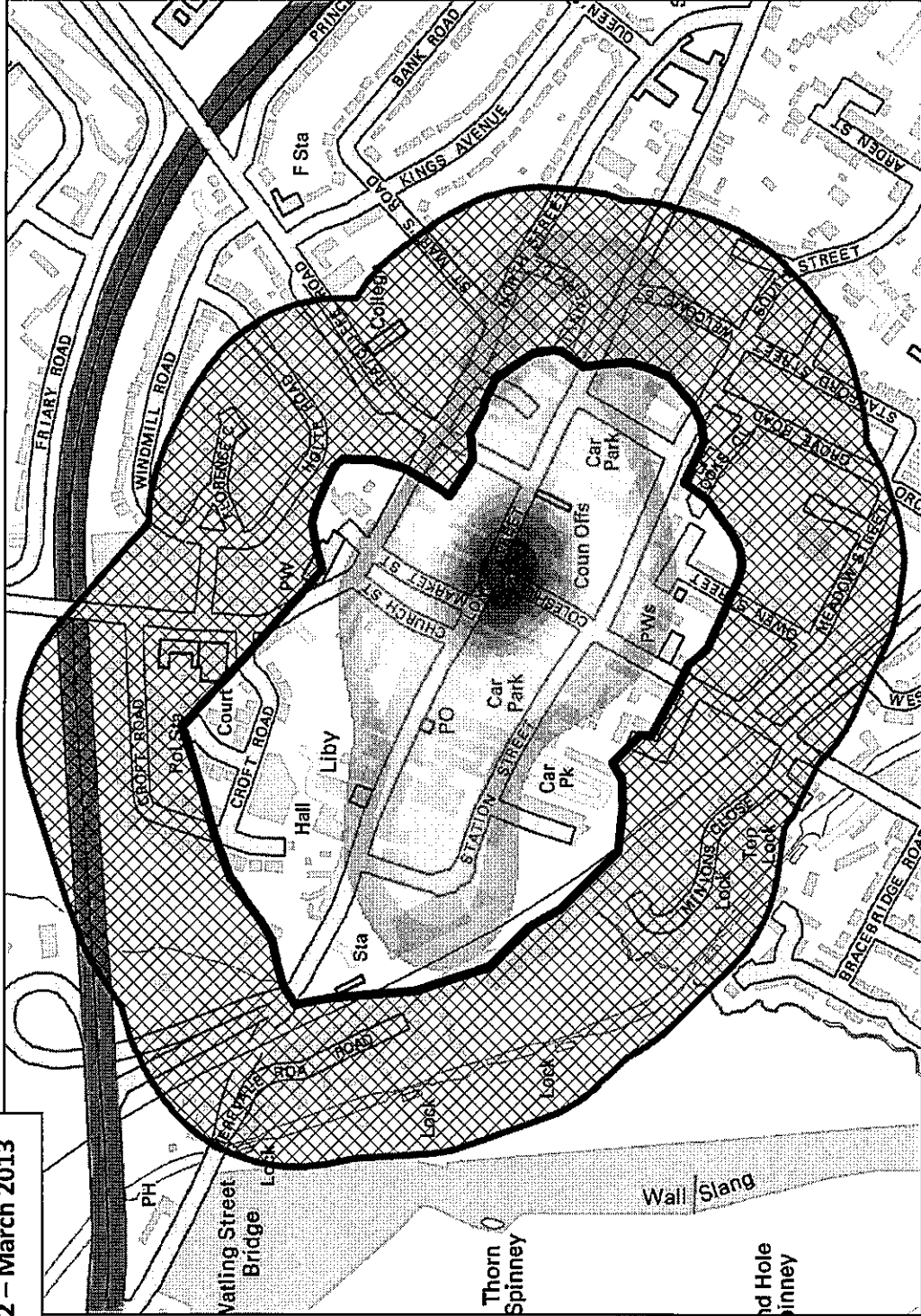


Source: Warwickshire Police, STORM Incident System, Crime Information System

The two maps below illustrate incident ‘hotspots’ before and after the CCTV scheme was implemented. The ‘before’ map illustrates the twelve month period prior to the scheme going live. The ‘after’ map demonstrates the most recent twelve months (April 2012 to March 2013). The maps are directly comparable and illustrate the hotspots for crime and disorder incidents within both the CCTV zone and buffer zone.



