

SCRUTINY COMMITTEE

Meeting to be held on Monday 16 July 2012 at 4.30 pm

Council Chamber, Williton

AGENDA

1. Apologies for Absence

2. Minutes

Minutes of the Scrutiny Committee held on 18 June 2012, 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 4 July 2012 – **SEE ATTACHED.**

6. Cabinet Forward Plan

To review Cabinet Forward Plan No. 2 – June 2012 to June 2013 – **SEE ATTACHED.**

7. Corporate Performance Report, April - March 2011-12

To consider Report No. WSC 96/12, to be presented by Council T Taylor, Leader of Council and Councillor K Kravis, Lead Member for Resources and Central Support – **SEE ATTACHED.**

The purpose of the report is to provide Members with an update on progress in delivering the corporate priorities, performance of council services including budgetary information and customer satisfaction covering the period from 1st April 2011 to 31st March 2012.

8. Medium Term Financial Plan (MTFP) – 2013-2016

To consider Report No. WSC 95/12, to be presented by Councillor K Kravis, Lead Member for Resources and Central Support – **SEE ATTACHED.**

The purpose of the report is to present the updated Medium Term Financial Plan (MTFP) for 2013-2016 to Scrutiny Committee for consideration and comment, and to provide the context and framework for the budget 2013-14.

9. Scrutiny Committee Workplan Review

To review and scope items for the Scrutiny Committee Workplan for 2012/2013 – **SEE ATTACHED.**

COUNCILLORS ARE REMINDED TO CHECK THEIR POST TRAYS

SCRUTINY COMMITTEE

AGENDA ITEM 2

Minutes of the Meeting held on 18 June 2012 at 4.30 pm

Present:

Councillor K J Ross.....Chairman
Councillor G S DowdingVice Chairman

Councillor M J Chilcott
Councillor J Freeman
Councillor B Heywood

Councillor M O A Dewdney
Councillor P N Grierson

Members in Attendance:

Councillor E May
Councillor T Taylor

Councillor K V Kravis
Councillor D J Westcott

Officers in Attendance:

Corporate Director (B Lang)
Scrutiny and Performance Officer (S Rawle)
Group Manager – Housing and Economy (I Timms)
Group Manager – Resources (G Carne)
Principal Accountant (S Plenty)
Administrative Support (H Dobson)

SC1 Apologies for Absence

Apologies for absence were received from Councillors R P Lillis and D D Ross.

SC2 Minutes of the Meeting held on 9 May 2012

(Minutes of the Meeting of the Scrutiny Committee held on 9 May 2012 – circulated with the Agenda).

RESOLVED that, subject to amending the item ‘Apologies for Absence’ to include Councillor M J Chilcott, the Minutes of the Scrutiny Committee held on 9 May 2012 be confirmed as a correct record.

SC3 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	Action Taken
Cllr P Grierson	All Items	Minehead	Personal	Spoke and voted
Cllr K J Ross	All Items	Dulverton	Personal	Spoke and voted
Cllr D J Westcott	All Items	Watchet	Personal	Spoke

SC4 Public Participation

No member of the public had requested to speak on any item on the agenda.

SC5 Notes of Key Cabinet Decisions/Action Points

(Copy of Notes of Cabinet Decisions/Action Point, circulated at the meeting)

RESOLVED that the Key Cabinet Decisions/Action Points for 30 May 2012, be noted.

SC6 Cabinet Forward Plan

(Copy of Cabinet Forward Plan No. 1, June 2012 – June 2013, circulated at the meeting).

RESOLVED that the Cabinet Forward Plan No. 12, June 2012 – June 2013, be noted.

SC7 Finance System Review – Procurement Process

(Report No. WSC 83/12, circulated with the Agenda).

The purpose of the report was to allow members to review the procurement process to date in respect of the Finance Computer System.

The Lead Member for Resources and Central Support introduced the report, and advised that the finance system, which cost a large amount of money, was to be considered for renewal. The contract was reviewed in 2008 and was consequently renewed for three years. The Council had now acquired a one year extension to allow time to review which system the authority required.

The Principal Accountant presented the report and advised that it provided a review of the procurement process of the finance computer system undertaken so far. The Council had procured the services of Consilium Technologies (CT), the current provider, since 2000 and had negotiated a saving of £15,000 for this year, during which the review will be conducted.

Consilium Technologies currently carried out the maintenance, up grades and out of office hours work. One option for consideration was to bring that work back in-house which may be better and could save the Council the cost of CT hosting it. An initial project team was set up with five officers, meeting on a weekly basis. The flowchart, at appendix A to the report, set out the project stages and a different specification document was produced in line with the requirements of the system that were identified by users. With the current system holding a lot of data and changes to working practices etc, the current provider was invited to ascertain if there was any way the system could be used differently that would be more efficient and effective to the Council.

The review team would present its' findings to Corporate Management Team and then to Cabinet. A decision would be required by August 2012.

During the course of the debate the following points were raised/addressed:

- The Group Manager – Resources advised that Financial Regulations stipulated that the full tendering process was required on quotes of £50,000 and above, and that he would need an indicative price from suppliers to determine as to whether that process was followed. He agreed that the flowchart should be amended to reflect that possibility.
- A question was raised as to how the service and price that the Council received had changed over the last 12 years, bearing in mind how Computers had developed in that time and their cost reduced. The Principal Accountant advised that work was still being conducted on obtaining some of the prices. Initially the servers were situated on-site and IT used to carry out all the back-ups and up grades, this was now carried out externally by CT, including out-of-office hours work. The service had cost the Council £70,000 per annum for the previous three-years. Before that time period he was unsure of the cost and would check on how the price had changed since 2000.
- Although the report was appropriate for the Committee, a request was made for more detail explaining exactly what it was that the Council would be getting for their money.
- It was noted that benchmarking was being undertaken and was useful when comparing the Council's spending with similar authorities and that it should be carried out before changes were made. The Group Manager – Resources confirmed that he had more detailed information with small districts and could look at what they spend. From other research with other providers the figures were quite a lot higher. He noted the request to include benchmarking, and comparative costs and functionality in the report.
- Members requested that if additional functionality led to savings (spend to save) then it would be worth investigating.
- The Group Manager – Resources confirmed that the suppliers would be able to quantify the amount of time saved against the provision of extra functionality. However, there was a balancing act between automating everything and having control over actions.
- The Principal Accountant noted the request that training be included in the cost. He advised that if the Council decided upon another system training would be provided on the use of the new system, it would also have to take account of how the current information would be archived. The suppliers were aware that interfaces would have to be written so that all the systems could 'talk' to each other. He confirmed that there would be a document with the same specification for each of the suppliers.

RESOLVED (1) that the progress undertaken to date be noted.

RESOLVED (2) that suggestions to enhance the procurement process as suggested in the body of the minutes, be noted.

SC8 Community Safety – Scrutiny Review – Final

(Report No. WSC 77/12, circulated with the Agenda).

The purpose of the report was to advise members of Scrutiny Committee about the work of the Community Safety Task and Finish Group and to make

recommendations with regards to the work in order to secure improvements to the working arrangements in West Somerset.

Councillor K Ross presented the report, which provided Members with the opportunity to discuss the report and make any further recommendations or amendments. He confirmed that Councillor T Taylor, Leader of Council, was the Council's representative on the Shadow Police and Crime Panel. He highlighted paragraph 4.13 of the report, attached to the agenda, which listed the points that members of the Committee believed needed to be included in the review of the Safer Somerset Group and how it would proceed in the future.

The review was able to confirm that the CCTV system in Minehead did provide value for money and was a good example of partnership working between Minehead Town Council, Avon and Somerset Police and this Council.

The Chairman invited members of the Committee to propose any further recommendations to the report.

Councillor J Freeman proposed an additional recommendation to request that Cabinet be requested to review the process of people not employed by this Council issuing documents using Council headed letter paper.

In response, the Group Manager for Housing and Economy confirmed that an incident had occurred when a letter was sent out that should not have been and steps had been taken to ensure that it would not happen again.

During the debate the following points/concerns included:

- The possibility that there may be people who still have some authority that might have existed for years, but for some reason the Council were not aware of.
- The large resources needed to conduct a review that would involve numerous partnerships.
- Work on key partnerships were reported to audit in March and included checking some of those partnerships.

On being put to the vote the proposed additional recommendation was CARRIED and it was

RESOLVED (1) that the Scrutiny Committee invite the Council's representative on the Avon and Somerset Police and Crime Panel to update the Scrutiny Committee later in 2012 or early 2013 on progress relating to the Panel and any issues that are of interest to the authority.

RESOLVED (2) that the Safer Somerset Group review the governance arrangements relating to the delivery of the range of services under the auspices of the group and that the group ensure that this structure is simplified and made 'fit for purpose'.

RESOLVED (3) that, in the light of the proposed changes by the Government in this area of work, the Scrutiny Committee request that as part of the review of the Safer Somerset Group, the provisions surrounding Anti-Social Behaviour

should be addressed and should be checked to ensure that they are delivering an efficient service.

RESOLVED (4) that in order to discharge its scrutiny functions relating to community safety the local police inspector be invited to deliver an annual report, in partnership with the Council's relevant officers for consideration by the Scrutiny Committee.

RESOLVED (5) that Cabinet be requested to review the process of people not employed by this Council issuing documents using Council headed letter paper.

Noted: that the Chairman left the meeting at this point.

SC9 Visit to Greater Manchester Waste Treatment and Recycling Facilities Update

Councillor J Freeman provided a verbal report on his visit to Greater Manchester with the Somerset Waste Board and representatives of the other Somerset Councils to look at waste treatment and recycling facilities.

Councillor Freeman reported that the facilities dealt with the disposal of the waste. In Somerset all the waste that was not collected or recycled was disposed of using landfill sites, a process which was becoming very costly. The visit looked at plants operated by Viridor using a process called Mechanical and Biological Treatment (MBT), which sorted out the waste in black bags to extract some further use from it, instead of using landfill sites. As a result of the treatment not many of the waste streams could be described as 'clean', however, by separating them they could claim diverting up to 90% from going to landfill.

The Anaerobic Digesters were massive. The surrounding area produced a lot of waste and the waste stream was very low grade. There was some energy recovery, which reduced landfill waste further. They were fortunate to be situated close to railway sidings reducing highway traffic that transported the vast quantities required.

The visit also included a visit to a huge combined heat and power plant being built at Runcorn. Its' feedstock would be from the plants already mentioned and would be material that was organic and likely to be flammable. On completion the plant would provide electricity and high pressure steam for neighbouring businesses. However, it was confirmed that the energy it took to build the plant would never be recovered by the energy it would produce in one lifetime, that was not part of the Public Financing Initiative.

Observing the operations had confirmed that Somerset's method of collection was the right one for the area. Councillor Freeman saw some interesting mechanised processes for what possibly might be the right way for Somerset's black bag waste.

RESOLVED that the report be noted and Councillor J Freeman be thanked for his efforts.

SC10 Williton Hospital – Update

Members noted the letter received from Judith Brown, Director of Community Health Services, in response to the letter, attached to the agenda, requesting an update on Williton Hospital.

Members expressed the following concerns:

- The Williton Hospital League of Friends were concerned that it appeared that nothing had happened except for the change to car parking arrangements which were costed into last year's budget and activities.
- People who were able to be treated in a minor way should be treated locally rather than traveling to Musgrove, particularly for the elderly.
- Concerns were raised that it appeared that more patients were going to Taunton. Therefore, there was a need for more facilities in Williton so that local residents would not have to travel so far.
- Staff at Williton Hospital had been redeployed and it seemed that doctors were now being taken from the local surgery to make up the difference, reducing the surgery capacity to below 50%.
- The out-patients' clinic was under used as a result of patients being sent to Minehead. This would lead to a drop in the figures and an assumption could be made that there was no need for the out-patients' unit; a similar chain of events had led to the close of the Stroke Unit.

Councillor Taylor advised that he was a member of the "patients' group" and confirmed the order of events contributing to the current shortage issues at Williton surgery. Initially, arrangements had been made to re-deploy two doctors, however, after that decision was made one doctor had left and another was on long term sick leave.

The Committee recognised the importance in representing the local people in this matter and agreed to enquire about the timescales relating to funding arrangements for the scheme, as set out in the reply letter.

Councillor Dewdney confirmed that he would continue communicating with the Hospital's League of Friends and would report on developments in the future.

RESOLVED that the Committee keep the matter under review.

SC11 Scrutiny Committee Workplan Review

(Scrutiny Committee Workplan, circulated with the Agenda).

Members of the Committee raised concerns regarding the out of hours GP provision across the whole of the district and requested that the provision be investigated as soon as was possible.

In response the Scrutiny and Performance Officer advised that she would be attending the Minehead Area Panel, to be held later in the week, when they would be discussing 'Medical Emergency Cover in West Somerset – arrangement of meeting with the Somerset GP Out of Hours Service provided

by South Western Ambulance NHS Foundation Trust, and the Somerset Partnership', which may provide useful information.

RESOLVED (1) that the report of the Fraud Task & Finish Group be moved to 20 August 2012 on the Scrutiny Committee Workplan.

RESOLVED (2) that scrutinising out-of-hours GP provision be progressed as soon as possible.

RESOLVED (3) that the Council's representative on the Avon and Somerset Police and Crime Panel be requested to provide the Scrutiny Committee with an update on progress relating to the Panel at the Scrutiny Committee scheduled for 16 July 2012.

RESOLVED (4) that, the local police inspector be invited to deliver an annual report relating to community safety, as previously agreed at this meeting (see minute no. SC8), at the meeting scheduled for 17 September or 22 October 2012.

RESOLVED (5) that the Workplan be noted.

The meeting closed at 6.12 pm.

NOTES OF KEY DECISIONS

Note: The details given below are for information and internal use only and are not the formal record of the meeting

AGENDA ITEM	DECISION	CONTACT LEAD OFFICER
Forward Plan No. 2 (Agenda Item 5)	Agreed that, subject to the following amendments, Forward Plan No. 2 – August 2012 to August 2013 be approved: (1) the following reports be moved from August to September: <ul style="list-style-type: none">• Implementing Value for Money Strategy• Budget Strategy Communications Plan (2) Goviers Lane Crossing report be moved from August to October. (3) Review of Customer Access report be moved from August to January 2013.	Corporate Director
Cabinet Action Plan (Agenda Item 6)	There were no resolutions/recommendations from the meeting held on 30 May 2012 that required monitoring.	Corporate Director
Purchase and Sale of Properties at Clanville Grange, Minehead (Agenda Item 7)	Agreed that Cabinet recommended to Council that a supplementary capital estimate for the sum of £92,500 to purchase a property at Clanville Grange be approved.	Group Manager – Housing and Economy
Request for Allocation of Planning Obligations Monies (Agenda Item 8)	Agreed that the allocation of funds for the projects described below, for inclusion in the current year’s capital programme, be agreed: <ul style="list-style-type: none">• £10,000 to Washford Memorial Hall to provide solar panels on the roof of the building.• £1,000 to Watchet Town Council to enhance and provide additional recreational facilities in the Memorial ground.• £7,527.26 to Watchet Cinema Club for the provision of cinema equipment and blackout curtains.• £24,270 to Williton Parish Council to enhance and refurbish the Recreation Field.	Group Manager – Housing and Economy
Hinkley Point C Section 106 Agreement – Financial Governance Arrangements	Agreed (1) that the proposed governance arrangements set out in the report with regard to the management of Hinkley Point C section 106 contributions be approved. Agreed (2) that a further report on proposed financial governance processes would be presented to the Audit Committee in September 2012, following consultation with, and review by, the South West Audit Partnership be noted.	Group Manager - Resources

Date: 5 July 2012

WEST SOMERSET COUNCIL CABINET FORWARD PLAN - NUMBER 2 - OF KEY DECISIONS

Decision Matter	Portfolio Holder	CMT Member	Final Decision Maker	Likely Decision Dates
Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 4	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	1 August 2012
Goviers Lane Crossing – seaward side disabled access	Resources & Central Support – Councillor K V Kravis	Group Manager – Environment and Community – Steve Watts	Cabinet	1 August 2012
Implementing Value for Money Strategy	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet	1 August 2012
Budget Strategy Update	Resources & Central Support – Councillor K V Kravis	Chief Executive – Adrian Dyer Group Manager – Resources – Graham Carne	Cabinet	1 August 2012
Budget Strategy Communications Plan	Resources & Central Support – Councillor K V Kravis	Chief Executive – Adrian Dyer Group Manager – Resources – Graham Carne	Cabinet Council	1 August 2012 19 September 2012
Allocation of Section 106 funds held – Quarter 1	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	1 August 2012 19 September 2012
MTFP Update	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet	1 August 2012
Review of Financial Regulations [FR2]	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	1 August 2012 19 September 2012
Hinkley Point C Section 106 Preliminary Works Governance Arrangements	Environment – Councillor C Morgan	Chief Executive – Adrian Dyer	Cabinet	1 August 2012
Review of Customer Access	Community and Customer – Councillor D Westcott	Group Manager – Resources – Graham Carne	Cabinet Council	1 August 2012 19 September 2012
Review of Veolia Contract	Environment – Councillor C Morgan	Group Manager - Environment and Community – Steve Watts	Cabinet Council	1 August 2012 19 September 2012
Corporate Performance & Budget Monitoring Report 2012-13 – Quarter 1	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	5 September 2012
Allocation of Section 106 funds held – Quarter 2	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	7 November 2012 21 November 2012
Fees and Charges	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet	5 December 2012

Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 2	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	5 December 2012
Allocation of Section 106 funds held – Quarter 3	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	9 January 2013 23 January 2013
Draft Capital Programme 2012-13 & Capital Strategy	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	9 January 2013 23 January 2013
Annual Budget & Council Tax Setting – 2013-14	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	6 February 2013 27 February 2013
Draft Corporate Plan for 2013-14	Leader of Council - Councillor T Taylor	Chief Executive – Adrian Dyer	Cabinet Council	6 February 2013 27 March 2013
Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 3	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	6 March 2013
Allocation of Section 106 funds held – Quarter 4	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	3 April 2013 24 April 2013
Cabinet Appointments on Outside Bodies	Leader of Council – Councillor T Taylor	Corporate Director – Bruce Lang	Cabinet	June 2013
Allocation of Section 106 funds held – Quarter 1	Resources & Central Support – Councillor K V Kravis	Group Manager – Housing and Economy – Ian Timms	Cabinet Council	July 2013 September 2013
Corporate Performance & Budget Monitoring Report 2011-12 – Quarter 4	Leader of Council – Councillor T Taylor Resources & Central Support – Councillor K V Kravis	Corporate Director – Bruce Lang Group Manager – Resources – Graham Carne	Cabinet	July 2013
Review of Financial Regulations [FR2]	Resources & Central Support – Councillor K V Kravis	Group Manager – Resources – Graham Carne	Cabinet Council	July 2013 September 2013

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, C Morgan, K V Kravis, S J Pugsley, D J Sanders, K H Turner and D J Westcott.

