

SCRUTINY COMMITTEE

Meeting to be held on Thursday 10 July 2014 at 3.30 pm

Council Chamber, Williton

AGENDA

1. Apologies for Absence

2. Minutes

Minutes of the Scrutiny Committee held on 14 April 2014, to be approved and signed as a correct record – **SEE ATTACHED.**

3. Declarations of Interest

To receive and record any declarations of interest in respect of any matters included on the Agenda for consideration at this Meeting.

4. Public Participation

The Chairman to advise the Committee of any items on which members of the public have requested to speak and advise those members of the public present of the details of the Council's public participation scheme.

For those members of the public wishing to speak at this meeting there are a few points you might like to note.

A three-minute time limit applies to each speaker and you will be asked to speak before Councillors debate the issue. There will be no further opportunity for comment at a later stage. Your comments should be addressed to the Chairman and any ruling made by the Chair is not open to discussion. If a response is needed it will be given either orally at the meeting or a written reply made within five working days of the meeting.

5. Notes of Key Cabinet Decisions/Action Points

To review the Key Cabinet Decisions/Action Points from the Cabinet Meeting held on 2 July, 2014 – **TO BE CIRCULATED AT MEETING**

6. Cabinet Forward Plan

To review the latest Cabinet Forward Plan for the months of August, September & October published on 19 June 2014 – **SEE ATTACHED.**

7. Corporate Performance Report, April-March 2013-14

To consider Report No. WSC 102/14, to be presented by Councillor T Taylor, Leader - **SEE ATTACHED.**

The purpose of this report is to provide Members with an update on progress in delivering the corporate priorities and performance of council services for the period from 1st April 2013 to 31st March 2014.

8. Revenue and Capital Outturn 2013/14

To consider Report No. WSC 103/14 to be presented by Cllr K Kravis, Lead Member for Resources - **SEE ATTACHED.**

The purpose of this report is to provide Members with the financial outturn position for 2013/14 for both revenue and capital budgets, and end of year reserve balances.

9. Towards a Financially Fit Future

To consider Report No. WSC 104/14 to be presented by Paul Fitzgerald, Assistant Director – Resources - **SEE ATTACHED.**

The purpose of this report is to provide Members with the latest Medium Term Financial Plan (MTFP) position, and to outline the proposed approach to budget setting for 2015/16 and beyond.

10. Review of Scrutiny Working Practices

To consider Report No. WSC 105/14 to be presented by Sam Rawle, Scrutiny & Performance Officer - **SEE ATTACHED.**

The purpose of this report is to provide Members with details of how Scrutiny could change its working procedures for the year ahead.

11. Scrutiny Committee Work Plan

To review and scope items for the Scrutiny Committee Workplan for 2014/2015 – **SEE ATTACHED.**

COUNCILLORS ARE REMINDED TO CHECK THEIR POST TRAYS

The Council's Vision:

To enable people to live, work and prosper in West Somerset

The Council's Corporate Priorities:

- Local Democracy:
Securing local democracy and accountability in West Somerset, based in West Somerset, elected by the people of West Somerset and responsible to the people of West Somerset.
- New Nuclear Development at Hinkley Point
Maximising opportunities for West Somerset communities and businesses to benefit from the development whilst protecting local communities and the environment.

SCRUTINY COMMITTEE**Minutes of the Meeting held on 14 April 2014 at 3.30 pm****Present:**

Councillor K J RossChairman
Councillor R P LillisVice Chairman

Councillor M J Chilcott
Councillor G S Dowding
Councillor P N Grierson
Councillor P H Murphy

Councillor M O A Dewdney
Councillor J Freeman
Councillor B Heywood

Members in Attendance:

Councillor E May
Councillor D J Sanders
Councillor K H Turner

Councillor D D Ross
Councillor T Taylor

Officers in Attendance:

Monitoring Officer (B Lang)
Director – Operations and Deputy CEO/S151 Officer (S Adam)
Assistant Director – Business Development (I Timms)
Assistant Director – Planning and Environment (T Burton)
Assistant Director – Housing and Community Development (S Lewis)
Democratic Services Manager and Corporate Support Lead, TDBC (R Bryant)
Efficiencies and Performance Manager (K Batchelor)
Climate Change and Community Liaison Manager (A Lamplough)
Scrutiny and Performance Officer (S Rawle)
Economic Regeneration and Tourism Manager (C Matthews)
Media and Public Relations Officer (D Rundle)
Administrative Support (A Randell)

Also in Attendance:**Item 8**

Dr Andrew Dayani, Medical Director, Somerset Partnership NHS.
Andy Heron, Chief Operating Officer, Somerset Partnership NHS.
Sara Harding, Head of Operations, Somerset Partnership NHS.
Dr Bruce Keogh, Somerset Partnership NHS.

Dr Rosie Benneyworth, GP and Clinical Operations Group Chair, Somerset Clinical Commissioning Group.

Ann Anderson, Director of Clinical Commissioning Development, Somerset Clinical Commissioning Group.

John Dyer – Head of Operations, South West Ambulance Trust.
Neil Le Chevalier, Deputy Director of Service Delivery.

Item 9

Bernard Maynard-Smith – Minehead Development Trust.
Stephen Hooper – Minehead Vision Manager.

Item 10

Sam Fahey – Williton Children's Centre Manager.

SC122 Apologies for Absence

No apologies for absence were received.

SC123 Minutes

(Minutes of the Meeting of the Scrutiny Committee held on 17 March 2014 – circulated with the Agenda).

RESOLVED that the Minutes of the Scrutiny Committee held on 17 March 2014, be confirmed as a correct record.

SC124 Declarations of Interest

Members present at the meeting declared the following personal interests in their capacity as a Member of a County, Parish or Town Council:

Name	Minute No.	Description of Interest	Personal or Prejudicial or Disclosable Pecuniary	Action Taken
Cllr P N Grierson	All Items	Alcombe	Personal	Spoke and voted
Cllr K J Ross	All Items	Dulverton	Personal	Spoke and voted
Cllr P H Murphy	All Items	Watchet	Personal	Spoke and voted
Cllr K H Turner	All Items	Brompton Ralph	Personal	Spoke

Cllr M J Chilcott declared a personal interest, she was Chairman of the Minehead Visioning Group.

SC125 Public Participation

The following members of the public requested to speak on Agenda Item 8 – Minehead Minor Injuries Unit – Overnight Closure:-

Jean Parbrook.
Siobhan Hutchings.

Jim Kent.
Stephen Fitzgerald.

SC126 Notes of Key Cabinet Decisions/Action Points

(Copy of Notes of Cabinet Decisions/Action Points, circulated with the agenda).

RESOLVED that the Key Cabinet Decisions/Action Points for 2 April 2014, be noted.

SC127 Cabinet Forward Plan

(Copy of the Cabinet Forward Plan published 21 March 2014, circulated with the agenda).

RESOLVED that the Cabinet Forward Plan published 21 March 2014, be noted.

SC128 Scrutiny Committee Work Plan

(Scrutiny Committee Work Plan, circulated with the Agenda).

On the key decisions table it was requested and agreed that Andrew Goodchild's job position be updated to read New Nuclear Programme Manager.

RESOLVED that the review of rhyes and waterways in Minehead be brought to the June or July meeting of the Scrutiny Committee for discussion.

SC129 Minehead Minor Injuries Unit – Overnight Closure

The Chairman welcomed representatives from the Somerset Partnership NHS to the meeting.

He explained that the sudden closure of the Minehead Minor Injuries Unit (MIU) overnight in March had caused considerable concern to local people and, as a result, it had been decided to bring the matter to the Council's Scrutiny Committee for discussion.

Dr Benneyworth informed Members that the Somerset Partnership NHS was responsible for commissioning services for urgent care which included MIU's, General Practitioner (GP) 'Out of Hours' and Accident and Emergency Departments. The focus continued to be on improving the quality of primary care.

She added that a new specification for the Out of Hours service and the non-emergency 111 telephone service had been produced and this was currently 'out to market' with the revised service due to commence in May 2015.

Dr Dayani gave the background to the recent closure of the MIU overnight and why the decision to do so had been taken. The increased demand for services from the MIU generally combined with a reduced capacity meant that the remaining staff at the facility were working 'full tilt'. The inability to recruit

suitable replacement staff meant that providing 24 hour cover was currently unsustainable.

As a result and, due to the fact that the Minehead MIU was dealing on average with less than two patients per hour during evenings and night times compared with 40 patients an hour at other MIU's across the County, the decision had been taken to provide night time cover from Bridgwater.

Following the closure, a public meeting had been held with local residents and their concerns and feelings of isolation had been noted. It was also acknowledged that communication with the community could have been better before the closure took place.

Dr Dayani reported that as a result of the public meeting, the decision had been taken to re-open the MIU in Minehead with effect from 6 May 2014 for the foreseeable future. Additional resources to recruit four new Emergency Nurse Practitioners (ENPs) had also been made available.

Mr Dyer of the South West Ambulance Trust commented that additional resources had been, and would continue to be, provided to combat any shortfall in cover in the area during the night until the MIU had been re-opened.

Following these opening comments, the Chairman invited the four members of the public who had registered to speak, to address the Committee.

Jean Parbrook spoke about the fear local people had about the length of time that it could potentially take for assistance to arrive. She felt it was essential that the MIU stayed open certainly until the GP Out of Hours service was re-negotiated.

Siobhan Hutchings stated that the population in the area could triple in the summer months and to have the nearest Accident and Emergency Unit in Taunton was a worry. Recent complaints and concerns from users of the service that she received through Facebook were read out.

Jim Kent provided Members with a hand-out detailing the rural areas where it took longer than 30 minutes to reach treatment centres and areas where there was not adequate cover.

Stephen Fitzgerald commented on the recruitment problems being the reason for the closure. In his view forward planning and better training of staff were required.

Dr Benneyworth commented that it was vital for the public to access the services that they needed. However, the MIU in Minehead was not the answer in all circumstances. For example, someone suffering a heart attack would be better placed to receive treatment at Musgrove Park Hospital in Taunton rather than at the MIU. She confirmed that there were no plans to reduce emergency cover.

It was acknowledged that in rural areas response times would normally be longer than within the towns. Despite this, national targets had been reached,

with 75% of ambulances on scene within eight minutes. The 111 service provision to Somerset was detailed to Members as an alternative in non-emergency situations.

Mr Heron reiterated to the Committee that the closure of the MIU was not due to funding but a shortage of staff. The funding was now in place if staff could be sourced to run the service.

During the course of discussion the following points were made:-

- It was unfair to expect people, especially the elderly, to ring the right telephone number for assistance – 111 as opposed to 999.
- How was it possible for the MIU to be closed overnight within a two-week period without a full impact assessment being undertaken? This compared markedly with the difficulty a local Council would have in trying to reduce or remove any public services.
- There was a difficulty in recruiting ENPs even via agencies. Therefore, training of suitable staff was undertaken in-house but this took time to achieve.
- There were seven MIUs in Somerset and staff often moved across the service to cover gaps in provision. The overnight closure of the Minehead MIU had appeared at the time to be the 'least worst' option.
- The British Medical Association had known that a shortage of ENPs was likely.
- It seemed an odd decision to close the MIU at a time when many more people were moving to the area causing a growth in demand.
- There also seemed to be a shortage of GPs. Those who wanted to work in West Somerset were often offered contracts rather than partnerships.
- It was not the GPs who had abandoned the 24/7 cover previously provided. This had resulted from the reforms introduced by the previous Government.
- The Government was now piloting the increased opening hours of surgeries to provide wider access to GPs.
- It was understood that Butlins Minehead had eight first responders on site particularly during the busy summer months who could work in the town if needed. It was confirmed that the South West Ambulance Trust already made use of first responders from the Fire Service.
- Members enquired why the actions taken leading to the re-opening of the MIU could not have been taken in March? This would have averted the closure and saved the NHS the bad publicity which ensued.
- One of the reasons for the action taken was the need for £200 million of savings to be made in Somerset over the next five years.
- Members requested the Health and Wellbeing Board to make communities fully aware of the range of emergency and Out of Hours services the NHS provided.

At the conclusion of the discussion, whilst the Committee was pleased that the overnight service at the Minehead MIU was going to be re-opened, it was acknowledged that there was a need for all parties to work together in the future to ensure that a satisfactory level of emergency cover was maintained for residents in the West Somerset Area.

On behalf of the Committee, the Chairman thanked the NHS representatives for their attendance at the Scrutiny Committee's meeting.

The Chairmen left the meeting at this point, whereby the Vice-Chairman took the Chair.

SC130 Minehead Visioning Manager – Progress Report

(Report No. WSC 79/14, Circulated with the Agenda).

The purpose of the report was to provide Members with an update about the work of the Minehead Vision Manager and the progress being made in delivering the Vision Action for the town.

After a brief introduction by the Assistant Director – Business Development, Members were given a presentation on progress by Bernard Maynard-Smith of the Minehead Development Trust and Stephen Hooper, the Minehead Vision Manager.

Members were provided with a hand-out which detailed staffing costs that had been budgeted until June 2014. On consideration of the progress report the following points were raised:-

- The overview of the project, including the Business Plan and Action Plan were all seen as current and relevant to the Vision. Community, commerce and culture were the focus
- Messrs Hooper and Maynard-Smith were congratulated for their work.
- The budget and delivery for Horticultural Heritage was questioned. All works had been carried out on schedule with confirmation with residents this week that works had been undertaken. A volunteer cohort was being built for this project, with support being required as opposed to finance.
- Members believed the Heritage Hub was a crucial part of the future project.
- The expenditure figures were in accordance with what had been agreed at Full Council. An extension to the length of the project had been suggested by the Minehead Development Trust as a result of a saving within the budget.

RESOLVED that the progress with the Minehead Visioning Project be noted and the approach being taken by the Visioning Group be endorsed.

SC131 Family Focus in West Somerset and Taunton Deane – Progress Report.

(Report No. WSC 77/14, circulated with the Agenda).

The purpose of the report was to provide Members with an update on the progress on the delivery of the Family Focus Project.

During the course of the discussion the following points were raised:-

- Two full-time Family Support Workers had been recruited to support families and teenagers.

- Reported that success had been achieved in school attendance where in one case it had risen from 60% to 99% in eight months.
- Due to the age remit of teenagers it was believed there was no charity involvement available to them.
- Lengthening the project end date to support the families further was also being considered.
- Members commended the project and the work of the case workers.

RESOLVED that the report be noted.

SC132 Joint Management and Shared Services ICT Spend and Progress to date

(Report No. WSC 78/14, circulated with the Agenda).

The report had been prepared in response to a request for information regarding the spend relating to the Joint Management and Shared Services ICT between November 2013 and March 2014.

During the course of the discussion the following points were raised:-

- The CRM system and integration into back office systems was discussed.
- It was believed that efficiencies and better customer services would be achieved through this.
- Members questioned if the £750,000 grant from Central Government on the Joint Management Services project would enable the IT project to be accelerated. IT was deemed to be vital towards enabling shared working and was therefore considered to be a top priority.
- It was felt that further time would need to be spent as to the most appropriate solutions to provide the best possible IT within the budget available.
- Members felt that the most flexible solution should be pursued to give the greatest scope.
- Man hour costings had been built into the project but this was external only.
- JPAG received financial updates relating to this project. It was requested and agreed that these updates be also circulated to the Scrutiny Committee for the information of Members.

RESOLVED that this item be noted.

SC133 Section 106 / Planning Obligations Review – Update on Recommendations

(Report No. WSC 50/14, circulated with the Agenda).

The purpose of the report was to provide Members with information on the progress made in responding to the recommendations arising from the Scrutiny Review of the Section 106 and Planning Obligations process.

During the course of the discussion the following points were raised:-

- A number of questions had been submitted prior to the meeting – details of which were submitted. The Assistant Director – Planning and Environment provided responses to these questions.
- Section 106 Agreement processes for West Somerset were discussed and were considered well set out.
- Councillors questioned the clarity on previous Section 106 Agreements in relation to certain applications in terms of the degree of dialogue which had taken place with local Members and parish councils.
- Members considered Section 106 Agreement funding to be vital in being one of the few options and ways of delivering to communities.
- Comparisons to TDBC were seen as different in terms of scale and requirements.
- Robustness in the collection of Section 106 Agreement money was seen to be an issue with some applications with significant money still outstanding after a relatively a long period of time. The application of pressure on some developers was therefore an issue.

RESOLVED that the progress made with the implementation of the recommendations following the review into Section 106 / Planning Obligations.

SC134 Meeting Timetable 2014/15

(Report No. WSC 75/14, circulated with the Agenda).

The report provided the Scrutiny Committee with the opportunity to consider the meeting timetable for 2014/15. Members had been recommended to take a view on the meeting start time and whether such meetings should occur on the second or third Monday of each month.

Following discussion, it was proposed that meetings were changed to Thursdays at 4.30 p.m. in week 2 of the month.

This was to be taken away and considered by the Monitoring Officer with any changes confirmed with Councillors.

Note: With the agreement of the Chairman this item had been put back on the Agenda for consideration.

The meeting closed at 7.15 pm.

9
Weekly version of Forward Plan published on 19 June 2014

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/8/01 25/07/2013	6 August 2014 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: Corporate Performance & Budget Monitoring Report 2013-14 – Quarter 4 Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Assistant Chief Executive 01984 635200
FP/14/8/02 25/07/2013	6 August 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve community listing		No exempt / confidential information anticipated	Bruce Lang, Assistant Chief Executive 01984 635200
FP/14/8/03 6/02/2014	6 August 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, New Nuclear Programme Manager 01984 635245
FP/14/8/04 5/06/2014	6 August 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Proposed Shared Legal Services Partnership Decision: to consider a proposal to establish a shared legal services partnership between Taunton Deane Borough Council, West Somerset Council and Mendip District Council		Exempt information relating to staffing matters	Bruce Lang, Assistant Chief Executive 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/9/01 24/09/2013	3 September 2014 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: Corporate Performance & Budget Monitoring Report 2014-15 – Quarter 1 Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Assistant Chief Executive 01984 635200
FP/14/9/02 24/09/2013	3 September 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve community listing		No exempt / confidential information anticipated	Bruce Lang, Assistant Chief Executive 01984 635200
FP/14/9/03 6/02/2014	3 September 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, New Nuclear Programme Manager 01984 635245
FP/14/9/04 29/04/2014	3 September 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Hinkley Point C Community Impact Mitigation Fund Decision: to agree the release of funding for the Community Impact Mitigation Fund		No exempt / confidential information anticipated	James Holbrook, Major Projects Manager (Hinkley Point) 01984 635218
FP/14/9/05 23/05/2013	3 September 2014 By Councillor K V Kravis	Title: Medium Term Financial Plan Update		No exempt / confidential information anticipated	Shirlene Adam, Section 151 Officer 01984 635259

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
	– Lead Member Resources & Central Support	Decision: to present the updated Medium Term Financial Plan.			
FP/14/10/01 24/09/2013	1 October 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Allocation of Section 106 funds held – Quarter 2 Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Assistant Director Business Development 01984 635271
FP/14/10/02 24/09/2013	1 October 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve community listing		No exempt / confidential information anticipated	Bruce Lang, Assistant Chief Executive 01984 635200
FP/14/10/03 6/02/2014	1 October 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, New Nuclear Programme Manager 01984 635245

Note (1) – Items in bold type are regular cyclical items.

Note (2) – All Consultation Implications are referred to in individual reports.

The Cabinet comprises the following: Councillors T Taylor, K V Kravis, K M Mills, C Morgan S J Pugsley, A H Trollope-Bellew, K H Turner and D J Westcott.

The Scrutiny Committee comprises: Councillors P H Murphy, R Lillis, M J Chilcott, M O A Dewdney, G S Dowding, J Freeman, P N Grierson, B Heywood and K J Ross.

REPORT NUMBER WSC 102/14
 PRESENTED BY COUNCILLOR T TAYLOR, LEADER OF THE COUNCIL
 COUNCILLOR K V KRAVIS, LEAD MEMBER FOR RESOURCES
 & CENTRAL SUPPORT
 DATE 10 JULY 2014

CORPORATE PERFORMANCE REPORT – QUARTER 4: APR 13 – MARCH 14

In order for this performance information to be debated in the most efficient manner at Scrutiny, we would encourage Members who have queries with any aspect of the report to contact the Scrutiny Officer before the meeting so that information can be collated in advance or relevant officers can be invited to the meeting.

1. PURPOSE OF REPORT

- 1.1. The purpose of this report is to provide Members with an update on progress in delivering the corporate priorities and performance of council services covering the period from 1st April 2013 to 31st March 2014.

2. RECOMMENDATIONS

- 2.1. That Scrutiny notes the progress in delivering the corporate priorities for 2013/14 and recommends any mitigating actions where there are concerns over their delivery.
- 2.2. That Scrutiny notes the performance against Group and Service Indicators, and recommends any mitigating actions where there is concern that performance is not on track.

3. RISK ASSESSMENT

Description	Likelihood	Impact	Overall
The key risk is that the Council fails to manage its performance and use the subsequent information to inform decisions and produce improved services for customers	Likely (4)	Major (4)	High (16)
<i>The mitigation for this will be the continued strong leadership from Lead Members and JMT to ensure that performance management remains a priority</i>	Unlikely (2)	Major (4)	Medium (8)

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before and after the mitigation measures have been actioned.

4. BACKGROUND INFORMATION

4.1. Monitoring our performance is a key element in the Council's Performance Management Framework. The quarterly report attached at **Appendix A** pulls together all relevant matters relating to the Council's performance, progress against quarterly performance indicators, and the delivery of corporate priorities with the associated objectives and key tasks.

4.2. The quarterly performance report has been divided into 4 sections in order to reflect the 4 Service Plans –

- Corporate Management
- Corporate Services
- Environment & Community
- Housing & Economic

Each Group section has been further sub-divided into two parts:

- Progress reporting against corporate plan objectives and associated key tasks;
- Performance against a set of performance indicators

4.3. As Members may be aware, 2013/14 will be the fourth year following the introduction of its current process of utilising service plans as part of its operational principles. Officers and Members have endeavoured to learn from previous experience to try and make such service plans fit for purpose and particularly having regard to the Authority's capacity.

4.4. Performance Summary and Response to Missed Targets/Milestones

At the start of each group section, summary pages provide an overview of the performance for the quarter. This includes key actions and performance indicators where targets/milestones have been missed and the response to this from the relevant manager. A brief summary from key services are also included to provide an insight into the challenges and successes of services, some of which are not covered by key actions or performance measures.

4.5. Finance & Budget Information

Budget outturn information for 2013/14 is covered in the report being presented to Scrutiny Committee as Agenda item 9.

FINANCIAL/RESOURCE IMPLICATIONS

5.1. As set out in the report.

6. SECTION 151 OFFICER COMMENTS

6.1. No comment received.

7. EQUALITY & DIVERSITY IMPLICATIONS

7.1. None directly in this report.

8. CRIME AND DISORDER IMPLICATIONS

8.1. None directly in this report.

9. CONSULTATION IMPLICATIONS

9.1. None directly in this report.

10. ASSET MANAGEMENT IMPLICATIONS

10.1. None directly in this report.

11. ENVIRONMENTAL IMPACT IMPLICATIONS

11.1. None directly in this report.

12. LEGAL IMPLICATIONS

12.1. None directly in this report.

REPORT TO THE SCRUTINY COMMITTEE TO BE HELD ON 10 JULY 2014

CONTACT OFFICER: KIM BATCHELOR, EFFICIENCIES & PERFORMANCE MANAGER
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Quarterly Performance Monitoring

Jan - Mar 2013/14

Corporate Management

Service Plan Performance Report

Jan - Mar 2013/14 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**



	Total	Green	Amber	Red	Blank
Corporate Management					
Key Action Summary	11	11 (100%)	0	0	0
All key actions within the Corporate Management service plan have been completed.					
Key Service Performance Indicator	5	0	0	1 (20%)	4 (80%)
Performance indicators – Red (below target)					
KPI 160 - _Number of days sickness per FTE (whole organisation)	Average for the whole organisation for the year at 7.22 days is above the target of 5.75 days. This has been impacted by a few long-term sickness cases rather than an overall increase.				

Group Performance Summary for Quarter 4

During Quarter 4, Jan-March 31st 2014, the majority of the new Joint Management Team were in place with effect from 1st January, 2014 with the final post of Property & Development AD (being an external recruitment) was in post nn Month, completing the appointment of the Joint Management Team. During Jan-March Assistant Directors started work on the drafting of their tier 4/5 structures and the recruitment and appointments process will progress from April 2014.