MAP 2 – AFTER CCTV
April 2012 – March 2013



Agenda Item No 18

Resources Board

18 November 2013

**Report of the Assistant Director
(Finance and Human Resources)**

Payroll Service

1 Summary

- 1.1 This report informs Members of recent correspondence received from Warwickshire County Council.

Recommendation

That the report be noted.

2 Introduction

- 2.1 Since 1 April 2009, Warwickshire County Council has provided the Council with a payroll service free of charge. The original contract was for a four year period, ending on 31 March 2013. A further year has been provided on the same terms.

3 Notice To Charge

- 3.1 A letter has been received from Warwickshire County Council, which gives notice of their intention to charge the Council for payroll services from 1 April 2014.
- 3.2 The County Council is reviewing existing arrangements for the delivery of some of its services and exploring income opportunities, as part of its work to deliver savings for the County Council. As a result of this review, the County have concluded that a charge of £2.50 per pay slip would be appropriate.

4 Report Implications

4.1 Finance and Value for Money Implications

- 4.1.1 A charge of £14,400 per year has been calculated based on the number of payslips processed in October 2013. There is no existing budget provision for this sum, so it will need to be considered as an unavoidable growth item in setting the 2014/15 budget.

The Contact Officer for this report is Sue Garner (719374).

NORTH WARWICKSHIRE BOROUGH COUNCIL

**MINUTES OF THE
HOUSING SUB-COMMITTEE**

7 October 2013

Present: Councillor Winter in the Chair

Councillors Davis, N Dirveiks, Johnston, Lewis and Moore.

Councillor Smith was also in attendance.

9 Disclosable Pecuniary and Non-Pecuniary Interests

None were declared at the meeting.

10 Minutes of the Housing Sub-Committee held on 8 July 2013

The minutes of the meeting of the Sub-Committee held on 8 July 2013, copies having previously been circulated, were approved as a correct record and signed by the Chairman.

11 Progress Report on Achievement of Corporate Plan Targets – April – June 2013

The Chief Executive and the Deputy Chief Executive informed Members of the progress with the achievement of the Corporate Plan targets relevant to the Housing Sub-Committee for April 2013 to June 2013.

Resolved:

That the progress with the achievement of the Corporate Plan targets relevant to the Housing Sub-Committee for April 2012 to March 2013 be noted.

12 Tenant Scrutiny – Window Cleaning Service

The Assistant Director (Housing) provided information about the Borough Wide Tenants Forum scrutiny of the Housing Division's window cleaning service for tenants.

Resolved:

- a That the Borough Wide Tenants Forum be thanked for their work to scrutinise the window cleaning service and their report; and**
- b That the report be noted.**

**13 Housing Revenue Account Budgetary Control Report 2013/2014
Period Ended 30 August 2013**

The Assistant Director (Finance and Human Resources) provided the total Housing Revenue Account revenue expenditure and income for the period from 1 April to 30 August 2013.

Resolved:

That the report be noted.

14 Exclusion of the Public and Press

Resolved:

That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following item of business, on the grounds that it involves the likely disclosure of exempt information as defined by Schedule 12A to the Act.

15 Energy Company Obligations and Improvement Works to Council Properties

The Assistant Director (Housing) provided information about the provision of energy efficiency measures in the Council's own stock and made a proposal about how the Council could attract energy Company Obligation funding to support its improvement schemes.

Resolved:

That, subject to satisfactory negotiations, the Housing Division attract Energy Company Obligation funding for relevant improvement schemes through a short term partnership arrangement with Carillion Energy Services as part of the Birmingham City Council framework arrangements.

**John Winter
Chairman**

Agenda Item No 20

Resources Board

18 November 2013

**Report of the
Chief Executive**

Exclusion of the Public and Press

Recommendation to the Board

That under Section 100A(4) of the Local Government Act 1972, the public and press be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of exempt information as defined by Schedule 12A to the Act.

Agenda Item No 21

Window Cleaning Services – Report of the Assistant Chief Executive (Community Services)

Paragraph 3 - by reason of the report containing financial implications.

Agenda Item No 22

Land at Atherstone – Report of the Assistant Chief Executive and Solicitor to the Council and Assistant Director (Streetscape)

Paragraphs 3 and 6 – by reason of the need to consider the financial and legal implications.

The Contact Officer for this report is David Harris (719222)