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

REPORT NUMBER WSC 96/12
 PRESENTED BY COUNCILLOR T TAYLOR, LEADER OF THE COUNCIL
 COUNCILLOR K V KRAVIS, LEAD MEMBER FOR RESOURCES
 & CENTRAL SUPPORT
 DATE 16 JULY 2012

CORPORATE PERFORMANCE REPORT APRIL – MARCH 2011/2012

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, performance of council services including budgetary information and customer satisfaction covering the period from 1st April 2011 to 31st March 2012.

2. RECOMMENDATIONS

- 2.1. That Scrutiny notes the progress in delivering the corporate priorities for 2011/12 and recommends any mitigating actions where there are concerns over their delivery.
- 2.2. That Scrutiny notes the performance against Group and Service Indicators, including the Budget Monitoring 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 <i>The mitigation for this will be the continued strong leadership form Lead Members and CMT to ensure that performance management remains a priority</i>	Likely (3)	Major (3)	High (9)

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, including budgetary issues, 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 5 sections in order to reflect the 5 Group Service Plans –

- Housing, Environmental Health, Licensing & Community Safety
- Environment, Community Liaison, Arts & Culture & Economic Growth
- Central Support
- Customer, Member Services & Corporate Support
- Corporate Management & Executive Support

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 key Group & Service Indicators

4.3. Performance Summary and Response to Missed Targets/Milestones

At the start of each group section, Members will note that an additional page has been added to provide an overview of each group's performance for the previous quarter. This includes performance indicators and key actions where targets/milestones have been missed and the response to this from the relevant Group Manager.

FINANCE INFORMATION

Summary Position – Revenue

Table 2

Resources	Annual Budget £	Actual Spend 2011-12 £	Variance £
Performance against Budget	4,884,781	4,588,160	(296,621)
Supplementary Estimate (April '11)	192,000	192,000	Nil

Detailed Position – Revenue (by Group)

Table 3

Group	Annual Budget £	Actual Spend 2011-12 £	Variance £
Corporate Director	1,119,634	1,069,630	(50,004)
Housing and Economy Resources	659,242	655,090	(4,152)
Environment and Community	1,207,007	982,161	(224,846)
	1,898,898	1,881,279	(17,619)
TOTAL	4,884,781	4,588,160	(296,621)

Forecast Reserves

Table 4

Opening Reserves £	Budgeted Use of Reserves £	Budget Variances £	Supplementary Estimate £	Reserves at 31 March 2012 £
(930,118)	250,000	(296,621)	*192,000 Capitalisation (192,000)	(976,739)

* Supplementary Estimate related to possible costs of redundancy in 2011-12. Approval was granted to capitalise these costs through direction in January 2012.

Investments and Borrowings (as at 31 March 2012) -

Investments

Table 5

Account	Interest Rate	Balance £
Natwest SIBA	0.75%	717,854
Total		717,854

Borrowing

Table 6

Account	Interest Rate	Balance £
PWLB	1.51%	3,500,000
Total		3,500,000

Outstanding Debts of The Authority (as at 31 March 2012) -

Corporate Debts

Table 7

Age of debt	Amount £
Less than 3 months	80,380
3 to 6 months	37,776
6 months to 1 year	17,316
Over 1 year	124,067
Total	259,539

Council Tax Debts

Table 8

Year from 1 April	Original Liability £	31 December 2011 Outstanding £	31 March 2012 Outstanding £
Pre 2000	52,252,074	(688)	(658)
2001	14,083,100	9,284	8,617
2002	14,292,790	13,111	12,545
2003	13,781,061	13,165	13,118
2004	13,410,614	22,325	22,540
2005	12,436,587	34,750	33,754
2006	9,297,793	58,292	54,943
2007	9,062,206	79,106	74,451
2008	8,747,963	96,223	89,633
2009	7,685,921	114,967	100,157
2010	8,656,847	240,009	193,106
Total	164,706,955	680,544	602,206

Business Rates Debts

Table 9

Year from 1 April	Original Liability £	31 December 2011 Outstanding £	31 March 2012 Outstanding £
1993-2000	61,454,878	2,812	2,812
2001	10,599,063	531	453
2002	11,867,176	3,325	3,311
2003	13,288,408	3,689	3,238
2004	14,610,428	4,826	4,066
2005	15,194,527	3,530	3,530

2006	15,982,751	6,879	6,022
2007	16,818,376	9,097	8,867
2008	17,667,191	19,158	18,013
2009	18,129,109	56,005	49,901
2010	18,354,851	103,167	93,498
Total	213,966,756	213,019	193,711

Housing Benefit Debts

Table 10

Debts being recovered from ongoing entitlement to housing benefit	£148,066.62
Debts being recovered from former claimants	£273,240.74
Total outstanding	£421,307.36

Salary Costs

Table 11

Salaries	2011-12 Budget	2011-12 Predicted Outturn	Variance
Authority Total	£3,102,194	£2,798,372	(£303,822)
Vacancy Rate	(£22,000)		£22,000
Employers Pension			
Approved Savings			
Human Resources	(£27,500)		£27,500
Corporate Support	(£39,051)		£39,051
Revs & Bens	(£35,000)		£35,000
VIIC	(£27,500)		£27,500
Customer Services	(£33,500)		£33,500
	£2,917,643	£2,798,372	(£119,271)

5. **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 MEETING OF SCRUTINY COMMITTEE TO BE HELD ON 16 JULY 2012.

CONTACT OFFICER: SAM RAWLE, SCRUTINY & PERFORMANCE OFFICER
STEVE PLENTY, PRINCIPAL ACCOUNTANT
TEL. NO.DIRECT LINE: 01984 635223
EMAIL: SJRAWLE@WESTSOMERSET.GOV.UK
SJPLENTY@WESTSOMERSET.GOV.UK



Annual Performance Monitoring Report

April – March 2011/12

Housing & Community Group

Service Plan Performance Report April-March 2011/12 Update

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



Housing, Environmental Health, Licensing & Community Safety Group

Off Target Performance Indicators & Key Actions – Quarter 4

Performance Indicators

Environmental Health: % of requests completed within 60 days. Target 90%. Actual – 81%

The scrutiny committee recognised this indicator at the quarter three report and recommended that for 12/13 the target was adjusted to 80%. The actual delivery achieved in 11/12 indicates that this is much more realistic as a target. As previously explained the range of times taken to deal with complaints differs as whilst the majority are relatively simple to resolve there are a number that can take an extended period of time to successfully complete.

Number of health & safety inspections completed. Target 20. Actual – 10

The number is now being improved upon but at year end only 2 inspections had been completed in addition to the third quarter target. These should all be completed by the time of the scrutiny committee meeting. The government is moving the focus away from inspections in this area to lighten the burden of regulations.

Key Actions

Missed milestones (red)

11.1.2 - Housing scheme at Churchill Way, Watchet

The Churchill Way scheme was identified in the third quarter report because the original schedule was that homes would all be completed by end of January 2012. This was not possible and they slipped to the end of March 2012. This delay in target terms is an issue but the reality is that the homes were built and delivered by the end of March 2012. This project has delivered a total of 33 affordable homes for Watchet.

Performance Indicator

85% of service based indicators on target

Key Action Summary

Of the 25 key actions, 24 have been completed (of which 10 were completed within Qtr 4)

1 Action was not completed.

Group Performance Summary for Quarter 4

The group broke through the target for **Affordable homes** delivering 59 new affordable homes for local residents, which was a significant achievement in a rather stagnant period for house building across the country.

There was a significant contribution to the work around the **LIR for Hinkley point**. This was a massive piece of work, which took many hours of effort with many being outside of “normal” working hours. This particularly applied to work done by the community safety officer to contribute to the range of topic papers.

During Quarter 4 the group participated in the Community Safety service scrutiny review, which was completed in the first quarter of 12/13.

The **Housing Options team** has worked consistently well during quarter 4 contributing to range of countywide projects. Significant work with individuals presenting as homeless was also delivered during quarter 4. This work often goes unnoticed but the team has done well this year and this quarter to deal with the pressures that have been increased through the range of legislative changes. Homeless presentations are now increasing and we expect this to be an upward trend.

In terms of the **Local Plan** progress was significant in the final quarter of 11/12 meaning that in 12/13 the authority will have a good base for action.

In terms of the budget costs **revenue savings** were made in addition to those agreed in the 11/12 budget through negotiation with key partners such as the Somerset West Private Sector Housing Partnership and our Dog/Pest Control Contractors SDK Kilsyth. This means that value was increased from delivery of these partnerships.

New work was also started on the **Health and Wellbeing strategy** and it's shadow groups that will be delivering the changes associated with the Governments health reforms which take effect in April 2013. This will involve transfer of preventative health functions into Somerset County Council and involvement of this council as part of a local delivery approach.

There was also work carried out on the police commissioner proposals which led to a report to council delivered by the Chief executive clarifying the arrangements for political representation. The election for Police commissioner will occur in November 2012.

All of the key tasks associated with the group and identified in the corporate plan were delivered by the end of March 2012.

Service Plan Monitoring – Section 2 Actions to deliver key tasks in the Corporate Plan

Housing, Environmental Health, Licensing & Community Safety

Hinkley Point - PRIMARY OBJECTIVES

Priority: Housing

Objective 1: To ensure adequate mitigation for any negative impact on the local housing market from accommodating workers involved in the construction of Hinkley Point.

Key Task 1.1

To formally respond in accordance with the Planning Act 2008 to EDF's accommodation proposals contained in their application for a Development Consent Order to the IPC (or its successor and to proactively represent the views of this Council during the IPC's (or its successor's) consideration of the proposals.

Timescales subject to application submission and IPC consideration

Ref	Title	Next Milestone	Action Status	Update
1.1.1	Attend relevant meetings concerning impact of EDF accommodation proposals with ARUP, SDC and SCC.	March 2012	(Green) Completed	<p>See Action 3.2.1 for details of the DCO timetable and WSC progress</p> <p>Qtr 3 Update: An LIR (Local Impact Report) steering group have been set-up with representatives from WSC, SDC (Sedgemoor District Council) and SCC (Somerset County Council)</p> <p>This group is contributing to the drafting of the LIR & Topic papers (including one covering housing accommodation) to provide supporting evidence.</p> <p>Qtr 4 Update: The LIR is now being considered by the Planning Inspectorate</p> <p>The information provided, will inform the planning conditions that will be imposed as part of Planning Inspectorate decision. This decision will be made in the autumn and subject to ministerial scrutiny</p>

Review of Key Actions to deliver 2011-12 Corporate Priorities

1.1.2	To represent West Somerset Council's position in response to the key task and identify appropriate mitigation for the adverse impacts identified. Agree the response and approve at GMT.	March 2012	Green (Completed)	<u>Qtr 4 Update:</u> The LIR was submitted on 3rd May
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Objective 2: To maximise the legacy benefit to local people of any new housing built or existing housing utilised during the Hinkley construction..

Key Task 2.1
To formally respond in accordance with the Planning Act 2008 to EDF's housing legacy proposals contained in their application for a Development Consent Order to the IPC (or its successor) and to proactively represent the views of this Council during the IPC's (or its successor's) consideration of the proposals.
Timescales subject to application

Ref	Title	Next Milestone	Action Status	Update
2.1.1	Attend relevant meetings concerning impact of EDF accommodation proposals with ARUP, SDC and SCC.	March 2012	Green (Completed)	See Action 3.2.1 for details of the DCO timetable and WSC progress <u>Qtr 3 Update:</u> An LIR (Local Impact Report) steering group have been set-up with representatives from WSC, SDC (Sedgemoor District Council) and SCC (Somerset County Council) This group is contributing to the drafting of the LIR & Topic papers (including one covering housing accommodation) to provide supporting evidence. <u>Qtr 4 Update:</u> The LIR was submitted on 3rd May

Review of Key Actions to deliver 2011-12 Corporate Priorities

2.1.2	To represent West Somerset Council's position in response to the key task and identify appropriate mitigation for the adverse impacts identified. Agree the response and approve at CMT.	March 2012	Green (Completed)	Qtr 4 Update: The LIR was submitted on 3 May
2.1.3	To develop a case in association with ARUP, SDC and SCC to maximise the beneficial housing legacy to be provided by the EDF project.	March 2012	Green (Completed)	Qtr 3 update: Hinkley Point Supplementary Planning Document (SPD) was adopted by the council on 13 th Oct 2011. The completion of the Williton Masterplan has been placed on hold as there is no capacity to complete this work at present. The Local Plan provides the most appropriate forum to advance discussion on the future of Williton and its infrastructure and the Masterplan consultation having helped to shape that discussion. Qtr 4 Update: The LIR was submitted on 3 May
2.1.4	Maximise Affordable Housing through engagement with EDF	March 2012	Green (Completed)	Qtr 2 update: £4m housing related funding, shared between WSC & Sedgemoor DC, has been secured via the Section 106 agreement associated with the proposed Hinkley Point C preparatory works.

Financial Standing – PRIMARY OBJECTIVES

Priority: Financial Standing.

Objective 9: To maintain the financial standing of the Council following the reductions in grant funding announced by central government whilst at the same time:

- Protecting front line services as much as possible
- Delaying for as long as possible the implementation of savings initiatives that impact most on customers and the community
- Reducing staffing numbers to balance savings in service delivery
- Consulting with stakeholders in advance of any decision

Review of Key Actions to deliver 2011-12 Corporate Priorities

<p>Key Task 9.1 – To draft and approve by 30th April 2011 service plans that include actions to deliver savings in net expenditure totalling £574,726, as approved in the 2011/12 budget</p> <p><u>Housing, Environmental Health, Community safety Group:</u> Achieving savings of £41,100 in 2011/12 as a proportion of the £574.7k savings from the overall WSC budget</p>				
Ref	Title	Next Milestone	Action Status	Update
	Reduce removal fees in the Housing Service savings £2000			
	Monthly review of stored materials as element of budget review process	From April 2011	(Green) Completed	Monthly reviews have been undertaken since April 2011 and has helped to minimise the storage requirements and associated costs Qtr 4 Update: Savings of £2490 were achieved by the reduction of removal fees, exceeding the £2000 target.
	Review legal duties and minimise storage of furniture/goods.	August 2011	(Green) Completed	Qtr 2 Update: The legal duties have been reviewed and reported to the Housing & Community line management group.
9.1.26	Report to the line management group	End of Each Quarter	(Green) Completed	Qtr 4 Update: Ongoing storage requirements was reported to the line management group throughout 2011/12 ensuring that costs remained within the reduced budget
	Monitor the budget throughout the year to ensure savings achieved (unpredictable demand)	End of each Quarter	(Green) Completed	Qtr 4 Update: Monitoring of the income was undertaken as part of the Quarterly Budget Monitoring process throughout 2011/12.
	Undertake an Equality Impact Assessment to evaluate the impact of the proposed changes	April 2011	(Green) Completed	Equalities Impact Assessment has been completed
9.1.27	Undertake service review of Out of Hours arrangements	Aug 2011	(Green) Completed	Qtr 2 Update: A review was undertaken and the report presented to CMT on 19 th Sept 2011.