CORPORATE MANAGEMENT

Priority: Local Democracy

Objective 1:

Local democracy and accountability remains within West Somerset by establishing a resilient operating model that is financially sustainable and delivers effective, efficient services

KEY TASK 1.1 Research and evaluate alternative options for the future structure of the council where local democracy and accountabilities remain within the district		Milestone	Action Status
Key Action 1.1.1. Research/evaluate other possible models/options to 1.2 to meet objective	<p><u>Qtr 1 Update</u> Work on a plan B is progressing and a paper will be presented to members at the end of September. Different service delivery models will be reviewed as part of the WSC/TDBC Joint Management and shared services project. When shared services are reviewed (phase 3 of the proposal) different service delivery options will be considered.</p> <p><u>Qtr 2 Update</u> An independent 'Assurance Review' has established that the business case for shared management and services with TDBC is financially sound. If the business case is approved by Councils on 12th November 2013 then the reality will be that Plan B will convert to Plan A+ whereby the '+' equals additional reductions in net expenditure required to close the budget gap. Savings identified for 2014/15 will be presented to Cabinet/Council for consideration in Nov</p>	End Sept 2013	Green (Completed)
Key Action 1.1.2. Present any identified options to full Council for consideration	<p><u>Qtr 1 Update</u> The partnership business case will not include specific proposals but provides assurance that all delivery options will be considered when service reviews are undertaken as part of Phase 3</p> <p><u>Qtr 2 Update</u> These options will now focus on what savings initiatives are required to close the long term budget gap. This will include a review of methods of service delivery as well as a review of the affordability of services themselves. The urgency for a report to members on this subject has reduced following the identification of savings that can be delivered in 2014/15 to provide a balanced budget.</p>	Oct 2013	Green (Completed)

April 13-Mar 14

KEY TASK 1.2 Working with Taunton Deane Borough Council to draft a business case for the commissioning or sharing of services, management and staff		Milestone	Action Status
Key Action 1.2.1 Preparation of detailed business case for joint management arrangements	<p><u>Qtr 1 Update</u> A bid application has been prepared and submitted to CLG on 11th July for transformation funding. Joint Chief Executive proposals submitted to WSC & TDBC Councils in July. Business case being prepared and due to be available for an external assurance review –first week of Sept then to Scrutiny and Full Council at both WSC & TDBC</p> <p><u>Qtr 2 Update</u> Joint Chief Executive report presented and approved at WSC (& TDBC's) Full Council of 22nd July 2013. Joint CEO comes into effect on 24th Oct 2013. Report detailing the Joint Management proposals prepared for presentation to WSC (& TDBC's) Scrutiny on 24th Oct and Full Council on 12th Nov.</p>	End Sept 2013	Green (Completed)
Key Action 1.2.2 Preparation of Strategic business case for high level joint service arrangements	<p><u>Qtr 1 Update</u> The Business case being drafted will include details about the proposals for shared services. A joint WSC/TDCB service workshop was held in May 2013. Joint meetings have been held for the key services and some initial quick wins identified as a result. Service profiles have been drafted for all WSC & TDBC services, including information about the staffing structure, what the service delivers, Performance information, budget, contracts & ICT systems</p> <p><u>Qtr 2 Update</u> Business case has been completed and Local Partnerships have completed an assurance review during the first week of Sept.</p>	End Sept 2013	Green (Completed)
Key Action 1.2.3 Business cases from 1.2.1 and 1.2.2 presented to full council for approval	<p><u>Qtr 1 Update</u> The business case is still on schedule to be presented to full council in October 2013.</p> <p><u>Qtr 2 Update</u> The business case and supporting reports (creating shared workforce and governance proposals) to be presented to WSC (& TDBC) Scrutiny on 24th Oct and to Full Council on 12th Nov</p>	Oct 2013	Green (completed)

April 13-Mar 14

KEY TASK 1.3 Implement any actions agreed as a result of any decisions taken in regard to collaboration or commissioning for the provision of services		Milestone	Action Status
<p>Key Action 1.3.1 If 1.2.1 business case approved (joint management),, undertake necessary actions to implement with effect from 1/4/14</p>	<p><u>Qtr 1 Update</u> The business case (including joint management) is still on schedule to meet the March 2014 milestone and current indications are that joint senior management will be in place by March 2014. The timelines are also dependent on the outcome of the transformation funding bid submission.</p> <p><u>Qtr 2 Update</u> Joint Chief Executive will be in post 24th October 2013 . Pending approval of the business case and associated reports, the majority of the new joint senior management structure is scheduled to be in place by January 2013.</p>	Oct 2013 to March 2014	Green (completed)
<p>Key Action 1.3.2 If 1.2.2 business case approved commence work on detailed business case for joint services</p>	<p><u>Qtr 1 Update</u> The business case (including shared services) is still on schedule to meet the March 2014 milestone and current indications are that some quick wins could be implemented sooner than March 2014. The timelines are also dependent on the outcome of the transformation funding bid submission.</p> <p><u>Qtr 2 Update</u> Pending approval of the business case and associated reports, joining staffing structures as scheduled to commence January 2014 and completed by Feb 2015. Service Transformation also scheduled between Jan 2014-Mar 2016. Work has commenced for Legal Services and Building Control identified as fast track services for sharing services.</p> <p><u>Qtr 4 Update</u> The approved business case included details for both Joint Management and Shared services An implementation programme plan has been drafted and project plans for specific workstreams Eg.HR, ICT, Communications and progress is monitored by the Joint Project Board and the Joint Partnership Advisory Group (JPAG) as part of the governance monitoring framework in place.</p>	Oct 2013 to March 2014	Green (completed)
<p>Key Action 1.3.3 Undertake any other actions, as agreed, in respect of 1.3.2</p>	<p><u>Qtr 1 Update</u> Awaiting completion of 1.3.2</p> <p><u>Qtr 2 Update</u> The business case identifies HR, Governance, Communications and ICT actions to provide the corporate basis for joining management and sharing services. Pending approval of the business case, an implementation plan will be drafted detailing the required actions and associated timescales.</p> <p><u>Qtr 4 Update</u> Implementation plan in place to deliver Phases I & II of the business case and work underway Joint Management in place by 1st Jan 2014. Tiers 4 & 5 restructure underway. Still on track for phase I completion by 1st July '14, Phase II by 1st Aug '14 and the remaining structure in place by Feb '15.</p>	Oct 2013 to March 2014	Green (completed)

KEY TASK 1.4 Ensure that savings and income increases identified for the Medium Term Financial Plan for 2013/14 are achieved		Milestone	Action Status
Corporate Management :			
Key Action 1.4.10 Regularly monitor progress and report to members throughout the year £305,441 Total savings	<p><u>Qtr 1 Update</u> £160k savings confirmed as of end of Qtr 1. Also additional income identified from grounds maintenance/assets of £7.5k. Corporate PAG receive savings updates throughout the year</p> <p><u>Qtr 2 Update</u> £195k savings confirmed as end of Qtr 2. Savings made since qtr1 realised are primarily attributed to the increased income from planning application fees. There is, at Qtr. 2 a predicted overall underspend for the 2013/14 financial year of £135,493</p> <p><u>Qtr 3 Update</u> Awaiting budget monitoring for end of year to be completed to confirm details below. There are some savings that not been realised but with the increase in planning fee income and some additional income from grounds maintenance the overall savings target is likely to be achieved.</p> <ul style="list-style-type: none"> • Rental of office spaces to F&R not realised £4k savings not realised • Closure of 5 toilets – work all underway but savings of £34.5k not realised and £3k savings achieved during 2013/14 • BC fees income was £34,814 down on budget prediction (which incorporated expected increase from 5% fee increase) Benefits external processing costs were over the budget prediction (that incorporated an expected reduction of £6k from 2012/13) by £31,643 • Pl.App fees £1108,030 over budgeted prediction (which included £16.5k increase) therefore £124,530 income increase/savings achieved) • Additional income during the year: <ul style="list-style-type: none"> ○ Grds maintenance contracts (Williton PC/Watchet TC) totalling £3.9k income ○ Additional rental (lime kiln stores) £300/year (3 year leases) 	July 2013 Oct 2013 Jan 2014	Green (completed)

**Objective 2:
Maximise the funding opportunities from Central Government**

KEY TASK 2.3 Understand the impact that business rate retention has on the Medium Term Financial Plan, monitor regularly and report this impact to members		Milestone	Action Status
Key Action 2.3.1 Establish a process to monitor the current gross yield and subsequent net yield of business rates and the impact on the amounts retained and paid to major precepting authorities	<u>Qtr 1 Update</u> Report detailing the monitoring process was presented to Scrutiny and Cabinet and subsequently approved. Regular monitoring will be undertaken as part of the finance report component of the quarterly performance report.	June 2013	Green (completed)
Key Action 2.3.2 Produce quarterly monitoring reports for consideration by members	<u>Qtr 1 Update</u> Regular monitoring will be undertaken as part of the finance report component of the quarterly performance report. <u>Qtr 2 Update</u> To provide improved clarity the financial element of the Performance Report has been extracted into a separate report. The Qtr. 2 report will be presented to Scrutiny in November 13 and Cabinet in December 13. <u>Qtr 3 & 4 Update</u> The quarterly performance report and finance report are presented to Scrutiny and Cabinet on the same agenda.	July 2013 Oct 2013 Jan 2014	Green (completed)

KEY TO ACTIONS:

Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green

Key Service Indicators											
Group: Corporate Management											
Code	Description	2012/13		2013/14						Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target		
Service Indicators											
Corporate Management											
KPI 158	Overall Staff satisfaction	94%	90%	Annual Indicator			not due		90%		Staff Survey planned for 2014/15 following restructure changes
KPI 160	Number of days sickness per FTE (whole organisation)	5.54	5.75	1.31 days	2 days	1.83 days	2.08 days	7.22 days	5.75 days	RED (Off Target)	The annual target for this indicator is 5.75 days. The measure is per employee. Average for the year is above target
KCI 145	% of customers satisfied with the Council	73%	82%	Annual Indicator			not due		82%		The Corporate Annual Satisfaction Survey is carried out between April-July each year.
KCI 146	% of customers that think that the Council is delivering value for money	76%	75%	Annual Indicator			not due		75%		The results reported here are from the survey carried out in April-July 2013. The results for 2014 will be reported in Qtr 1 of the 2014/15 performance report.

KCI 147	% of people who would consider they are treated with respect and consideration	91.40%	90%	Annual Indicator	not due		90%	
	Number of complaints received by the Ombudsman	3	7	Annual Indicator	not due		7	

Corporate Services

Service Plan Performance Report

Jan - Mar 2013/14 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**



	Total	Green	Amber	Red	Blank
Corporate Services					
Key Action Summary	8	8 (100%)		0	0
All key actions within the Corporate Services service plan have been completed.					
Key Service Performance Indicator	4	2	0	0	2
KPI 17 - % Turnout for local elections	There were no district council elections during 2013/14 For information, the euro election/May 2014 turnout was 39.15%				
KPI 133 - Number of invoices received	No target set-provides context for KPI 132(invoices paid within 30 days)				

Group Performance Summary for Quarter 4

Finance

Creditors paid within 30 days – the target for the percentage of creditors paid within 30 days is currently set at 90% and during this quarter, 92.88% of the 800invoices received were paid within the target timescale.

Land Charges

The turnaround time for land charges searches during quarter 4 was 98% within 5 days against a target of 90%.

The number of searches for the same quarter(4) has increased from 140 to 214 with a corresponding income increase to £20,430 for Qtr 4 2013/14
 Overall during 2013/14 there was an increase from 644 searches in 2012/13 to **822 seaches** in 2013/14 and increase of 28%. This was also reflected in an increased income, from £61,240 in 2012/13, to **£88,132 income** for 2013/14 an increase of £26,891.

Increased turnaround was also achieved, from 96% within 5 working days in 2012/13 to **98% turnaround within 5 working days** in 2013/14

One of the reasons why it is considered that the service is performing so well this year is that searches can now be dealt with entirely electronically which is proving popular with customers and reduces printing and posting costs

April '13-Mar '14

Scrutiny

At the January meeting the Committee received the final report of the Asset Management review

In March the Committee received a report with an update on the progress of delivering the Minehead Events Programme during 2013 and forward to 2014.

Human Resources

In addition to routine work, the team had extra activities in preparation for the tier 4/5 recruitment process

Complaints

In this quarter 25 complaints were received – compared to 27 for the same quarter last year – with 84% being responded to within 20 days Overall during 2013/14, 90% of complaints were responded to within 20 day, above the target figure of 85%

Freedom of Information

In this quarter there were 161 requests under Freedom of Information compared to 112 for the same quarter last year with 91.3% being responded to within 20 days. Overall during 2013/14, 95% of FOIs were responded to within 20 days

Elections

To ensure that the elections service disruption was kept to a minimum during IER & the Euro elections, the bringing together of the WSC & TDBC election teams has been fast-tracked and a shared TDBC/WSC elections team was in place by March 2014. During Qtr 4, the team continued to prepare for the implementation of the new Individual Electoral Registration in June 2014 and preparation work was underway for the European elections on 22nd May 2014.

Standards

This quarter had been quiet in terms of no formal complaints being received although informal queries /discussions continue to be dealt with by the Monitoring Officer

CORPORATE SERVICES

Priority: Local Democracy

Objective 1:

Local democracy and accountability remains within West Somerset by establishing a resilient operating model that is financially sustainable and delivers effective, efficient services

KEY TASK 1.4 Ensure that savings and income increases identified for the Medium Term Financial Plan for 2013/14 are achieved		Milestone	Action Status
Corporate Services savings - Achieve savings of £115,421 as a proportion of the overall savings from the WSC budget			
Key Action 1.4.30 Health & Safety - cease annual subscription to technical indexes (£6000) Ensure that savings have been removed from the budget book	<u>Qtr 1 Update</u> £6000 has been removed from Budget book – cost centre 4305-50163	April 2013	Green (Completed)
Key Action 1.4.31 Staff costs -PR/Media post deleted (£41,125) Ensure that savings have been removed from the budget book	<u>Qtr 1 Update</u> £41,125 has been removed from Budget Book – cost centre 4312-50182	April 2013	Green (Completed)
Key Action 1.4.32 Reduction in the number of audits (£10,000) Ensure that budget has been reduced and monitor budget throughout the year	<u>Qtr 1 Update</u> £10,000 has been removed from Budget Book - cost centre 4305-50153 Internal Audit plan reflects the reduction	April 2013	Green (Completed)

<p>Key Action 1.4.33 Reduction in LGA subscriptions (£598) Ensure that budget has been reduced</p>	<p><u>Qtr 1 Update</u> £598 has been removed from Budget Book – cost centre 4305-50162</p>	<p>April 2013</p>	<p>Green (Completed)</p>
<p>Key Action 1.4.34 Reduction in cost of private health care scheme (£1500) Ensure that budget has been reduced</p>	<p><u>Qtr 1 Update</u> £1500 has been removed from Budget Book – cost centre 4306-50190</p>	<p>April 2013</p>	<p>Green (Completed)</p>
<p>Key Action 1.4.35 Reduction in staff training (£5000) Ensure that budget is reduced and monitor budget throughout the year</p>	<p><u>Qtr 1 Update</u> £5000 has been removed from Budget Book – cost centre 4306-50109 Budget will need to be monitored throughout the year <u>Qtr 2 Update</u> Training budget - cost centre 4306-50109 is within budget as of end Sept (Qtr 2) Qtr 3 Update Training budget - cost centre 4306-50109 is within budget as of end Sept (Qtr 3)</p>	<p>April 2013</p>	<p>Green (Completed)</p>
<p>Key Action 1.4.36 Staff costs -Group Manager post replaced part-time (£11,198) Ensure that budget is reduced and monitor budget throughout the year</p>	<p><u>Qtr 1 Update</u> £11,198 has been removed from Budget Book – cost centre 4359 50182 <u>Qtr 2 Update</u> Finance salaries budget - cost centre 4359-50182 is within budget as of end Sept (Qtr 2) Qtr 3 Update Finance salaries budget - cost centre 4359-50182 is within budget as of end Sept (Qtr 3)</p>	<p>April 2013</p>	<p>Green (Completed)</p>

April '13-Mar '14

<p>Key Action 1.4.37 Reduction in cost of financial management system (£40,000) Ensure that budget is reduced and monitor budget throughout the year</p>	<p><u>Qtr 1 Update</u> £40,000 has been removed from Budget Book Work is still underway on the financial management system – in-house hosting and training but the predicted savings are still expected.</p> <p><u>Qtr 2 Update</u> Bringing the hosting of the finance system back in house is currently underway. ICT Preparation work – Server has been bought and installed. Cut of information has been taken and testing has been carried out on the local server Associated training for the finance team and data rationalisation was undertaken by Consilium TotalMobile (system provider) in March 2013. It is envisaged that some more assistance will be provided once the system is hosted back in-house. Purchase Ordering and Debtor/Invoicing training has been arranged for week commencing 11th Nov 2013 for members of staff nominated by CMT to undertake those duties.</p> <p><u>Qtr 4 Update</u> System hosting back in-house – work completed - Feb '14.</p>	<p>April 2013</p>	<p>Green (completed)</p>
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KEY TO ACTIONS:

Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	

Key Service Indicators

Group: Corporate Services

Code	Description	2012/13		2013/14				Annual	Target	Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4				
Key Service Indicators											
Electoral Services											
KPI 17	% Turnout for local elections	22%	45%	Annual Indicator		not due					There have been no local elections run during 2013/14. For information- European elections turnout will be reported in Qtr 1 for 2014/15
KPI 16	Form A's returned after personal visits & before internal checks.	92%	90%	Annual Indicator		92%				GREEN (On Target)	
i											
KPI 132	% of invoices for commercial goods or services paid within 30 days of receipt	97.30%	90%	97.08%	96.53%	96.23%	92.88%	95.68%	90%	GREEN (On Target)	All quarters & annual average have been above target of 90%
KPI 133	Number of invoices received	3255		719	720	743	800				No target set - provides context for KPI 132.

Environment, Community & Customer

Service Plan Performance Report

Jan - Mar 2013/14 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**

1	Total	Green	Amber	Red	Blank
Environment, Community and Customer					
Key Action Summary	34	19 (56%)	0	13 (38%)	2 (6%)
Key Actions – Red Alerts are:					
1.4.40 – Rent of office space (D&S Fire and Rescue) 1.4.44 – Closure of 5 public toilets 1.4.48 – 5% increase in fees/charges – Building Control	Expected income/savings have not been achieved				
Key Task 3.1 - Develop a process for communities and organisations to access and bid for funding, maximising the potential investment in West Somerset from Hinkley Point related funding by May 2013 Related Key Actions -3.1.1, 3.1.2, 3.1.3, 3.1.4, 3.1.5, 3.1.6, 3.1.7 3.2.1 – Develop and operate an agreed communications strategy with the joint Planning Obligations Board 3.3.2 – Support appropriate bids from communities in West Somerset for funding at the Planning Obligations Board	All these actions relate to supporting communities and organisations accessing and bidding for funding related to the development at Hinkley Point. These actions have been affected by the delay of Phase 2 earthworks on the main site				
3.4.1 – Develop using existing evidence, an investment programme for the leisure contribution	This action is related to the leisure funding related to the development at Hinkley Point and has been affected by the delay of Phase 2 earthworks on the main site				
7.1.3 – Present funding obligations to WSC Planning Obligations Group, Cabinet and Council for approval.	This action is related to the ecology funding related to the development at Hinkley Point and has been affected by the delay of Phase 2 earthworks on the main site				
Key Service Performance Indicator	19	15	0	0	4
All Performance indicators within target					

Performance Summary for Quarter 4 - Highlights

Building Control

Despite a downturn in income due to the combined effect of the economy and more aggressive competition from the private sector Approved Inspectors, including the impact of ex-BC staff working locally in direct competition, the BC team continues to provide very good customer service. The monthly 'First Wednesday' CPD sessions at West Somerset House offered FREE to BC customers; architects, agents, developers, builders etc; have been very well received and the publication of the 'Renovating your Home' guidance booklet and e-book will hopefully raise the profile of the service to householders and SME's in the West Somerset District. The public's concerns about the JMASS transformation is a challenge as some people choose to move their business to the private sector, but the BC team manage this challenge by continuing to offer exemplary customer service(as evidenced by our feedback surveys).

The **Development Management** team determined 80% of Major applications in time, 90% of Minor applications in time and 90% of Other applications in time during Quarter 4. This represents a drop in performance given the loss of the Deputy Planning Manager during Q3 and the Planning Manager during Q4. This loss of resources also coincided with an increase in Hinkley Point Activity with the Major Projects Team not being able to support the Development Management service as much as in previous quarters. Overall the performance from April 2013 – March 2014 was 74% of Major applications in time, 95% of Minor applications in time and 98% of Other applications in time. It has been confirmed recently that for Q3 the Council ranked number 1 for Others and joint 1st for Minor. Income for the year was £234,530 against a budgeted income of £126,500, pre-application advice income was £22,617 against a budgeted income of £20,000 and S106 monitoring income was £9,100 against a budgeted income of £10,000 – overall income was £118,847 above budgeted amounts.

Hinkley Point – **The Major Projects Team** have been more active during Q4 with EDF Energy seeking to discharge the last remaining Phase 2 planning conditions – a Phase 2 commencement is planned in May. There has also been an increase in activity associated with planning obligations with payments expected in May 2014, a Planning Obligations Board meeting towards the end of April and increased communications activity planned for Q1 2014-15. The Council continues to meet its obligations set out in the Section 106 legal agreement.

The **Information Technology** team commenced work on upgrading the email system and domain controllers, this included a new email log in system for all Councillors. The upgrades for Public Protection/Building Control and Gazetteer system were completed successfully. The Finance System was finally implemented and went Live beginning February. The annual IT Health Check was also completed with the initial feedback as positive.

The last quarter of the year is always a busy one with Annual billing and end of year and the completion of a number of projects, along with maintaining day to day support for staff and councillors. This year has also seen work with Taunton Deane start, so overall a very busy but productive quarter.

ENVIRONMENT

Priority: Local Democracy

Objective 1:

Local democracy and accountability remains within West Somerset by establishing a resilient operating model that is financially sustainable and delivers effective, efficient services

KEY TASK 1.4 Ensure that savings and income increases identified for the Medium Term Financial Plan for 2013/14 are achieved		Milestone	Action Status
Environment & Community savings - Achieve savings of £122,904 as a proportion of the overall savings from the WSC budget			
Key Action 1.4.40 Rent of space (D&S F&R) (£4000)	<p><u>Qtr 1 Update</u> Contract due to be signed in July. Sept to Move in therefore income will be less than expected ~ £2500 (of the annual £4.5k rent) expected.</p> <p><u>Qtr 2 Update</u> Lease has been signed but no rent payable until Fire & Rescue occupy the space, this is currently on hold due to ICT/Comms issues.</p> <p><u>Qtr 4 Update</u> The proposals to rent office space to D&S fire and Rescue has not materialised therefore the £4k income will not be achieved.</p>	Sept 2013	Red (Milestone missed)
Key Action 1.4.41 Minehead TC contribution towards cost of plants (£3000)	<p><u>Qtr 1 Update</u> £3000 paid to WSC by Minehead Town Council as a contribution towards cost of planting</p>	April 2013	Green (Completed)
Key Action 1.4.42 Staff costs - car parking managers post deleted -(part yr in 2012/13 & part in 2013/14) (£8304)	<p><u>Qtr 1 Update</u> Removed from Budget</p>	April 2013	Green (Completed)

<p>Key Action 1.4.43 Savings identified other than the permanent closure of public toilets (£22,000)</p>	<p><u>Qtr 1 Update</u> Part year savings from the Veolia contract re-negotiation (£22k in 2012/13 & 322k in 2013/14 Veolia contract savings of £23k minus WSC expenses of £4k (for 6 months) Veolia contract savings of £25k (£15k discount + £10 fly-tip budget not required as absorbed into contract (for 6 months)</p>	<p>March 2014</p>	<p>Green (Completed)</p>
<p>Key Action 1.4.44 Closure of 5 public toilets (36,000)</p>	<p><u>Qtr 1 Update</u> Porlock ~£2k predicted savings/rental income. Watchet £3k income contribution. Discussions underway regarding Williton, Watchet, Minehead & Kilve Qtr 4 Update Williton - Conversion to 2 unisex toilets and storage/workshop facility completed Reduced running costs & potential income will only be realised from Qtr 1 2014/15 Wheddon Cross -No Further update Minehead-Summerland Rd/Quay West – No further update Kilve - East Quantoxhead Estate taken over on 1st April. Savings from utility costs will only be realised in Qtr 1 2014/15 Planned savings of £36k will not be realised. Current predictions for savings/income are £5k.</p>	<p>Dec 2013</p>	<p>Red (milestone missed)</p>
<p>Key Action 1.4.45 National increase in planning application fees (£16,500)</p>	<p><u>Qtr 1 Update</u> £126.5k Budget for 2013/14 (including the predicted increase) April-June income of £67.45k is above target. Due to a large application received in Qtr 1 and a further one expected in Qtr 2. <u>Qtr 2 Update</u> £126.5k Budget for 2013/14 (including the predicted increase) April-June income of £146,954k is £20,454 above full year target. Due to large apps received in Qtr 1/2 Qtr 3 Update Income to end Dec 2014 £204,271 -£77,771 in excess of budget + £16,500 k increase income included Qtr 4 Update Income for the year was £234,530 against a budgeted income of £126,500,</p>	<p>April 2013</p>	<p>Green (Completed)</p>
<p>Key Action 1.4.46 Introduction of pre-application advice fees (£20,000)</p>	<p><u>Qtr 1 Update</u> Qtr income from pre-Application fees is £4458. £20k prediction did not take into account VAT component, but still broadly on track for the year <u>Qtr 2 Update</u> Qtr 1 & 2 income from pre-App, fees is £7805 Qtr 3 Update Income to End Dec from pre-App, fees is £18,310 (of the £20k expected for the full year) Qtr 4 Update pre-application advice income was £22,617 against a budgeted income of £20,000</p>	<p>Dec 2013</p>	<p>Green (Completed)</p>