Review of Key Actions to deliver 2011-12 Corporate Priorities

	Implement any resultant recommendations/changes.	Dec 2011	(Green) Completed	<p>Qtr 3 Update: As a result of the review (above):</p> <ul style="list-style-type: none"> - Negotiations have been undertaken with the call centre providers and a saving of £1k made. - Training for duty officers was undertaken on 21st Sept 2011 - ICT have started the review of equipment in use. Delayed due to ICT resource prioritised to undertake the office move. <p>Qtr 4 Update: The Civic Contingencies officer undertook a review of the equipment used by the duty officers. As a result of this, ICT replaced the equipment being used, electronic documents were rationalised and processes and documentation updated.</p>
9.1.28	Ensure that savings already identified have been removed from the budget book	April 2011	(Green) Completed	All savings identified have been removed from the budget book

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Key Task 9.3 – To have drafted by 31st December 2011 a report for members that has established the strategy for closing the budget gap over the period ending 31st March 2015. This should contain an action plan of the work required or already implemented to deliver the savings identified and approved as necessary in 2012/13

Ref	Title	Next Milestone	Action Status	Update
9.3.14	Establish Clear proposals to deliver savings for inclusion in 2012/13 & 2013/14 budget	Dec 2011	(Green) Completed	Qtr 3 Update: 2012/13 savings have been identified as part of the budget setting process and associated action included in draft 2012/13 service plans where appropriate.
9.3.15	Review Dog Warden (incl. Kennelling) & Pest Control service:			
	In discussion with the current contractor, create an amended schedule of works	May 2011	(Green) Completed	The review was undertaken early (April 2011) and a 20% reduction negotiated on the contract (a saving of £7.2k)

Review of Key Actions to deliver 2011-12 Corporate Priorities

Undertake an Equality Impact Assessment to determine the impact of the proposed changes to the service	June 2011	(Green) Completed	Equalities Impact Assessment has been completed
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OTHER OBJECTIVES

Priority: Housing

Objective 11: To provide homes for local people

Key Task 11.1 Facilitate the delivery of 40 affordable homes by 31 st Mar 2012			
Ref	Title	Next Milestone	Action Status
11.1.1	Completion of Cutcombe Market scheme (additional 2no.)	July 2011	(Green) Completed
			Qtr 2 Update: 10 affordable homes are now completed and occupied. There are two self-build plots that are currently being marketed for sale by Summerfield. This has only recently been undertaken as they wanted to get all other homes completed first. WSC have no control over the delivery of these homes.
11.1.2	Facilitate delivery of second (rental) phase, Churchill Way, Watchet scheme (additional 15 no) – Subject to funding by HCA (Homes & Communities Agency).	Jan 2012	(Green) Completed
			Qtr 4 Update: Properties are all complete. Magna properties are allocated. 8 of the LCHO properties have been sold with sales for the remaining 10 having stalled due to Mortgage provider issues. These should hopefully be resolved by the end of June by ways of changes to the Low Cost Home Ownership Policy and the Section 106 agreement relating to the site
11.1.3	Facilitate delivery of Barnes Close, Dulverton (12 no.) – Subject to funding by HCA	Jan 2012	(Green) Completed
			Qtr 2 Update: Funding from the HCA was secured on this site and now due to be complete ahead of schedule. Work is currently being undertaken to allocate the homes and the tenants are due to move in before Christmas 2011 Qtr 3 Update:

Review of Key Actions to deliver 2011-12 Corporate Priorities

11.1.4	Facilitate delivery of Townsend Farm (16 no.)	Mar 2012	(Red) Milestone Missed	<p>Tenants moved in during December – scheme completed</p> <p><u>Qtr 2 Update:</u> Due to a lack of progress with previous developer Hastoe have agreed to take over sole responsibility for delivery of the scheme. Completion is now likely to be 2012/13</p> <p><u>Qtr 3 Update:</u> Contract has now been agreed between the HCA and Hastoe Housing Association – Townsend Farm is definitely within their development programme. Architects have been appointed and have started drawing up a fresh scheme.</p> <p><u>Qtr 4 Update:</u> Plans have been discussed with the Parish Council but progress has been slow due to staff changes at Hastoe. Pre-planning discussion have been held with Planners and a planning application should be submitted to enable the project to start on site by the end of March 2013.</p>
11.1.5	Facilitate delivery of 8 affordable housing units (small sites) within Exmoor National Park Area (ENPA)	Mar 2012	(Green) Completed	<p><u>Qtr 2 Update:</u> A mixture of conversion and new/build properties (a total of 7) currently have planning permission within the Exmoor National Park Planning Authority area.</p> <p><u>Qtr 4 Update</u> First completion has taken place and a further 14 other homes are in various stages between awaiting signature of S106 Agreement and completion.</p>

<p>Key Task 11.2 To return 25 empty properties to use per annum up to 31st Mar 2012</p>				
Ref	Title	Next Milestone	Action Status	Update
11.2.1	Review empty property database and ensure accuracy of council tax data to ensure New Homes bonus is maximised.	August 2011	(Green) Completed	<p><u>Qtr 3 update:</u> Data cleansing was undertaken by Council Tax & the Private Sector Housing team. The sample to determine the new homes bonus due was extracted on 31st Oct. The National Homes Bonus was £238k for 2011/12 & 2012/13. The allocation was largely due to the work undertaken to ensure empty properties were correctly recorded.</p>

Review of Key Actions to deliver 2011-12 Corporate Priorities

11.2.2	Deliver 15 empty properties back into use within the Exmoor priority area.	Mar 2012	(Green) Completed	Qtr 2 Update: 25 brought into use in the Exmoor area, at Allerford, Dulverton, and Exford.
11.2.3	Deliver 10 empty properties back into use within West Somerset district outside 'Exmoor' (see 1.2.3)	Mar 2012	(Green) Completed	Qtr 2 Update: 30 brought into use in the rest of West Somerset (outside Exmoor area) Mainly in Williton, Minehead and Watchet.

KEY TO ACTIONS:

Action not achieved within target date/milestone.	Red
Action underway-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	

Service Plan Monitoring - Section 3 Performance measures for day-to-day delivery

Group: Housing, Environmental Health, Licensing & Community Safety

Group Manager: Ian Timms

Code	Description	2010/11		2011/12					Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status
KPI 46	% of homeless applications accepted as statutory homeless (Lower Is Better)	12%	19%	20%	24%	16%	11.3%	22%	GREEN (Above Target)	Q1 - 20 applications accepted Q2 - 9 applications accepted
KPI 47	Number of homelessness events prevented. (Higher Is Better)	66	46	25	42	56	87	46	GREEN (Above Target)	Annual Target. Cumulative totals.
KPI 48	Number of Deposits/Bonds arranged (Higher Is Better)	174	179	45	87	122	177	164	AMBER (On Target)	Annual Target. Cumulative totals.
Private Sector Renewal										
	Forecast variance from budget (£)			(£25,000)	(£25,000)	(£25,000)	(£24,042)			Saving On Sedgemoor Contract
	Budget (£) 42,000									
	Actual Spend as at 31/3/12 (£) 17,958									
Environmental Health										
KBI 47	Forecast variance from budget (£)	(£9,960)		(£9,000)	(£12,450)	(£15,209)	(£11,366)			Savings On Contracted Services
	Budget (£) 212,450									
	Actual Spend as at 31/3/12 (£) 201,084									
KPI 54	EH: Average time taken to respond to initial request for service (days)	1.5	5 days	1	1	3	4	5 days	GREEN (Above Target)	

Service Plan Monitoring - Section 3 Performance measures for day-to-day delivery

Group: Housing, Environmental Health, Licensing & Community Safety

Group Manager: Ian Timms

Code	Description	2010/11		2011/12					Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status
Actual Spend as at 31/3/12 (£) -57,640										
KPI 59	% of licenses issued on time	98%	80%	98%	100%	97%	98%	80%	GREEN (Above Target)	
KCI47	% of customers satisfied with the Licensing Service			Annual Indicator			81%	70%	GREEN (Above Target)	
Planning Policy										
KPI 53	Forecast variance from budget (£)	44		(£150)	£1,250	£20,091	£20,167			Overspend on renewable energy and retail studies
Budget (£) 102,400										
Actual Spend at 31/3/12 (£) 122,567										
Community Safety										
KBI 54	Forecast variance from budget (£)	(£4,885)		£13,500	£14,600	£14,994	£16,078			Job Evaluation - no provision for backdated costs
Budget (£) 40,600										
Actual Spend as at 31/3/12 (£) 56,678										
KPI 61	The number of serious acquisitive crimes per 1000 residents	0.41	0.5	0.5	0.12	0.23	0.25	0.5	AMBER (On Target)	Cumulative values.

Service Plan Monitoring - Section 3 Performance measures for day-to-day delivery

Group: Housing, Environmental Health, Licensing & Community Safety

Group Manager: Ian Timms

Code	Description	2010/11		2011/12					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
KPI 62	The total number of evidence packages produced using material captured by CCTV	83	50	19	48	68	76	75	GREEN (Above Target)	Quarterly values.
Civil Contingencies										
KBI 55	Forecast variance from budget (£)	(£977)		(£1,250)	(£263)	(£269)	(£274)			
Budget (£) 21,950										
Actual Spend as at 31/3/12 (£) 21,676										
0										
0										

Key:

KBI - Budget/Cost Indicator

KPI - Performance/Process Indicator

KCI - Customer Satisfaction Indicator

Environment and Services Group

Service Plan Performance Report April-March 2011/12 Update

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



Environment, Community Liaison, Economic Growth Group

Off Target Performance Indicators & Key Actions– Quarter 4

Performance Indicators

Waste & Recycling: Number of complaints. Target – 23. Actual – 33

Although overall below target, this was largely due to the introduction of Sort it + new waste collection. The number of complaints has decreased from last quarter so the trend is improving as the new arrangements are bedding in. This indicator will continue to be monitored closely.

Parks & Open Spaces: % of spot checks that find satisfactory standards. Target – 75%. Actual – 56%

Environment: Number of complaints: Target – 6. Actual - 8

There were two complaints in quarter 4 which were in relation to amounts of sand on the sea front . The complaints in previous quarters were in relation to the level of mooring fees in Minehead Harbour.

Key Actions

Milestone missed (red)

3.1.1 Deliver the following actions in relation to [Hinkley Point development] procurement:

By WSC representation on the HPC procurement group ensure the delivery of:

- Minimum of 40 WS Businesses registered on the Somerset Nuclear Supply Chain portal.
- Minimum of 60 West Somerset businesses attending supply chain related events
- Minimum of 20 West Somerset businesses supported to obtain contracts within EDF supply chain

Officer Response:

*The delay in the signing of the S.106 for preliminary Works has led to a delay on the number of contracts that are being let within the supply chain – however 7 WS businesses have obtained contracts
WSC is actively involved with the Local Business Engagement Group that meets monthly, and via this group, will ensure that WS Businesses are made aware of these.*

The new Economic Development Officer post is monitoring those WS Businesses that are registered on the Supply Chain Portal and will ensure that businesses are encouraged to register. The Economic Development PAG will monitor this.

3.1.3 Deliver the following actions in respect of skills, training and employment opportunities:

By WSC representation on the HPC employment, skills and training group ensure the delivery of:

- WSCC (West Somerset Community College) delivering a minimum of six nuclear skills related programme / courses.
- 20% of long term unemployed to have undertaken pre-employment training linked to the Hinkley Point Job Brokerage programme

Officer Response

WSCC Hinkley Ready and Enterprise Project is on track for Sept 2012 delivery. They will be running courses to provide the skills needed for the Construction phase of the project.

To date 141 WS residents are registered on the portal. 47 vacancies have been filled via the Brokerage and 3 of these are WS residents.

WSC's Community Outreach Worker will be actively engaging with the local community to maximise employment opportunities

CPE Related:

9.1.15 Discuss options with potential CPE (Car Parking Enforcement) service operator for shared use of Brunel Way depot, report findings to Asset Management Group and CMT

9.1.23 Reduced costs following implementation of CPE to deliver £5000 of savings

Officer Response

Timetable for CPE now in 2012/13

These savings have not been achieved to date but discussions are being held with the appointed SCC contractor and may yet be realised.

9.1.25 Management Review – Development Control – Implement revised structure

Officer response:

Implementation of the DC Management review proposals has been postponed due to workload associated with Hinkley Point DCO and the recruitment of new staff associated with Site Preparation Works - target for completion now March 2013

Performance Indicator

85% of service based performance indicators on target

Key Action Summary

Of the 59 key actions, 50 have been completed (of which 15 were completed within Qtr 4)
6 Action were not completed.

Group Performance Summary for Quarter 4

This has been a busy period for the group that has required a considerable amount of time being allocated to planning for future events. The **Parking Services Team** were involved in the preparation for the Olympic torch procession through the district and the **Development Control** Team submitted the key responses to the IPC in respect of Development Consent Order for the Hinkley Point new nuclear build project. In addition, the associated Local Impact Report was presented to Parishes, Cabinet and Council and represented a significant amount of work for the officers concerned.

The Sort it+ waste management scheme is now firmly established within resident's normal routines and complaints are reducing as a consequence. The recycling bring banks that were located in strategic areas of the district have been removed as they were a service overlap.

The Minehead harbour users working group identified and agreed a number of cost savings and when combined with the increase in mooring fees the overall operational costs of the facility are reducing.

The **Community Officer** prepares a regular newsletter and this continues to be well received. The feedback from the Towns and Parishes is positive and it is now regarded as a valued method of providing important information.

The **Facilities Team** organised a desk relocation exercise to provide space on the ground floor of West Somerset House to accommodate SCC staff. This was a successful exercise that ensured that normal business continued despite the disruption.

There were a number of initiatives relating to devolution and delegation of services that necessitated lengthy meetings with Towns and Parishes that resulted in mixed success. The **Grounds Maintenance** team have provided data for the grass cutting routines on behalf of the Somerset County Council highway verges.

The **Building Control** service continues to have a highly regarded reputation for the professional service that it provides and the Manager was elected as the Chairman of the South West Local Authority Building Control Group.

Service Plan Monitoring – Section 2 Actions to deliver key tasks in the Corporate Plan Environment, Community Liaison, Arts & Culture, Economic Growth

Hinkley Point – PRIORITY OBJECTIVES

Priority: Economic Development & Tourism

Objective 3: To maximise the sustainable job and skills training opportunities together with the prospects for economic development that will be created as a result of the construction and operation of Hinkley Point

Key Task 3.1	To identify and deliver the priority actions relevant to Hinkley Point development in the revised Economic Strategy by 31 st Mar 2012.		
Ref	Title	Next Milestone	Action Status Update
3.1.1	Deliver the following actions in relation to procurement: By WSC representation on the HPC procurement group ensure the delivery of: <ul style="list-style-type: none"> • Minimum of 40 WS Businesses registered on the Somerset Nuclear Supply Chain portal. • Minimum of 60 West Somerset businesses attending supply chain related events • Minimum of 20 West Somerset businesses supported to obtain contracts within EDF supply chain 	March 2012	<p>Qtr 3 Update: Continue to work closely with the EDF Supply Chain Engagement Group who provides monthly data relating to businesses that have received benefit from the project. - 100 WS Businesses are now registered on the supply chain data base. - 40 WS Businesses have attended Supply Chain / familiarisation events, or have received 1:1 visits from EDF / SWMAS / Keir Bam</p> <p>Qtr 4 Update: The delay in the signing of the S.106 for preliminary Works has led to a delay on the number of contracts that are being let within the supply chain – however 7 WS businesses have obtained contracts WSC is actively involved with the Local Business Engagement Group that meets monthly, and via this group, will ensure that WS Businesses are made aware of these. The new Economic Development Officer post is monitoring those WS Businesses that are registered on the Supply Chain Portal and will ensure that businesses are encouraged to register. The Economic Development PAG will monitor this.</p>

Review of Key Actions to deliver 2011-12 Corporate Priorities

<p>3.1.2</p>	<p>Update WSC corporate nuclear working group on progress re: delivery of the HPC (Hinkley Point C) procurement group targets.</p>	<p>Quarterly</p>	<p>(Green) Completed</p>	<p>Corinne Matthews-Economic Development Manager attends all corporate nuclear working group meetings and provides a verbal update on progress against the HPC (Hinkley Point C) procurement group targets. Qtr 4 Update: Recent Corporate Nuclear working group meetings were held on March 8th, 28th</p>
<p>3.1.3</p>	<p>Deliver the following actions in respect of skills, training and employment opportunities: By WSC representation on the HPC employment, skills and training group ensure the delivery of:</p> <ul style="list-style-type: none"> • WSCC (West Somerset Community College) delivering a minimum of six nuclear skills related programme / courses. • 20% of long term unemployed to have undertaken pre-employment training linked to the Hinkley Point Job Brokerage programme 	<p>Sept 2011</p>	<p>(Red) Milestone Missed</p>	<p>Qtr 2 Update: WSCC (West Somerset Community College) are due to receive £1.6M from the HPC Preliminary Works Section 106, of which £0.6M is for implementation of their Hinkley Ready Project. This will comprise a suite of (min 6) different training course and apprenticeships to enable West Somerset residents to gain employment during the Construction phase of the project. The courses will be delivered from September 2012. Qtr 4 Update: WSCC Hinkley Ready and Enterprise Project is on track for Sept 2012 delivery. They will be running courses to provide the skills needed for the Construction phase of the project.</p> <p>Qtr 2 Update: The Jobs Brokerage Programme is now up and running. It is based in Bridgwater Job Centre. To date, about 20 jobs have been recruited via the brokerage, mostly concerned with Site Security. Qtr 3 Update: With hindsight 20% is an over ambitious target. An improvement in progress towards this target is expected once preliminary works are underway, and WSC's Community Outreach Worker (negotiated as part of the S106) is in place . Qtr 4 Update: To date 141 WS residents are registered on the portal. 47 vacancies have been filled via the Brokerage and 3 of these are WS residents. WSC's Community Outreach Worker will be actively engaging with the local community to maximise employment opportunities.</p>
<p>March 2012</p>	<p>(Red) Milestone Missed</p>	<p>Qtr 2 Update: The Jobs Brokerage Programme is now up and running. It is based in Bridgwater Job Centre. To date, about 20 jobs have been recruited via the brokerage, mostly concerned with Site Security. Qtr 3 Update: With hindsight 20% is an over ambitious target. An improvement in progress towards this target is expected once preliminary works are underway, and WSC's Community Outreach Worker (negotiated as part of the S106) is in place . Qtr 4 Update: To date 141 WS residents are registered on the portal. 47 vacancies have been filled via the Brokerage and 3 of these are WS residents. WSC's Community Outreach Worker will be actively engaging with the local community to maximise employment opportunities.</p>		

Review of Key Actions to deliver 2011-12 Corporate Priorities

	<ul style="list-style-type: none"> Support WSCC to establish a feasible business plan to attract investment from EDF for an Enterprise related project. 	June 2011	(Green) Completed	<p>A scoping workshop with WSCC(West Somerset Community College) and EDF. Following this, EDF are drafting a business plan for the project. Money has been allocated from the Hinkley Point Preliminary works application S106 to fund the project.</p> <p>Qtr 4 Update Required: The business plan has been improved and WSCC has received its £1.6M investment from EDF. The detail of delivery will be contained within a SLA between WSCC and EDF, and I have requested that WSC is involved with this process. I would highlight as a risk the active involvement of Stoursey Primary School within this activity, hence our need to be involved with the SLA. It would be helpful if Members raised this specifically as a risk and made direct representations to EDFE about this.</p>
3.1.4	Update WSC corporate nuclear working group on progress re: delivery of the HPC employment, skills and training group.	Quarterly	(Green) Completed	<p>Corinne Matthews-Economic Development Manager attends all corporate nuclear working group meetings and provides a verbal update on progress against the HPC targets for employment, skills and training</p> <p>Qtr 4 Update: Recent Corporate Nuclear working group meetings were held on March 8th and March 28th</p>

Key Task 3.2

To formally respond in accordance with the Planning Act 2008 to EDF's proposals concerning skills, training, jobs and economic development contained in the application for a Development Consent Order to the IPC (or its successor) and to proactively represent the views of WSDC during the IPC's consideration of the proposals.
Timescales subject to application submission and IPC consideration.

Ref	Title	Next Milestone	Action Status	Update
3.2.1	<p>To respond, in accordance with statutory timescales, to the request from the IPC (Infrastructure Planning Committee) for this Council's response to the following:</p> <ul style="list-style-type: none"> Adequacy of consultation Statement of common ground Proof of evidence Local impact report 	Oct 2011 Jan 2012	(Green) Completed	<p>Qtr 4 Update: Timescales - DCO (Development Control Order) was submitted to IPC on 31st Oct 2011</p> <p>Relevant representations: Submitted 23rd Jan</p>

	<p>Responses from this Council to be approved by Cabinet/Council as required</p>		<p>Local impact report: Submitted on 3 May Comments on local impact reports (from relevant representations and written representations - EDF NNB and Interested Parties) Submitted 31st May</p> <p>Planning Inspectorate Preliminary Meeting (Start of examination) 21st March</p> <p>Planning Inspectorate site visits Including representatives from WSC 11 & 12 April</p> <p>Statement of common ground: (from EDF NNB/Councils) Submitted on 3 May (parts 1,2,3, & 13 only) Further parts currently being agreed between Councils and EDF for submission in July (exact date tbc dependent on progress)</p> <p>Issue-specific hearings: First issue-specific hearing on the DCO and mitigation measures held. WSC representatives attended. 26 - 27 June. Notification of dates for any additional Issue Specific Hearings required by the Panel and all other hearings. 16 July Second issue specific hearing on the DCO and mitigation measures. 17 July</p>
<p>3.2.2</p>	<p>Represent WSC at IPC examination during the consideration of EDF application for Development Consent Order in accordance with the Local Impact Report</p>	<p>March 2012</p>	<p>Qtr 3 Update: Due to the delay in the submission of the DCO by EDF, WSC 's representation at the IPC examination will not occur until August/Sept 2012 (in 2012/13)</p>

Objective 4: To ensure adequate mitigation for any adverse impact that there might be on the Tourism Industry as a result of the construction of Hinkley Point

Review of Key Actions to deliver 2011-12 Corporate Priorities

Key Task 4.1 To identify and implement actions from the amended Tourism Delivery Plan that relate to Hinkley Point by 31 st Mar 2012.				
Ref	Title	Next Milestone	Action Status	Update
4.1.1	To embed tourism relation strategic priorities/ actions into the main priorities of the refreshed / reviewed Economic Strategy for WSC, and provide specific tourism related activity that are supported by both the Exmoor Tourism Partnership and the Economic Strategy Group.	January 2012	(Green) Completed	Qtr 4 Update Required: WSC has recruited a Tourism Officer and that post holder has drafted the Terms of Reference for the Tourism Action Partnership, which are being consulted upon with the other Local Authority Partners. Cabinet/Council have agreed a HPC S106 funding strategy for the three Visitor Information Centres including supporting the new community run Minehead Centre. SLA's have been agreed with Minehead and Porlock, and discussions are about to take place in relation to Watchet. The funding bid for Channel Funding has been submitted with the successful bids being announced in the Autumn.
4.1.2	Identify short-term tourism actions (including remedial actions & marketing strategy) as part of the refresh of the economic strategy that will be presented to Cabinet for approval	June 2011	(Green) Completed	Qtr 2 Update: A marketing strategy for 2011/12 has been produced and by the marketing sub-group of the Exmoor Tourism Partnership (ETP). This approved strategy has been used to attract additional funding from the Exmoor National Parks Authority (ENPA) of £34k
4.1.3	By WSC representation on the HPC socio-economic group to ensure that the Exmoor Tourism Partnership and Economic Strategy Group are aware of the adverse impacts of Hinkley Point development to the tourism industry.	March 2012	(Green) Completed	Qtr 2 Update: Regular updates have been made to the ETP at their recent meetings held on 20 th July and 30 th September Qtr 3 Update: Updates to the ETP were regarding the securing of mitigation money from EDF and progress on the signing of Section 106 agreement. Qtr 4 Update Required: We continue to monitor any adverse impacts and provide regular reports to ETP, PAG and HPC Corporate Group See 3.1.3 for an update on the enterprise project
4.1.4	To work with EDF to ensure that the Visitor Centre (if permitted) acts as a stimulus for the whole of West Somerset tourism economy and a wider platform for sustainable tourism. By:	March 2012	(Green) Completed	Qtr 3 Update: The DCO sets out more detail in relation to what EDF are calling a

Review of Key Actions to deliver 2011-12 Corporate Priorities

	<p>- Working with WSCC on the enterprise project - Visitor centre (via social-economic group)</p>			<p>Public Information Centre. WSC will be responding to this is the LIR, and continue to lobby EDF for Local Auth input to its design, concept and operation, in particular in relation to how it can add value to the overall WS tourism economy. Qtr 4 Update Required: We have continued to lobby EDF via the LA's Local Impact Report and latterly the Commissioners specific questions as part of the DCO process to ensure that the Public Information Centre. is fully integrated within the Local Authority's aspirations for tourism marketing and promotion across the geography of impact.</p>
<p>4.1.5.</p>	<p>Update WSC corporate nuclear working group, Exmoor Tourism Partnership and the Economic Strategy Group on progress on projects (see 4.1.4)</p>	<p>Quarterly</p>	<p>(Green) Completed</p>	<p>Verbal update is provided at all WSC corporate nuclear working group meetings on progress of the projects. Qtr 4 Update: Recent Corporate Nuclear working group meetings were held on 8th March & 28th March</p>

Key Task 4.2

To formally respond in accordance with the Planning Act 2008 to EDF's proposals contained in their application for a Development Consent Order to the IPC (or its successor) and to proactively represent the views of this Council during the IPC's (or its successor's) consideration of the proposals that could impact upon the local tourism industry.
Timescales subject to application submission and IPC consideration

Ref	Title	Next Milestone	Action Status	Update
<p>4.2.1</p>	<p>To respond, in accordance with statutory timescales, to the request from the IPC for this Council's response to the following:</p> <ul style="list-style-type: none"> • Adequacy of consultation • Statement of common ground • Proof of evidence • Local impact report <p>Responses from this Council to be approved by Cabinet/Council as required</p>	<p>Oct 2011 Jan 2012 Jan 2012 Jan 2012</p>	<p>(Green) Completed</p>	<p>See Action 3.2.1 for details of the DCO timetable and WSC progress to end of March 2012</p>
<p>4.2.2</p>	<p>Represent WSC at IPC examination during the consideration of EDF application for Development Consent Order in accordance with the Local Impact</p>	<p>March 2012</p>		<p>See Action 3.2.1 for details of the DCO timetable and WSC progress to end of March 2012</p>

Report			
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Priority: Environment

Objective 5: To ensure adequate mitigation and compensation measures are in place to limit the adverse impacts during the construction and future operation of Hinkley Point, including the long-term storage of nuclear waste

Ref	Title	Next Milestone	Action Status	Update
Key Task 5.1				
Through the adoption of a corporate approach, coordinate the delivery of all priority objectives related to Hinkley Point in the Corporate Plan and to regularly report the outcomes to the Corporate Working Group, Cabinet and Council.				
5.1.1	Confirm attendees & schedule corporate working group meetings	May 2011	(Green) Completed	Corporate Working group meetings are held every 6/8 weeks determined by the project stages.. Meetings were held in 13 th Jan, 7 th March & 30 th June. Meetings are attended by various WSC Councillors and officers involved with the Hinkely Point project. Qtr 3 Update: Further Corporate Working group meetings held on 9th November and 15th December
5.1.2	To deliver a programme that will ensure that all relevant strategies (SPD on Hinkley Point, Housing Strategy, Economic strategy, Climate Change strategy, Williton regeneration plan) are reviewed and approved	July 2011	(Green) Completed	Full council approved consultation on the draft Hinkley Point SPD (Supplementary Planning Document). Consultation was undertaken during March/April. The current Housing Strategy is due to be reviewed during 2011. A revised Economic Strategy has been drafted, presented to the Environment PAG and due to go to Scrutiny for comment in Sept The Williton Master Plan will be presented to Cabinet & Council for adoption in Sept/Oct

Objective 6: To ensure that there is adequate liaison on the development of Hinkley Point between the Council, EDF, Somerset County Council, Sedgemoor District Council, and Parish/Town Councils.

Key Task 6.1				
To act on behalf of the Council at all meetings of both the Strategic Project Board for Hinkley Point and the Somerset Nuclear Energy Group (SNEG) on a monthly basis.				
Ref	Title	Next Milestone	Action Status	Update
6.1.1	Attendance, input into all work streams, sign off of all outputs and involvement in all monthly meetings of the Strategic Project Board and Somerset Nuclear Energy Group.	March 2012	(Green) Completed	Andrew Goodchild-Planning Manager attends all meetings of the Strategic Project Board (SPB) and Somerset Nuclear Energy Group (SNEG) meetings <u>Qtr 3 Update:</u> SPB meetings were held on 22nd Sept and 26th Sept SNEG meetings were held on 7th Sept, 25th Oct and 29th Nov.
6.1.2	To chair the Strategic Project Board for three months within every nine months (the other six months to be chaired by SDC and SCC).	April 2011 Nov 2011- Jan 2012	(Green) Completed	West Somerset Council/Andrew Goodchild chairs the Strategic Project Board meetings for Nov 11-Jan 12.

Key Task 6.2				
To assist the community and Parish/Town Councils in understanding the impact of the proposals on their communities and to assist in responding to the application submission.				
Ref	Title	Next Milestone	Action Status	Update
6.2.1	Request The Community Council for Somerset, Hannah Reynolds Associates & ARUP to continue the approved Community Engagement programme. <i>Timescales dependant on submission of application to the IPC.</i>	March 2012	(Green) Completed	Community engagement programme on-going <u>Qtr 3 update:</u> It has not been possible to utilise external resource to undertake this work due to lack of funding availability. WSC resource used to support community engagement.
6.2.2	Undertake consultation with the Parish/Town Councils and the community on the content	Sept 2011	(Green) Completed	Andrew Goodchild attends all Hinkley Point related community forums that include representatives from Parish councils and

	of the Local Impact Report,			community groups Qtr 3 Update: All West Somerset Parish & Town councils have been contacted and asked for their views to be considered and incorporated into the LIR. West Somerset also provide updates to the Area Panels. Qtr 4 Update: The LIR was presented to parishes informally during April and prior to council formally endorsing it (and the Corporate Working Group seeing the final version) Andrew Goodchild has met with Stogursey Parish Council on regular occasions and kept in contact with them at the formal Hinkley meetings, the Main Site Neighbourhood Forum and via email.
6.2.3	Assist the community in registering for the participation in the examination of the EDF application for Development Consent Order (DCO)	Oct 2011	(Green) Completed	Qtr 3 Update: Participation in the examination of the DCO to be completed by 23 rd Jan 2012. In December, the IPC held an outreach event held at West Somerset House for the public. West Somerset representatives also attended to support the event. Qtr 4 Update: Council Officers attended Planning Inspectorate outreach events in Williton and Stogursey to assist people in registering to participate as well as attending parish council meetings on this subject.
6.2.4	Represent WSC at IPC examination during the consideration of EDF application for Development Consent Order in accordance with the Local Impact Report	March 2012		See Action 3.2.1 for details of the DCO timetable and WSC progress to end of Dec 2011

PRIORITY: Community Engagement

Objective 7: To improve working relationships between the Council, and Parish / Town Councils and community organisations

Review of Key Actions to deliver 2011-12 Corporate Priorities

Key Task 7.1			
To assist communities in formulating their priorities to ensure community well being and to reflect those priorities when responding to the IPC in considering the proposed development at Hinkley Point by 31 st March 2012			
Ref	Title	Next Milestone	Action Status Update
7.1.1	This Key Task will be delivered as part of the actions and timescales identified in Key Task 6.2		See 6.2

Priority: Corporate Leadership & Performance Improvement

Objective 8: To ensure that the relevant Central Government Departments are kept fully aware of the issues facing the Council in effectively dealing with all aspects of the Hinkley Point development.

Key Task 8.1	
Campaign, individually and collectively through SNEG, the Radio-active Waste Group and the new LGA (Local Government Association) Group on New Nuclear to the local MP, DECC, DCLG (Department for Communities and Local Government), and the Treasury by 31 st Mar 2012.	

Ref	Title	Next Milestone	Action Status	Update
8.1.3	To support the Leader, Deputy Leader, the Cabinet and Chief Executive in delivering this objective. (See Corporate Management and Executive Support service plan)	March 2012	(Green) Completed	Andrew Goodchild attends the SNEG meetings held monthly and provides on-going support for Adrian Dyer-Chief Executive and Council Leader Tim Taylor. Qtr 4 Update: The LIR (Local Impact Report) presented to Cabinet in April 2012

Financial Standing – PRIMARY OBJECTIVES

Priority: Financial Standing.

Objective 9: To maintain the financial standing of the Council following the reductions in grant funding announced by central government whilst at the same time:

- Protecting front line services as much as possible
- Delaying for as long as possible the implementation of savings initiatives that impact most on customers and the community
- Reducing staffing numbers to balance savings in service delivery
- Consulting with stakeholders in advance of any decision

Key Task 9.1 – To draft and approve by 30th April 2011 service plans that include actions to deliver savings in net expenditure totalling £574,726, as approved in the 2011/12 budget

Environment, Community liaison, Arts, Culture and Economic Growth

Achieving savings of £263,254 in 2011/12 as a proportion of the £574.7k savings from the overall WSC budget

Ref	Title	Next Milestone	Action Status	Update
9.1.11	Management & Service review of grounds maintenance service to deliver £33,212 of savings			
	Implement actions from internal review of grounds maintenance service provision	March 2012	(Green) Completed	Voluntary redundancy agreed for Post GM4 (from 1st July 2011) by Cabinet 24/03/11. Temporary contract GM3 not renewed (~£16k) Additional savings expected via the Devolution/Delegation programme <u>Qtr 3 Update:</u> No further savings are expected to be made in 2011/12. Discussions with Parish & Town councils re: service delivery options for grounds maintenance are on-going, any savings as a result of this will be reflected in the 2012-13 budget. <i>Savings actually achieved during 2011/12 - £14,908</i>

Review of Key Actions to deliver 2011-12 Corporate Priorities

	Management review of VIIC, Minehead to deliver £27,500 of savings Complete internal review of VIIC, Minehead	July 2011	(Green) Completed	Voluntary redundancy agreed for Posts 136 & 137 (from 31/10/2011) by Cabinet 24/03/11. Additional salary costs may be incurred by increase in use of casual staff to cover extended sunday opening. Qtr 2 Update: Various options being considered for the future running of the VIIC.
9.1.12	Prepare report with recommendations to Scrutiny, Cabinet and Council	Aug 2011	(Green) Completed	Qtr 3 Update WSC VIIC Review group met with Minehead Town council in Oct 2011. A report providing an update, on the VIIC was presented to Cabinet held on 7 th Dec 2011 Meeting between WSC & Minehead Town council VIIC working group held on 19th Dec . Further discussions with MTC and interested parties are planned during Jan-Feb with a Report planned to go to March Cabinet Savings actually achieved during 2011/12 - £18,562
9.1.13	Minehead Harbour-Increase mooring fees and licence for winter storage/working Notify relevant parties of increase to Minehead harbour fees, up-date website, amend signage and implement changes	April 2011	(Green) Completed	Cabinet of Dec 2010 approved increased charges in the amendment of the fees & charges policy. Monitoring of the income is undertaken as part of the Quarterly Budget Monitoring process Qtr 3Update: Winter storage unable to be introduced-practical issue with introducing it(~£500 increased income was expected) Mooring fees were increased by 50% in 2011/12. By the end of Dec 11 were £6097, compared to £4721 in the same period for 2010/11 Income increase actually achieved during 2011/12 - £3254
9.1.14	Efficiencies from operations in West Somerset House to deliver 25,000 of savings/increased income Advise West Somerset House cleaning company of reduced service levels	April 2011	(Green) Completed	Cleaning contract for West Somerset House reduced by £5k

Review of Key Actions to deliver 2011-12 Corporate Priorities

	Implement shared use of West Somerset House	Jul 2011	(Green) Completed	<p>£25k Income due from SCC to rent part of the ground floor at West Somerset House.</p> <p>Qtr 4 Update: Proposals reported and approved by Cabinet on 7th Dec. Agreement signed by SCC & WSC in June 2012. SCC planning to occupy during July. Agreed £25k rent will be paid quarterly from 1st April 2012.</p>
	Rental from letting part of depot at Brunel Way. Minehead to increase income by £2500			
9.1.15	Discuss options with potential CPE (Car Parking Enforcement) service operator for shared use of Brunel Way depot, report findings to Asset Management Group and CMT.	September 2011	(Red) Milestone missed	<p>Expected income from renting building to CPE partnership is unlikely to be achieved during 2011/12</p> <p>Qtr 4 Update: See Action 13.1.1 for CPE update <i>No savings achieved during 2011/12</i></p>
9.1.16	Increased rental from Dulverton TC for management of car parks to increase income by £10,190	April 2011	(Green) Completed	<p>Dulverton TC's proposal to increase their annual rental payment to WSC and to share profits has been accepted – Cabinet 2nd Feb 2011.</p> <p>Dulverton rental increased from £26.5k to £36.7k</p> <p>Qtr 2 Update: Rental paid quarterly - In arrears. Will be included in savings at end of 11/12 year. <i>Income increase actually achieved during 2011/12 from increased rental (£11,550) and (% of profits (£7491)) Totalling - £18,982</i></p>
9.1.17	Implement revised car parking fees to increase income by £60,000	April 2011	(Green) Completed	<p>Increase in Car park fees agreed at Cabinet of 17/01/11</p> <p>Monitoring of the income is undertaken as part of the Quarterly Budget Monitoring process</p> <p>Qtr 3 Update: £80k down on expected income for end of Dec 11 (end of Qtr 3). The expected income includes the £60k increase <i>Income increase actually achieved during 2011/12 - £5226</i></p>
	Alternative cleaning arrangements for ENP public conveniences to deliver savings of £5000			
9.1.30	Undertake review of current arrangements	June 2011	(Green) Completed	<p>Veolia now cleaning Haddon Hill toilets (no inc. to contract costs)- saving on Cleaner costs. Further savings will only be achieved when the Veolia contract is due for review in Sept 2012 <i>Savings actually achieved during 2011/12 - £4246</i></p>
	Report findings to CMT	July 2011	(Green) Completed	Reported to CMT in June 2011