Re Qtr 4

<p>Key Action 1.4.47 Section 106 Administration fees (£10,000)</p>	<p><u>Qtr 1 Update</u> - income from S 106 admin fees is £2.5k <u>Qtr 2 Update</u> - Qtr 1 &2 income from S 106 admin fees is £5400 and on track for predicted income <u>Qtr 3 Update</u> Income to End Dec from S 106 Admin fees is £9100 (of the £10k expected for the full year) <u>Qtr 4 Update</u> S106 monitoring income was £9,100 against a budgeted income of £10,000 – overall income was £118,847 above budgeted amounts</p>	<p>April 2013</p>	<p>Green (Completed)</p>
<p>Key Action 1.4.48 5% increase in fees and charges (£3100-Building Control)</p>	<p><u>Qtr 1 Update</u> Income from fees (applications & inspections) is generally down on previous year. Competition from Private Inspectors/companies having an impact <u>Qtr 4 Update</u> Income to End march '14 remains less than predicted budget , as reflected throughout the year. Annual income budget projection was £130,250 Actual income is £95,436 The downturn in income is attributed to the combined effect of the economy and more aggressive competition from the private sector Approved Inspectors</p>	<p>April 2013</p>	<p>Red (Milestone missed)</p>

Priority: NEW NUCLEAR DEVELOPMENT AT HINKLEY

**Objective 3:
 Communities in West Somerset can access and understand the process for accessing funding opportunities provided for by the development at Hinkley Point and are supported in delivering funded projects and initiatives**

KEY TASK 3.1 Develop a process for communities and organisations to access and bid for funding, maximising the potential investment in West Somerset from Hinkley Point related funding by May 2013		Milestone	Action Status
Key Action 3.1.1 Develop and publish an agreed Application Form for the community impact mitigation fund with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft application form has been agreed by the joint Planning Obligations Board (POB) on the 22 nd January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site). Qtr 2, 3 & 4 – No further update	April 2013	Red (milestone missed)
Key Action 3.1.2 Develop and publish an agreed Expression of Interest Form for the community impact mitigation fund with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft Expression of Interest (Eoi) form has been agreed by the joint Planning Obligations Board on the 22 nd January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site). Qtr 2, 3 & 4 – No further update	April 2013	Red (milestone missed)
Key Action 3.1.3 Develop and publish an agreed Funding Strategy for the community impact mitigation fund with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft Funding Strategy has been agreed by the joint Planning Obligations Board on the 22 nd January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site). Qtr 2, 3 & 4 – No further update	April 2013	Red (milestone missed)

Key Action 3.1.4 Develop and publish an agreed set of Frequently Asked Questions for the community impact mitigation fund with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft Frequently Asked Questions document has been agreed by the joint Planning Obligations Board on the 22 nd January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site). Qtr 2, 3 & 4 – No further update	April 2013	Red (milestone missed)
Key Action 3.1.5 Develop and publish an agreed set of Guidance Notes for the community impact mitigation fund with the joint Planning Obligations Board (POB)	<u>Qtr 1 Update</u> A draft set of Guidance Notes has been agreed by the joint Planning Obligations Board on the 22 nd January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site). Qtr 2, 3 & 4 – No further update	April 2013	Red (milestone missed)
Key Action 3.1.6 Develop and publish an agreed set of principles for the operation of the Board with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft set of principles has been agreed by the joint Planning Obligations Board on the 22 nd January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site). Qtr 2, 3 & 4 – No further update	April 2013	Red (milestone missed)
KEY TASK 3.2 Improve the community's understanding of the funding available from WSC and Somerset Community Foundation through production of a communications strategy by July 2013		Milestone	Action Status
Key Action 3.2.1 Develop and operate an agreed communications strategy with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft Communications Strategy has been progressed and presented to the Board on two occasions. This strategy will be finalised and operating when the Community Impact Mitigation (CIM) Fund process goes live. Qtr 2, 3 & 4 – No further update	July 2013	Red (milestone missed)
Key Action 3.2.2 Development and maintain the Councils website, hosting the funding information and outputs from Key Task 3.1	<u>Qtr 1 Update</u> The Major Projects Team, Communications teams and the website editor have produced draft webpages which have been uploaded (but are currently hidden from public view) until such time that the CIM Fund goes live. Qtr 2, 3 & 4 – No further update	March 2013	Green (Completed)

<p>Key Action 3.2.3 Work with key affected communities to advise explain process for accessing funding opportunities</p>	<p><u>Qtr 1 Update</u> All parish and town councils in the Quantock area have been met and information regarding the CIM funding has been shared. This is an on-going process as is the database of enquiries management. Hinkley CIM updates are a standing item at the Voluntary Sector Forums</p> <p><u>Qtr 2 Update</u> Work with key affected communities has continued with the Oral History project led by Stogursey Parish Council. Contact has remained with key affected parish Councils and with wider partnership colleagues through the Voluntary Sector Forum and Community Matters.</p> <p>Supported the WS Intercultural Group with their music event as part of the Watchet Harbour Festival, making useful contacts with the MECA Association regarding European support for workers and a future CIM application.</p> <p>Attended and supported the Housing Fair that drew projects and organisations to support a range of issues and local needs. Established in partnership with SCC the WS Youth Forum, a partnership aiming to provide projects to meet local young people's needs.</p> <p>. There will be funding applications to the CIM fund from young people if services can be maintained during the hiatus where work has yet to start. Supporting the development of the WS Advice partnership following the success of the Lottery Bid. Following a request from St Andrews Church in Stogursey Food Cupboard at the Church in Stogursey</p> <p><u>Qtr 3 Update</u> Commenced work with Stogursey Parish Council and SCC to create a new circular walk from the Coleridge Way to Shurton Bars. Also facilitated work between ARTlife and Stogursey Parish Council regarding the Landscape Art Project.</p>	<p>Sept 2013</p>	<p>Green (completed)</p>
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KEY TASK 3.3 To support the community during the bidding process, maximising the number of successful bids and potential investment in West Somerset.	Milestone	Action Status	
<p>Key Action 3.3.1 Work with key affected communities to identify priorities for funding, along with identifying and help source match funding, for presentation to the Planning Obligations Board</p>	<p><u>Qtr 1 Update</u> Where there are project ideas that can be developed these are being worked up. The lottery funded oral history project in Stogursey being one, the advice project for all WS being another. Strategic work is also being completed to encourage co-ordination of ideas and plans so the community get the widest possible benefit. All delays are being communicated and other opportunities followed up including the database of enquiries where if funding is identified that fits any of the projects discussed the lead contact is notified and support to access the funding is offered.</p> <p><u>Qtr 2 Update</u> Funding opportunities have been sent out to groups as relevant to aid them in developing their projects and in the absence of any CIM funding. Supported the co-ordination of the Health and Welling planning with partners to ensure future projects contribute to improving the health and wellbeing of the area as part of the quality of life improvement targets. Worked with Williton Parish Council and the FA to access various sources of funding for their planned new sports pavilion, Established a partnership with Ichoosr encouraging households to switch their gas and electricity bills and reduce their costs. The would put more money into people's pockets and create a small annual community fund for distribution by WS Council to support increased activity. Representing WS on the Social Enterprise Sub-group of the LEP with a view to encouraging new models of organisation in WS that will create a legacy and to strategically align with future funding opportunities that may be suitable forms of match for the Hinkley CIM. In total the Community role has supported £264k of funding to the area with some applications still awaiting decisions. This has more than covered the costs of the role which also leaves projects ready to apply for funding as soon as it becomes available, co-ordinated with a more strategic vision</p> <p><u>Qtr 3 Update</u> Helped to secure funding from the Quantock Hills AONB SDF and SCC Health & Well-being Scheme via Cllr Davies for Stogursey Parish Council. Worked with Watchet Roots on their Outdoor Gym proposal and application to SCC Health & Well-being Scheme via Cllr Davies. Continuing to send out funding opportunities to relevant groups as they come available.</p>	<p>March 2014</p>	<p>Green (completed)</p>

<p>Key Action 3.3.2 Support appropriate bids from communities in West Somerset for funding at the Planning Obligations Board</p>	<p><u>Qtr 1 Update</u> WSC has a Community Development Officer in place who is able to support appropriate bids from communities in West Somerset when the Community Impact Mitigation (CIM) Funding becomes available. <u>Qtr 3 Update</u> The Community Development Officer left the authority in November 2013.</p>	<p>March 2014</p>	<p>Red (milestone missed)</p>
<p>Key Action 3.3.3 Present recommendations from the Planning Obligations Board to Cabinet / Council for approval</p>	<p><u>Qtr 1 Update</u> Proposals for the Economic Development allocations have been successfully presented to Cabinet/Full Council for approval. <u>Qtr 2 Update</u> No Planning Obligations Board meetings have taken place in Quarter 2 to require recommendations to be presented to Cabinet/Council <u>Qtr 3 -</u> No Planning Obligations Board meetings have taken place in Quarter 2 to require recommendations to be presented to Cabinet/Council</p>	<p>March 2014</p>	<p>Green (completed)</p>

<p>KEY TASK 3.4 By July 2013 develop a programme of investment within West Somerset for the leisure funding provided directly to the council from the development at Hinkley Point</p>		<p>Milestone</p>	<p>Action Status</p>
<p>Key Action 3.4.1 Develop, using existing evidence, an investment programme for the leisure contribution</p>	<p><u>Qtr 1 Update</u> Somerset Action Sports Partnership (SASP) Major Sports Facilities Strategy (March 2013) and the SASP Playing Pitch Assessment Report (March 2013), were endorsed, by Cabinet on 3.7.13 to provide a rationale for the Council supporting, in principle, bids for funding being made by local community and voluntary groups for sports and recreation facilities. Qtr 2,3,4 - No further update</p>	<p>Sept 2013</p>	<p>Red (milestone missed)</p>
<p>Key Action 3.4.2 Identify and secure match funding opportunities for the leisure contributions and submit proposals to the WSC Planning Obligations Group</p>	<p><u>Qtr 1 Update</u> This action reliant on completion of 3.4.1 Qtr 2,3,4 - No further update.</p>	<p>Nov 2013</p>	<p>Blank</p>
<p>Key Action 3.4.3 Present funding allocations to Cabinet / Council for approval</p>	<p><u>Qtr 1 Update</u> This action reliant on completion of 3.4.1</p>	<p>January 2014</p>	<p>Blank</p>

Objective 6:
The development at Hinkley Point is carried out in accordance with the approved plans and ensuing that the council actively monitors the development and responds to any complaints received in a timely and sound manner

KEY TASK 6.1 By May 2013 to establish and maintain thereafter a programme of site visits to Hinkley Point and associated development sites to ensure that the development is carried out in accordance with the approved plans		Milestone	Action Status
<p>Key Action 6.1.1 To make at least one planned / un-planned visit to Hinkley Point and associated development sites every 2 months</p>	<p><u>Qtr 1 Update</u> Regular site visits are taking place at the main Hinkley Site. The current slow down on site means that the frequency of these visits may reduce throughout the rest of 2013 and will increase again once the site remobilises.</p> <p><u>Qtr 2, 3 & 4 Update</u> Due to the current slow down on site prior to EDF making a Final Investment Decision (FID), the frequency of site visits has reduced. This will increase again once the site remobilises</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 6.1.2 To monitor compliance with planning conditions / requirements and obligations through regular meetings / observations</p>	<p><u>Qtr 1 Update</u> The Major Projects team continued to work within a Service Level Agreement (SLA) that requires WSC to achieve agreed Performance Standards in discharging planning conditions associated with the Site Preparation Works at Hinkley Point. As part of this agreement WSC had to be formally reviewed twice. The last formal review took place in April 2013 and WSC continued to meet all of its objectives. The Major Projects Team have now started to determine applications for the discharge of requirements (akin to planning conditions) prior to works commencing onsite. WSC is fully complying with the timescales and procedure for the discharge of requirements, as set out in Schedule 14 of the DCO.</p> <p><u>Qtr 2, 3 & 4 Update</u> The Major Projects Team have continued to determine applications for the discharge of requirements (akin to planning conditions) prior to work commencing on site. WSC is fully complying with the timescales and procedure for the discharge of requirements, as set out in Schedule 14 of the DCO</p>	<p>March 2014</p>	<p>Green (completed)</p>

<p>Key Action 6.1.3 Investigate and respond proactively to complaints received in relation to the development being carried out at Hinkley Point within 10 working days</p>	<p><u>Qtr 1 Update</u> The Major Projects Team has procedures in place to investigate and respond proactively to complaints received in relation to Hinkley Point. However, due to the relative low level of work currently being carried out on site no complaints have been received.</p> <p><u>Qtr 2, 3 & 4 Update</u> The Major Projects Team has procedures in place to investigate and respond proactively to complaints received in relation to Hinkley Point. However, due to the relative low level of work currently being carried out on site no formal complaints have been received. Requests for information or clarification from Members have been responded to in an efficient manner to ensure that they are in a position to respond to any concerns raised in the local community.</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>KEY TASK 6.3 By March 2015, working with partners to implement a range of community safety initiatives raising awareness of the development project, its potential impacts and preventative measures.</p>		<p>Milestone</p>	<p>Action Status</p>
<p>Key Action 6.3.1 Deliver a range of projects that ensure the community are aware of the impacts of the new build and identify measures to mitigate those impacts.</p>	<p><u>Qtr 1 Update</u> The Community Safety Officer has been involved in a number of shared projects with colleagues from Sedgemoor and the blue light services which have included an education awareness campaign concerning the night Time Economy and an initiative which is ready for delivery to local licensees offering a range of training opportunities aimed at mitigating an influx of workers who are not skilled in the ways of our licensed premises.</p> <p><u>Qtr 2,3,4</u> - No further update</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 6.3.2 Ensure partnership structures are in place and sufficiently robust to facilitate positive partnership activity, this Includes: - Partnership workshops - Continued involvement with the ESLAG (emergency Services And Local Authorities Group) - Engagement with EDFE through regular one-to-ones</p>	<p><u>Qtr 1 Update</u> The ESLAG meetings and the one to ones were continued until May when the project was paused. However, an ESLAG meeting is scheduled for October. The Main Site Neighbourhood Forum meetings have also been attended. Any actions that have ensued from any of these meetings have been completed.</p> <p><u>Qtr 2,3,4</u> - No further update</p>	<p>March 2014</p>	<p>Green (completed)</p>

Objective 7:
The effects on the environment by working with partners to positively respond to opportunities to enhance the environment in the affected communities using secured funding within Section 106 agreements are mitigated

KEY TASK 7.1 By July 2013 develop a programme of investment within West Somerset for the ecology funding provided directly to the council from the development at Hinkley Point		Milestone	Action Status
Key Action 7.1.1 Using data supplied from EDF Energy develop a range of sites suitable for the provision of ecology mitigation	<u>Qtr 1 Update</u> A report has been produced by consultants Arup outlining a range of sites potentially suitable for the provision of mitigation for ecology (notably Barbastelle Bats). This was based on data supplied by Arup, work undertaken utilising GIS and site visits.	June 2013	Green (completed)
Key Action 7.1.2 Negotiate with landowners to identify a preferred option for the provision of ecology mitigation	<u>Qtr 1 Update</u> This will be carried out throughout the Autumn/Winter 2013 and the Major Projects Team are working to the September 2013 milestone. However, the team are aware that negotiations with landowners could possibly become protracted. <u>Qtr 2 Update</u> This key action has slipped by 2-3months due to wider external delays associated with the HPC project. However, negotiations will commence in Winter 2013. The team are aware that negotiations with landowners could possibly become protracted. <u>Qtr 3 & 4 Update</u> Discussions have commenced with relevant landowners. Further meetings are pencilled in for 2014 providing interested parties with more detailed proposals for the sites that have been outlined as suitable in the Arup Report	Sept 2013	Green (completed)
Key Action 7.1.3 Present funding allocations to WSC Planning Obligations Group / Cabinet / Council for approval	<u>Qtr 1 Update</u> WSC has the resources in place to present funding allocations to Cabinet/Council for approval. <u>Qtr 3 & 4 Update</u> This is likely to take place when there is some more certainty in relation to the remobilisation of the main site at Hinkley Point C.	January 2014	Red (milestone missed)

KEY TASK 7.2 To actively work with Somerset County Council to ensure that they develop a clear programme of investment within West Somerset for the contributions where the County Council is the initial recipient from the development at Hinkley Point		Milestone	Action Status
Key Action 7.2.1 Work with SCC and partner organisations such as AONB service to understand and, where appropriate, influence funding allocations to ensure that mitigation is delivered in favour of affected communities in West Somerset	<u>Qtr 1 Update</u> WSC has maintained strong links with SCC officers and continue to be involved in discussions regarding funding allocations and mitigation across departments and disciplines. <u>Qtr 2, 3, 4</u> – No further update	March 2014	Green (completed)
Key Action 7.2.2 To monitor SCC spend and outcomes in West Somerset area to ensure that communities most affected receive funding as appropriate	<u>Qtr 1 Update</u> WSC has a dedicated Hinkley Point Finance officer and continues to monitor spend with WSC. The officer works closely with colleagues at SCC. <u>Qtr 2, 3, 4</u> – No further update	March 2014	Green (completed)

KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	

Key Service Indicators											
Group: Environment and Community											
Code	Description	2012/13		2013/14						Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target		
Key Service Indicators											
Street Cleansing											
KPI 103	% of service requests actioned within 5 working days	93%	85%	98%	97%	92%	90%	94%	85%	GREEN (On Target)	2012/13 - Q1 - 97%, Q2 - 91%, Q3 - 93%, Q4 - 92% Target exceeded for every Qtr & annual average
KCI 81	No of complaints	7	17	4	5	3	2	14	20	GREEN (On Target)	(Max) 20 is the Annual accumulate Target 14 complaints received during 2013-14 and within the target

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Waste & Recycling											
KPI 87	% of missed collections, collected within 24hrs	99%	100%	99%	99%	97%	99%	99%	100%	GREEN (On Target)	2012/13 - Q1-98%, Q2 - 100%, Q3 - 100%, Q4 - 99%
KPI 86	% of waste recycled and composted (NI 192)	44.07%	50%	41%	42%	45%	51%	45%	41%	GREEN (On Target)	2012/13 - Q1 -41%, Q2 - 49% , Q3 -42% , Q4 - 44%. The target has been dropped from 50% to 41% to bring it in line with other Somerset districts.
KPI 88	Fly-tipping: % removed within 48 hrs	88%	75%	86%	77%	83%	88%	84%	75%	GREEN (On Target)	2012/13 - Q1- 81%, Q2 - 86%, Q3 - 97%, Q4 - 86%
KPI 90	Fly-tipping: No of incidents	78	Target not set	21	23	15	18	77	Target not set		2012/13 -Q1 - 41, Q2 - 58, Q3 -63, Q4 - 78 Annual number of incidents similar to 2012-13
KCI 82	Waste & Recycling: No of complaints	8	23	1	2	2	2	7	20	GREEN (On Target)	Annual Target Annual Number of complaints similar to 2012-13 and well below target

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Development Control											
KPI 90a	% of major planning applications determined within 13 weeks.	75%	75%	no apps. received	100%	79%	80%	86%	75%	GREEN (On Target)	2012/13 - Q1- 100%, Q2 - 71%, Q3-50%, Q4 - 75% Target exceeded for every Qtr & Annual Average
KPI 90b	% of minor planning applications determined within 8 weeks	95%	80%	95%	100%	99%	90%	96%	80%	GREEN (On Target)	2012/13- Q1-90%,Q2-97%, Q3-100%, Q4-89% Target exceeded for every Qtr & Annual Average
KPI 90c	% of other planning applications determined within 8 weeks	99%	95%	100%	100%	100%	90%	98%	95%	GREEN (On Target)	2012/13- Q1 - 97%,Q2-100%, Q3- 100%, Q4-100% Annual Average exceeded target and every Qtr except Qtr 4
KCI 86	% of customers satisfied with the service received	96%	85%	Annual Indicator			94%		85%		Service Exit Survey

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Building Control											
KPI 92	% of applications registered within agreed timescale (5 dys)	100%	95%	81%	63%	97%	96%	84%	95%	GREEN (On Target)	Following the meeting of the Scrutiny Committee in November 2013 and at the suggestion of the Committee, the timescale for this measure has increased from 3 dys to 5 dys. Qtr 4 exceeded target but overall annual average is below target, especially impacted by low % in Qtr 2
KPI 93	% of inspections carried out on day requested	100%	95%	100%	99%	99%	100%	99%	95%	GREEN (On Target)	Target exceeded for every Qtr & annual average
KPI 94	Dangerous Structures: % of incidents responded to within 24 hrs	100%	95%	100%	100%	100%	100%	100%	95%	GREEN (On Target)	Target exceeded for every Qtr & annual average
KCI 187	% of customers satisfied with the service received	97%	85%	Annual Indicator			not due		85%		The results reported here are from the survey carried out in April-July 2013.. The results for 2014 will be reported in Qtr 1 - 2014/15 performance report

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Community Safety											
NEW	Total hours performed by the CCTV volunteers			308	311	380	385	1384	Target not set		New Indicator for 2013. A target has not been set for this indicator. Because the activity is based on volunteers, it is difficult to set a target.
KPI 62	The total number of evidence packages produced using material captured by CCTV	94	75	29	27	22	38	116	90	GREEN (On Target)	2012/13 - Q1-19, Q2-37, Q3-64, Q4-94 Annual Target exceeded

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Customer Access											
KPI 25	Abandoned in queue call rate %	6.8%	<5%	12.00%	10.00%	5.00%	6%	8.25%	<8%	GREEN (On Target)	2012/13 - Q1 -8%, Q2-8%, Q3- 4%, Q4 - 7%. The measure now excludes those calls abandoned because of the automated number options and the target has been raised to a level considered to be attainable within the resources available. Qtr 1 & Qtr 2 are off target due in part to Ctax bills being sent Qtr 1 and holiday periods. Qtr 4 at 6% is within the target performance (<8%) Overall 2013/14 (at 8.25%) is marginal outside the target performance
KPI 21	Number of unique visitors to Council website	87,343	60,000	24,044	22,723	23,048	30,902	100,717	80,000	GREEN (On Target)	Total per qtr is shown. The annual total for 2013/14 is 100,717 (20,717 above target for the year)

Housing, Economy & Welfare

Service Plan Performance Report

Jan - Mar 2013/14 Update

- **Corporate Plan Key Actions – Quarterly Progress Report**
- **Group & Service indicators – Quarterly Performance**



	Total	Green	Amber	Red	Blank
Housing, Economy & Welfare					
Key Action Summary	39	31 (79%)	0	8 (21%)	0
Key Actions – Red Alerts are:					
2.1.1 – Review planning decisions and their effect on the housing supply	This action has been put on hold and will not be completed during 2013/14				
2.2.3 – Facilitate delivery of 20 Homes, Townsend, Carhampton	Scheme is still behind schedule. Hastoe are currently still negotiating issues with The Crown Estate and the Council				
2.2.4 - _Facilitate delivery of 19 Homes, Seaward Way, Minehead	Site is still stalled, however, the Council has undertaken some viability work regarding the site to enable them to make the relevant decisions to take it forward				
5.1.1 – Actions related to Hinkley Point housing funding 5.1.3 5.1.6	These actions have been impacted by the delay in release of funding				
5.3.3 – Improve 50 privately rented properties to min. standard	Total number of privately rented properties brought up to min. standard was 43. 9 further properties still have ongoing enforcement actions so are not completed				
5.3.4 – Delivering 295 properties through other mechanisms	231 properties made decent through other mechanisms. The loss of warm streets funding and the lack of take-up of the ECO/Green deal has affected this action.				
Key Service Performance Indicator	18	10	0	4	3
Performance indicators – Red (off target):					
KPI 51 - _The total number of properties made decent in the private sector through informal or formal action.	Target not achieved. This is mainly attributed to the loss warm streets funding				
KPI 52 -_Disabled Facilities Grant: Average time taken end to end to complete adaptation work	This target is now 22 wks average (from enquiry to completion of works) Target not achieved				
KPI 56a - _Env. Health: % of requests completed within stated service standard (60 days)	Performance continued to improve from Qtr 2. A member of staff returned from maternity in November which has provided additional support. Qtr 4 below target and annual average below target				
KPI 10 - % of Council Tax collected in the year	97% collection rate for the year (2013/14) is below the target of 98.2% Attributed to the Impact of Council tax benefit changes				

Economic Regeneration and Tourism

Team highlights for this quarter include

- Appointment of a new Public Relations Contractor for the Exmoor Tourism Partnership, who has already hit the ground running setting up two press visits for visiting journalists.
- Submitted a successful bid to Locality to undertake some additional research in Williton and Watchet in respect of what is needed to overcome the barriers for some communities to access training, skills and employment opportunities.
- Working with the National Skills Academy for Retail to provide a master class with Rowland Gee (former Chief Executive of Hugo Boss) and follow-up training for High Street traders.
- Planning well underway for the first West Somerset Tidal Technologies Conference.

Revenues and Benefits

Quarter 4 saw performance surpassing challenging targets. Average processing for new claims was 16.6 days against the target of 22 days. For changes this was 5.21 against a target of 9 days

8 fraud investigations commenced during this period, and one sanction was achieved.

Financial performance shows the percentage of expenditure that is Local Authority error is just 0.22%, which is less than half of the Government target of 0.48%. This is a very important indicator as poor performance in this area can result in significant financial losses for the Authority. Overpayment recovery was 47.07% for the year.

The service also undertook a successful annual uprating.