Review of Key Actions to deliver 2011-12 Corporate Priorities

9.1.31	Cease contribution for moped scheme to deliver savings of £2500	April 2011	(Green) Completed	Equalities Impact assessment undertaken <i>Savings actually achieved during 2011/12- £2500</i>
9.1.18	Cease grant funding to 'Active Exmoor' to deliver £7000 of savings	April 2011	(Green) Completed	Equalities impact assessment undertaken <i>Savings actually achieved during 2011/12- £7000</i>
9.1.19	Cease grant funding to Somerset CVS (Community Council for Somerset) to deliver £2000 of savings	April 2011	(Green) Completed	Equalities impact assessment undertaken <i>Savings actually achieved during 2011/12- £2000</i>
9.1.20	Tourism – Reduce payments to 'Business Development Partners' to deliver £3000 of savings	April 2011	(Green) Completed	Savings made on the cost of hosting / maintaining the Visit Exmoor website and associated tourism costs, misc VIIC payments for equip etc Qtr 4 Update: As of end Sept (Qtr 4) £3.8k spent from the £8.5k budget (reduced from 2010/11-£11.5k to £8.5k) <i>Savings actually achieved during 2011/12- £7700</i>
9.1.21	Waste Management Contract – Reduction in annual index increase to deliver £30,000 of savings	April 2011	(Green) Completed	Reduced from £70k to £36k by extending the contract <i>Savings actually achieved during 2011/12- £34,000</i>
9.1.22	Review of the Street Cleaning Service to deliver £5000 of savings	Mar 2012	(Green) Completed	£5k Reduction in contract costs re: data no longer required for National Indicators <i>Savings actually achieved during 2011/12- £5000</i>
9.1.23	Reduced costs following implementation of CPE to deliver £5000 of savings	June 2011	(Red) Milestone missed	Timetable for CPE now in 2012/13 These savings will not be achieved for 2011/12 Qtr 4 Update: See Action 13.1.1 for CPE update No savings achieved during 2011/12
9.1.24	Management Review – Development Control to deliver £17,500 of savings	Mar 2011	(Green) Completed	Voluntary redundancy agreed for Post 48 (from 1st Oct 2011) by Cabinet 24/03/11. <i>Savings actually achieved during 2011/12- £20,837</i>

Review of Key Actions to deliver 2011-12 Corporate Priorities

	Undertake management review of the Development Control service	April 2011	(Green) Completed	<p>Management review has been undertaken and the report is currently with the Chief Executive for consideration</p> <p>Qtr 2 Update: A draft reports have been received by the Chief Executive that include consideration of service delivery impact issues following implementation of voluntary redundancies in this service area. Subsequent arrangements have been approved and put in place to minimise any adverse impacts. However, these arrangements are only considered to be temporary due to the potential impact that the proposed development at Hinkley Point will have in this service area. This has been recognised by EDF who through the Section 106 Agreement are funding the temporary employment of two additional members of staff. In light of this it has been decided to defer any decisions until 2012/13</p>
	Implement revised structure	Sept 2011	(Red) Missed Milestone	<p>Qtr 2 Update: See update above 9.1.24</p> <p>Qtr 4 Update: Implementation of the DC Management review proposals has been postponed due to workload associated with Hinkley Point DCO and the recruitment of new staff associated with Site Preparation Works - target for completion now March 2013</p>
9.1.25	<p>Deliver remaining 2011-12 savings (totalling £25,352)</p> <ul style="list-style-type: none"> • NDR savings from IT building (£2077) • Winter closure of some PC's (£2000) • Reduce contribution to Quantock Warden scheme (£4975) • Reduce contribution to Parish Lengthsman scheme (£1000) • Reduce grant funding to Artlife (£15,300) 	April 2011	(Green) Completed	<p>All remaining savings, except the winter closure of PC's has been achieved.</p> <p>Savings achieved during 2011/12 - £25,352</p>

Key Task 9.3 – To have drafted by 31st December 2011 a report for members that has established the strategy for closing the budget gap over the period ending 31st March 2015. This should contain an action plan of the work required or already implemented to deliver the savings identified and approved as necessary in 2012/13

Review of Key Actions to deliver 2011-12 Corporate Priorities

Ref	Title	Next Milestone	Action Status	Update
9.3.13	Evaluate and commence preparatory work to deliver indicative savings in 2012/12 & 21013/14	Dec 2011	(Green) Completed	<u>Qtr 3 Update:</u> 2012/13 savings have been identified as part of the budget setting process and associated action included in draft 2012/13 service plans where appropriate.

OTHER OBJECTIVES

Priority: Economic Development & Tourism

Objective 12: Ensure the Tourism Partnership reflects and meets the needs of the whole of West Somerset.

Key Task 12.1

Undertake a survey of tourism industry stakeholders to establish if the 2011/12 marketing brochure placed sufficient emphasis on the marketing of the whole district and identify improvements by July 2011.

Ref	Title	Next Milestone	Action Status	Update
12.1.1	Undertake a customer satisfaction survey of those businesses who have advertised in the 2011/12 brochure relating to sufficient geographical coverage of the district	June 2011	(Green) Completed	<u>Qtr 2 Update:</u> Survey undertaken during Sept/Oct with advertisers and stakeholders
12.1.2	Undertake a survey to assess the satisfaction of tourism related stakeholders to obtain their views on the geographical coverage	June 2011	(Green) Completed	<u>Qtr 2 Update:</u> See update above 12.1.1
12.1.3	Analyse the results of 4.1.1 and 4.1.2 and make recommendations to the Exmoor Tourism Partnership and Working Group thereof for future improvements	July 2011	(Green) Completed	<u>Qtr 2 Update:</u> Results of the survey were presented to the Exmoor Tourism Partnership and included in Community Matters

Objective 13: To improve the effectiveness of the management of both on-street and off-street parking

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Key Task 13.1 Subject to prior member approval, prepare for the implementation of Civil Parking Enforcement by 31 st Oct 2011			
Ref	Title	Next Milestone	Action Status
13.1.1	Establish feasibility of scheme including a review of fleet vehicles, operating centres and proposed staff structure	April 2011	Update
			<p><u>Qtr 3 Update:</u> January 2012 -SCC out to Tender for the work in Meetings are being held with staff identified on TUPE list Draft application to implement CPE in Somerset made by SCC to DfT</p> <p>Qtr 4 Update: CPE implemented – 11th June 2012</p> <p>Qtr 4 Update TUPE transfers did not apply to WSC Work is underway to update the Ticket Machines software as required Procedures for Cash collection from WSC Car parks has been amended. The 2004 Car Parking Act now applies to WSC Car Parks</p> <p>Qtr 4 Update: See 13.1.5</p> <p>Delivery within the timescale of these actions will be affected by the delay in CPE implementation</p> <p>Qtr 4 Update: The CPE Proposals were presented to full council</p>
13.1.2	<ul style="list-style-type: none"> • Complete any TUPE transfers • Align IT systems • Complete monitoring and enforcement routines • Prepare cash collection system 	July 2011	(Green) Completed
13.1.3	Report to Cabinet on progress	June 2011	
13.1.4	Undertake comprehensive public relations exercise to ensure that the public are fully informed and complete staff training	September 2011	
13.1.5	Provide update report to Cabinet	December 2011	

Objective 14: To investigate alternative methods for the disposal of general waste

Key Task 14.1 Implement Sort-It plus enhanced recycling service by 31 st March 2012			
Ref	Title	Next Milestone	Action Status
14.1.1	Undertake surveys and agree collection rounds.	May 2011	Update
			Collection rounds have been agreed and customers have been

Review of Key Actions to deliver 2011-12 Corporate Priorities

	Committed and promotional road shows arranged.	Completed		notified and promotional road shows arranged. May Gurney (Somerset Waste Partnership contractors) will require use of the whole of Roughmoor Depot (as the preferred depot) therefore Veolia (Street cleansing contractors) will be moving to Brunel Way depot in Minehead.
14.1.2	Commence adaptation works to preferred depot.	(Green) Completed	June 2011	Qtr 4 Update: Depot - works are now complete and Veolia relocated
14.1.3	Ensure vehicle and container procurement is on schedule and within available budget	(Green) Completed	August 2011	Qtr 2 Update: Sort it+ roll-out is now complete and within budget.
14.1.4	Agree communications strategy with the SWP Communications Team and Community Liaison Manager and ensure that Parish/Town Councils are kept fully informed.	(Green) Completed	Sept 2011	Qtr 2 Update: Press releases were issued by the Somerset Waste Partnership on 4 th & 6 th Oct providing updated on the roll-out of Sort-it+ across West Somerset.
14.1.5	Commence roll-out of service and remove remaining recycling bring banks.	(Green) Completed	Nov 2011 Feb 2012	Qtr 4 Update: Sort-it+ implemented in West Somerset and roll-out completed by 31 st Oct 2011 The last bring banks will be removed w/c 9 th July. The remaining bins are charity bins where there is an agreement with WSC to place them in Car Parks

Priority: Community Engagement

Objective 15: To improve working relationships between the Council, and Parish / Town Councils and community organisations

Key Task 15.1

To draft and implement an action plan in response to the results of the survey undertaken with all parish and town councils to establish weaknesses in working relationships with the Council by 31st March 2012

Ref	Title	Next Milestone	Action Status	Update
15.1.1	Present parish/town council survey results to Cabinet	April 2011	(Green) Completed	The survey results from the Parish/Town Council survey undertaken were reported to Scrutiny in March 2011 and then to

Review of Key Actions to deliver 2011-12 Corporate Priorities

15.1.2	Develop action plan and present to Cabinet, including details of budgetary implications	June 2011	(Green) Completed	the Community PAG in April. Where comments were received, further discussion was undertaken with the Parish/Town Councils, comments were then forwarded to the appropriate WSC officer. The officers response to resolving the issues was then sent back to the relevant parish council
15.1.3	Deliver actions agreed by Cabinet	August 2011	(Green) Completed	Qtr 2 Update: Update of actions to report back to the Community PAG on 7 th Nov 2011. All dissatisfied/very dissatisfied feedback have been responded to by the appropriate officer.

Key Task 15.2

To respond to the review in arrangements with the community partner organisations by March 2012

Ref	Title	Next Milestone	Action Status	Update
15.2.1	Present recommendations to Cabinet including details of budgetary implications	April 2011	(Green) Completed	Qtr 4 Update Initial contact was made with each community partner and they supplied information on the services they provided on behalf of WSC and what the potential outcome would be if they did not receive any grant from WSC. This information was presented to the Community PAG. This matter was then discussed in the Members Budget Seminar in 2011 and recommendations were made about future funding. A Cabinet Report was presented in Jan 2012 on future funding
15.2.2	Implement recommendations	June 2011		

KEY TO ACTIONS:

Action not achieved within target date/milestone.	Red
Action underway- 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	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Environment, Community Liason, Arts & Culture, Economic Growth

Group Manager: Steve Watts

Code	Description	2010/11		2011/12					Status	Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target			
Group Indicators											
KBI 80	Forecast variance from budget £	£60,229		£76,233	£56,964	£46,738	(£25,061)				
	Budget (£)	1,934,090									
	Actual Spend as at 31/3/12 (£)	1,909,029									
Service Indicators											
	% of PDR's completed	70%	95%	Annual Indicator					92%	95%	AMBER (On Target)
KPI 82	Number of sickness days per quarter per FTE	1.32	2.0	0.55	1.49	2.27	2.9	5.75		GREEN (Above Target)	
Street Cleansing											
KBI 82	Forecast variance from budget £	(£39,340)		£4,565	(£11,400)	(£10,936)	(£14,386)				Saving on sweeping contract cost
	Budget (£)	463,000									
	Actual Spend as at 31/3/12 (£)	445,614									
KPI 103	% of service requests actioned within 5 working days	88%	85%	100%	83%	92%	90%	85%		GREEN (Above Target)	
KPI 85	% of spot checks undertaken that find full compliance with contract	100%	75%	86%	82%	97%	100%	75%		GREEN (Above Target)	
KCI 81	No of complaints per quarter	12	20	3	3	5	4	20		GREEN (Above Target)	Annual Target

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Environment, Community Liason, Arts & Culture, Economic Growth

Group Manager: Steve Watts

Code	Description	2010/11		2011/12					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
Waste & Recycling										
KBI 84	Forecast variance from budget £	(£57,624)		(£48,530)	(£5,270)	(£8,830)	(£48,569)			Higher recycling cost offset by greenwaste bin renewal income
Budget (£) 939,600										
Actual Spend as at 31/3/12(£) 891,031										
KPI 87	Time taken to restore missed collections (24hrs)	98%	100%	99%	99%	97%	99%	100%	AMBER (On Target)	
KPI 86	% of waste recycled and composted (NI 192)	25.54%	25%	27.00%	29%	40.00%	41.00%	27%	GREEN (Above Target)	
KPI 88	Fly-tipping: % removed within 48 hrs	86%	75%	98%	86%	94%	93%	75%	GREEN (Above Target)	
KPI 90	Fly-tipping: No of incidents	103	Target not set	41	27	43	53			Total Number of Fly Tips for 2011/12 - 164
Parks & Open Spaces										
KCI 82	Waste & Recycling: No of complaints per quarter	14	15	5	5	15	8	23	RED (Concern)	See summary performance page at the start of this section, which explains reasons for under target performance.
KCI 84	Fly-tipping : No of complaints	1	4	0	0	1	3	8	GREEN (Above Target)	Annual Target
KBI 89	Forecast variance from budget £	(£44,930)		(£10,220)	(£17,764)	(£19,530)	(£26,535)			Saving on salaries and disposal of green waste cost

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Environment, Community Liason, Arts & Culture, Economic Growth

Group Manager: Steve Watts

Code	Description	2010/11		2011/12					Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status
Actual Spend as at 31/3/12 (£) -331,189										
KBI 86	Income against budget projection (£)	£586,930		£32,580	£75,262	£80,851	£86,222			
	Budget Projection (£)	£543,280								
Asset Management										
KBI 103	Forecast variance from budget £ (£11,222)			£34,730	£16,892	(£1,232)	(£20,844)			
Budget (£) 24,336										
Actual Spend as at 30/3/12 (£) 3,492										
	Income from Roughmoor units.	£31,122					£65,902			
Development Control										
KBI 91	Forecast variance from budget £ £189,048			£239	(£8,573)	(£3,538)	£35,559			
Budget (£) 90,868										
Actual Spend as at 31/3/12 (£) 126,427										
KBI 92	Income against budget projection	£47,181		(£7,102)	(£3,757)	£3,976	£3,840			

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Environment, Community Liason, Arts & Culture, Economic Growth

Group Manager: Steve Watts

Code	Description	2010/11		2011/12					Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status
Actual Spend as at 31/3/12 (£) 36,586										
KCI88	Environment: No of complaints per quarter	4	6	3	2	1	2	6	RED (Concern)	
Economic Regeneration										
KBI 104	Forecast variance from budget £			13,230	15,915	18,413	14,163			Rental Income not achieved
Budget (£) 26,473										
Actual Spend as at 31/3/12 (£) 40,636										
Community Liason										
KBI 102	Forecast variance from budget £	(£50,232)		(£1,906)	(£8,406)	(£8,406)	(£8,762)			Saving on SASP Contribution
Budget (£) 111,700										
Actual Spend as at 31/3/12 (£) 102,937										
Tourism										
KBI 105	Forecast variance from budget £	(£2,137)		£22,696	£23,502	£24,938	£19,548			Saving not achieved whilst visitor centre was open
Budget (£) 49,512										
Actual Spend as at 31/3/12 (£) 69,060										

Key:

KBI - Budget/Cost Indicator

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Environment, Community Liason, Arts & Culture, Economic Growth

Group Manager: Steve Watts

Code	Description	2010/11		2011/12				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
KPI - Performance/Process Indicator									
KCI - Customer Satisfaction Indicator									

Finance and Central Support Group

Service Plan Performance Report April-March 2011/12 Update

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



Central Support Group

Off Target Performance Indicators & Key Actions – Quarter 4

Performance Indicators

Cost of legal services per hour used. Target - £60. Actual - £94

Whilst this indicator has improved in comparison with the previous quarter (£107), there were one or two one off issues that required significant legal input to resolve, including the ongoing issue of the lease of the Ground Floor to Somerset County Council although, as previously mentioned, this item will generate extra income for the Council.

% hours availability of HR service. Target – 80%. Actual – 70%

This figure reflects the taking of annual leave during this period plus a week's sickness absence.

Number of Audit Reviews Undertaken as a % of agreed plan. Target – 26. Actual – 24

The remaining 2 audits were work-in-progress at the end of the financial year and final reports issued shortly afterwards.

% of Audit Partnership satisfaction surveys that are completed. Target – 80%. Actual – 63%

The number of surveys being returned from services increases in the year 11/12 to 15 out of 24 from a figure in 10/11 of 8 out of 15. Although this is an increase it is still short of the target of 80% that was set at the start of the year. Teams will again be reminded to make sure that they complete their customer satisfaction surveys following the completion of an audit.

Key Actions

Missed milestones(red):

9.3.8 – Income maximisation audit by SWAP

This audit was intended to identify opportunities for additional sources of income, following comparison with other local authorities. The review was undertaken at West Somerset in advance of neighbouring audit partner authorities and it is expected that comparative data will be available for the second quarter of 2012/13.

Performance Indicator

70% of service based performance indicators on target

Key Action Summary

Of the 10 key actions, 9 have been completed (of which 4 were completed within Qtr 4)

1 Action was not completed.

Group Performance Summary for Quarter 4

Following the redundancy of the Group Manager for Corporate Support, the Corporate Director and Group Manager for Resources took responsibility for services originally within that area. Thus Revenues, Benefits and Customer Services now come under line management of the Group Manager, with HR and Legal moving to the Corporate Director. For consistency and clarity, the Corporate Support Group performance will be monitored as a separate service area for the rest of 2011/12.