A consultation commenced in respect of the 2015/16 Council Tax Rebate scheme. The aim is to reduce levels of council tax debt for people who are in work. The proposal is to increase earnings disregards and decrease the rate at which the rebate is withdrawn (called the taper). The proposal was agreed by full council, and sent to every council tax payer and benefit claimant in the district. The survey was also made available online.

The Authority amended its Discretionary Housing Payments and Additional Council Tax Rebate policies at Full Council. The main benefit was to allow officers to allow a reasonable level of expenditure to ensure people were able to spend sufficient money on food and heating. The backdating limit was also withdrawn, and the "sub scheme" (which is to help people affected by the Social Sector Size Criteria) was extended for 2014/15.

Environmental Health and Licensing

The food team have successfully completed 100% of routine food hygiene inspections for the year 2013/14. This equals 59 routine inspections completed for the quarter as well as 22 desk top assessments of lower risk premises plus 12 revisits, 3 of these to reassess the Scores on the Doors Rating. Currently 84% of food premises in West Somerset in the Food Hygiene Rating Scheme (Scores on the Doors) are rated as a 4 or 5 score. These are the highest scores available to food business owners and represent a 'Good' or 'Very Good' rating in the scheme.

Officers have completed an inspection programme of underground LPG pipework in West Somerset as required by the Health and Safety Executive. The Air Quality Progress report required by DEFRA has been completed and accepted. The team have achieved the targets set out in performance indicators with regard to response times, completion of complaints and requests for service and have achieved excellent customer satisfaction scores for EH (95%) and Licensing (100%).

The WSC Statement of Licensing Policy has been adopted by full council and became effective from 1 April 2014. The licensing team are currently investigating how new legislation relating to mobile homes can be implemented and continue to work closely with the licensing team at Taunton Deane. The Scrap Metal Dealers Act also came into force and was successfully implemented by the licensing team. KPI figures show that 89% of licenses were issued on time.

KPI's show that 46 out of 50 risk assessments of Private Waters Supplies have been completed, the outstanding figure will roll on into the 14/15 EH workplan. 228 Environmental Protection complaints were investigated by the team during the year. Performance was met for the average time taken to respond to service requests.

Housing & Economy

Priority: Local Democracy

Objective 1:

Local democracy and accountability remains within West Somerset by establishing a resilient operating model that is financially sustainable and delivers effective, efficient services

KEY TASK 1.4 Ensure that savings and income increases identified for the Medium Term Financial Plan for 2013/14 are achieved		Milestone	Action Status
Housing and Economy savings - Achieve savings of £67,116 as a proportion of the overall savings from the WSC budget			
Key Action 1.4.20 Planning Policy - External specialist support not required (£28,000) Ensure that savings have been removed from the budget book	<u>Qtr 1 Update</u> Savings of £28,000 have been removed from budget book	April 2013	Green (completed)
Key Action 1.4.21 Housing - Reduction in prevention budget (£6000) Ensure that budget has been reduced and monitor budget throughout the year	<u>Qtr 1 Update</u> Savings of £6000 have been removed from budget book Budget will be monitored throughout the year <u>Qtr 4 Update</u> This cost centre remained within budget. £13,830 spend of the £20k 2013/14 budget	April 2013	Green (completed)

April '13-Mar '14

<p>Key Action 1.4.22 Re-tender contract for dog warden service Ensure that budget has been reduced by identified saving (£11,700) Ensure customer information (via customer services and website) are aware that the rodent & pest control service is no longer subsidised and are signposted to SDK as the approved contractor.</p>	<p><u>Qtr 1 Update</u> Saving has been removed from budget book. Reduction achieved by the re-negotiation of the combined Dog warden/pest control service provided by SDK. Also In discussions with TDBC regarding a joint tendering proposal. Website information amended regarding the provision of a pest control service and customer services aware of the changes.</p> <p><u>Qtr 2 update</u> Work on joint contracts will be progressed when there is clarity about the partnership proposals in quarter 3.</p>	April 2013	Green (completed)
<p>Key Action 1.4.23 Licensing - Staff costs - reduction in hours (£6220) Ensure that the staffing budget has been reduced</p>	<p><u>Qtr 1 Update</u> Staffing budget has been reduced by £6220 in line with action</p>	April 2013	Green (completed)
<p>Key Action 1.4.24 Benefits - Reduce external processing capacity (£6000) Ensure that budget has been reduced and monitor budget throughout the year</p>	<p><u>Qtr 1 Update</u> Budget reduced by £6000 and monitoring is being carried out. Budget spend is less than 25% for quarter one.ie on track Budget will be monitored throughout the year</p> <p><u>Qtr. 2 Update</u> Although more than half the budget has been spent in the first half of the year, benefits enquiries have now steadied as there was significant demand in qtr2 as the reforms took hold. This cost centre is still expected to remain within budget by year end</p> <p><u>Qtr 3 Update</u> Spend to end Dec is £70,970 This cost centre is still expected to remain within budget by year end.</p> <p><u>Qtr 4 update</u> Unfortunately levels of work made this an unachievable objective. Backlogs rose sharply as a result of insufficient processing resource. This required an increase of resource, funded by the economic downturn grant. The final cost of remote processing was £107,643.21.</p>	April 2013	Green (completed)

Key Action 1.4.25 Staff costs - reduction in hours (£6525) Ensure that the staffing budget has been reduced	<u>Qtr 1 Update</u> Staffing budget in Housing options has been reduced by £6525	April 2013	Green (completed)
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Objective 2:
Maximise the funding opportunities from Central Government

KEY TASK 2.1 Enable and support new housing schemes to increase housing availability within West Somerset	Milestone	Action Status	
Key Action 2.1.1 Undertake a review of planning decisions and their effect on increasing supply and report findings to Housing PAG.	<u>Qtr 1 Update</u> This work will not commence till the autumn <u>Qtr 4 Update</u> This action will not be completed in 2013/14	January 2014	Red (milestone missed)
Key Action 2.1.2 Prepare submission documentation and produce final Local Plan Publication draft for endorsement by council and submission to the Government Inspector	<u>Qtr 1 Update</u> Finalised Strategic Housing Market assessment. Council agreed policies and documentation as basis for consultation. This round of consultation will commence in quarter 2 and will be used to produce the publication draft <u>Qtr 2 update</u> The Local Plan to 2032 Revised Preferred Strategy consultation was carried out between 29th July and 23rd September including a full consultation list mail out, web based availability of documentation and Westsomersetsays, also including two consultation seminars and drop in sessions with officers in attendance <u>Qtr 3 Update</u> The Revised Preferred Strategy consultation exercise responses were reported to the Local Development Panel on the 14 th November. The need for three further pieces of evidence base work had been identified through the consultation and are now to be commissioned. As a result, the timescale for moving to Publication is now likely to be Summer 2014. <u>Qtr 4 Update</u> No further update	March 2014	Green (completed)

<p>Key Action 2.1.3 Through partnership with the rural housing project carry out 4 housing need surveys to aid in identification of new housing sites for inclusion in the joint work plan</p>	<p><u>Qtr 1 Update</u> Six Parishes have been surveyed Carhampton & Withycombe –to support Townsend farm. To support work with the Crown estates in site identification Dunster, Old Cleeve, Treborough and Luxborough. <u>Qtr 2 update</u> No new surveys in quarter but additional work was done in Brompton Ralph and Clatworthy to further clarify need based on a previous survey</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>KEY TASK 2.2 Facilitate the delivery of 80 affordable homes within the West Somerset area by 31st Mar 2014</p>		<p>Milestone</p>	<p>Action Status</p>
<p>Key Action 2.2.1 Facilitate the delivery of 33 additional affordable homes at Silvermead, Alcombe</p>	<p><u>Qtr 1 Update</u> Development is on site and progressing well. For management reasons, Magna will be taking possession of the dwellings in batches between March and June 2014 <u>Qtr 2 Update</u> Development is still progressing well. The first batch of properties are due to be advertised on the Somerset Homefinder Choice Based Lettings system on 13th November 2013 Qtr 3 Update Ahead of schedule. Completions due to start in batches from January 2014 Qtr 4 Update 20 properties were completed and handed over during quarter 4. The remainder of the scheme is due to be completed by the end of the Summer 2014</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 2.2.2 Facilitate the delivery of 5 additional affordable homes at Crowcombe</p>	<p><u>Qtr 1 Update</u> All ground works have now been completed on site. Build-work due to commence on 29th July with properties expected to be completed by Christmas 2013 <u>Qtr 2 Update</u> Development is well under way. The properties have been advertised on the Somerset Homefinder Choice Based Lettings system and they are in the process of being allocated. Qtr 3 Update On track for completion and occupation on 7th March 2014 Qtr 4 Update Scheme is complete and occupied</p>	<p>March 2014</p>	<p>Green (completed)</p>

<p>Key Action 2.2.3 Facilitate the delivery of 20 additional affordable homes at Townsend Farm in Carhampton</p>	<p><u>Qtr 1 Update</u> Planning permission submitted and validated in July. It is hoped that this will be decided at August Planning Committee. It is anticipated that purchase of the site by Hastoe will take place within 1 month of Planning Approval being granted</p> <p><u>Qtr 2 Update</u> Land Transfer and Planning Approval are due to be implemented on 18th November</p> <p>Qtr 3 Update Behind schedule. Issues still being resolved with land transfer. Planning approval not yet issued. As many pre-commencement conditions are being address prior to land transfer as possible</p> <p>Qtr 4 Update Scheme is still behind schedule. Hastoe are currently still negotiating issues with The Crown Estate and the Council. Hopefully this will be resolved in the next few weeks to enable the site to be sold, planning approval issued and the scheme to start on site</p>	<p>March 2014</p>	<p>Red (milestone missed)</p>
<p>Key Action 2.2.4 Facilitate the delivery of 19 additional affordable homes at Seaward Way in Minehead</p>	<p><u>Qtr 1 Update</u> Stalled awaiting developer to respond regarding site preparation costs</p> <p><u>Qtr 2 Update</u> Developer reviewing proposals based on Environment Agency requirements, Still stalled.</p> <p>Qtr 3 Update No further progress</p> <p>Qtr 4 Update Site is still stalled, however, the Council has undertaken some viability work regarding the site to enable them to make the relevant decisions to take it forward</p>	<p>March 2014</p>	<p>Red (milestone missed)</p>
<p>Key Action 2.2.5 Facilitate the delivery of 2 additional affordable homes in Watchet</p>	<p><u>Qtr 1 Update</u> The Mill Street scheme is almost complete with many of the open market units associated with the development currently being marketed. Site should be completed by the end of the Summer</p> <p><u>Qtr 2 Update</u> Scheme was completed during the first week in September and properties are now occupied</p>	<p>March 2014</p>	<p>Green (completed)</p>

<p>Key Action 2.2.6 Facilitate the delivery of 5 affordable homes to rent at Watery Lane in Williton</p>	<p><u>Qtr 1 Update</u> Development is currently on site. Magna are due to sign contracts with Summerfield shortly. First press release for the scheme was released in July</p> <p><u>Qtr 2 Update</u> Development is well underway. Magna have agreed handover of the properties on 15th January 2014</p> <p>Qtr 3 Update Scheme on target to be handed over and occupied in January 2014</p> <p>Qtr 4 Update Properties now completed and occupied</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 2.2.7 Facilitate the delivery of an additional 4 affordable homes for sale at Watery Lane in Williton</p>	<p><u>Qtr 1 Update</u> Development is currently on site. There is already a great deal of interest in the 4 Low Cost Housing Option units and it is anticipated that the first one will be reserved by the end of July. First press release for the scheme was released in July</p> <p><u>Qtr 2 Update</u> Development is well underway and interest is remaining high in the properties. Should be completed around March 2014</p> <p>Qtr 3 Update 3 of the 4 homes are reserved. Still on track to complete by March 2014</p> <p>Qtr 4 Update Progress slipped slightly, mainly due to the weather but properties should be completed early in 2014/15. Situation remains that three of the four properties have been reserved and the final one is being marketed heavily with significant response but nothing progressing to reservation</p>	<p>March 2014</p>	<p>Green (completed)</p>

Objective 4:
The economic opportunities that arise from the development and associated activities are maximised

KEY TASK 4.1 Work with key partners and EDF Energy to support businesses and the local working age community to gain economic benefits from the development in terms of contracts awarded to local suppliers and increased employment opportunities		Milestone	Action Status
<p>Key Action 4.1.1 Develop and improve knowledge of the business sector through acquisition of a database of businesses, surveys and targeted communications.</p>	<p><u>Qtr 1 Update</u> Database was acquired and has been added to through local knowledge. Reported detail to Economic Development PAG. Data being used to address training need and plan future actions.</p> <p><u>Qtr 2 Update</u> Continue to populate database, and use to send targeted information, food & drink businesses informed of sector specific training events.</p>	June 2013	Green (completed)
<p>Key Action 4.1.2 Provide business support to West Somerset businesses, by delivering and supporting a range of business support programmes including mentoring, start-up and specific sector skills training.</p>	<p><u>Qtr 1 Update</u> Mentors continue to be recruited and assigned to businesses (40 mentors / 41 businesses) Business Start-up courses successfully run in West Somerset (over 15 participants) Coastal Communities bid submitted on behalf of Porlock Micro-brewery Project</p> <p><u>Qtr 2 Update</u> All of Q1 activity continues, in addition planning underway for retail specific training workshop</p> <p><u>Qtr 3 Update</u> Funding for mentor scheme has now ended – however, scheme continues with a volunteer co-ordinator with plans to establish a Community Interest Company and roll the programme out across whole of Somerset. Exploring training / mentoring support from the National Skills Academy for Retail in Minehead, Watchet , Porlock and Williton.</p> <p><u>Qtr 4 Update</u> Cornerstone Enterprise Support Ltd has been established and will continue with the Mentoring Project, recruiting and training volunteer mentors and matching mentors to businesses who require support. Other activity includes the organisation of three retail mentoring workshops.</p>	Quarterly	Green (completed)

<p>Key Action 4.1.3 Building the supply chain In the food and drink Sector to enable businesses to be Hinkley ready</p>	<p><u>Qtr 1 Update</u> Successful Food & Drink – Meet the Buyer Event held In April (15 sellers / 52 buyers) Agreed further programme of work to include further information such as leaflet and web links. Business support and reviewing business ability to expand and meet demand. Funding bid has been submitted related to visit Exmoor to provide further events.</p> <p><u>Qtr 2 Update</u> Specific training event for food & drink businesses held covering social media and marketing. Food & Drink business to business information leaflet produced, together with companion guide for visitors.</p> <p><u>Qtr 3 Update</u> Work around encouraging food & drink businesses to engage with Somerset Larder – a consortium approach to supplying the F&D Contract for HPC. Undertaking gap analysis around business support and accreditations.</p> <p><u>Qtr 4 Update</u> A successful funding bid to Magnox and SCC (Fish & Chips Project) has led to an innovative training course for young Chefs and Cooks engaged in the local hospitality industry. The Course has taught participants to source local products and develop imaginative menus. The course concluded with a 'Masterchef' type competition.</p>	<p>Quarterly</p>	<p>Green (completed)</p>
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KEY TASK 4.2 Work with key partners and EDF Energy to provide suitable access to skills, training and employment opportunities to benefit local residents and ensure that local businesses have the access to the skilled workforce that they require		Milestone	Action Status
<p>Key Action 4.2.1 Work with EDF Energy via their jobs brokerage programme and WSCC training programmes to maximise the employment opportunities for WS residents during the construction phase of HPC</p>	<p><u>Qtr 1 Update</u> West Somerset Job Fair held (100 attended – 10 gained employment, 1 into Voluntary work, 10 supported with CV, 2 registered with Somerset Skills & Learning Job Club, 2 starting full-time training in Sept.)</p> <p><u>Qtr 2 Update</u> Development of two Fit to Work Projects in conjunction with West Somerset College and EDF Energy Employment Brokerage to ensure that individuals are suitable prepared and skilled for the world of work, paying particular focus on ensuring that local residents develop the skills and / or qualifications required for current and upcoming employment opportunities arising from Hinkley Point C and associated developments helping to bridge the skills gaps and utilise existing facilities. Anticipated delivery November 2013 – June 2014</p> <p><u>Qtr 3 Update</u> SLA in place for the administration of the Up-skilling Fund (Fit to Work Project). Fund will cover the cost of individuals completing and achieving the Construction Skills Certification Scheme Test and obtaining the card. Accessible to those who are both unemployed and in employment. Construction Event to launch the project took place on 28th November – 38 attended. EDFE, Kier Bam and CITB all present. Two further SLA's are due to be confirmed. These include one for the delivery of 3 Intensive Training Programmes and one for the delivery of 3 taster roadshows across West Somerset. Anticipated delivery March - June Supported EDF Energy Employment Brokerage and WSCC with local recruitment event – 80 attended</p> <p><u>Qtr 4 Update</u> Two further SLA's in place to deliver three intensive training programmes and a series of Skills Roadshows – delivery May-June Journey to Employment Event held in partnership with JCP and West Somerset College</p>	Quarterly	Green (completed)

<p>Key Action 4.2.2 Work with our most disadvantaged communities to provide access to mentoring, training and employment opportunities. Target this activity at the long term unemployed to ensure they are able to access employment and training opportunities offered by the project or to other employers who may have lost employees to the project.</p>	<p><u>Qtr 1 Update</u> Flexible training fund launched (aimed at removing barriers to the most disadvantaged seeking employment / training opportunities) through press information and links to training providers. FIT to work application will focus on a range of groups that require addressing.</p> <p><u>Qtr 2 Update</u> Re-launch of the Access to Employment Fund- Service Level Agreement now in place for West Somerset College to administrate in-line with set eligibility criteria. Employment and Skills outreach support delivered via CLOWNS bus and Children's Centre Activity Days as well as 1-1 employment and skills support for those looking for work.</p> <p>Access to Transport Survey developed and undertaken in partnership with Jobcentre Plus to identify interventions required to address barriers associated with limited and / or lack of transport in order to improve access to employment and training. Meeting to take place 04/11/13 with SCC transport department to discuss identified issues and possible solutions. Development of Fit to Work projects in conjunction with a number of community organisations etc. in order to support those furthest away from work into employment or training through bespoke training activity and skills development packages to encourage further engagement. Anticipated delivery November 2013 – June 2014.</p> <p>Development of Community IT projects to improve and expand access to IT facilities and associated training in order for individuals to develop the required IT skills to be able to compete in today's job market. Anticipated delivery December 2013 – February 2014.</p> <p><u>Qtr 3 Update</u> Development of two projects in partnership with the local children's centre. Aims of which are to engage those hardest to reach and to encourage further participation in skills training and more vocationally orientated learning, helping to support pathways to employment. One to one employment and skills information sessions. Somerset County Council Transport Survey – part influenced by an original piece of work carried out as a result of the Pre-Employment and Skills Steering Group. Journey to Employment Event will take place on 12th February in Minehead.</p> <p><u>Qtr 4 Update</u> Community Learning Project and Access to Training Fund taking place with West Somerset Children's Centre to move those furthest from employment to access training Phoenix Project Course 8 day bespoke course to support pathway to employment for JCP customers</p>	<p>Quarterly</p>	<p>Green (completed)</p>
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<p>Key Action 4.2.3 Work with pre-employment providers and others to ensure that adequate provision is provided in West Somerset and gaps in support are covered in our most disadvantaged areas</p>	<p><u>Qtr 1 Update</u> Pre-employment mapping undertaken and Pre-employment Sub- Group established with key organisations. Gaps in provision being scoped to enable relevant targeting by the Fit to Work Budget and form the basis for other funding bids.</p> <p><u>Qtr 2 Update</u> Continuation of Pre-Employment and Skills Steering Group meetings - development of two events focused on supporting pathways to employment and addressing associated barriers. First Event Planned for November 2013, second event planned for February 2014.</p> <p><u>Qtr 3 Update</u> Continuation of Pre-Employment and Skills Steering Group Meetings.</p> <p><u>Qtr 4 Update</u> Continuation of Pre-Employment and Skills Steering Group Meetings. Our Place Project looking to support a diverse range of partnership approaches to tackling key themes and issues in the local community. Application submitted which will look to improve access to employment and training in two of the most deprived ward within West Somerset. Grant of £2500 secured</p>	<p>Quarterly</p>	<p>Green (completed)</p>
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KEY TASK 4.3 Work with tourism partners to mitigate the negative effects of the development and take advantage of any opportunities created.		Milestone	Action Status
<p>Key Action 4.3.1 Support the Hinkley Tourism Partnership to ensure it maximises the opportunities in partnership with other key Tourism partners through the provision of a clear strategy and action plan</p>	<p><u>Qtr 1 Update</u> Euro Intereg Project Cool Tourism project (partners SCC, ENPA, SDC, Norfolk < Essex, Kent, Pas de Calais, Somme) officially launched in Dunster. Set up Hinkley Tourism Partnership steering group.</p> <p><u>Qtr 2 Update</u> Somerset Cool Partners (WSC, ENPA, SCC and SDC) piloting activity and collaborating on projects that will help to establish firm foundations for future Hinkley Tourism Action Partnership. 2 business development networks up and running (Dunster and Coleridge Way). New photography and video images for promotion and marketing has been commissioned.</p> <p><u>Qtr 3 Update</u> Continuing to commission discrete marketing and promotional projects / and develop rural tourism business development networks (Dunster / Coleridge way, Green Tourism and Wildlife and wetlands) Procurement process commenced for re-vamp of Visit Exmoor website.</p> <p>Qtr 4 Update As Q4 – on-going. Allocation from Government Business Support Flooding Fund used to enhance TV advertising slots prior to Easter break. HTAP draft Strategy produced and due to be adopted May 2014.</p>	Quarterly	Green (completed)
<p>Key Action 4.3.2 Drive up the quality of our tourism provision to ensure that the offer is fit for purpose and can compete with other areas to attract visitors, through providing appropriate training and supporting modern marketing and promotion techniques</p>	<p><u>Qtr 1 Update</u> Delivered Joint Marketing with North Devon plus for visit Exmoor mobile website. Working on refresh of Visit Exmoor Website and content ahead of relaunch.</p> <p><u>Qtr 2 Update</u> Delivered a tourism specific social media workshop in Porlock. Working with Porlock Futures to assist Porlock business to establish an Action Plan of activity to improve footfall and profitability.</p> <p><u>Qtr 3 Update</u> Viper marketing commissioned (via Cool Project) to deliver IT related workshops and 1:1 support. Social media / use of video clips / experiential tourism packages.</p> <p>Qtr 4 Update Supported localised Visit England workshop for Tourism Businesses affected by Somerset Flood issues.</p>	Quarterly	Green (completed)

Priority: NEW NUCLEAR DEVELOPMENT AT HINKLEY

**Objective 5:
 The availability of housing supply within West Somerset is increased to mitigate the extra demands linked to Hinkley Point workers**

KEY TASK 5.1 Using the Hinkley Point Housing Fund to provide 100 additional bed spaces in the West Somerset area by 31st Mar 2014		Milestone	Action Status
<p>Key Action 5.1.1 Submit a bid for use of the Hinkley housing fund to the Planning Obligations Board detailing the proposed interventions to deliver the key task.</p>	<p><u>Qtr 1 Update</u> Hinkley Bids prepared but will need to be reviewed as and when access to the fund is available</p> <p><u>Qtr 2 Update</u> Hinkley Bids are currently being revised to take account of what has happened to date without funding to ensure that they remain up to date and take account of additional schemes</p> <p><u>Qtr 3 Update</u> Hinkley Bids are continually monitored and revised to take account of what has happened to date without funding to ensure that they remain up to date and take account of additional schemes to be submitted when funding becomes available</p> <p><u>Qtr 4 Update</u> Hinkley Bids are continually monitored and revised to take account of what has happened to date without funding to ensure that they remain up to date and take account of additional schemes to be submitted when funding becomes available</p>	<p>June 2013</p>	<p>Red (Milestone missed)</p>

<p>Key Action 5.1.2 Facilitate the delivery of 15 bed spaces by housing associations in priority areas through Implementation of their Downsizing Policies</p>	<p><u>Qtr 1 Update</u> Currently assessing ways of promoting the scheme which can work prior to access to funding and enhanced when the fund becomes available.</p> <p><u>Qtr 2 Update</u> During Qtr 2, 6 beds paces were freed up, in priority areas as a result of downsizing, despite additional funding not being available</p> <p><u>Qtr 3 Update</u> During Qtr 3, a further 10 bed spaces were freed up, in priority areas as a result of downsizing, despite additional funding still not being available</p> <p>Qtr 4 Update During Qtr 4, a further 7 bed spaces were freed up, in priority areas as a result of downsizing, despite additional funding still not being available</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 5.1.3 Support and enable Magna to deliver a portfolio of Garage Sites delivering 38 bed spaces</p>	<p><u>Qtr 1 Update</u> Scheme would have required some HCA funding in addition to the Hinkley funding. It is unlikely now that it could be delivered using Hinkley Funding to due Magna's contractual obligations to build them before March 2015. Planning Approval has been granted on all sites and schemes have been submitted to the HCA for consideration if there is slippage funding within the current contracts</p> <p><u>Qtr 2 Update</u> Due to the lack of any funding for the project, either through the Hinkley Housing Fund or the HCA, Magna Development Committee have taken the decision to sell the plots of land with planning approval on the open market. No affordable housing will now be delivered on these sites.</p> <p><u>Qtr 3 Update</u> Negotiations started with Magna on Phase II of their Terrier review. It is hoped that this will identify a small number of further potential sites</p> <p>Qtr 4 Update Small number of sites identified and planning views sought on them. Magna Board now need to make decisions as to what action, if any, they will take with them.</p>	<p>March 2014</p>	<p>Red (Milestone missed)</p>