During the last quarter of 2011/12 the **Finance Team** helped the Council to set its balanced budget for the coming financial year. The 2012/13 Budget was approved in February 2012 using £600,000 of reserves and a nil increase in council tax, following an offer of a grant equal to a 2.5% increase from the Coalition Government.

The budget for 2011/12 was monitored throughout the year and following some variances in the fourth quarter, there was an overall under-spend at 31 March of £296,000. The 1/1/12 budget was set with the use of £250,000 from reserves; the under-spend means that this support was not required and the General Fund balance increased by £46,000.

The council's **IT Team** has implemented a public wi-fi zone, enabling Councillors and visitors to access the internet. The service is currently available in the Council Chamber and Members room, however, the service will ultimately reach most parts of West Somerset House.

The team were also part of the Office Integration project to share part of the ground floor in West Somerset House with Somerset County Council.

E-Billing has been introduced, which will enable staff and the public to receive their council tax bill electronically. This will save the authority staff time and costs of printing and posting. A number of staff have already taken advantage of this service.

The legal partnership with Mendip continues to be a successful model of joint co-operation which other Council's are considering replicating.

The **Human Resources** Team has continued with the recruitment of the new posts associated with the site preparation works at Hinkley Point. All the recruitment has now been completed and all bar one appointment all staff were in post by the end of June.

Service Plan Monitoring – Section 2 Actions to deliver key tasks in the Corporate Plan Finance & Central Support

Priority: Financial Standing

Objective 9: To maintain the financial standing of the Council following the reductions in grant funding announced by central government whilst at the same time:

- Protecting front line services as much as possible
- Delaying for as long as possible the implementation of savings initiatives that impact most on customers and the community
- Reducing staffing numbers to balance savings in service delivery
- Consulting with stakeholders in advance of any decision

Key Task 9.1 – To draft and approve by 30th April 2011 service plans that include actions to deliver savings in net expenditure totalling £574,726, as approved in the 2011/12 budget

Central Support Group

Achieving savings of £44,500 in 2011/12 as a proportion of the £574.7k savings from the overall WSC budget

Ref	Title	Next Milestone	Action Status	Update
	Reduction in District Audit Fees (saving £10,000)			
9.1.4	Implement reduction in fees paid to District Audit – Through discussion with the Audit Commission and via budget monitoring ensure that this saving can be achieved (notably through reduced inspection costs): Liaise and agree with District Audit, the specific Benefits subsidy claim preparation work that can be undertaken by WSC	June 2011	(Green) Completed	Reduction negotiated from £138k to £118k over 2 years (2010-11 & 11-12) therefore £10k saving in 2011/12
	Reduce cost of Broadband to Members (saving £2500)			

Review of Key Actions to deliver 2011-12 Corporate Priorities

9.1.5	Implement removal of Broadband costs for Members – Remove reimbursement of broadband costs from members' allowances.	April 2011	(Green) Completed	Current broadband contracts with British Telecom terminated.
	Amend New member information (for induction & on website) to ensure broadband costs not included	April 2011	(Green) Completed	Member induction information amended to reflect no reimbursement for broadband
	Notify Existing members of the removal of broadband allowance Notify existing members with BT facility of removal of broadband allowance (following May Elections).	April 2011	(Green) Completed	Following the May election, members with existing arrangements were notified of the changes in reimbursement.
9.1.29	Deliver remaining 2011-12 savings (totalling £42,000) Ensure that savings already identified have been removed from the 2011-12 budget book	April 2011	(Green) Completed	All remaining savings have been removed from the budget book

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Key Task 9.3 – To have drafted by 31st December 2011 a report for members that has established the strategy for closing the budget gap over the period ending 31st March 2015. This should contain an action plan of the work required or already implemented to deliver the savings identified and approved as necessary in 2012/13

Ref	Title	Next Milestone	Action Status	Update
9.3.6	Reduce cost of IT support (saving £36,000)			
	(1) Contact key suppliers to review and discuss key IT contracts.	(1) Aug 2011	(Green) Completed	Qtr 4 Update: A number of contracts operating on a year on year roll-over have now been negotiated as 3 yr agreements for a reduced cost. A single contract is now in place of a number of small contracts for systems with the same supplier.
	(2) Implement amended contract arrangements and adjust 2012-13 budget accordingly	(2) April 2012	(Green) Completed	Qtr 4 Update: The finance system contract has been renewed for 1 year (to March 2013) whilst a review of options following this is underway. An options & recommendations report is scheduled for completion by the end of July 2012 & a decision required by Aug 2012.

Review of Key Actions to deliver 2011-12 Corporate Priorities

9.3.7	Reduce cost of telephones (saving £8,000)	(1) Aug 2011	(Green) Completed	Qtr 4 Update: The council have entered into a 2 year framework agreement (also used by South Somerset DC) that covers Line rental, Landline calls & mobile phone provision. To date, this has provided a saving of £3095. The budget for telephones will be affected by the increased staff numbers related to the : Proposed Hinkley Point C project.
	(1) Review mobile phone provision within the council.	2) Dec 2011		
	(2) Undertake discussions with South Somerset DC to consider using their current Framework agreement to reduce the cost of landline calls. (3) Review & re-negotiate the current Annual line rental agreement and mobile phone contract with CAN Networks	(3) Dec 2011		
9.3.8	New charges for discretionary services (saving £10,000)		(Red) Milestone missed	Qtr 2 Update: Income maximisation audit undertaken (by SWAP-South West Audit Partnerships) to draft report stage. Unfortunately other sites will not receive this audit until quarter 4 2011/12 that will delay the production of a themed report across all audit partners. Task will not be completed until at least quarter 1 of 2012/13. Qtr 4 Update: As of June 2012, the internal audit report is still not forthcoming, therefore will now be delayed beyond the expected Qtr 1 2012/13.
	(1) Internal Audit to undertake an Income Maximisation audit to identify current income streams throughout Somerset and identify new ones for West Somerset	Dec 2011		
9.3.9	Evaluate and commence preparatory work to deliver indicative savings in 2012/13 & 2013/14	March 2012	(Green) Completed	Qtr 4 Update: 2012/13 savings have been identified as part of the budget setting process and associated action included in 2012/13 service plans where appropriate. Work has been undertaken to commence work on the 2013/14+ budget and Members Seminars held on 19 th June and planned for 25 th July.

KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
Action underway-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	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Central Support

Group Manager: Graham Carne

Code	Description	2010/11		2011/12				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
Group Indicators									
KBI 121	Forecast variance from budget £	-£14,780		£149,741	£150,121	£95,797	(£46,209)		
	Budget (£) 1,124,779								
	Actual Spend as at 31/3/12 (£) 1,078,570								
Service Indicators									
Legal									
KBI 122	Forecast variance from budget £	-£15,260		(£831)	£2,986	(£1,791)	£652		
	Budget (£) 123,909								
	Actual Spend as at 31/3/12 (£) 124,561								
KBI 123	Cost of legal services per hour used	£48.85	£64	£81	£81	£107.00	£94.12	£60	See summary performance page at the start of this section, which explains reasons for under target performance.
KPI 46	Number of hours used per quarter	430	330	258	268	207	174	330	See summary performance page at the start of this section, which explains reasons for under target performance.

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Central Support

Group Manager: Graham Carne

Code	Description	2010/11		2011/12					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
KPI 125	Number of new cases per quarter			0	21	21	23			
Human Resources										
KBI 125	Forecast variance from budget £	£58,360		£138,297	£139,110	£126,104	£22,727			Vacancy Rate Savings and Additional Employers Pension Deficit Funding Costs realised in other areas of the budget.
Budget (£) 45,285										
Actual Spend as at 31/3/12 (£) 68,011										
KPI 126	% hours availability of HR service	80.00%	80.00%	80%	80%	80%	70.00%	80.00%		See summary performance page at the start of this section, which explains reasons for under target performance.
ICT										
KBI 127	Forecast variance from budget £	-£77,998		(£3,790)	£18,520	(£3,173)	(£28,692)			
Budget (£) 365,380										
Actual Spend as at 31/3/12 (£) 336,688										
KPI 127	% hours availability of the helpdesk service	98.00%	70%	97%	96%	98%	96%	75%		GREEN (Above Target)

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Central Support

Group Manager: Graham Carne

Code	Description	2010/11		2011/12					Comment		
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status	
KPI 128	% service desk requests resolved within agreed time	87.00%	70%	89%	82%	81%	83%	75%	GREEN (Above Target)		
KPI 129	Number of service desk requests	986		327	225	213	943			New Indicator 2010/11. No target -Info only. Provides context for KPI 128	
KCI 124	% of staff and members satisfied with the ICT service	96.00%	80%	Annual Indicator					95%	80%	GREEN (Above Target)
Finance											
KBC 27	Forecast variance from budget £	£20,491		(£942)	(£5,103)	(£20,039)	(£35,350)			Saving on salaries and past service pension costs	
Budget (£) 533,909											
Actual Spend as at 31/3/12 (£) 498,559											
KPI 132	% of invoices for commercial goods or services paid within 30 days of receipt	96.21	90%	91.49%	87.78%	92.72%	92%	90%	GREEN (Above Target)		
KPI 133	Number of invoices received	3267		752	1652	2408	3215			No target set - provides context for KPI 132.	
KPI 131	% of statutory deadlines achieved	100%	100%	Annual Indicator					94%	90%	GREEN (Above Target)
KCI 126	% of budget holders satisfied with the finance buddy service			Annual Indicator					92%	80%	GREEN (Above Target)
Audit											

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Central Support

Group Manager: Graham Carne

Code	Description	2010/11		2011/12					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
				Annual Indicator						
KPI 130	Number of audit reviews undertaken as a % of agreed plan	26	27	Annual Indicator					RED (Concern)	
KCI 125	% of Audit Partnership satisfaction surveys that are completed	50%	50%	Annual Indicator					RED (Concern)	
KBI 129	Cost of audit per day	£345	£285	Annual Indicator					GREEN (Above Target)	

Key:

KB Budget/Cost Indicator

KPI Performance/Process Indicator

KCI Customer Satisfaction Indicator

Customer and Corporate Support Group

Service Plan Performance Report April-March 2011/12 Update

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



Customer, Member Services & Corporate Support Group

Off Target Performance Indicators & Key Actions – Quarter 4

Performance Indicators

Benefits

Number of fraud cases that go to investigation. Target 100. Actual 67

The Benefits service is focussing on fraud to increase awareness throughout the authority. A Scrutiny task and finish group is also undertaking a review with the team to identify potential improvements. A seminar to inform Members of the work of the team has been held.

Revenues

Average days taken to process logged Business Rates correspondence. Target 14. Actual 31

The annual billing process commences during the middle of the fourth quarter each year. This can lead to backlogs of incoming post which then take additional time to process. There are also a number of year-end and quarterly returns that need to be completed during February and March, which can add to the workload in the fourth quarter.

Customer Services

% of telephone calls abandoned. Target <5%. Actual. 6%

During the third quarter the council changed its telephone software and integrated our customer records management system with the Somerset Waste Partnership's 'WISPER' system, both resulting in a dip in performance. In addition, the roll-out of Sort It Plus created additional call volumes and an increase in abandoned calls. The fourth quarter allowed the team to catch up and this has resulted in improved performance.

% of calls answered within 20 seconds. Target 75%. Actual *Info not available*

The new telephone software (introduced in the third quarter) does not support the collection of this indicator – to the end of quarter 2 the actual performance for this indicator was 65%. Indicators for 12/13 have been amended to reflect the average wait time that customers experience.

Member Services

% of draft minutes available 7 working days after meeting and displayed on website. Target 95%. Actual 77%

This indicator immediately suffered following the departure of 3 posts within the section and the quarter 2 performance fell to 63%(from quarter 1 performance of 85%) and so after discussion with the team, CMT agreed that the target be changed from 4 working days to 7 working days. It can be seen that the performance in quarter 3 has risen to 77% but is still substantially below the target of 95%. As the team is still settling down after many changes, it is intended to monitor performance in quarter 4 before making any decisions on possible further corrective action. It is interesting to note that another indicator(KPI24) for the same team which was changed from a number to a percentage of 'reports to follow' agendas, after quarter 2, has come in above target for quarter 3.

Performance Indicator
80% of service based indicators on target
Key Action Summary
Of the 7 key actions, all were completed.

Group Performance Summary for Quarter 4

Following the redundancy of the Group Manager for Corporate Support, the Corporate Director and Group Manager for Finance and Central Support took responsibility for services originally within that area. Thus Revenues, Benefits and Customer Services now come under line management of this group, with HR and Legal moving to the Corporate Director. For consistency and clarity, the Corporate Support Group performance will be monitored as a separate service area for the rest of 2011/12.

The majority of key actions had been completed by the end of quarter two and in quarter three savings for 2012/13 have been identified as part of the budget setting process and associated actions included in the draft 2012/13 service plan where appropriate.

Revenues Council Tax collection rate of 97.5% is within 1% of the target for the year (98.2%). This is slightly lower than the previous year's figure of 97.7%.

Housing Benefit processing performance concluded the year within the annual targets. The team have re-introduced sending information to claimants via text message, and are improving their internal processes. The team successfully relocated to the ground floor of West Somerset House as part of the office integration with Somerset County Council, with limited impact on the customer thanks to the external 'resilience' arrangement with an external processing company. HB Fraud performance indicators are identifying some areas where targets may have been ambitious although some areas for improvement have been identified, and these are included in the scope of a Scrutiny task and finish review.

Customer Services have continued to assist with the roll-out of Sort It Plus and advising customers on changes in collection due to bank holidays and reporting any missed collections.

Land Charges had a very successful year with income exceeding expectations and turnaround time for searches consistently exceeding the target.

Elections had a busy year starting with May 2011 District and Parish elections which passed very smoothly without problems from an operational point of view.

Member services has some significant changes during the year, particularly saying goodbye to long standing members of staff and although this understandably did result in a dip in some elements of performance initially, the team have responded well and have now settled down very well.

Service Plan Monitoring – Section 2 Actions to deliver key tasks in the Corporate Plan Customer, Member Services and Corporate Support

Financial Standing – PRIORITY OBJECTIVES

Priority: Financial Standing.

Objective 9: To maintain the financial standing of the Council following the reductions in grant funding announced by central government whilst at the same time:

- Protecting front line services as much as possible
- Delaying for as long as possible the implementation of savings initiatives that impact most on customers and the community
- Reducing staffing numbers to balance savings in service delivery
- Consulting with stakeholders in advance of any decision

Key Task 9.1 – To draft and approve by 30th April 2011 service plans that include actions to deliver savings in net expenditure totalling £574,726, as approved in the 2011/12 budget

Customer, Member Services and Corporate Support

Achieving savings of £145,539 in 2011/12 as a proportion of the £574.7k savings from the overall WSC budget

Ref	Title	Next Milestone	Action Status	Update
9.1.6	Service Review – Revenues & Benefits Implement agreed recommendations from the Revenues & Benefits Service Review to deliver identified savings target of £35,000	June 2011	(Green) Completed	Vacant post 42 (£19.2k) and post 18 (£11.5k) removed from the structure Remove appeals budget (£1.5k)

Review of Key Actions to deliver 2011-12 Corporate Priorities

<p>9.1.7</p>	<p>Management Review - Customer Services Implement agreed recommendations from the Customer Services Management Review to deliver identified savings target of £33,500</p>	<p>June 2011</p>	<p>(Green) Completed</p>	<p>Voluntary redundancy agreed for Post 8 (from 1st July 2011) by Cabinet 24/03/11. £16.8k further savings required. Management review has been undertaken and the report currently with the Chief Executive for consideration A draft report has been received by the Chief Executive that include consideration of service delivery impact issues following implementation of voluntary redundancies in this service areas. Subsequent arrangements have been approved and put in place to minimise any adverse impacts. However, these arrangements are only considered to be temporary due to the potential impact that the proposed development at Hinkley Point will have in these service area. This has been recognised by EDF who through this Section 106 Agreement are funding the temporary employment of an additional member of staff (shared with Sedgemoor DC & based there). In light of this it has been decided to defer the production of any report until next financial year.</p>
<p>9.1.8</p>	<p>Management Review - Corporate Services Implement agreed recommendations from the Corporate Services Management Review to deliver identified savings target of £39,051</p>	<p>June 2011</p>	<p>(Green) Completed</p>	<p>Voluntary redundancy agreed for Post 84 (from 1st May 2011) by Cabinet 24/03/11. Voluntary redundancy agreed for Post 71 (from 1st July 2011) by Cabinet 24/03/11. Voluntary redundancy agreed for Post 91 (from 17th July 2011) by Cabinet 24/03/11. Savings actually achieved during 2011/12- £63,599</p>
<p>9.1.9</p>	<p>Recharge parish/town councils with proportion of the cost of holding quadrennial elections Following may elections, calculate amount to be charged to each parish and arrange for invoices to be sent. Income increase predicted is £15,000</p>	<p>June 2011</p>	<p>(Green) Completed</p>	<p>5 Parish elections contested totalling £5519 charges therefore below expected income Income is demand driven A grant to Cover the cost of the AV (Alternative Voting) process was also received. Income increase actually achieved during 2011/12- £5519 Also, the AV grant received totalled £44,976</p>
<p>9.1.10</p>	<p>Deliver remaining 2011-12 savings (totalling £22,988) Ensure that savings already identified have been removed from the 2011-12 budget book</p>	<p>April 2011</p>	<p>(Green) Completed</p>	<p>All remaining savings have been removed from the budget book</p>

Review of Key Actions to deliver 2011-12 Corporate Priorities

Key Task 9.3 – To have drafted by 31st December 2011 a report for members that has established the strategy for closing the budget gap over the period ending 31st March 2015. This should contain an action plan of the work required or already implemented to deliver the savings identified and approved as necessary in 2012/13

Ref	Title	Next Milestone	Action Status	Update
9.3.11	Evaluate and commence preparatory work to deliver indicative savings in 2012/12 & 21013/14	Dec 2011	(Green) Completed	Qtr 3 Update: 2012/13 savings have been identified as part of the budget setting process and associated action included in draft 2012/13 service plans where appropriate.
9.3.12	Reduce/Cease discretionary rate relief scheme Ensure that all businesses in receipt of discretionary rate relief have been advised of the proposal to cease all discretionary rate relief from April 2012 and seek approval; from members via Cabinet and Council in February 2012	May 2011	(Green) Completed	Letters have been sent out to all businesses currently entitled to discretionary rate relief notifying them of the proposal that discretionary rate relief will cease in April 2012. A final decision will be made in Feb 2012 regarding the relief and businesses will be updated accordingly. Qtr 4 Update: Members did not amend the scheme in their 2012/13 budget and it will continue in its present form until March 2013

KEY TO ACTIONS:	
Action not achieved within target date/milestone.	Red
Action underway-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	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Customer, Member Services & Corporate Support

Group Manager:Graham Carne/Bruce Lang

Code	Description	2010/11		2011/12				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
Group Indicators:									
KBI 1	Forecast variance from budget £	(£183,783)		(£59,691)	(£94,632)	(£186,870)	(£220,430)		
	Budget (£) 960,797								
	Actual Spend as at 31/3/12(£) 740,367								
Service Indicators									
KPI 4	% of PDRs undertaken	100%	95%	Annual Indicator				GREEN (Above Target)	
KPI 3	Number of sickness days per quarter per FTE	1.32	2	0.63	2.48	3.44	5.34	5.75	AMBER (On Target)
Benefits									
KBI 2	Forecast variance from budget £	(£69,683)		£3,271	(£1,969)	(£81,336)	(£97,791)		Overpayment of Housing Benefit invoices and specific benefit grants
	Budget (£) -106,829								
	Actual Spend as at 31/3/12 (£) -204,620								
KBI 3	% of 'Local Authority' error against overall expenditure	0.16	<0.48%	0.05	0.20	0.19	0	<0.48%	GREEN (Above Target)
KPI 5	Averaging process times for new claims (days). Lower is Better	16.62	18	14.27	15	15	16	17	GREEN (Above Target)
KPI 6	Average processing times for changes of circumstance (days). Lower Is Better	5.04	7	6	6	7	6	7	GREEN (Above Target)

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Customer, Member Services & Corporate Support

Group Manager:Graham Carne/Bruce Lang

Code	Description	2010/11		2011/12					Status	Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target			
KPI 7	Number of fraud cases that go to investigation Higher Is Better	77	100	21	32	44	67	100	RED (Concern)	See summary performance page at the start of this section, which explains reasons for under target performance.	
KPI 8	Number of prosecutions and sanctions. Higher Is Better	18	12	3	4	8	12	12	AMBER (On Target)	Quarterly Target.	
KCI 1	% of claimants who are satisfied or very satisfied with the service	100%	97%	Annual Indicator					100%	GREEN (Above Target)	
Revenues											
KBS	Forecast variance from budget £	(£2,964)		£3,418	£6,398	£1,407	(£385)				
Budget (£) 100,953											
Actual Spend as at 31/3/12 (£) 100,568											
KPI 9	Average days taken to process logged Council Tax correspondence	9	14	16	12	15	10	14	GREEN (Above Target)		
KPI 10	% of Council Tax collected in the year	97.70%	98.2%	31%	59%	86%	97.50%	98.2%	AMBER (On Target)	Annual Target	
KCI 2	Number of Council Tax complaints			Annual Indicator					<10	GREEN (Above Target)	
KPI 11	Average days taken to process logged Business Rates correspondence	14	14	23	17	18	31	14	RED (Concern)	See summary performance page at the start of this section, which explains reasons for under target performance.	

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Customer, Member Services & Corporate Support

Group Manager:Graham Carne/Bruce Lang

Code	Description	2010/11		2011/12					Comment		
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status	
KPI 12	% of Business Rates collected in the year	98.20%	97.50%	32%	61%	89%	98.00%	98.00%	AMBER (On Target)	Annual Target	
KCI 3	Number of Business Rates complaints			Annual Indicator					<5	GREEN (Above Target)	
Land Charges											
KBI 8	Forecast variance from budget £	£5,080		(£753)	(£6,628)	(£11,024)	(£10,382)			Application Fee income higher than budgeted	
Budget (£) -22,178											
Actual Spend as at 31/3/12 (£) -32,560											
KBI 9	Net income against budget	(£72,722)		£543	(£5,812)	(£9,612)	(£12,287)				
KPI 15	% of land charge searches completed and returned within 5 days	97%	95%	100.0%	95%	96.0%	98.00%	95%	GREEN (Above Target)		
Electoral Services											
KBI 10	Forecast variance from budget £	£2,255		(£849)	£5,235	£2,731	(£4,638)				
Budget (£) 65,895											
Actual Spend as at 31/3/12 (£) 61,257											
KPI 16	% of Form A's returned	87%	90%	Annual Indicator			91%	90%	AMBER (On Target)		

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Customer, Member Services & Corporate Support

Group Manager:Graham Carne/Bruce Lang

Code	Description	2010/11		2011/12				Status	Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4			Target
KPI 17	% turnout for local elections	43%	50%	Annual Indicator				43%	50%	
Corporate Services										
KBI 11	Forecast variance from budget £	(£82,342)		(£15,686)	(£22,077)	(£20,902)	(£30,916)		Saving on Bank Charges and Salaries Cost,	
Budget (£) 641,621										
Actual Spend as at 31/3/2012 (£)610,705										
Customer Services										
KPI 19	% of complaints responded to within 20 days	93.30%	90%	82%	91%	88%	91%	92%	AMBER (On Target)	
KPI 20	% of FOI requests responded to within 20 working days	97.10%	90%	75%	62%	74%	96%	90%	GREEN (Above Target)	
Customer Services										
KBI 14	Forecast variance from budget £	(£6,099)		(£23,183)	(£23,345)	(£25,051)	(£24,001)		Saving on Salaries	
Budget (£) 166,689										
Actual Spend as at 31/3/2012 (£) 142,688										
KPI 21	Number of unique visitors to Council website	65,103	60,000	18,034	37,921	55,839	75,534	60,000	GREEN (Above Target)	
				Annual Target						

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Customer, Member Services & Corporate Support

Group Manager:Graham Carne/Bruce Lang

Code	Description	2010/11		2011/12					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
KPI 25	% of telephone calls abandoned	4.82%	<5%	4.40%	8.72%	7.35%	6%	<5%	RED (Concern)	See summary performance page at the start of this section, which explains reasons for under target performance.
KPI 26	% of calls answered within 20 seconds	78.10%	75%	77.00%	65.00%	not available	not available	75%	RED (Concern)	See summary performance page at the start of this section, which explains reasons for under target performance.
Member Services										
KBI 13	Forecast variance from budget £	(£27,238)		(£24,590)	(£24,660)	(£24,660)	(£24,691)			Savings on Salaries
Budget (£)	55,524									
Actual Spend as at 31/3/12 (£)	30,833									
KPI 22	% of draft minutes available 7 working days after meeting and displayed on website	82%	95%	85%	63%	77%	89%	95%	RED (Concern)	See summary performance page at the start of this section, which explains reasons for under target performance.
KPI 24	90% of reports to go out with the agenda	95%	90%	3	4	93%	96%	90.0%	GREEN (Above Target)	CMT have agreed that the target be expressed as a percentage.
KPI123	Attendance by Members at Council committee meetings by the Members of those committees	74.50%	66%	Annual Indicator				81%	GREEN (Above Target)	

Key:

KBI - Budget/Cost Indicator

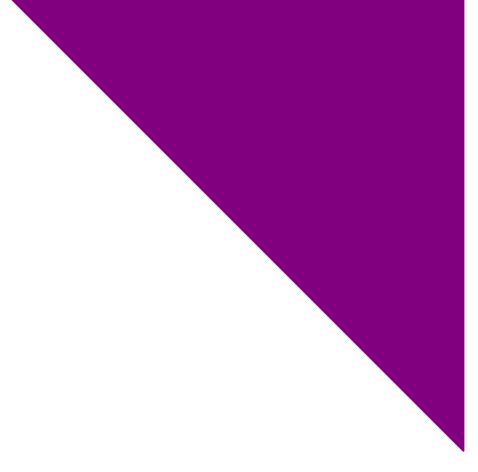
KPI - Performance/Process Indicator

KCI - Customer Satisfaction Indicator

Corporate Management and Executive Support Group

Service Plan Performance Report April-March 2011/12 Update

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



Corporate Management and Executive Support Group

Off Target Performance Indicators & Key Actions – Quarter 4

Performance Indicators

All on target

Key Actions

Missed milestones (red):

9.3.4 – Re shared management/services

Timescales have not been met during 2011/12 relating to the sharing of management/services as a result of a change of emphasis to a pragmatic service based approach as opposed to the top down option that was initially explored. The Somerset Chief Executives have agreed that there will be no formal partnership programme but partnership working will be encouraged to grow organically and in this context the Council continues to actively explore any suitable opportunities to share services.

Performance Indicators:

100% of service based performance indicators on target.

Key Action Summary:

Of the 20 key actions, 19 have been completed (of which 5 were completed within Qtr 4)
1 Action was not completed.

Group Performance Summary for Quarter 4

Responses received from **Town and Parish Councils** were used to inform the budget setting process and will continue to inform service delivery decisions going forward particularly having regard to the cessation of the current Veolia contract arrangements in October, 2012. The Council is keen to maintain and build on such constructive dialogue.

During this period significant progress was made on the **Hinkley Point Project**, particularly:

- Jan 23rd - Council submitted its Relevant Representation to the IPC in response to EDF's DCO Application
- Jan 29th - Section 106 Agreement for Site Preparation Works at Hinkley Point C was signed and Planning Permission issued
- Mar 21st - Council attended and represented the community of West Somerset at the IPC's Preliminary Meeting regarding the DCO Examination

The main challenge for the Council continues to be securing the future financial viability of public service provision in West Somerset. In addition to achieving the bulk of a significant **Savings** target for 2011/12 a **Budget Strategy** was developed to provide a framework to aid members and members going forwards into 2012/13 and beyond.

Scrutiny Reviews on Community Safety and Street Sweeping continued with investigative work during quarter 4.

Equality Impact Assessments were undertaken on savings proposals where it was identified that the impact to the community would be high. A Members briefing was delivered in conjunction with the budget setting process to inform Members of the requirements under the Public Sector Equality Duty when making financial decisions.

The **Localism** Act received Royal Assent in November 2011, some parts of the Act came into force immediately whilst other parts will not come into effect until Oct 2012. These are some of the changes affecting the council during 2011/12:

- Responding to changes affecting governance, the council has undertaken preparatory work to review its code of conduct and standards requirements
- Regarding planning, the National Planning Policy Framework was published on 27th March 2012 and will influence the council's own Local Development Framework as it is formulated.
- Housing services are responding to changes resulting from the Act and strategies have been updated as appropriate. The Homefinder scheme already in place across Somerset, addresses the required changes to housing allocations.

The council has been keeping up-to-date with guidance and secondary legislation and as other parts of the Act to come into force during 2012/13, to ensure we can respond and reflect any changes in the council's operation that is required.

Service Plan Monitoring – Section 2 Actions to deliver key tasks in the Corporate Plan

Corporate Management & Executive Support

Hinkley Point - PRIORITY OBJECTIVES

Priority: Corporate Leadership & Performance Improvement

Objective 8: To ensure that the relevant Central Government Departments are kept fully aware of the issues facing the Council in effectively dealing with all aspects of the Hinkley Point development.

Key Task 8.1

Campaign, individually and collectively through SNEG, the Radio-active Waste Group and the new LGA (Local Government Association) Group on New Nuclear to the local MP, DECC, DCLG (Department for Communities and Local Government), and the Treasury by 31st Mar 2012.

Ref	Title	Next Milestone	Action Status	Update
8.1.1	To agree the WSC senior officer and member representative(s) to attend meetings of SNEG, the Radio-active Waste Group and the LGA Group.	April 2011	(Green) Completed	WSC senior officer and member representation agreed. Andrew Goodchild-Planning Manager to attend the SNEG (Somerset Nuclear Energy Group) meetings. Adrian Dyer-Chief Executive and/or Cllr Tim Taylor-Leader of Council attend the NLAG (Nuclear Local Authorities Group) meetings. A NLAG conference call between all new nuclear local authorities was held in Cumbria during August 2011 and was attended by the Leader of Council.
8.1.2	To ensure that WSC is represented at the key meetings of the Groups referred to in 8.1.1 at meeting between/where the MP, DCLG and/or the Treasury are present and that this be monitored through the quarterly performance reporting process	June 2011 Sept 2011 Dec 2011 March 2012	(Green) Completed	Andrew Goodchild attends the SNEG. Adrian Dyer and/or Cllr Tim Taylor-Leader of Council, attend the NLAG, including the meeting of the Task Group in June that are considering a protocol for community benefits and actively lobbying central government. Adrian Dyer only attends the Radio-active Waste Group when agenda items are relevant.

Review of Key Actions to deliver 2011-12 Corporate Priorities

				Numerous meetings are also attended by Andrew Goodchild, Adrian Dyer and Council Leader Tim Taylor with representation from DECC and DCLG and the Local MP. Qtr 4 Update: Adrian Dyer-Chief Executive met with: Queens Counsel on 19 th Jan 14/2 - meeting with DECC on 14 th Feb 16/2 - meeting with DCLG on 16 th Feb
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Key Task 9.1 – To draft and approve by 30th April 2011 service plans that include actions to deliver savings in net expenditure totalling £574,726, as approved in the 2011/12 budget

Corporate Management and Executive Support Group:
Achieving savings of £75,333k in 2011/12 as a proportion of the £574.7k savings from the overall WSC budget

Ref	Title	Next Milestone	Action Status	Update
Management review – Senior Management (Group Managers)				
9.1.1	To undertake a review of CMT to deliver the identified savings target of £27,500	July 2011	(Green) Completed	Review has been undertaken that identify the required saving.
	Report submitted to Cabinet for a decision on the proposals emanating from the review of CMT	August 2011	(Green) Completed	Report was submitted to Cabinet 3rd August and approved
	Agreed decision implemented including realignment of tasks/responsibilities as required	Sept 2011	(Green) Completed	Qtr 2 Update: Re-alignment of tasks/responsibilities completed. Savings actually achieved during 2011/12- £23,000
Agree Pay freeze for 2011/12, 2012/13 & 2013/14 (delivering £30k of savings in 2011-12 & 2012-13)				
9.1.2	To undertake negotiations with Unison	Dec 2011	(Green) Completed	Discussions were undertaken between the Chief Executive and Unison. Following the Autumn 2011 statement on finance by central government a pay increase of 1% has been included in the draft budget for 2012/13 Savings actually achieved during 2011/12- £30,000
	Undertake an Equality Impact Assessment to determine the impact of the proposed changes	Dec 2011	(Green) Completed	Equality Impact Assessment not required

Review of Key Actions to deliver 2011-12 Corporate Priorities

9.1.3	Deliver remaining 2011-12 savings (totalling £12,833) Ensure that savings already identified have been removed from the 2011-12 budget book	April 2011	(Green) Completed	All remaining savings have been removed from the budget book <i>Savings of £12,833 were removed from the 2011/12 budget book</i>
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Key Task 9.2 – Through regular monitoring ensure that the total value of savings identified in the 2011/12 budget are achieved by 31st March 2012

Ref	Title	Next Milestone	Action Status	Update
9.2.1	Develop a separate report to monitor the delivery of target savings against the plan – to commence with quarter 1 report in July / August 2011	August 2011	(Green) Completed	A report format is being presented to the Performance & Corporate PAG in August and Sept. Included as a standing item on the PAG Agenda.
9.2.2	Report the results of 9.2.1 to CMT & Cabinet as part of the quarterly performance reporting schedule Committees throughout the year	Sept 2011 Dec 2011 March 2012 (outturn)	(Green) Completed	Qtr 4 Update: Progress of the saving actions is reported as part of the quarterly performance report. The savings have been reported throughout the year via the Corporate PAG The final savings figure will be reported to July 2012 Corporate PAG

Page 1

Key Task 9.3 – To have drafted by 31st December 2011 a report for members that has established the strategy for closing the budget gap over the period ending 31st March 2015. This should contain an action plan of the work required or already implemented to deliver the savings identified and approved as necessary in 2012/13

Ref	Title	Next Milestone	Action Status	Update
9.3.1	Evaluate and commence preparatory work to deliver indicative savings in 2012/13 & 2013/14	Dec 2011	(Green) Completed	Qtr 4 Update: The Corporate budget strategy (2012-14) has been drafted and was presented to Cabinet in Dec 2011. This identified savings targets of £150k in 2012/13. The draft budget was presented to Scrutiny in Jan 2012 for comment and the MTFP approved by Council in Feb 2012 Members seminars are planned during 2012 to inform the preparation of the preferred and alternative budgets for 2013/14
9.3.2	To lead the budget strategy team to prepare a three year financial strategy.	Sept 2011	(Green) Completed	Qtr 3 Update: A 2 year budget strategy has been drafted and was presented to Cabinet in Dec 2011

Review of Key Actions to deliver 2011-12 Corporate Priorities

9.3.3	To provide assistance & advice and ensure that Equality Impact Assessments (EIAs) are undertaken in regard to the savings and progress to be reported in the quarterly monitoring reports to CMT & Cabinet	March 2012	(Green) Completed	<p>Qtr 4 Update: Equality Impact Assessments will continue to be undertaken in regard to savings where and when appropriate</p>
9.3.4	CMT/Cabinet to agree a programme of discussions and/or consultation to identify options for sharing of management/services	June 2011	(Red) Milestone missed	<p>No Programme has been agreed</p> <p><u>Qtr 2 Update:</u> There have been discussions between senior management at WSC and Mendip DC, also Mid Devon DC. Future sharing opportunities will be focussed at a service level at this stage rather than management.</p> <p>Qtr 4 Update: Somerset chief executives have agreed that there will be no formal partnership programme but partnership working will be encouraged to grow organically</p>
	CMT/Cabinet to undertake discussions and/or consultation re: sharing of management/services	Sept 2011		Affected by the above action
	CMT/Cabinet to report to council on the findings	Oct 2011		Affected by the above action
	CMT/Cabinet to agree a programme of consultation with Town and Parish Councils, the local community and key partners on potential options for making efficiencies/savings	June 2011	(Green) Completed	<p><u>Qtr 2 Update:</u> A programme of meetings with parish/town councils was agreed and undertaken between June-Oct 2011.</p>
9.3.5	To undertake consultation as agreed programme	Nov 2011	(Green) Completed	<p>Qtr 3 Update: Consultation has been undertaken with Parish & Town councils as part of the devolution & delegation programme (see Objective 10).</p> <p>Qtr 4 Update: Meeting with Community organisations were undertaken during Jan-Feb 2012 with the various organisations that may be affected the savings</p>
	CMT/Cabinet to report to council on findings of the consultation undertaken	Dec 2011		<p>Qtr 4 Update: Consultation feedback is used to inform the Equality Impact Assessments undertaken. The Equality Impact Assessments were included in the budget report that went to Council on 29th Feb 2012.</p>

Objective 10: To establish and agree with individual Parish and Town Councils a schedule of services that can be devolved or delegated.