<p>Key Action 5.1.4 Work with the PCT and Bridgwater YMCA to deliver a minimum of 4 bed spaces in Summerland Road, Minehead.</p>	<p><u>Qtr 1 Update</u> Continuing efforts to engage with PCT (now PROPCO as responsible organisation) prior to funds being available <u>Qtr 2 Update</u> Property has been put on the market for sale but other options are being explored with the YMCA <u>Qtr 3 Update</u> The property at Summerland Road has now been sold at Auction but other opportunities are still being discussed with both YMCA and the Homes and Communities Agency <u>Qtr 4 Update</u> YMCA are currently negotiating the purchase of an alternative property which is likely to deliver an additional 8 bed spaces rather than the original 4</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 5.1.5 Work with private developers to maximise opportunities in conjunction with the fund to bring forward both open market and affordable homes on sites in</p> <ul style="list-style-type: none"> • Watchet 120 bed spaces • Williton 50 	<p><u>Qtr 1 Update</u> Continuing to negotiate. One site in Williton brought forward and another early Planning Submission in Watchet expected during the Summer <u>Qtr 2 Update</u> Currently working with developers to bring a site in Watchet forward for planning. This could result in 26 affordable homes <u>Qtr 3 Update</u> Planning application was made for this site in November <u>Qtr 4 Update</u> Planning Approval was granted in January 14 for this scheme which will deliver 343 beds paces – 67 of them affordable</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 5.1.6 Provide empty property grants and advice to deliver an additional 30 bed spaces over and above the requirements of Key task 5.3</p>	<p><u>Qtr 1 Update</u> Unable to offer enhanced grants until access to the Hinkley Fund is possible <u>Qtr 2 Update</u> No further action possible <u>Qtr 3 Update</u> No further action possible although work has been carried out on Empty Properties within the Hinkley Priority area <u>Qtr 4 Update</u> No further action possible although work has been carried out on Empty Properties within the Hinkley Priority area</p>	<p>March 2014</p>	<p>Red (milestone missed)</p>

KEY TASK 5.2 To work with landlords and owners of empty properties to return 55 back into use across West Somerset with priority on the eastern area parishes		Milestone	Action Status
Key Action 5.2.1 Deliver 25 empty properties in The Quantock panel area	<p><u>Qtr 1 Update</u> During Qtr 1 35 properties brought back into use at: Bicknoller 1, Crowcombe 1, Kilve 1, Old Cleeve 3, Watchet 10, Williton 10, Stogursey 4, West Quantoxhead 1, Elworthy 1, Nettlecombe 1, Stogumber 2.</p> <p><u>Qtr 2 Update</u> During Qtr 2 a further 28 properties were returned back into use at: Bicknoller 1, Crowcombe 1, , Old Cleeve 4, Watchet 6, Williton 9, Stogursey 6, Stogumber 1.</p> <p><u>Qtr3 Update</u> During Qtr 3 an additional 28 empty properties were brought back into use:- Watchet 5, Williton & Quantocks 8, Sampford Brett 1, West Quantoxhead 5, East Quantoxhead 1, Upton 2, Holford 3, Stogursey 3,</p> <p><u>Qtr4 Update</u> During Qtr 4 an additional 26 empty properties were brought back into use:- Watchet 9, Williton 7, Sampford Brett 1, Stogumber 3, Stogursey 3, Bicknoller 2 Stringston 1</p>	March 2014	Green (completed)

<p>Key Action 5.2.2 Deliver 10 empty properties back into use within the Exmoor panel area.</p>	<p><u>Qtr 1 Update</u> During Qtr 1 32 properties brought back into use at: Brompton Ralph 1, Monksilver 1, Timberscombe 2, Brompton Regis 5, Exford 2, Exmoor Simonsbath 4, Exton 2, Porlock 3, Brushford 2, Dulverton 5, Treborough 1, Selworthy Minehead 2, Wooton Courtney 2</p> <p><u>Qtr 2 Update</u> During Qtr 2 a further 14 properties were returned back into use at: Monksilver 1, Brompton Regis 1, , Porlock 2, Brushford 1, Dulverton 5, Selworthy 4,</p> <p><u>Qtr 3 Update</u> During Qtr 3 a further 21 properties were brought back into use: Exmoor & Exford 2, Brushford 1, Oare 1, Porlock 6, , Winsford 2, Dulverton 4, Simonsbath 3 Triscombe 1, Exton 1</p> <p><u>Qtr 4 Update</u> During Qtr 4 a further 19 empty properties were brought back into use: Porlock 7, Wheddon Cross 1, Exford 2, Dulverton 8, Withypool 1,</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 5.2.3 Deliver 20 empty properties back into use within Minehead and Dunster Panel areas</p>	<p><u>Qtr 1 Update</u> During Qtr 1 27 properties brought back into use at: Minehead 25, Dunster 1</p> <p><u>Qtr 2 Update</u> During Qtr 2 a further 42 properties were returned back into use at: Minehead 40, Dunster 2</p> <p><u>Qtr 3 Update</u> During Qtr 3 an additional 42 properties were brought back in to use: Minehead 33, Dunster 5, Minehead without 3, Luxborough 1,</p> <p><u>Qtr 4 Update</u> During Qtr 4 an additional 40 empty homes were brought back into use:- Dunster 2, Carhampton 1, Blue Anchor 1, Withycombe 1, , Washford 2, Rodhuish 1, Luxborough 1, Alcombe 3, Minehead 28</p>	<p>March 2014</p>	<p>Green (completed)</p>

KEY TASK 5.3 To work with landlords and owners to bring 400 properties up to the Decent Homes Standard making them available for use across the West Somerset area		Milestone	Action Status
<p>Key Action 5.3.1 In partnership with Wessex Home improvement Loans deliver 15 low interest loan products</p>	<p><u>Qtr 1 Update</u> 2 Loans approved - the 2 loans approved are following an application to Wessex. One is for a landlord to bring their property up to the Decent Homes Standard in order to be accredited for the voluntary Landlord Accreditation scheme. The other loan is for a vulnerable owner occupier to improve their home to the Decent Homes standard and remove Category One hazards. and 3 enquiries, 1 of which is from a landlord for the accreditation scheme We have 3 enquiries, 1 of which is from a landlord for the accreditation scheme We have a further 2 loans for vulnerable owner occupiers at application stage</p> <p><u>Qtr 2 Update</u> 5 Loans approved - 3 Loans are for energy efficiency measures for owner occupiers to install insulation and heating improvements. One loan is for a landlord in order to bring their property up to the Decent Homes Standard in order to be accredited for the voluntary Landlord Accreditation scheme. One loan is for heating oil. We have 2 enquires and 1 cancelled and have a further 3 loans for vulnerable owner occupiers at application stage We are in the process of working on a promotional campaign with Wessex Home Improvements to increase targeted take-up.</p> <p><u>Qtr 3 Update</u> 16 Loans approved – 2 Loans were from Q1, 3 from Q2 and 1 in Q3. 10 for heating oil in Q3. By the end of Q3, there have been 8 referrals to Wessex. The latest loan approved was for a vulnerable owner occupier for essential repairs which was at application stage in Quarter two. The remaining 2 loan applications from Quarter two are still at application. If the remaining enquires are processed then the team will have achieved 14 for this year.</p> <p><u>Qtr 4 Update</u> 5 ongoing applications by the end of March 2014. By year end the total number of loans approved was 21. 3 were cancelled.</p>	<p>March 2014</p>	<p>Green (completed)</p>

<p>Key Action 5.3.2 Delivering 40 Disabled Facilities Grants</p>	<p><u>Qtr 1 Update</u> 7 completed Disables Facilities Grants where the work has been completed, signed off by an Officer and monies paid to the contractor. 5 were wet floor showers, 1 a wet floor and stair lift and 1 an extension. 7 approved & 7 applications received 13 Recommendations received by the partnership from an Occupational Therapist have been passed to Aster to assist the applicant with their DFG application to the Council. Aster will also arrange the contractors and oversee the work to completion.</p> <p><u>Qtr 2 Update</u> 10 completed Disables Facilities Grants where the work has been completed, signed off by an Officer and monies paid to the contractor. 7 were wet floor showers, 3 were wet floor showers and stair lifts 4 approved & 11 applications received 12 Recommendations received by the partnership from an Occupational Therapist that have been allocated to Aster to assist the applicant with their Disables Facilities Grants application to the Council. Aster will arrange the contractors and oversee the work to completion</p> <p><u>Qtr 3 Update</u> 22 completed Disabled Facilities Grants where the work has been signed off by an Officer and monies paid to the contractor. This is the accumulative total of Q1, Q2, and Q3. Of the latest completions in Q3, (6), all were for bathing requirements. Please note Q2 was reported incorrectly as should have read 9 completions. The error occurred in the date of certification as incorrectly recorded. There are 9 grants that have been approved and awaiting completion within this financial year and 15 at application stage. Of which 8 will complete this financial year. Based upon the current position, 39 DFG's will complete in 2013/14. There are 22 clients waiting on the Register. This is due to budget constraints.</p> <p><u>Qtr 4 Update</u> By year end 41 Disabled Facilities Grants were completed where the work was completed, signed off by an Officer and monies paid to the contractor. 24 were for wet rooms, 6 for stair lift and bathing and 11 stair lifts. There are 29 cases ongoing and 28 clients on the waiting list.</p>	<p>March 2014</p>	<p>Green (completed)</p>
<p>Key Action 5.3.3 Improving 50 privately rented properties to the minimum standard</p>	<p><u>Qtr 1 Update</u> 4 housing complaints investigated – these are complaints brought by tenants to the Council's attention as they are unhappy about their living conditions. The role of the authority is to ensure that the complaints are investigated and the property brought up to the minimum legal</p>	<p>March 2014</p>	<p>Red (milestone missed)</p>

	<p>standard in accordance with the Housing Act 2004. The primary aim is to remove or reduce Category One hazards. 5 accredited (via landlord accreditation scheme) properties against the target of 50 is below target for the quarter. The reason is that demand has been low for the scheme in West Somerset. However enquiries have picked up more recently with the newsletter and the partnership is going to be working with Exmoor National Parks to target the properties in the park area including feudal landlords</p> <p><u>Qtr 2 Update</u></p> <p>There are two routes where privately rented properties are brought up to the minimum standard as assessed under Housing Act 2004;</p> <p>Housing inspection / enforcement; Complaints and also referrals from Homefinder applicants are investigated to ensure more serious housing hazards are identified and brought up to the minimum standard.</p> <ul style="list-style-type: none"> • 5 out of the 25 properties identified as failing Housing Act 2004 standards have been improved by Q2. • A further 2 have recently been brought up to standard and will be reported in Q3 • The remaining 20 properties identified (plus any additional), will be carried forward to Q3 which coincides with return of EHO from maternity leave and larger area to cover (to include Wiveliscombe) Enforcement action has been taken on properties where Category 1 hazards have been identified. A total of 25 properties have currently been identified in West Somerset with Category 1 hazards, 6 notices were served in Q1 & Q2, of these, works have been completed in 2 properties, works remain outstanding in 4 properties. The remaining 19 properties require further investigation throughout Q3. • Enforcement action has been taken on properties where Category 1 hazards have been identified. A total of 25 properties have currently been identified in West Somerset with Category 1 hazards, 6 notices were served in Q1 & Q2, of these, works have been completed in 2 properties, works remain outstanding in 4 properties. The remaining 19 properties require further investigation throughout Q3. <p>Landlord accreditation; In addition to the above there have been;</p> <ul style="list-style-type: none"> • 5 properties accredited (meeting the minimum standards in the Act). Demand has been low for the scheme in West Somerset. However enquiries have recently increased with issue of newsletter and planning to work with Exmoor National Park Authority to identify additional landlords 	
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	<ul style="list-style-type: none"> 3 properties improved in Q3 following identification of category-1 hazards. There remain 16 properties with cat-1 hazards (outstanding) <p>Qtr 4 Update 21 privately rented properties were made decent between the 1st January 2014 and the 31st March 2014. For the entire year, the total number of privately rented properties brought up to the minimum standard was 43. (30 through informal and formal enforcement action and routine HMO inspections and 13 through the landlord Accreditation Scheme) 9 properties reported in Qtr 2 with Notices served or investigations still have ongoing enforcement action so are not complete.</p>		
<p>Key Action 5.3.4 Delivering the remaining 295 properties through other mechanisms</p>	<p><u>Qtr 1 Update</u> 200 - 175 of the properties brought up to the Decent Homes standard have been through energy efficiency measures secured from remaining schemes through Warm Streets/Warm Front and pilot ECO schemes, some through advice from the CSE energy advice line, advice by the SWeLT team to landlords and advice by Housing Standards Officers to landlords/tenants. The remaining 25 were from clients who had been referred to the Handihelp service with Aster Living.</p> <p><u>Qtr 2 Update</u> Without Warm Streets/Warm Front there is no delivery mechanism other than Eco and Green Deal. The team are working with a company to deliver an ECO scheme in West Somerset. This may deliver 30 – 40 insulation measures and boiler installs dependent upon take-up by year end.</p> <p><u>Qtr 3 Update</u> An ECO scheme is running in West Somerset to deliver insulation measures to eligible households. No installs have yet taken place due to recent changes in legislation covering Energy Company funding holding the project up. However there are currently 17 measures planned for completion in February of which 8 are gas boiler replacements, 6 loft insulation, 5 cavity wall insulation.</p> <p>Qtr 4 Update 18 properties are completing insulation measures through the ECO scheme mentioned in Qtr 3. For the year, 231 properties have been made decent through other mechanisms. The target will need revising for 2014/15 as the current target is unachievable given the loss of Warm Streets and ECO/Green Deal not being very successful or popular with the public.</p>	<p>March 2014</p>	<p style="text-align: center;">Red (milestone missed)</p>

<p>Objective 6: The development at Hinkley Point is carried out in accordance with the approved plans and ensuing that the council actively monitors the development and responds to any complaints received in a timely and sound manner</p>			
<p>KEY TASK 6.2 To monitor and publicise Noise and Air Quality Data on the Councils website to enable communities affected to access data and, following the agreed complaints procedure, to respond appropriately to issues which arise from development activity.</p>		<p>Milestone</p>	<p>Action Status</p>
<p>Key Action 6.2.1 Monitor Noise levels and Air quality at agreed sites. Publicise data through council website</p>	<p><u>Qtr 1 Update</u> Noise levels and air quality are monitored on a monthly basis and data published on the council's website. <u>Qtr 2 Update</u> This remains the same as qtr 1. Investigations have taken place into some issues with results and the location of the monitoring stations. The data is continuing to be downloaded and made available to the public via the west Somerset council website. Due to the large amount of data available some changes to the presentation of the data may be necessary in the future, these are currently being investigated. <u>Qtr 3 Update</u> Noise levels and air quality are monitored continue to be monitored on a monthly basis and the data is published on the council's website. Qtr 4 Update As Qtr 3 above</p>	<p>From April 2013</p>	<p>Green (completed)</p>
<p>Key Action 6.2.2 Address any complaints received relating to these issues and take mitigating action where appropriate.</p>	<p><u>Qtr 1 Update</u> The site is currently mothballed while strike price negotiations occur. There are some general issues about siting of monitoring which are being addressed. <u>Qtr 2 Update</u> This action relates to site activity so there is currently very little reactive work to address but staff are keeping up to date with all developments and ensuring the team have the necessary skills and resources in place to deal with any complaints as they arise. Qtr 3, 4 Update Site activity is still limited and therefore very little reactive work to address at this stage.</p>	<p>From April 2013</p>	<p>Green (completed)</p>

KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
There are concerns/issues that may mean that the action will not be achieved/within the target date/timescale	Amber
Action completed or on target to be achieved within the target date/milestone	Green
Blank – Milestone not due	Blank

Key Service Indicators											
Group: Housing, Economy & Welfare											
Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Key Service Indicators											
Housing Options											
KPI 45	Number of households making homeless applications (Lower Is Better)	140	170	43	42	27	32	144	195	GREEN (On Target)	2012/13 - Q1 - 37, Q2 - 42, Q3-29, Q4-26 Accumulative - Target exceeded for the year
KPI 46	% of homeless applications accepted as statutory homeless (Lower Is Better)	17.73%	20%	6%	17.0%	15.0%	25.0%	15.8%	23%	GREEN (On Target)	2012/13 - Q1 -21% , Q2 - 11%, Q3-24%, Q4-8% Annual average exceeded target
KPI 47	Number of homelessness events prevented. (Higher Is Better)	30	46	24	31	8	12	75	42	GREEN (On Target)	2012/13 - Q1 -11, Q2 -6, Q3-24, Q4-30 Accumulative - Target exceeded for the year
KCI 41	% of customers who are satisfied or very satisfied with the service	76%	75%	Annual Indicator		not due			90%		Corporate Annual Satisfaction Survey used This indicator will be reported in 2014/15 Qtr 1

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Housing Enabling											
KCI 42	% of partners with whom we work who are satisfied or very satisfied with the service	100%	75%	Annual Indicator		not due			75%		Exit Survey with partners This indicator will be reported in 2014/15 Qtr 1
Private Sector Renewal											
KPI 51	The total number of properties made decent in the private sector through informal or formal action.	400	800	Annual Indicator		130		200	RED (Off Target)	Target not achieved. This is mainly attributed to the loss warm streets funding	
KPI 52	Disabled Facilities Grant: Average time taken end to end to complete adaptation work	18 dys	18 dys	Annual Indicator		24 weeks		22 weeks	RED (Below Target)	This target is now 22 wks average (from enquiry to completion of works) Target not achieved.	
KCI 43	% of customers who are satisfied or very satisfied with the private sector housing service	100%	75%	Annual Indicator		100%		75%	GREEN (On Target)	Annual target exceeded	

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Environmental Health											
KPI 54	EH: Average time taken to respond to initial request for service (days)	1 dy	4 dys	2dy	1 dy	1 dy	1 dy	5 dys	4 dys	GREEN (On Target)	2012/13 Q1-1 dy, Q2-1 dy, Q3-1 dy, Q4-1dy
KPI 56a	EH: % of requests completed within stated service standard (60 days)	93%	80%	75%	63%	70%	60%	67%	75%	RED (Below Target)	2012/13 Q1-85%, Q2-82%, Q3-76%, Q4-93%. Performance continued to improve from Qtr 2. A member of staff returned from maternity in November which has provided additional support. Qtr 4 below target and annual average below target
KCI 44	% of customers who are satisfied or very satisfied with the Environmental Health service	100%	80%	Annual Indicator		not due			80%		Corporate Annual Satisfaction Survey used This indicator will be reported in 2014/15 Qtr 1

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Licensing											
KPI 59	% of licenses issued on time	98%	90%	98%	98%	97%	89%	96%	90%	GREEN (On Target)	2012/13 - Q1-98%, Q2 - 99%, Q3-98%, Q4-98%
KCI 47	% of customers who are satisfied or very satisfied with the Licensing service	100%	70%	Annual Indicator		not due			70%		Corporate Annual Satisfaction Survey used This indicator will be reported in 2014/15 Qtr 1

Code	Description	2012/13		2013/14							Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Annual	Target	Status	
Benefits											
KBI 3	% of 'Local Authority' error against overall expenditure (Lower Is Better)	0.12	<0.48	0.13	0.10	0.12	0.22		<0.48	GREEN (On Target)	2012/13 - Q1-0.24, Q2 - 0.21, Q3-0.10, Q4 - 0.12
KPI 5	Average processing times for new claims (Lower Is Better)	18.14	16.5	21.14	20.0	18.5	18.08		22	GREEN (On Target)	2012/13 - Q1-18.60, Q2 - 17.84, Q3-17.48, Q4-18.14
KPI 6	Average processing times for changes of circumstances (Lower Is Better)	6.75	5.5	7.14	5.97	5.5	5.40		9	GREEN (On Target)	2012/13 - Q1-6.68, Q2 - 5.99, Q3-5.86, Q4-5.49
Revenues											
KPI 10	% of Council Tax collected in the year	97.50%	98.2%	30%	58%	85%	97.00%		98.2%	RED (Off Target)	2012/13 Q1-31%, Q2-58.56%,Q3-86%,Q4-98% Accumulative -
KPI 12	% of Business Rates collected in the year	98.00%	98.00%	32%	60%	88%	98.00%		98.00%	GREEN (On Target)	2012/13 - Q1 -32%, Q2-60%, Q3-88%,Q4-98% Accumulative -

Report Number: WSC 103/14
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Report to a Meeting of: Scrutiny
To be Held on: 10 July 2014

*Date Entered on Executive Forward Plan
 Or Agreement for Urgency Granted:*

REVENUE AND CAPITAL OUTTURN 2013/14

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide Members with details of the Council's financial outturn position for both revenue and capital budgets, together with information regarding end of year reserve balances.

2. CONTRIBUTION TO CORPORATE PRIORITIES

- 2.1 The Council's financial performance is directly linked to the 'Local Democracy' priority in terms of local accountability and maximising government funding.
- 2.2 Additionally, financial performance and monitoring of financial information is crucial to monitoring the progress being made in delivering all Council services.

3. RECOMMENDATIONS

- 3.1 That Scrutiny Committee Members notes the financial position for 2013/14 financial year and supports proposed transfers to and from earmarked reserves and general reserves.
- 3.2 That Scrutiny Committee Members endorse the recommendations to Council to allocate Supplementary Budget allocations of £5,500 for improvements to Blenheim Gardens and £10,000 for sand clearance from drains and gulleys on the seafront in Minehead.

4. RISK ASSESSMENT (IF APPLICABLE)

Risk Matrix

Description	Likelihood	Impact	Overall
That the Authority overspends against the approved budget	3	4	12
<i>Regular budget monitoring reports are produced and managers actively manage the budgets under their responsibility</i>	1	4	4

- 4.1 The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before the mitigation measures have been actioned and after they have.

5. BACKGROUND INFORMATION

- 5.1 Members have received financial performance information throughout the year, with reports submitted to Scrutiny and Cabinet on a quarterly basis. This report provides details of the position at the end of the financial year, and enables Members to compare in year forecasts with the actual outturn (end of year) position. It also describes how the year end position impacts on the important objective for achieving financial sustainability.
- 5.2 Effective financial management forms an important part of the Council's overall performance management framework. It is also vital that the Council maintains strong financial management and control in the face of continuing and unprecedented financial pressures as funding for council services is squeezed, and our community continues to face up to the effects of wider economic pressures.
- 5.3 The Outturn figures in this report are provisional (pending end of year audit) and have been used as part of the completion of the Unaudited Statement of Accounts, which has been approved by the S151 Officer on 30 June 2014. Should the External Auditor identify any changes to the Accounts these will be reported to the Audit Committee in September 2014.
- 5.4 This report provides some detail behind the financial performance for the year. The high level headline information can be summarised as follows:
- The Outturn against the Revenue Budget is a net underspend of £101,000. The Final Budget included an allocation of £102,000 from General Reserves in the year, however the underspend means that only £1,000 has been used.
 - The General Reserves Balance at the end of the financial year (subject to audit) is £992k, which is above the recommended minimum balance of £500,000.
 - Total Capital Expenditure for the year is £1,101,000. After taking into account the use of funding from capital grants plus S106 contributions, the outturn produces a £75,000 overspend against budget. This overspend has been funded using the Capital Receipts Reserve. A more detailed breakdown of the capital schemes can be found in Appendix D to this report.
- 5.5 2013/14 has seen the introduction of Business Rates Retention. This has introduced new risks and opportunities for the Council, as reported to Members previously. This report provides a summary of the overall impact during the year.

6. REVENUE BUDGET OUTTURN 2013/14 AND RESERVES

- 6.1 The Council has historically measured performance against a Net Expenditure Budget, which has been the basis of reporting during the year. For this year-end report, the outturn position covers the whole of the revenue account including those items that have traditionally been treated as "below the line" such as reserve transfers and government funding.
- 6.2 The Council has reported a net underspend against budget for Net Expenditure of £53,794. In addition, there is a further underspend in respect of surplus grant funding received during the year of £48,297. This leads to a combined overall underspend of £102,091 (1.9%) against Net Budget of £5,306,377.

6.3 The forecast outturn as at Q3 (April to December 2013) was a projected underspend of £60,951. The main areas that have seen changes between the Q3 forecast and the outturn are:

- NDR Cost of Collection: The budget for this reimbursement was removed when the 2013/14 budget was set, on the assumption it was incorporated in the net funding from Business Rates Retention (BRR). However, it is now clear that the Council continues to receive this income separately to BRR and therefore provides additional income of £74,427 above budget for the year.
- The final Waste Contract costs position is lower than estimated throughout the year.
- Hinkley Central Support Recharges: Cost of management support and overheads for posts funded from EDF contributions, totalling £103,612. This income was not included in the Original Budget assumptions on the basis that the contribution does not represent ongoing funding for annual base costs.
- Government Grants: Additional grant funding has been received (historically “below the line”) providing a surplus of £40,389. This surplus is in respect of West Somerset’s share of unused Capitalisation monies set aside of £8,327, a Local Authority Transition Grant of £23,156 and additional New Homes Bonus monies received of £8,906.
- Tourism and Housing: Staff costs in respect of Tourism and Housing not eligible for funding via Hinkley S106 funding, therefore identified as unfunded costs. A reimbursement of the S106 account in respect of costs incurred in 2012/13 has also been made, producing an unplanned overspend against budget of £136,379 in the year.

6.4 A detailed breakdown of the main differences between the outturn and budget amounts is provided in **Appendix A**. Table 1 below provides a summary the revenue budget and outturn for the year.

Table 1 – Summary Revenue Outturn 2013/14

	Budget £	Outturn £	Variance £
Housing, Economy and Welfare	884,760	919,140	34,380
Environment and Community	2,591,110	2,577,206	-13,904
Corporate Services	1,279,087	1,232,733	-46,354
Corporate Management	169,383	149,165	-20,218
Joint Management Team (gross – see 6.6 below)	<i>Incl above</i>	89,378	89,378
Joint Management and Shared Services Transition	133,017	133,017	0
Hinkley Central Support Recharges	0	-103,612	-103,612
Subtotal - Net Service Costs	5,057,357	4,997,027	-60,330
Interest costs and income	50,150	56,686	6,536
Provision for capital debt repayment	24,900	24,900	0
Subtotal – Net Costs before reserve transfers	5,132,407	5,078,613	-53,794
Transfers from Earmarked Reserves	-448,790	-448,790	0
Transfers to Earmarked Reserves	724,405	724,405	0
Transfers to/from General Reserves	-101,645	-101,645	0
NET BUDGET AND EXPENDITURE	5,306,377	5,252,583	-53,794
<i>“Below the line” Funding items:</i>			
Business Rates Funding	-1,241,521	-1,249,429	-7,908
Revenue Support Grant	-1,579,297	-1,579,297	0
New Homes Bonus	-383,956	-383,956	0
Other Grants	-328,990	-369,379	-40,389
Council Tax	-1,772,613	-1,772,613	0
TOTAL FUNDING	-5,306,377	-5,354,674	-48,297
NET UNDER(-)/OVERSPEND FOR THE YEAR	0	-102,091	-102,091
Underspend Transferred to General Reserves	0	102,091	102,091

- 6.5 The Net Budget for the year included approved transfers from General Reserves of £101,645, effectively providing income to the Revenue Budget. As the outturn produces a net underspend of £102,091 at the year end, this underspend will be transferred to General Reserves. In effect this means that the Council didn't need to use reserves to fund expenditure in the year, and in the end added a very minor surplus of £446 to the reserve balance.
- 6.6 In respect of Joint Management Team costs, the above table shows the part-year gross cost for the new management team (as previously reported). However, Members are advised that this cost is largely offset by savings included in the previous lines in Table 1 in respect of the 'old' management team posts, so that the net increase in Management Team costs in the year is £9,890. This is broadly in line with the Business Case expectations, and Members are also reminded that the additional management costs will be offset within the overall net savings in respect of the JMASS Business Case, which is on track.
- 6.7 There have been some significant value transfers to and from Earmarked Reserves during the year, as seen in Table 1. These are set out in some detail later in this report.
- 6.8 Our net Business Rates Retention funding has performed well against budget for the year. An additional £100,000 has been transferred to the Business Rates Reserve (included in net transfers to earmarked reserves figure in Table 1), and in addition a small surplus of £7,908 has been reported. Business Rates information is set out in further detail later in this report.

General Reserves

- 6.9 The following table summarises the movement on the General Reserves Balance during the year. The reserves balance as at 31 March 2014 is £991,866, which is very similar to brought forward balance, and is comfortably above the current recommended minimum balance within the Council's financial strategy. Members are reminded that the 2014/15 Budget uses £321,108 of General Reserves, therefore the current **forecast balance in 2014/15 is £670,758**. This will potentially provide Members with a modest contingency/flexibility in the short term to address one-off low value budget pressures and/or support one-off low value spending plans. However, a review of the appropriate minimum balance will be undertaken by the S151 Officer during the summer and any changes to the proposed minimum will be reported to Members later this year.

Table 2 – General Reserves Balance 31 March 2014

	Actual £
Balance Brought Forward 1 April 2013	991,420
Original Budget	-16,265
Supplementary Estimates:	
Home Improvement Agency Contract	-62,030
Carousel Public Conveniences	-1,050
East Wharf Interest	-22,300
2013/14 Underspend	102,091
Balance Carried Forward 31 March 2014	991,866
<i>Memo: 2014/15 Budgeted Use of Reserves</i>	<i>-321,108</i>
<i>Forecast Balance as at March 2015</i>	<i>670,758</i>

Earmarked Reserves

- 6.10 Earmarked Reserves are amounts that have been set aside for specific purposes from existing resources, where the expenditure is expected to be incurred in future years. The table below provides a summary of the movement in earmarked reserve balances during 2013/14 financial year, highlighting that earmarked reserve balances have increased during the year by £275,615, to a total of £1,375,939 as at 31 March 2014. Further detail is provided in **Appendix B**.

Table 3 – Earmarked Reserves Balance 31 March 2014

	Actual £
Balance Brought Forward 1 April 2013	1,100,324
Transfers to Revenue Account	-448,790
Transfers from Revenue Account	724,405
Balance Carried Forward 31 March 2014	1,375,939

Joint Management and Shared Services

- 6.11 During 2013/14 Members will be aware that the implementation of Joint Management and Shared Services (JMASS) has commenced. As part of the Business Case the Council set aside £358,000 to support the costs of implementing shared management and services. Of this sum, £133,017 has been used in 2013/14 to fund initial transition costs, and the balance of £224,983 has been transferred to a JMASS Earmarked Reserve to support the remainder of estimated transition costs in 2014/15.
- 6.12 At the end of March 2014 the Councils were successful in obtaining a £750,000 Transformation Grant from central Government, to help meet some of the costs of implementing the new management and service structure, and related service transformation costs. Applying the default 80:20 split used in the Business Case, £150,000 of this grant has been recognised as income to WSC, and has also been allocated to the JMASS Earmarked Reserve as part of the outturn for the year, providing funds for 2014/15 and/or later years to support the project and implementation of the Business Case.

Business Rates Retention

- 6.13 At a meeting of Cabinet held on 8 June 2013 a number of recommendations from Scrutiny Committee were approved regarding the monitoring of the impact on the Council's financial position of the new Business Rates Retention Scheme. These included:
- An updated estimate of the amount to be retained
 - An aged debtor report in respect of unpaid Non-Domestic Rates
- 6.14 2013/14 is the first year of operating the business rates retention scheme. The 'rules' and supporting guidance have been updated through the year, right through to the financial year end, making accurate forecasting difficult. The required accounting arrangements result in some unexpected 'timing differences' for when elements of the funding system impact on the funding position across financial years. It is therefore appropriate to revise the way information is incorporated into financial reports to Members. A summary of the Business Rates Collection Fund is included in **Appendix C**. The amounts credited to the General Fund Revenue Budget in 2013/14 are based on different sources – a combination of the 2013/14 NNDR1 (Original Budget Estimate) and the 2013/14 NNDR3 (End of Year position):

Heading	Fixed or Variable	Source
40% Standard Share of BR Income	Fixed	2013/14 NNDR1
Tariff to Government	Fixed	2013/14 NNDR1
Levy Payment to Government	Variable	2013/14 NNDR3
Safety Net Receipt from Government	Variable	2013/14 NNDR3
Share of Previous Year's Collection Fund Surplus	Fixed	2013/14 NNDR1
Section 31 Grant (Government-funded Reliefs/ Discounts)	Variable	2013/14 NNDR3

- 6.15 At the end of the financial year there will be a Surplus or Deficit on the Business Rates Collection Fund, and this sum will be distributed in future years based on Standard Shares – so 40% for West Somerset Council.
- 6.16 The following table summarises the gain/loss for the council under the retention scheme by comparing the retained business rates income with the Funding Baseline set by Government. This will determine business rates income growth, which directly relates to the calculation of the Levy or Safety Net Payment due to/from central Government.

Table 5 – West Somerset Council Gain/Loss under the Retention Scheme

	Collection Fund	WSC General Fund
Non Domestic Rating Income (Yield)	10,470,678	
*Add back ½ Small Business Rates Relief plus Other Reliefs– funded by S31 Grant	623,009	
Adjusted Non Domestic Rating Income (Yield)	11,093,687	
40% Standard Share for WSC		4,437,475
Tariff to Government (fixed amount)		-2,922,502
Total Retained Income		1,514,973
WSC Business Rates Baseline		1,050,663
Net Business Rates Growth v Baseline		464,310
50% Levy Payment to Government		232,155
Retention of Growth by WSC		232,155

**The funding baseline is adjusted to avoid double-funding for the costs of enhanced Small Business Rates Relief, which is reimbursed to the Council via Section 31 Grant; and for Localism Reliefs to guard against authorities awarding reliefs to the extent that the authority trips into the safety net position.*

- 6.17 The following table summarises the net position in respect of retained business rates funding for the Council in 2013/14. It has become clear as part of the year end accounting guidance received from CIPFA that the 40% share of Business Rates Income is based on the original NNDR1 estimate. During the year the forecast was based on an assumption that this figure would be changeable according to actual income.

Table 6 – Business Rates Funding Outturn for West Somerset Council

	Forecast Sept 2013 £	Forecast Dec 2013 £	Actual For 2013/14 £
40% Share of Business Rates Income (see above)	4,218,028	4,292,091	4,154,882
Tariff to Government (fixed amount)	-2,922,502	-2,922,502	-2,922,502
Section 31 Grant Funding for enhanced Small Business Rates Relief / Flooding Relief	0	0	249,204
50% Levy Payment to Government	-122,431	-159,463	-232,155
Previous Year's Collection Fund Surplus	0	0	0
Total Retained Business Rates Funding 2013/14	1,173,095	1,210,126	1,249,429

- 6.18 The introduction of the Business Rates Retention system has introduced new financial risks for the Council. The council's share of business rates funding is directly linked to the total amount of business rates due and collected in the area. A potentially significant risk exists in respect of the costs of refunds and appeals, particularly where this results in refund that is back-dated to 2010 (or even earlier in a small number of cases). The total Gross Rateable Value of outstanding appeals with the Valuation Office as at 31 March 2014 = £14,072,475.
- 6.19 By far the biggest risk to the Council's financial position is any successful appeal/refund in respect of Hinkley B, as this accounts for almost half of the total business rates income in the district. A financial provision of £740,000 has been included within the above rates yield figures for the year in respect West Somerset's share of appeals, based on a best estimate (see "Refunds and Appeals Costs and Provision" in Table A above). The outcome of appeals and valuation tribunals are beyond the control of the Council.
- 6.20 Taking into account the inherent risks and uncertainties within the retention system, together with accounting timing differences referred above, it is recommended to maintain a contingency balance in a Business Rates Smoothing Account Reserve. A sum of £100,000 has been set aside in the Outturn, which adds to the £169,663 that was transferred with the Original Budget for the year, providing a total reserve balance of £269,633 to provide some protection against a larger than estimated appeals refund that could arise, and any other cause that leads to a future deficit in the Business Rates Collection Fund. The requirement for this reserve will continue to be monitored as the retention system 'matures' and our level of certainty improves.

Business Rates – Outstanding Liabilities as at 31 March 2014

- 6.21 The following table summarises the balance of business rates arrears due to be collected from rate payers as at 31 March 2014.

Table 8 – Business Rates Arrears as a 31 March 2014

Year	Total Net Liability £	Costs Raised £	Gross Amount Collectable £	Write Offs £	Net Amount Collectable £	Arrears Balance £	% O/S
2000-08	116,811,235	21,497	116,832,732	373,253	116,459,479	8,627	0.007%
2009	7,607,485	4,386	7,611,871	82,389	7,529,482	3,828	0.050%
2010	8,499,167	3,987	8,503,154	46,939	8,456,215	17,203	0.202%
2011	9,382,905	3,377	9,386,282	76,040	9,310,242	49,960	0.532%
2012	10,492,214	3,282	10,495,496	12,890	10,482,606	111,515	1.063%
	152,793,006	36,529	152,829,535	591,511	152,238,024	191,133	0.125%
2013	11,659,196	3,212	11,662,408	438	11,661,970	184,366	1.581%
	164,452,202	39,741	164,491,943	591,949	163,899,994	375,499	0.229%

- 6.22 The balance outstanding for the years 2000 – 2012 is £191,133 which is £53,133 less than the figure at 31st December 2013 of £249,266. The overall balance of arrears as at 31 March 2014 is £375,499, which is a small but positive of £6,084 compared to position at the end of the previous financial year.

Discretionary Housing Payment Scheme and Council Tax Rebate Discretionary Scheme

- 6.23 At Full Council on the 27 March 2013 the policies for Discretionary Housing Payment and Council Tax Reduction Scheme were approved. On consideration of the report, it was confirmed that expenditure under the schemes would be monitored as part of the quarterly

service plan monitoring. The schemes are designed to help those households / families in the locality that require additional support whilst adjusting to the impact of Welfare Reform.

- 6.24 The following table shows the position for the 2013/14 financial year. As the table shows, the Council has remained within budget for the year, and has been able to support a number of households that meet the criteria with financial assistance during the year.

	Discretionary Housing Payment Scheme	Council Tax Reduction Discretionary Scheme
2013/14 Budget	£150,303	£22,500
Full Year Costs	£83,779	£7,365

7. PROPOSED BUDGET APPROVALS

- 7.1 In view of the net underspend in 2013/14, Cabinet Members are minded to propose two additions to the Budget in 2014/15. These are:
- 7.2 £5,500 to invest in making Blenheim Gardens a magnet for residents and visitors by clearing overgrown spots and making the most of the flowers, shrubs and trees. Blenheim Gardens is West Somerset's flagship park and covers six acres in the centre of Minehead. Created in the 1920s, the gardens are mature with spring and summer bedding displays, a wide range of trees, shrubs and perennials that thrive in the mild maritime climate. The gardens also has its own bandstand for summer concerts and brass bands – always a family favourite – as well as a seasonal putting course, a Burma Star Memorial Garden and seating.
- 7.3 £10,000 to provide additional funds for urgent additional drainage works / sand clearance from drains/gulleys in Minehead, to reduce flood risk. This work needs to be undertaken urgently to ensure the seafront area does not flood over the summer months and therefore can be used to promote events in Minehead. Costs are indicative at this stage, and any variation in final contract would be reported to Members and additional budget sought if needed.

8. CAPITAL BUDGET OUTTURN 2013/14

- 8.1 The approved Capital Budget for the year totals £608,336 – based on planned expenditure to be funded from Capital Receipts Reserve. For the purposes of the Outturn Report – and to reflect recommended practice in future – this budget has been increased to reflect other capital expenditure that has been incurred by the Council based on approved use of capital grants and contributions received. This gives a notional updated Total Budget of £1,026,035 for the year.
- 8.2 Total Capital Expenditure – including expenditure funded by grants and contributions – in the year is £1,101,574, resulting in a net overspend of £75,539 (7.3%).
- 8.3 This net variance to budget comprises a number of underspends and overspends against the approved capital budgets within the overall Programme. The main reason for the net overspend is in respect of unbudgeted expenditure on the acquisition under covenant of 3 units in Clanville Housing scheme. This added £194,256 of unavoidable costs in 2013/14 which has been funded from the Capital Receipts Reserve. As the Council is actively seeking to sell the properties to new buyers, it is anticipated that capital receipts will be generated in 2014/15 which will help to replenish the Capital Receipts Reserve. The Council has also reported larger underspend amounts against schemes for asset disposals, investment in Decent Homes, East Wharf Warehouse, Watchet Harbour and Public Conveniences. A summary of the 2013/14 Outturn by Scheme is set out in **Appendix D**.

- 8.4 The overall capital funding position remains limited for the Council, pending the generation of capital receipts through planned asset disposals. The total spending in 2013/14 has been funded from capital receipts and capital grants and contributions (including S106). There has been no increase in the underlying capital borrowing requirement during the year.

9. FINANCIAL/RESOURCE IMPLICATIONS

- 9.1 Contained within the body of the report.

10. COMMENTS ON BEHALF OF SECTION 151 OFFICER

- 10.1 Contained within the body of the report.

11. EQUALITY & DIVERSITY IMPLICATIONS

Members need to demonstrate that they have consciously thought about the three aims of the Public Sector Equality Duty as part of the decision making process.

The three aims the authority **must** have due regard for:

- Eliminate discrimination, harassment, victimisation
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

- 11.1 None directly in this report.

12. CRIME AND DISORDER IMPLICATIONS

- 12.1 None directly in this report.

13. CONSULTATION IMPLICATIONS

- 13.1 None directly in this report.

14. ASSET MANAGEMENT IMPLICATIONS

- 14.1 None directly in this report.

15. ENVIRONMENTAL IMPACT IMPLICATIONS

- 15.1 None directly in this report.

16. HEALTH & WELLBEING

Demonstrate that the authority has given due regard for:

- People, families and communities take responsibility for their own health and wellbeing;
- Families and communities are thriving and resilient; and
- Somerset people are able to live independently.

- 16.1 None directly in this report.

17. LEGAL IMPLICATIONS

- 17.1 None directly in this report.

SUMMARY OF REVENUE VARIANCES TO BUDGET 2013/14

Group and Detail	Q3 Forecast Variance £	Variations To Budget £	Comments
<i>Housing, Economy & Welfare</i>			
Tourism HPC S106	0	76,036	Funding of salary costs not permitted as part of the S106 agreement. Includes an adjustment in respect of costs incurred during 2012/13
Housing HPC S106	0	60,343	Funding of salary costs not permitted as part of the S106 agreement. Includes an adjustment in respect of costs incurred during 2012/13
Licensing	-18,221	-10,822	Underspend in respect of salary costs due to the retirement of the Licensing Officer during 2013/14.
Housing (Temporary Accommodation)	27,590	30,816	Overspend in relation to all property costs due to non-occupation.
Planning Policy	4,404	11,958	Overspend on Local Development Framework and Ecology consultation.
Housing Staff	3,580	13,673	Saving on salary costs during 2013/14 due to maternity leave, however funding of salary not permitted as part of S106 agreement and therefore an adjustment made in respect of 2012/13.
GM Housing & Communities	-11,302	-11,596	Underspend on salary costs. Costs included as part of the JMASS costs.
Housing Benefits	-65,855	-114,042	Underspend on statutory payments together with income received from overpayment invoices.
Benefits Staff	540	17,300	Contribution to salary costs not realised.
Benefits Administration	6,720	51,341	Overspend on external processing and grant monies received during the year agreed to be earmarked.
Council Tax Administration	1,485	-17,976	Underspend on external processing and increased court costs received.
Revenues Staff	-13,829	-15,080	Underspend on salary costs.
NDR Administration	5,497	-69,253	Cost of collection grant.
Private Sector Renewal	2,178	13,460	Adjustment to previous year accrual in respect of the Home Improvement Agency contract.
Other variances	-15,472	-1,778	
Group Total	-72,685	34,380	

Group and Detail	Q3 Forecast Variance £	Variations To Budget £	Comments
<i>Environment & Community</i>			
Estates – Assets	-1,643	-30,103	Underspend on maintenance, asset disposal fees and assets of community benefit.
West Somerset House	-7,329	-24,019	Credit adjustment to accrual carried over from 2012/13, together with an underspend on cleaning costs and wood pellets.
Development Control	-93,720	-44,728	Underspend on salary costs due to post being vacated, increased application fees together with an overspend on consultant fees.
Building Control	26,848	41,112	Overspend on consultant fees together with reduced application fees.
Parking – Off Street	345	-12,668	Underspend on general maintenance and ticket machine maintenance.
Public Conveniences	40,485	33,843	General overspend due to the non-closure of some sites.
Open Spaces	-32,520	-38,921	Underspend on salaries and non-contract maintenance, Increased income from agency work
Waste	47,620	9,420	Overspend on contract offset by green waste bin renewal income.
Street Cleansing	-15,535	10,013	Debit adjustment in respect of an accrual carried over from 2012/13 offset by reduced cost of bin emptying contract.
GM Environment & Services	-14,231	-14,295	Underspend on salary costs.
Community Development	12,299	12,392	Overspend on salaries due to Hinkley contribution now not being received and an officer working increased hours for part of the year.
Community Safety	21,052	41,371	Overspend on salaries due to Hinkley contribution now not being received as well as an adjustment in respect of costs incurred during 2012/13.
Information Technology	6,964	-14,038	Overspend on annual maintenance & support and corporate security, offset by underspend on salaries and GCSX payments
Other variances	12,804	16,717	
Group Total	3,439	-13,904	
<i>Corporate Services</i>			
Legal	-6,090	-22,514	Underspend on Mendip contract together with compensation payment being received.
Land Charges	-8,237	22,991	Earmarked reserve set up.
Human Resources	19,173	10,546	Overspend in relation to the vacancy rate due to underspends being recorded in specific services rather than centrally.
Finance	-38,305	-40,880	Underspend on salaries due to vacant post, past service costs and bailiff fees.

Group and Detail	Q3 Forecast Variance £	Variances To Budget £	Comments
Internal Audit	-9,686	-9,686	Underspend on fees due to redistribution of partnership surplus from previous years.
Other variances	1,083	-6,811	
Group Total	-42,062	-46,354	
<i>Corporate Management</i>			
Corporate Director	-19,664	-20,218	Underspend on salary costs. Costs included as part of the JMASS costs.
Group Total	-19,664	-20,218	
<i>Other Variances</i>			
Joint Management & Shared Services Project	68,841	89,378	Costs of joint management structure.
Hinkley Central Support Recharges	0	-103,612	Recovery of overhead charges in respect of Hinkley employed staff.
Interest and other income	1,179	6,536	Public Works Loan Board and other brokerage fee costs.
Business Rates Funding	0	-7,908	
Other Grants	0	-40,389	
Total Variances to Budget	-60,952	-102,091	

SUMMARY OF EARMARKED RESERVES 2013/14

Earmarked Reserve Account	1 April Balance £	Transfers In	Transfers Out	Transfers Between Accounts	31 March Balance £	Comments
Economic Regeneration	27,500			-27,500	0	Remains of foot & mouth fund, transferred to the Sustainability Reserve
Area Based Grant	159,747		-43,749	-2,364	113,634	
Community Safety	7,395	700	-3,640		4,455	External funding specifically earmarked for community safety initiatives
Land Charges	32,898		-4,368		28,530	Government grant specifically earmarked for providing refunds when due
Tourism	19,139		-3,227		15,911	Specifically earmarked for tourism and is topped up by ENPA
Seaside Towns	96,425		-80,337	3,995	20,083	Specifically earmarked for initiatives in Minehead
Corporate Performance Improvement	19,419		-19,419		0	This will be transferred in year to the general fund as per the approved MTFP
New Homes Bonus	193,892		-60,164	-19,878	113,850	Mainly earmarked for Rural Housing project and HIA contract. £60,164 to be transferred to the general fund in year as per approved MTFP. The remainder will remain earmarked for sustainability projects
Washford Lorry Park	46,000		-8,335	-37,665	0	Money paid by EDF to remove covenants. Was to be used in 12/13 to fund capital, £8,335 to be transferred to the general fund as per MTFP (replacing use of LSP reserve). Remainder to be earmarked for sustainability projects.
LSP	1,321		-120	-1,201	0	Earmarked for sustainability projects
DCO Reserve	47,902			-47,902	0	Earmarked for sustainability projects
Sustainability Reserve	325,296		-169,125	-98,473	57,698	Earmarked for initiatives that have a positive impact upon the long term sustainability of the Council
Mortgage Rescue	34,500		-18,380	-16,120	0	Government Grant – earmarked
Minehead Events	20,000		-6,354	-3,995	9,651	Mary Portas grant – specifically earmarked

Earmarked Reserve Account	1 April Balance £	Transfers In	Transfers Out	Transfers Between Accounts	31 March Balance £	Comments
COOL Reserve	368		-368		0	Government Grant – earmarked to create low impact, environmentally friendly sustainable tourism projects
Housing Benefit Admin	15,536		-3,754		11,782	Government Grant – specifically earmarked to provide support in times of recession
Council Tax Reform	25,542	32,680	-8,914		49,308	Government Grant – specifically earmarked to support implementation of Council Tax Reforms
Benefits External Processing	4,755		-3,098		1,657	Government Grant – specifically earmarked to provide support in times of recession
DHP Reserve	11,424	44,861	-11,424		44,861	Government Grant – specifically earmarked for Discretionary Hardship Payments
District Election Reserve	10,000	10,000			20,000	Earmarked for costs of 2015 elections
Water Bathing Signs	1,266				1,266	Environmental grant specifically earmarked
Other Election Reserve		15,107			15,107	Funds to meet the additional costs of IER.
IER Reserve		11,664			11,664	Funds to meet the additional costs of IER
Land Charges Surplus / Deficit		31,547			31,547	Surplus for the year. Service should self-finance over a 3 year period
Inspire		7,131			7,131	Earmarked for costs under the Inspire Directive
Transparency Code		2,588			2,588	Earmarked to meet the cost of complying with the transparency code
Exmoor at your Fingertips		1,780			1,780	LARC Fund to fund the Exmoor at your fingertip project
Roughmoor Signage		1,011			1,011	Contribution from business to fund sign for Roughmoor Enterprise centre
Minehead Town Centre Signage		885			885	Contribution from Minehead Chamber of Trade and Morrison s106 to fund the signs
Our Place		2,500			2,500	Contribution for the Our Place project
Eat Exmoor		500			500	Contribution from SCC for the Eat Exmoor Project

Earmarked Reserve Account	1 April Balance £	Transfers In	Transfers Out	Transfers Between Accounts	31 March Balance £	Comments
National Grid PPA		16,911			16,911	Earmarked to part fund the post of Nuclear Programme Manager
CCTV		4,000			4,000	Underspend in 13-14 earmarked to fund the purchase of a new CCTV camera
Homelessness Prevention		50,000		16,120	66,120	£50,000 Homeless Prevention Grant (part of RSG) plus remainder of Mortgage Rescue Grant
Section 31 - Flooding		17,500	-4,014		13,486	Funds to support businesses after the winter flooding.
Watchet Harbour Dredging		7,500			7,500	Underspend in 13-14 earmarked to fund additional dredging in 14-15
Planning Staff Salary		6,000			6,000	Part of the 13-14 planning application fees income earmarked to fund additional salary costs in the planning service in 14-15
Coast Protection		2,275			2,275	Underspend in 13-14 earmarked to fund sand clearance costs in 14-15
Morrison's Footpath		6,000			6,000	Earmarked to part fund the footpath upgrade
JMASS Reserve		150,000		224,983	374,983	£150,000 in respect of Central Government (Transformation Challenge Grant) received. The other £224,983 is the remainder of the £358,000 allocated as part of the Business Case report following the payment of redundancy costs.
Council Tax Discount Scheme		5,000			5,000	Funds to support households after the winter flooding.
Community Right to Challenge		8,547			8,547	Monies set aside for potential claims.
Assets of Community Value		7,855			7,855	Monies set aside for potential claims.

Earmarked Reserve Account	1 April Balance £	Transfers In	Transfers Out	Transfers Between Accounts	31 March Balance £	Comments
Business Rates Retention Smoothing Account		269,663			269,663	£169,663 transferred as part of the setting of the 2013/14 budget. An extra £100,000 has also been set aside as the estimated surplus on the NNDR collection fund for 13-14 was higher than the actual year end surplus and this will aid cashflow for the payments to major preceptors.
JMASS Project Reserve		10,200		10,000	20,200	Monies set aside as agreed as part of the Business Case approval.
Totals	1,100,325	724,405	-448,790	0	1,375,940	

BUSINESS RATES COLLECTION FUND ACCOUNT 2013/14

	NNDR3 Forecast Sept 2013 £	NNDR3 Forecast Dec 2013 £	NNDR3 Actual For 2013/14 £	Comments
Gross Business Rates Yield (Income)	-14,393,691	-14,421,388	-14,880,132	
<i>Less Deductions:</i>				
Refunds and Appeals Costs and Provision	1,500,000	1,365,000	1,849,500	
Write-Offs	100,000	100,000	16,110	
Mandatory Relief	1,697,891	1,736,196	2,228,751	
Discretionary Relief	219,892	228,430	240,666	
Other Deductions	330,839	261,536	74,427	
Net Business Rates Yield (Income)	-10,545,069	-10,730,226	-10,470,678	
<i>2013/14 Distribution Of Business Rates Income – based on 2013/14 NNDR1:</i>				
50% Central Share to Government	5,272,535	5,365,113	5,193,603	2013/14 NNDR1 amounts for Standard Shares transferred to General Fund / Government / SCC / Fire in 2013/14
40% Share to West Somerset Council	4,218,028	4,292,091	4,154,882	
9% Share to Somerset County Council	949,056	965,720	934,848	
1% Share to Devon & Somerset Fire & Rescue	105,450	107,302	103,872	
	10,545,069	10,730,226	10,387,205	
2013/14 Surplus(-)/Deficit on BR Collection			-83,473	
Share of Surplus(-)/Deficit distributed in 2014/15 – based on 2014/15 NNDR1 Estimate:				The 2014/15 NNDR1 included an estimate of the 2013/14 Surplus, which will provide the actual amounts distributed in 2014/15.
50% Central Share to Government			149,779	
40% Share to West Somerset Council			119,823	
9% Share to Somerset County Council			26,960	
1% Share to Devon & Somerset Fire & Rescue			2,996	
Surplus(-)/Deficit Residual Balance			299,558	
Share of Residual Surplus(-)/Deficit distributed in 2015/16 – based on 2015/16 NNDR1 Estimate:				Any difference between the actual 2013/14 Surplus, and the estimate of this included in the 2014/15 NNDR1 will be distributed in 2015/16.
50% Central Share to Government			-108,043	
40% Share to West Somerset Council			-86,434	
9% Share to Somerset County Council			-19,447	
1% Share to Devon & Somerset Fire & Rescue			-2,161	
Balance Cleared to Nil			0	

CAPITAL PROGRAMME OUTTURN 2013/14

	Scheme	Budget (from Capital Receipts) £	Budget (from Grants / Conts) £	Total Budget £	Total Spend £	Variance £	Comments
	Clanville Housing	0	0	0	194,256	194,256	Agreement means that Authority has to buy back properties when put up for sale. Bought 2 Houses during 2013/14 (No 7 & 15), that remain under Council's ownership. The council intend to sell these properties – generating capital receipt in future year.
	Disabled Facilities Grants	96,000	144,000	240,000	232,974	-7,026	Spend on providing grants. Government grant received in 2013/14 of £175,717 and £30,727 grant unapplied as a result of spending less than the total grant received last year. Cost to the authority was £26,530.
	Disposal - Seaward Way Housing Land	50,000	0	50,000	62,931	12,931	Sale has been delayed – currently undergoing legal action.
	Disposal – Seaward Way Leisure Land	0	0	0	1,020	1,020	Sale is going through (£50,000 budget cover both area in Seaward Way)
	Disposal – Aquasplash Site	50,000	0	50,000	8,356	-41,644	Sale is going through (later than planned)
	Disposal – Simonsbath Site	5,000	0	5,000	0	-5,000	Sold to the Exmoor National Park.
	Disposal – Townsend Farm	5,000	0	5,000	9,870	4,870	Sale is going through (later than planned)
	Disposal – VIIC	0	0	0	4,318	4,318	Costs incurred linked to planned disposal of asset
	Decent Homes	84,000	0	84,000	33,686	-50,314	Demand not as much as projected
	East Wharf Warehouse	34,000	0	34,000	8,518	-25,482	Budget to make building safe and secure to let. However negotiations are taking place with Watchet Marina Limited regarding the future of the Warehouse. £7,000 spent on replacement railings
	Watchet Harbour Safety Initiatives*	0	0	0	0	0	Virement of budget
	Roughmoor – CCTV *	0	0	0	0	0	Virement of budget
	Car Parks Resurfacing *	0	0	0	0	0	Virement of budget
	Watchet Harbour	29,500	0	29,500	11,067	-18,433	Impounding Wall work not progressed
	Quay Street Cliffs	7,000	0	7,000	6,619	-381	

	Scheme	Budget (from Capital Receipts) £	Budget (from Grants / Conts) £	Total Budget £	Total Spend £	Variance £	Comments
	Dulverton Mill Leat	10,000		10,000	14,964	4,964	Costs as a result of winter storm damage
	Coast Protection	5,000		5,000	0	-5,000	Works funded from revenue resources
	Public Conveniences	50,000		50,000	24,782	-25,218	Only two projects completed in year
	Replacement Lanterns	2,000		2,000	2,160	160	Minehead and Watchet Harbours
	PCN Hand Computer	2,500		2,500	0	-2,500	Car Parks, opened negotiations with County (NSI)
	Beach Rake	8,000		8,000	9,083	1,083	Actual cost of works was more than estimated
	Blue Anchor Hotel – Coast Protection	0		0	13,389	13,389	If the project is successful monies will be reimbursed by Environment Agency. Application to the Environment Agency is ongoing. It will be a cost to the Authority if the application turned down
	TASK Financial System	50,000		50,000	62,725	12,725	Implementation costs of bring the system back in-house
	Hardware Replacement	65,000		65,000	58,734	-6,266	Hardware costs cheaper than indicative budget costs
	Backup Solution	18,000		18,000	11,981	-6,019	Decision to implement a different solution than was originally included for in the budget
	MS Exchange Upgrade	5,700		5,700	6,175	475	Project workshop day was chargeable
	2003 Domain Upgrade	7,000		7,000	6,175	-825	Fewer implementation days required
	Microsoft Licence	13,636		13,636	13,636	0	Annual Microsoft licence costs
	Oracle Upgrade	11,000		11,000	11,000	0	Project was originally dropped from the capital programme, however a supplementary estimate was put before cabinet to support the upgrade of the Building Control/Environmental Health and Gazetteer systems as the current Oracle database was to be de-supported during 13-14
	CCTV Equipment	0		0	19,456	19,456	Settlement of the payment due to ADT in respect of the Warren Road CCTV equipment. It was agreed back in 2010/11 that this would be fund from the capital receipt received in respect of Vulcan Road.
	Affordable Housing	0	161,500	161,500	161,500	0	Beach Hotel capital development funding (S106)
	Other Capital Grants	0	112,199	112,199	112,199	0	Other Capital Grants (Unapplied and Receipts In Advance – S106)

	Scheme	Budget (from Capital Receipts) £	Budget (from Grants / Conts) £	Total Budget £	Total Spend £	Variance £	Comments
	TOTAL	608,336	417,699	1,026,035	1,101,574	75,539	

* Budget virement completed in order to fund the installation of railings at Watchet Harbour.

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before the mitigation measures have been actioned and after they have.

5. BACKGROUND INFORMATION

- 5.1 The financial history of West Somerset Council has been well documented and is widely understood. The Council has made good progress over recent years and this was recognised in the external auditors (Grant Thornton) report last autumn. Importantly, Councillors recognise and understand that more has to be done as the financial challenges ahead are considerable.
- 5.2 The decision in November 2013 to progress joint working with Taunton Deane Borough Council will, as set out in the Business Case for Joint Management and Shared Services (JMASS), deliver significant savings for the Council. This is delivered by “joining up” the Officer structures of the two Councils. The Business Case explained that further opportunities for driving out savings – by looking at service redesign and transformation - would then be explored.
- 5.3 We are starting to think through, and learn from others, what this could look like for our area. There is more to be done on this and the recent Member Briefing outlined some of the issues we will need to consider.
- 5.4 Meantime, we need to progress the financial planning for next year and beyond. Whilst hopeful that transformation may deliver significant ongoing savings in future years, we need to have some plans in place should this not happen either at the right time or level. The Council is rightly ambitious for the community, and we need to ensure those aspirations are matched with resources.
- 5.5 I have now had the opportunity to fully review and better understand the Councils overall financial position. The Medium Term Financial Plan (MTFP) has been updated (detailed in Appendix 1 – MTFP Update by Assistant Director of Resources) to reflect as much as possible what is “known”, and provides “best estimates” on areas of uncertainty. The assumptions previously used have been thoroughly reviewed and updated to reflect best practice. This document will continue to be updated as new information emerges and further updates shared with Members at key points in the budget process.
- 5.6 I have summarised the key messages from the refreshed MTFP in section 2 below. The headline forecast shows a budget gap for 2015/16 alone of over £316k and there remain significant areas of risk facing the Council over the next few years.
- 5.7 The Council wishes to have a sustainable future, so a new approach to financial planning and budget setting is required. Without this, a balanced budget for future years will be difficult and the key corporate priority of “securing local democracy” could fail.
- 5.8 This will mean some tough decisions around priorities have to be made by Members, and a new approach to financial decision making. The Council needs to consider the strategic view (rounded picture of revenue, capital and treasury) rather than each element in isolation and will need to fundamentally review its treasury ambitions.

- 5.9 This paper sets out what this different approach could look like, the key roles and responsibilities of Members, and the indicative timeline for each phase of work.

6. MEDIUM TERM FINANCIAL PLAN (MTFP) KEY MESSAGES

- 6.1 The detailed MTFP is shared at Appendix 1. The key messages I wish to now highlight to all Members from this refresh of financial forecasts are as follows:-

- The Council is currently relying on the use of General Fund Reserves to prop up its underlying budget position. This is not sustainable and undermines the ability to invest in spend to save initiatives.
- The Council needs to reduce its net budget position. This cannot be achieved without impacting on services. Transformation will help in the medium to long term, but some difficult choices may have to be made in the short term.
- The forecasts for reduction in Government funding have been updated to reflect a more realistic position – with RSG effectively disappearing by 2020 at the latest.
- The MTFP will assume – for planning purposes – a council tax increase of 1.99% per annum.
- The minimum level of reserves will need to be reviewed in light of the transfer of financial risk from Central Government to Local Government (localised business rates and council tax support schemes).
- The Council is currently relying on all of the annual New Homes Bonus funding to prop up its underlying budget position. Whilst not unusual, due to scale, this places greater risk on sustainability and needs to be reviewed. The forecasts used for growth also need to be reviewed and more realistic assumptions used.
- The Capital Programme aspirations are currently unaffordable. The list of aspirational schemes needs to be prioritised by Members.
- Treasury ambitions will need to be reviewed. Historic decisions re “MRP holidays” have left some working capital challenges for the Council. The decision made at the time was based on assumptions around deliverability of asset sales – which didn’t materialise. This element of financial planning needs to tighten up significantly. The updated MTFP projects more prudent approach to treasury moving forward.

- The budget gap shown in the MTFP for 2015/16 is currently forecast at £316k (assuming no use of reserves to balance the books). The picture – looking longer term – is very serious with a budget gap of £941k over the next 3 budget years.

- 6.2 In conclusion, the Council continues to face significant financial challenges and uncertainty and needs to adopt a robust Budget Strategy to deal with the tightening funding conditions, and unprecedented levels of financial risk now “localised” by the Government.
- 6.3 The “traditional” budget setting process needs to be adjusted to support the Council through this challenge and allow it to strategically plan net budget reductions over the medium term.
- 6.4 As your s151 Officer I encourage you all – as those charged with the responsibility to set a balanced budget – to embrace the challenge ahead and work to deliver a sustainable solution for the Council and the community of West Somerset.

7. BUDGET STRATEGY – NEW APPROACH

- 7.1 I propose a strategic approach to budget setting that delivers choices to Members on how savings and income generation could be delivered over the next 3 years, with the goal of having a sustainable MTFP that properly matches resources to ambition.
- 7.2 This approach will challenge both Members and Officers – firstly to be really clear on priorities, and then to then look at what is currently being delivered and why against this agreed stand.
- 7.3 Alongside this we need to develop and agree a set of “corporate budget principles” that drive our approach to financial planning. The principles need to cover the usual financial drivers (income generation / NHB / tax policy / discretionary policies) as well as looking at some of the core “organisational” issues (technology / running costs / localism / trading principles / capital priorities). Members will need to drive the development of these principles to give a clear framework for Officers to work within.
- 7.4 This needs to progress “at pace” over the summer / early autumn period to safely deliver a budget for 2015/16, and hopefully an outline plan for beyond that too. It will also mean the Council has an affordable “starting point” for the forthcoming transformation work (ie there is no point in transforming services that are fundamentally unaffordable in the longer term).
- 7.5 The involvement of all Members in this process is fundamental to its success – with a focus on early agreement of priorities and corporate budget principles. This will allow the Joint Management Team to develop budget proposals / choices for Members to consider in late autumn.

- 7.6 There are several areas of work that need to be progressed and I set out an outline programme below:-

Activity	Timeline
Updated MTFP & Budget Strategy Shared at Scrutiny	July
Member Workshop On Priorities & Corporate Budget Principles	August
Review of Outturn & Budget Trends Review of Fees & Charges Review of Discretionary Policies Review of Earmarked Reserves Review of Minimum Level of Reserves Review of Capital Ambitions	June – October
Corporate Budget Principles Presented for Approval	September
Progress Report to Scrutiny and Cabinet	Oct
Initial Savings & Income Generation Ideas Shared At Scrutiny	Nov
Fees and Charges Presented to Full Council	Dec
Budget Consultation Pack To All Councillors	Late December
Group Briefings on Budget Pack	Jan 15
Cabinets Budget Proposal Presented to Scrutiny	Jan 15
Budget and MTFP Presented To Cabinet	Feb 15
Budget and MTFP Presented To Full Council	Feb 15

- 7.7 This is a challenging programme and will need strong leadership – from Members and Officers. Ideally this programme would be delivered over a longer to ensure the key principles are embedded effectively. The budget challenges ahead mean this isn't possible and we need to strive to meet the above timeline. A detailed "delivery and communications" timeline will be developed to support this approach.
- 7.8 The Council is already going through a period of significant change as the JMASS project is implemented, but needs to go further if financial sustainability is to be achieved. A reduction in the Councils net budget is essential to the future of the

Council. Transformation will bring benefits and further savings, but may not be enough to balance the budget AND deliver resources to fund all the Councils ambitions. This strategic approach will help get plans in place to achieve this.

8. ISSUES FOR SCRUTINY TO CONSIDER

- 8.1 To consider this strategic approach to budget setting and support the approach outlined in this report.
- 8.2 To support the request for a dedicated “Member Workshop” in August to progress the priorities and principles debate.

9. FINANCIAL ISSUES / COMMENTS

- 9.1 This is a financially driven report with the key messages set out in the body of the report.

10. SECTION 151 COMMENTS

- 10.1 This report is presented by the Council's s151 Officer.

11. EQUALITIES & DIVERSITY IMPLICATIONS

- 11.1 Members need to demonstrate that they have consciously thought about the three aims of the Public Sector Equality Duty as part of the decision making process.

The three aims the authority must have due regard for:

- Eliminate discrimination, harassment, victimisation
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

12. CRIME AND DISORDER IMPLICATIONS

- 12.1 There are no implications in respect of this report.

13. CONSULTATION IMPLICATIONS

- 13.1 There are no implications in respect of this report.

14. ASSET MANAGEMENT IMPLICATIONS

- 14.1 There are no implications in respect of this report.

15. ENVIRONMENTAL IMPACT IMPLICATIONS

15.1 There are no implications in respect of this report.

16. HEALTH & WELLBEING

16.1 Demonstrate that the authority has given due regard for:

- People, families and communities take responsibility for their own health and wellbeing;
- Families and communities are thriving and resilient; and
- Somerset people are able to live independently.

There are no implications in respect of this report.

17. LEGAL IMPLICATIONS

17.1 Members are charged with the responsibility of setting a budget. This report sets out a framework to assist them in that process.

West Somerset Council – Medium Term Financial Plan**1. Introduction**

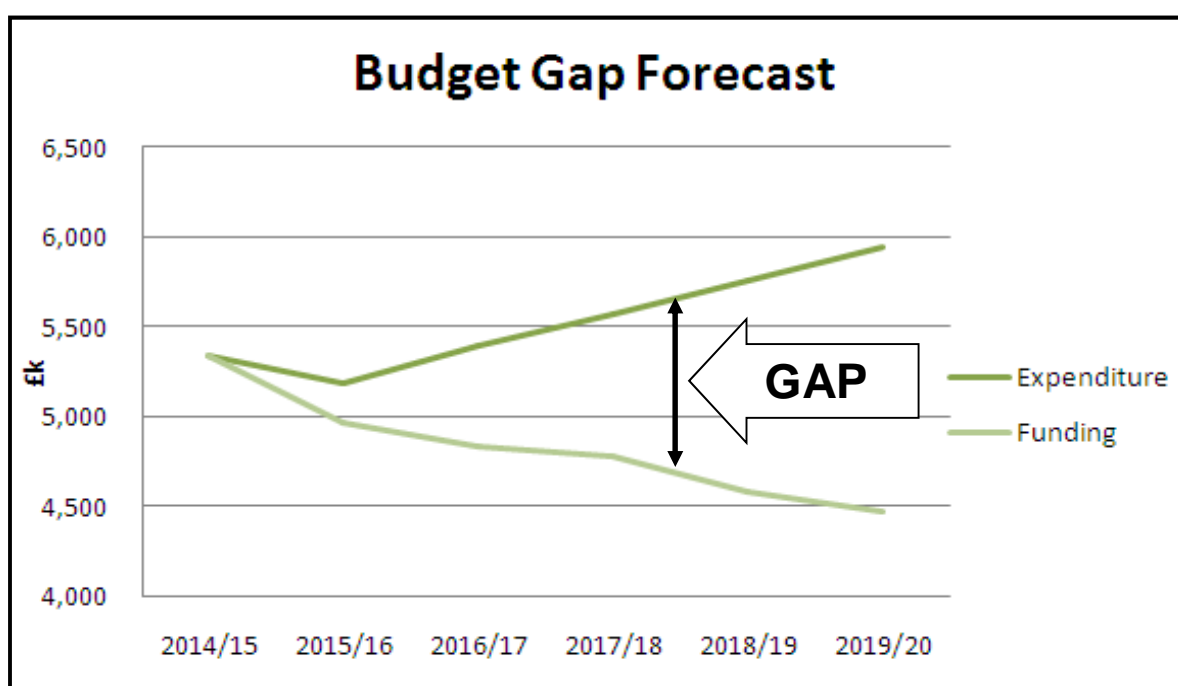
1.1 This appendix provides a summary of the latest position in respect of the Council's Medium Term Financial Plan (MTFP).

2. Medium Term Financial Plan Summary

2.1 Table 1 below provides a high level summary of the latest MTFP forecasts. This incorporates financial projections for the next five years, based on a range of information and assumptions which are explained in this appendix.

Table 1 – MTFP Forecast Summary

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
	£k	£k	£k	£k	£k	£k
Net Expenditure	5,432	5,187	5,439	5,617	5,797	5,980
General Reserves	-321	0	0	0	0	0
Earmarked Reserves	227	100	0	0	0	0
Net Expenditure	5,338	5,287	5,439	5,617	5,797	5,980
Business Rates	-1,526	-1,429	-1,458	-1,487	-1,517	-1,547
Revenue Support Grant	-1,225	-838	-558	-307	-138	-49
New Homes Bonus	-443	-600	-699	-813	-716	-620
Other Grants	-321	-244	-223	-223	-223	-223
Council Tax	-1,823	-1,860	-1,902	-1,946	-1,990	-2,036
Total Funding	-5,338	-4,971	-4,840	-4,776	-4,584	-4,475
Budget Gap - In Year	0	316	283	242	372	292
Budget Gap - Cumulative	0	316	599	841	1,213	1,505



- 2.2 It is clear from our financial projections that the Council continues to face a significant financial challenge, with funding continuing to fall and costs of current service provision continuing to rise. This results in an estimated Budget Gap of £316k in 2015/16, rising to an estimated £1.5m by 2020.

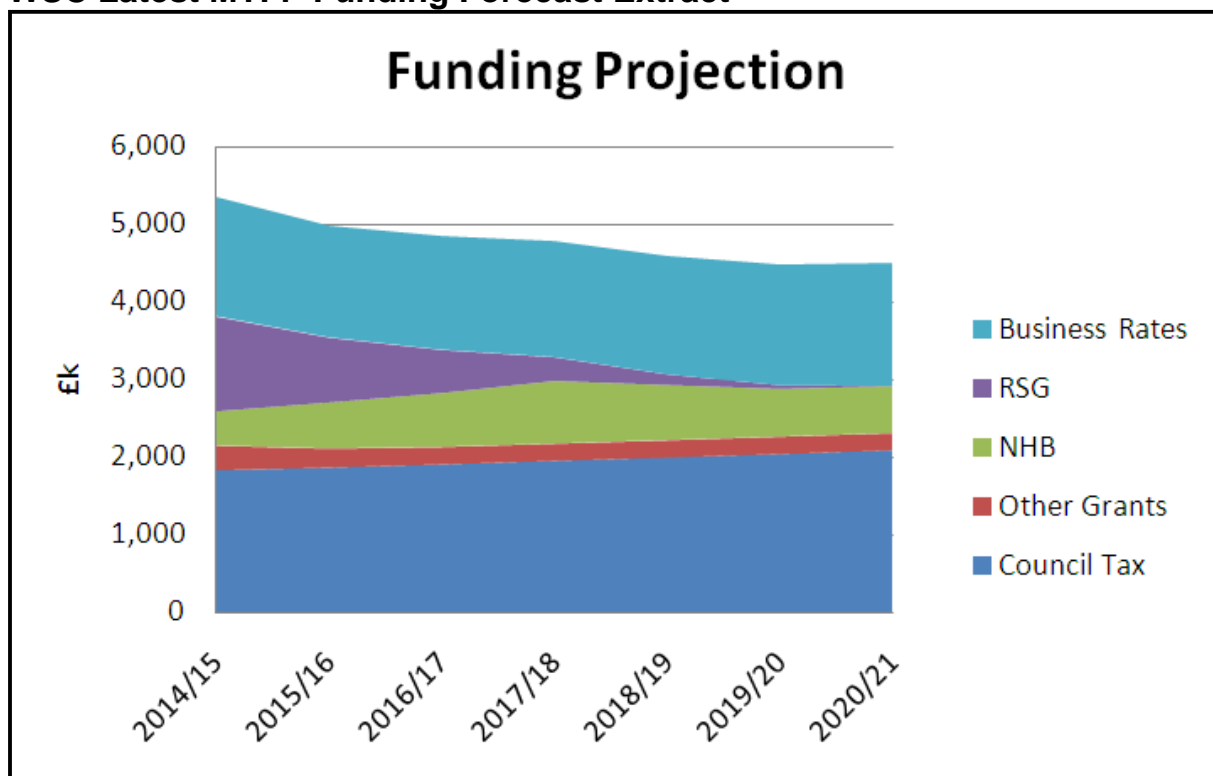
Key Assumptions

- 2.3 The MTFP forecast includes the following assumptions:
- Staff Pay award estimated at 1% in 2015, then rising to 2% each year thereafter
 - Non-staff Inflation of £85k per year in respect of major contracts (waste, street cleaning) plus business rates and utilities costs
 - General price increases are projected to be absorbed within existing budgets
 - Pension Deficit Recovery lump sum payments projected to increase by £50k each year based on latest actuarial valuation (total bill in 2019/20 £460k = 8% of forecast Net Budget)
 - National Insurance: "Contracting Out" reduction in NI costs of 3.4% ends in March 2016; this is projected to increase costs by c£77k in 2016/17
 - JMASS: Net savings per the Business Case has been included in financial forecasts
 - Interest costs: Projected to reduce to nil in 2015/16, on assumption that £3.5m external loan can be repaid before April 2015
 - Debt repayment: Debt repayment provision included in forecasts based on 4% of total capital borrowing, in line with agreed policy, and projected to cost £157k in 2015/16 (assuming capital receipts of £3.5m set aside to repay loan)

3. Funding

- 3.1 The latest MTFP forecasts for our funding are included in Table 1, and are shown graphically below. This clearly shows a forecast continuation in the stark decline in our funding to support local service provision.

WSC Latest MTFP Funding Forecast Extract



Business Rates

- 3.2 Current MTFP forecast is based on Business Rates Retention (BRR) funding forecast as presented to Members in February 2014. The forecast is essentially based on 5% losses due to appeals, and 2% yield increase year on year due to RPI.

Table 2 – Business Rates Retention Forecast (Indicative)

	2014/1 5 £k	2015/1 6 £k	2016/1 7 £k	2017/1 8 £k	2018/1 9 £k	2019/2 0 £k
40% Share of BR Yield	-4,720	-4,820	-4,916	-5,014	-5,115	-5,217
100% Share of Renewable Energy Scheme Rates	0	0	0	0	0	0
Tariff Payments	2,979	3,062	3,123	3,185	3,249	3,314
Levy Payments – 50% of BR Yield above Baseline	335	329	335	342	349	356
Safety Net Income	0	0	0	0	0	0
Net Retained Business Rates Funding	-1,406	-1,429	-1,458	-1,487	-1,517	-1,547

- 3.3 The Business Rates Retention system results in the Council sharing in the benefits and risks around business rates growth. A significant risk factor in respect of this system relates to appeals and refunds, which could result in large cash sums returned to tax payers. The Council will share the cost of refunds with Government (50%), the County Council (9%) and the Fire Authority (1%).
- 3.4 Further work is needed to review these forecasts will be refreshed in light of the 2013/14 outturn, and our better understanding of the full implications of the system, over the coming weeks. Any changes in forecasts will be reported to Members through the budget setting process.

Revenue Support Grant (RSG)

- 3.5 The MTFP assumption at Budget Setting in February 2014 was for RSG funding from Government to reduce by 10% each year. It is considered prudent to update the forecast to assume that RSG will reduce more sharply than this, as it is the main tool that Government is using to implement Local Government funding reductions as it continues to address the national funding deficit – see CLG Graph above. It is also reducing as more resources are distributed to local councils via New Homes Bonus. The current forecast assumes this grant funding will effectively reduce to nil by 2020. There is a risk that this could happen sooner (e.g.) 2018, depending on government policy.
- 3.6 The forecast also assumes that the £20k 2014/15 Council Tax Freeze Grant will be rolled into the base in April 2016 (as Government has promised in the 2013 Autumn Statement).

Table 2 – Business Rates Retention Forecast (Indicative)

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
	£k	£k	£k	£k	£k	£k
RSG Forecast	-1,225	-838	-558	-307	-138	-48
Annual grant reduction	354	387	280	251	169	90
Reduction %	22%	32%	33%	45%	55%	65%
<i>Memo: Feb 2014 Forecast</i>	-1,225	-838	-754	n/a	n/a	n/a

New Homes Bonus

3.7 New Homes Bonus (NHB) grant system started in April 2011, and provides funding linked to housing growth. It is unringfenced funding, and each year's award is paid in grant on a 6-year rolling basis. The current MTFP assumption is that NHB Grant is used in its entirety as general funding to support the annual budget for services. The current NHB Grant forecast (Table 3) incorporates anticipated developments in:

- Townsend Farm, Carhampton
- Croft House, Williton
- Irnham Road, Minehead
- Ellicombe Meadows, Alcombe
- Dunster Marsh
- Beechfield House, Minehead (retirement apartments)
- Doniford Road, Watchet

Table 3 – New Homes Bonus Forecast (Indicative)

Grant Yr	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
	£	£	£	£	£	£	£	£	£
2011/12	(91,342)	(91,342)	(91,342)	(91,342)	(91,342)	(91,342)			
2012/13		(147,213)	(147,213)	(147,213)	(147,213)	(147,213)	(147,213)		
2013/14			(145,401)	(145,401)	(145,401)	(145,401)	(145,401)	(145,401)	
2014/15				(59,688)	(59,688)	(59,688)	(59,688)	(59,688)	(59,688)
2015/16					(156,403)	(156,403)	(156,403)	(156,403)	(156,403)
2016/17						(98,875)	(98,875)	(98,875)	(98,875)
2017/18							(205,073)	(205,073)	(205,073)
2018/19								(50,000)	(50,000)
2019/20									(50,000)
Total	(91,342)	(238,555)	(383,956)	(443,644)	(600,047)	(698,922)	(812,653)	(715,440)	(620,039)

3.8 There are risks in this forecast, in that the rate / timing of delivery of housing growth can be uncertain. The estimates for NHB income will be reviewed in the coming weeks, as part of the preparation for budget setting for 2015/16.

Other Grants

3.9 Welfare Reform New Burdens Grant: £60k was budgeted in 2014/15. At this stage the Government have not provided any information in respect of further funding in 2015/16 or beyond, therefore no income has been assumed within the MTFP at this stage.

3.10 HB/CTS Admin Grant: £241k was budgeted in 2014/15. The MTFP assumption is that this funding will be reduced by a further 10% in 2015/16. This is likely to be

effected in future as Universal Credit and the Single Fraud Investigation Service are implemented.

- 3.11 Council Tax Freeze Grant: £20k assumed in 2014/15 and 2015/16 based on Tax Freeze in 2014/15. Grant then rolls into RSG funding baseline from 2016/17.

4. **Council Tax**

Council Tax Income

2014/15 Council Tax Base = **13,229.0 Band D Equivalentents.**

2014/15 Band D Council Tax charge = **£137.82 per year** (£2.64 per week).

- 4.1 The Council Tax Base comprises a count of the net chargeable properties, taking into account a forecast of entitlements to discounts and council tax rebate, net growth in housing numbers in the District, and estimated net non-collection rate (1.5%).
- 4.2 The key MTFP assumptions in respect of Council Tax, which has been used for financial forecasting purposes, are:
- Based on an assumed annual Council Tax increase of 1.99% from 2015/16.
 - Historic trend is for the Tax Base to increase each year, therefore MTFP assumes a small annual increase of 0.3% in the Tax Base (Band D Equivalentents) from 2016/17.
 - 2015/16 Tax Base assumes 0% growth, with an increase in non-collection rate to 2.0%
- 4.3 It is worth noting for financial planning that a 1% change in the Council Tax rate affects the Council's income by c£18,000 per year.

Council Tax Rebate Scheme Costs

- 4.4 The cost to the Council of the Council Tax Rebate Scheme is reflected in the financial forecasts through the Council Tax Base calculation. The reduction in the Tax Base for 2014/15 for the CTR scheme is 1,895.3 Band D Equivalentents. This produces an annual cost to WSC (through reduced council tax income) of £261,210, for its share of the Rebate to local tax payers.
- 4.5 The bulk of the CTR costs are attributed the major preceptors. Based on the total Band D Council Tax rate of £1474.75 – comprising SCC, DSFRA, PCC and Town/Parish Councils as well as WSC – the full cost to Somerset taxpayers of the WSC CTR scheme is £2,795,094.

Table 4 – Council Tax Rebate Costs

	2014/15 Band D £	% of Total	Share of CTS Costs
WSC	137.82	9.35	261,210
Parishes	61.37	4.16	116,315
SCC	1027.30	69.66	1,947,041
Police	171.37	11.62	324,798

Fire	76.89	5.21	145,730
Total	1,474.75	100.00	2,795,094

- 4.6 The MTFP assumption is for CTR demand to remain stable. This will be influenced by any changes in the Council's discretionary policies as well as general movements in claimant entitlements. A 1% change in CTR demand would increase/decrease WSC funding by c£2,600.

CTR Funding for parishes

- 4.7 WSC receives CTR funding via the annual Funding Settlement (BRR and RSG), and this includes an element related to parish and town council reductions in council tax as a result of CTR.
- 4.8 The Council budgeted to passport £87,530 through to parishes in 2014/15. The MTFP assumes an 8.2% reduction in 2015/16, then 10% year on year thereafter (linked to forecast reductions in future funding settlements).

5. Reserves

General Reserves

- 5.1 General Reserves are "usable reserves" i.e. real funds that the Council can use to support one-off spending. The **recommended minimum reserves balance is £500k** – to provide protection for unforeseen costs/losses and fluctuations in income and expenditure.
- 5.2 Table 5 below shows the projected impact of the Budget Gap on reserve balances. This shows that, without taking action to balance the budget and reduce net costs, reserves would fall below the recommended minimum in 2016/17, and then fall into negative balance by 2017/18. Clearly this is not sustainable, and action will be needed to produce a sustainable budget and reserves position over the medium term.

Table 5 - General Reserves Forecast

	2015/16	2016/17	2017/18	2018/19	2019/20
	£k	£k	£k	£k	£k
Budgeted Balance B/F*	1,163	847	248	570	570
Approved Budget	0	0	0	0	0
Budget Gap	-316	-599	-841	-1,213	-1,505
Projected Balance	847	248	-593	-1,806	-3,311

*balance include impact of 2013/14 outturn

Earmarked Reserves

- 5.3 Earmarked Reserves are funds set aside for specific purposes or specified contingencies. As with General Reserves, it is advisable to use Earmarked Reserves for one-off spending.

Table 6 - Earmarked Reserves Budget and Forecast for the MTFP

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
	£k	£k	£k	£k	£k	£k
Budgeted Balance B/F	1,206*	1,434	1,534	1,534	1,534	1,534
<i>Transfers To</i>						
Welfare Reform New Burdens	60					
Business Rates Retention Smoothing	220	100				
Sub-Total	280	100	0	0	0	0
<i>Transfers From</i>						
New Homes Bonus	-52					
Sub-Total	-52	0	0	0	0	0
Budgeted Balance C/F	1,434	1,534	1,534	1,534	1,534	1,534

*as at 1 April 2014 – per unaudited accounts

Table 7 - Summary of Earmarked Reserves Held (31 March 2014)

Earmarked Reserve Account	Balance 31 March 2014 £
Area Based Grant	113,635
Community Safety	4,455
Land Charges	28,530
Tourism	15,911
Seaside Towns	20,083
New Homes Bonus	113,850
Sustainability Reserve	57,698
Minehead Events	9,651
Housing Benefit Admin	11,782
Council Tax Reform	49,308
Benefits External Processing	1,657
DHP Reserve	44,861
District Election Reserve	20,000
Water Bathing Signs	1,266
Other Election Reserve	15,107
IER Reserve	11,664
Land Charges Surplus / Deficit	31,547
Inspire	7,131
Transparency Code	2,588
Exmoor at your Fingertips	1,780
Roughmoor Signage	1,011
Minehead Town Centre Signage	885
Our Place	2,500
Eat Exmoor	500

Earmarked Reserve Account	Balance 31 March 2014 £
National Grid PPA	16,911
CCTV	4,000
Homelessness Prevention	66,120
Section 31 – Flooding	13,486
Watchet Harbour Dredging	7,500
Planning Staff Salary	6,000
Coast Protection	2,275
Morrison's Footpath	6,000
JMASS Reserve	374,983
Council Tax Discount Scheme	5,000
Community Right to Challenge	8,547
Assets of Community Value	7,855
Business Rates Retention Smoothing Account	100,000
JMASS Project Reserve	20,200
Totals	1,206,277

6. Capital Borrowing and Repayment Forecast

- 6.1 The capital borrowing balance as at March 2014 is £7,633k (known as “Capital Financing Requirement”). This represents the total amount previous capital expenditure funded by borrowing, less amounts allocated to repay such borrowing.
- 6.2 Capital borrowing is usually repaid in two ways:
- Charges to the Revenue Budget for debt repayment (known as Minimum Revenue Provision – “MRP”)
 - Application of capital receipts – “set aside to repay debt”... rather than used to fund new capital expenditure
- 6.3 Borrowing can be supported by a physical loan(s) – “External Borrowing” – and/or by using cash balances from reserves and working capital “Internal Borrowing” (see Treasury info below)
- 6.4 The following table summarises the projected capital borrowing and charges to revenue assumed in the MTFP:

	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20
	£k	£k	£k	£k	£k	£k
Borrowing Balance B/F	7,633	3,933	3,775	3,624	3,479	3,340
Funding of capital spending	0	0	0	0	0	0
Debt repayment from Revenue Budget (MRP)	-200	-158	-151	-145	-139	-133
Debt repayment using capital receipts*	-3,500	0	0	0	0	0
Borrowing Balance C/F	3,933	3,775	3,624	3,479	3,340	3,207

**Projection assumes sufficient receipts materialise from asset sales within expected timescales. This will be closely monitored, and the MTFP updated as necessary through the budget process. If the planned capital receipts set aside in 2014/15 does not happen, the 2015/16 MRP charge would be £297k, adding c£140k to Budget Gap plus Interest c£28-35k (assuming 1 yr loan c0.8-1.0%).*

- 6.5 Capital receipts are currently forecast to be received in 2014/15 in respect of Seaward Way leisure land, former Aquasplash site, and Townsend Farm.

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Report to a Meeting of: Scrutiny
To be Held on: 10th July, 2014

*Date Entered on Executive Forward Plan
 Or Agreement for Urgency Granted:* N/A

REVIEW OF SCRUTINY WORKING PRACTICES

1. PURPOSE OF REPORT

- 1.1 The purpose of this report is to provide members with details of how Scrutiny could change its working procedures for the year ahead.

2. CONTRIBUTION TO CORPORATE PRIORITIES

- 2.1 There are no direct links to the Council's existing corporate priorities.

3. RECOMMENDATIONS

- 3.1 The Scrutiny Committee are asked to endorse the suggested changes in working practices as set out in paragraphs 5.3, 5.4 and 5.5 of the report.

4. RISK ASSESSMENT (IF APPLICABLE)

Risk Matrix

Description	Likelihood	Impact	Overall
Failure to periodically review the operation of scrutiny could result in the committee becoming less focused and as a result less effective. This would have a detrimental effect to the Council's overall approach to governance.	(3)	(9)	(12)
<i>Approval of the recommendations in this report will mitigate the likelihood of this risk.</i>			

The scoring of the risks identified in the above table has been based on the scoring matrix. Each risk has been assessed and scored both before and after the mitigation measures have been actioned.

5. BACKGROUND INFORMATION

5.1 What is overview and scrutiny

Before examining the suggestions in greater depth, it is worthwhile reviewing what overview and scrutiny is and what are recognised to be some of the key features of effective scrutiny.

5.1.2 Under the Local Government Act 2000, Scrutiny was introduced as a check and balance to the Councils Cabinet. Since then, subsequent Acts of Parliament have come in to extend the remit of Scrutiny along with its statutory responsibility. For example, Local Government Scrutiny Committees can now look at the work of partner organisations as well.

5.1.3 The overview and scrutiny function includes:-

- Holding decision makers to account
- Challenging performance and helping improve services
- Reviewing policy and assisting in policy development
- Investigating matters affecting local communities

5.1.3 The value of scrutiny is in the use of research and questioning techniques to make recommendations based on evidence. The scrutiny process should also be impartial, in the sense that it should be driven by the evidence rather than by a particular standpoint.

5.1.4 It can be argued that the 'acid test of effective scrutiny is the answer to the following questions. (Audit Commission)

- Is scrutiny effectively holding decision makers to account?
- Is it helping to improve services?
- Is it building links between the council, its partners and the community?
- Is it helping to improve the quality of life for local people?
- Is it adding value?

5.2. Informal Scrutiny Meeting 12th June, 2014

5.2.1 Following an informal meeting of the Scrutiny Committee on the 12th June, 2014 a number of suggestions were discussed on how the committee could change its working practices to ensure that the committee remains focused, efficient and continues to add value to the work of the council. This report sets out the suggestions identified by members as improvements to the operation of the Scrutiny function, and how in practice each area would work. The final decision on the adoption of the changes detailed, rests with members of the Scrutiny Committee.

5.3 Agenda Setting Meetings

5.3.1 Investigations have demonstrated that incorporating informal style agenda setting meetings into the working practices of scrutiny is considered to be good practice. On a monthly basis, the Chairman and Vice Chairman will meet with the Scrutiny Officer 2 days before the agenda and reports are to be dispatched. The purpose of the meeting will be to:

- Review draft reports before the agenda is dispatched
- Provide a steer to report authors before reports are finalised
- Consider and prioritise topics for the work programme

5.3.2 In advance of the agenda setting meeting the scrutiny officer will contact Scrutiny Committee members to gather suggestions and topics for the work plan going forward. Potential items will be considered by the Chairman and Vice Chairman before inclusion on the work programme and its subsequent approval by the Scrutiny Committee.

5.3.3 Suggestions for future work items raised at Scrutiny Committee meetings will be considered at the next agenda setting meeting, before they are inserted into the work plan.

5.4 Pre meetings

5.4.1 The purpose of a pre-meeting is to help plan the structure and focus of the committee meeting. They are beneficial in planning key lines of enquiry for each topic on the agenda and enables members to be clear on the reasons why an issue is being scrutinised and the main concerns. By being clear on these issues it is possible to make recommendations for real improvement

5.4.2 It is suggested that the re-introduction of pre-meetings open to all scrutiny members would be of benefit and would aid in the smooth running of the committee meeting. Pre-meetings would commence at 2.30pm with the main business meeting commencing at 3.30pm.

5.5 Performance and Financial Monitoring Reports

5.5.1 The Scrutiny Committee currently receive quarterly reports detailing financial and performance information. Members are asked to consider receiving these reports on a bi-annual basis (November and June). Therefore, the monitoring report received at the November meeting would cover the April to September period. The annual monitoring report received in June would cover the preceding 12 month period, April to March.

5.5.2 Cabinet would continue to receive a quarterly report, therefore ensuring that performance and financial information monitoring via the committee system is not lost. The monitoring reports relating to quarters 1 and 3 would be circulated to Scrutiny **for information** at the same time that the Cabinet agenda is dispatched.

5.5.3 The scrutiny officer would email the Scrutiny Committee, inviting questions relating to the report or suggestions for future work plan items where it is considered an investigative review is required for underperforming service areas. Topics identified as an item for a future Scrutiny Committee would be considered at the next available agenda setting meeting.

5.5.4 The aim of this new approach is not to downgrade the role of Scrutiny in performance monitoring but to make better use of the time the Committee spend on debating quarterly monitoring reports.

5.5.5 This approach would allow Scrutiny to continue to perform their overview role and to hold the Cabinet to account on how well they are monitoring the Councils performance.

5.6 Task and Finish Groups – Review Process

5.6.1 The procedure for the reporting of Scrutiny recommendations to Cabinet was the subject of a report to the Scrutiny Committee last year. The aim of the report was to clarify the role and relationships of Scrutiny Committee and Cabinet members throughout the review process. A scrutiny review process was subsequently endorsed as an agreed approach. The review process and operating principles of task & finish groups are attached at Annexe A.

6. FINANCIAL/RESOURCE IMPLICATIONS

6.1 None in the context of this report.

7. COMMENTS ON BEHALF OF SECTION 151 OFFICER

7.1 No comments received.

8. EQUALITY & DIVERSITY IMPLICATIONS

Members need to demonstrate that they have consciously thought about the three aims of the Public Sector Equality Duty as part of the decision making process.

The three aims the authority **must** have due regard for:

- Eliminate discrimination, harassment, victimisation
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

8.1 None in the context of this report.

9. CRIME AND DISORDER IMPLICATIONS

9.1 None in the context of this report.

10. CONSULTATION IMPLICATIONS

10.1 None in the context of this report.

11. ASSET MANAGEMENT IMPLICATIONS

11.1 None in the context of this report.

12. ENVIRONMENTAL IMPACT IMPLICATIONS

12.1 None in the context of this report.

13. LEGAL IMPLICATIONS

13.1 None in the context of this report.

APPENDIX A**Scrutiny Review Process****Stage 1 – Topic Selection**

Outline Annual Work Programme agreed by Scrutiny Committee.
Agreement how individual issues are to be scrutinised, either by in-depth task and finish reviews or shorter scrutinies at monthly committee meetings.

Stage 2 – Scope Review

Members decide on terms of reference for the review i.e. membership, objectives, outcomes, timescales evidence gathering, visits, witnesses, etc

Stage 3 – Evidence Gathering

Members identify and call for evidence as appropriate. Meet with officers/portfolio holder and engage with partners and stakeholders. Members undertake visits where appropriate. Scrutiny Officer makes arrangements for the gathering of evidence, including research, arranging visits and meetings with witnesses, etc

Stage 4 – Considering Evidence

Officers collate the evidence received and support Members in formulating their findings and recommendations. Members formulate findings and recommendations. Check back to original scope and objectives.

Stage 5 – Task & Finish Group Agree Report

Based on Members findings and recommendations, the Scrutiny Officer drafts a report. Members of the task and finish group consider the draft report, make amendments as appropriate and approve.

Stage 6 – Scrutiny Committee

Scrutiny Committee consider report and recommendations and approve, with or without amendments, for referral to Cabinet. The report will be referred to the next but one Cabinet meeting following Scrutiny Committee to allow Cabinet members sufficient time before it is discussed at Cabinet.

Stage 7 – Presentation to Cabinet

The nominated member of the task and finish group and/or the Scrutiny Committee Chairman will formally present the final report and may be questioned on it. Cabinet members decide on response to recommendations.

Stage 8 – Implementation and Feedback

Scrutiny Committee receive response from Cabinet whether recommendations are supported. For those recommendations that have been rejected or amended, Cabinet will provide feedback and reasons.

Scrutiny Committee will agree period for review of implementation of agreed recommendations

Stage 9 – Monitoring

The Scrutiny Officer will provide a progress report on the implementation of agreed recommendations within 12 months. Scrutiny Committee may request an update on progress from the responsible Corporate Manager and portfolio holder.

SCRUTINY COMMITTEE – WORKPLAN 2014/15

	2014 10 July	7 August	11 September	16 October	13 November	18 December	2015 15 January	12 February	12 March	16 April	May (meeting date not set for May)
Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points	Notes of key Cabinet Decisions/Action Points
Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan	Cabinet Forward Plan
Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review	Scrutiny Committee Workplan Review
Corporate Performance April-March 2013/14 (Annual Review)	Update on JMSS (post Tier 4/5 implementation)	Corporate Performance – April-Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Corporate Performance – April-Sept 2014/15 (6 month review)	Financial Standing and MTFP 2015/16 – 2017/18	Financial Standing and MTFP 2015/16 – 2017/18	Financial Standing and MTFP 2015/16 – 2017/18	Financial Standing and MTFP 2015/16 – 2017/18	Financial Standing and MTFP 2015/16 – 2017/18	Financial Standing and MTFP 2015/16 – 2017/18
Financial Monitoring – Outturn Report 2013/14	Draft Community Asset Transfer Strategy	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)	Financial Monitoring – April- Sept 2014/15 (6 month review)
Towards a Financially Fit Future											
Review of Scrutiny Working Practices											

Note: Members of the Scrutiny Committee and all other Members of West Somerset Council are invited to contribute items for inclusion in the work programme. Please contact Sam Rawle, Scrutiny Officer, who will assist you in submitting your item.

Work Programme – Selection of Items

This paper details topic areas that have been suggested by Scrutiny Members as potential items for the work programme, along with some **suggestions** as to how best to progress each idea. Each topic has been considered at the most recent agenda setting meeting with the Scrutiny Chairman.

Suggested Topic	Suggested way forward
Updated MTFP	There is an item on the July agenda relating to this item – ‘Towards a Financially Fit Future’.
Update on JMASS – Achievement of savings post Tier 4/5 implementation stage.	A report has been scheduled for the September meeting. This will fit in with the pause between Tier 4/5 implementation and the progression of the rest of the rest of the structure.
GP Out of Hours – Consideration of parameters	The specification remains largely the same as that which was considered by Scrutiny at their November meeting. It would be difficult to demonstrate the value Scrutiny can add at this late stage as the final specification has already been issued to bidders. A new contract is scheduled to be awarded in September with new service commencement May 2015.
Minehead Rhynes (Roles and Responsibilities)	Scrutiny Officer to review with Assistant Director when an update could be brought to the Committee.
Engage WS	Suggest a presentation from Engage, possibly October. Scrutiny Officer to contact Engage to enquire whether this would be possible.
Maintenance of Assets (Future provision for maintenance of Council Assets)	A Community Asset Transfer (CAT) Strategy is in development. A way forward could be for Scrutiny to firstly consider the draft strategy before it is considered by Cabinet. This has provisionally being schedule for October in the work programme, however, the Scrutiny Officer needs to have a conversation with the Assistant Director of Property & Development to determine the final timeline.