Key Task 10.1				
By 30 th November 2011 to have presented to members a schedule of services that parish and town councils have requested are devolved or delegated to them for delivery				
Ref	Title	Next Milestone	Action Status	Update
10.1.1	Council to have agreed a list of services that could be devolved/delegated and on what terms to parish and town councils as a basis for consultation.	June 2011	(Green) Completed	Cabinet approved the Devolution & Delegation strategy detailing the services that could be devolved/delegation and the process involved. The services being considered for devolution grounds maintenance; street cleansing; litter & dog bins; public conveniences and car parks.
10.1.2	Consultations undertaken with parish and town councils	July-Oct 2011	(Green) Completed	Meeting during July-Oct and have been undertaken with Town & Parish Councils to review the services provided within their area and to discuss and agree future delivery options.
10.1.3	Report to council with proposals for members to agree following consultation	Nov 2011	(Green) Completed	<u>Qtr 3 Update:</u> Feedback has been received from Parish & Town councils and recommendations presented to Cabinet in November. Follow-up meetings were held with some Parish & Town councils during Nov-Dec 2011. Discussions will be on-going with Parish & Town councils to determine future service delivery and will take into account the ending of the current contract with Veolia in Aug/Sept 2012

Key Task 10.2 – By 30th November 2011 to have presented to members a report on how the proposals in the ‘Localism Bill’ are going to integrate with the Council’s Devolution and Delegation Strategy.				
Ref	Title	Next Milestone	Action Status	Update

Review of Key Actions to deliver 2011-12 Corporate Priorities

10.2.1	Assess detail of the associated Act & Regulations as they become available from central government	Sept 2011	<p>(Green) Completed</p> <p>Qtr 3 Update: The Localism Act received royal assent on 26th Nov 2011, A briefing paper to be presented to the Corporate PAG in Jan 2012 and an update requested for March 2012. A comprehensive matrix document has been drafted that identifies potential areas of impact, some of which are already being acted upon (Pay Policy, Non-Domestic Rates, Standards Committee) Further work to assess the impact of any changes has now been included in the draft service plans for 2012/13</p> <p>Qtr 4 Update: The council are assessing and responding to the implications of the Localism Act as they come into force, including an updated Tenancy strategy, revised Code of Conduct and amending the procurement strategy as appropriate.</p> <p>See 10.2.1. above</p> <p>Qtr 4 Update: Corporate PAG are updated bi-monthly on the Progress of actions associated with the Localism Act</p>
10.2.2	Develop finding from 10.2.1 action and identify actions to be undertaken by WSC.	Oct 2011	
10.2.3	Report summary of the impact on WSC and associated actions of the Localism bill & it's associated Act & Regulations.	Nov 2011	
KEY TO ACTIONS:			
Action not achieved within target date/milestone.		Red	
Action underway- 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			

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Corporate Management & Executive Support

Responsible Officer: Bruce Lang

Code	Description	2010/11		2011/12				Comment			
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		Target	Status	
Group Indicators											
KBI 141	Forecast variance from budget	-£19,085		(£7,713)	(£5,441)	(£8,057)	(£7,937)		Saving on salaries and travel expenses		
	Budget (£) 219,115										
	Actual Spend as at 31/3/12 (£) 211,178										
	% of PDRs completed	100%	95%	Annual Indicator				100%	95%	GREEN (Above Target)	Annual Target
KPI 143	Number of sickness days per quarter per FTE	0	1.5	0	0.2	0.4	0	5.75	GREEN (Above Target)	Annual Target	
Service Indicators											
Press & Media											
KPI 145	% of pro-active press releases used by the media	100%	90%	100%	100%	100%	100%	100%	90%	GREEN (Above Target)	
KCI 141	% of enquiries dealt with by the customer deadline	99%	95%	99%	99%	98%	99%	95%	95%	GREEN (Above Target)	
Corporate Management											
KPI 160	Number of days sickness per FTE	5.65	5.75	0.85	1.70	2.53	3.74	5.75	5.75	GREEN (Above Target)	
KCI 145	% of people satisfied with the way the Council runs services	81%		Annual Indicator				78%			
KCI 146	% of people who think that the Council provides Value for Money.	75%		Annual Indicator				79%			

Service Plan Monitoring - Section 3 Performance Measures for day-to-day delivery

Group: Corporate Management & Executive Support

Responsible Officer: Bruce Lang

Code	Description	2010/11		2011/12				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
				Annual Indicator					
KCI 147	% of people who would consider that they are treated with respect and consideration by the Council	91%					95%		

Key:

KBI - Budget/Cost Indicator

KPI - Performance/Process Indicator

KCI - Customer Satisfaction Indicator

REPORT NUMBER WSC 95/12
 PRESENTED BY CLLR KATE KRAVIS – LEAD MEMBER FOR RESOURCES AND CENTRAL SUPPORT
 DATE 16 JULY 2012

MEDIUM TERM FINANCIAL PLAN 2013-2016

1. PURPOSE OF REPORT

- 1.1. To present the updated Medium Term Financial Plan (MTFP) for 2013-2016 to Scrutiny Committee for consideration and comment
- 1.2. To provide the context and framework for the budget 2013-14.

2. RECOMMENDATIONS

- 2.1. That Scrutiny Committee note or suggest amendment for consideration by Cabinet in relation to the assumptions made in the MTFP
- 2.2. That Scrutiny Committee note the budget gap of £928,000 for 2013-14 and £1.28m for the life of the MTFP (3 years)

3. RISK ASSESSMENT (IF APPLICABLE)

Risk Matrix

Description	Likelihood	Impact	Overall
Council does not deliver the Medium-Term Financial Plan	Likely (4)	Major (4)	High (16)
<i>Council work together to identify savings and other ways to close the budget gap</i>	Unlikely (2)	Minor (2)	Low (4)

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.

4. BACKGROUND INFORMATION

The Council works to an annual timetable. The MTFP is updated and presented to Scrutiny for comment before Cabinet consider the budget gap in advance of preparing its draft budget for the coming year.

LINKS TO THE CORPORATE PLAN & PERFORMANCE FRAMEWORK

- 4.1. The MTFP links directly with the Council's Corporate Plan (the 'Plan') and forms a key document within its forward planning and performance management framework. The Plan outlines the Council's objectives and seeks to direct funding to those objectives. In the context of extremely limited funding it is essential that resources be directed towards the delivery of the Council's priorities.
- 4.2. The service planning process identifies links between services and medium-term financial planning. Discretionary and non priority-contributing services should be considered for divestment, devolution or cessation under the service planning and performance management framework.

- 4.3. The MTFP is 'high-level'; it does not go into detail of spend and income in the various services but takes an overarching view of the financial position in which the Council is operating. Members will see from the figures presented that the Council is facing a significant funding gap of approximately £928,000 in 2012/13 and further gaps for the period of the MTFP.
- 4.4. The Council approved the budget for 2012/13 in February 2012. Within this budget the current level of expenditure is supported by £600,000 of reserves.
- 4.5. Having established the financial position this updated MTFP provides the basis for the tax set for 2013/14. Against this, financial performance will be regularly tracked throughout the year via budget monitoring.

5. FINANCIAL/RESOURCE IMPLICATIONS

- 5.1. These are contained within the body of the report.

6. SECTION 151 OFFICER COMMENTS

- 6.1. The delivery of the Medium-Term Financial Plan, associated savings and re-alignment of services towards the Corporate Priorities is paramount to securing the financial health of the Authority.
- 6.2. Non-priority, non-statutory services should be considered for divestment, devolution or cessation, and any increases in fees and charges will be considered in accordance with the fees policy (Council, 28th July 2010).
- 6.3. Councillors are reminded of the need maintain balances at minimum risk-assessed levels, currently set at £500,000.

7. EQUALITY & DIVERSITY IMPLICATIONS

- 7.1. As part of the identification of savings, consideration will need to be given to how those services have been assessed for equalities impact.

8. CRIME AND DISORDER IMPLICATIONS

- 8.1. None specifically in respect of this report, although again there will be some services that contribute to our statutory obligations and delivery of local, regional and national strategies.

9. CONSULTATION IMPLICATIONS

- 9.1. None directly in respect of this report.

10. ASSET MANAGEMENT IMPLICATIONS

- 10.1. The Asset Management Plan identifies assets where decisions need to be made on maintenance or sale. None of these implications (other than sales of major assets and land for housing / development) are factored into the MTFP. The work of the Strategic Assets Group will feed into the MTFP in the coming months.

11. ENVIRONMENTAL IMPACT IMPLICATIONS

- 11.1. As part of the Capital bidding process (Project Appraisal Report, 'PAR'), consideration is given to the CO2 impact of projects, as well as their whole-life costing. How projects affect the present council priority of reducing carbon emissions should be considered as part of accepting or rejecting bids for funding.

12. LEGAL IMPLICATIONS

- 12.1. Consideration needs to be given to the level of statutory services the Council can afford to deliver.

REPORT TO THE MEETING OF THE SCRUTINY COMMITTEE TO BE HELD ON 16 JULY 2012

CONTACT OFFICER:	GRAHAM CARNE
TEL. NO.DIRECT LINE:	01984 635253
EMAIL:	GRAHAMCARNE@WESTSOMERSET.GOV.UK

**West Somerset District Council
Medium Term Financial Plan 2013-2016**

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1. Introduction

1.1. Aims of this Document

The Medium Term Financial Plan (MTFP) has been developed to consider the financial context in which the council will operate for the next three years. This Plan covers 1st April 2013 to 31st March 2016.

This document will consider, for the General Fund –

- The impact of the reduced Formula Grant Settlement
- Financial policies, reserves and balances
- Financial projections
- Council Tax income, and
- The impact of loans and investments (Treasury Management)

1.2	The MTFP identifies a budget gap in 2013-14 of	£927,997
	<ul style="list-style-type: none"> • There is a budget gap of £1.281m over the life of the Plan (3 years) <p>The following items create the budget gap –</p>	


Table 1

Ref	Deficit in 2012/13 budget	£
	Deficit in 2012/13 budget	£606,883
2.1	Forecast 7.5% Government Grant Reduction	£167,722
4.3	Employment cost increases – 1% on wage bill	£26,880
4.3	Employment cost increases – pension deficit recovery	£40,000
4.4	Waste Contract increases	£55,000
4.5	Other contract increases	£30,000
4.6	Reduction in interest costs	-£15,000
5.1	Additional Council Tax income (3.5% assumed)	-£65,893
	2012/13 Collection Fund Surplus - removed	£33,280
	Loss of 1 year Council Tax freeze grant from 2012/13	£49,125
	Total	£927,997

2. Government Funding and the impact of the Settlement

2.1.	Government Grant reduction	£167,722
	<p>The Treasury's Spending Review 2010 identified plans to reduce departmental spending across government. The Department of Communities and Local Government's share of this reduction was 33% between 2011/12 and 2014/15. Based on the cuts imposed on West Somerset so far, and the expectation that the remainder of the Spending Review will be implemented, it is reasonable to expect further cuts. Assuming 7.5% reductions will apply in each of the next two years, the level of grant will be as follows (which is slightly higher than the 33% quoted);</p>	

Table 2

Year	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Formula Grant Level 2010/11	£3,276,792	£3,300,086				
Adjustment for Concessionary Fares transfer to upper-tier		£2,914,776	£2,599,664	£2,236,296	£2,068,574	£1,913,431
Annual % Reduction			10.8%	13.9%	7.5%	7.5%
Overall % Reduction		34% 				

2.2 New Homes Bonus

What is unclear is the degree of 'top-slicing' of the New Homes Bonus. This is a payment to district councils based on increases in the council tax base, as a reward for provision of additional homes. For the years 2011/12 and 2012/13 the government set £250m aside each year to fund the initiative. Expectations for 2013/14 are based on the funding of the scheme from within retained business rates, distributed via Formula Grant.

2.3 Payments of New Homes Bonus over the last two years have been **in addition** to the levels of formula grant shown in table 2 above. Initially sums were earmarked for supporting disabled facilities grants, but following additional grant funding the amounts available for revenue support have increased. The expected use of the New Homes Bonus in the 2012/13 budget was agreed (Council, February 2012) as follows;

Table 3

Year	2011/12	2012/13	2013/14
Year 1 - new homes payment	91,342	91,342	91,342
Year 2 - new homes payment	-	143,293	143,293
Year 2 – affordable homes bonus payment	-	3,920	3,920
Year 3 – estimate of new homes bonus based on completed housing schemes	-	-	90,000
Total New Homes Bonus Payments	91,342	238,555	328,555
Allocation of funds	2011/12	2012/13	2013/14
Funding for Disabled Facilities Grants	18,678		
HIA Contract		63,000	63,000
Rural Housing Project		25,000	25,000
Unallocated (£113,270 earmarked for General Fund in 2012/13)		113,270	??
Balance uncommitted	72,664	37,285	240,555

2.4 Funding may yet be skewed in the council's favour; external advice is being sought on forecasts for combined income for 2013/14 to feed into the medium-term financial planning process and budget set for 2013/14. If unallocated New Homes Bonus were to be fully funded and offset reductions in Formula Grant, the combined income (and amended budget gap) would be as follows: -

Table 4

	2012/13	2013/14	2014/15	2015/16
Formula Grant	2,236,296	2,068,574	1,913,431	1,942,132 ^{*1}
New Homes Bonus - unallocated	37,285	240,555	330,555 ^{*2}	420,555 ^{*2}
Overall Funding	2,273,581	2,309,129	2,243,986	2,362,687
% Change in funding		1.6%	-2.8%	5.3%
Revised Budget Gap ^{*3}		687,443	125,534	47,046

^{*1} - assumes 1.5% growth in Formula Grant

^{*2} - Assumed growth at £90,000 per year

^{*3} - Revised budget gap over three years is £824,848

2.5 Some caution should be exercised in reviewing this apparent growth in funding; unless house-building is sustained, the levels of New Homes Bonus will start to fall and funding will be 'stepped down' as year 1 and 2 payments cease to be made in years 7 and 8 of the scheme; New Homes Bonus is payable for 6 years at the level of Band D Council Tax on increases in the tax base (the number of Band D equivalent properties). Some technical reforms to Council Tax may adversely impact on the level of New Homes Bonus.

2.6 Council Tax levels

No English District Council increased its council tax between 2010/11 and 2011/12. Between 2011/12 and 2012/13, some authorities increased their council tax charges but a further grant was offered for those freezing their Band D equivalent increase.

For West Somerset this meant an additional £49,793 of income in 2011/12 and each subsequent year of the Spending Review (i.e. 4 years). In 2012/13 a one-year grant was paid to the council in return for its freezing its charges, equal to a further 2.5% increase in council tax and amounting to £49,125.

The arrangements for any 'council tax freeze' grant in 2013/14 are unclear at present. **The MTFP is based on a 3.5% increase in Council Tax**, with some growth in the tax base estimated at 0.45%.

3. Financial Policies, Reserves and Balances

3.1. General Balances to be maintained **£500,000**

Balances within the General Fund are needed to protect taxpayers from the impact of unforeseen expenditure or reductions in income. Balances at West Somerset Council are currently at a level that is deemed to be adequate.

At 1 April 2012, General Fund balances are estimated to be £938,000, with a risk-assessed minimum (based on reduced levels of expenditure) of £500,000. The budget for 2013-14 assumes that balances will be maintained at £500,000. In the context of housing benefit payments and staff salaries, £500,000 is enough to cover less than 2 weeks' expenditure.

3.2. Specific Reserves

This authority has, for a number of years, maintained specific 'earmarked' reserves with a balance currently held (31 March 2012) of £1.279m. It is expected that the majority of these will be spent during 2012/13, with any remaining sums set aside for specific future expenditure.

4. Financial Projections

4.1. Opening Reserves

The budget for 2012/13 assumed that closing General Fund reserves at 31 March 2012 would be £563,000. The actual draft (pre-audit) closing reserves position at 31st March 2012 is as follows –

Table 5

	Assumptions 2011/12 £	Actual 2011/12 £
Closing Reserves – General Fund	563,000	974,000
Use of Balances to support 2012/13 Budget	63,000	63,000
Balances could be set-aside into 'Sustainability Reserve' depending on year-end outturn 2012/13	-	411,000
Forecast Balances 2012/13	500,000	500,000

4.2. Supplementary Estimates and Material Virements

There have been no Supplementary Estimates in 2012-13 that are ongoing in nature.

4.3. Employment cost increases	£26,880
	£40,000

The coalition government announced a 2-year pay freeze in the public sector in 2010, except for employees earning below £21,000 who will receive an increase of £250 in 2012-13.

A forecast of a 1% increase to the pay bill is estimated for 2013/14 (equating to £26,880) increasing to 2.5% in 2014/15 and 2015/16.

In addition to the pay costs, increases to recover the deficit on the council's share of the pension fund are planned to increase by £40,000 per year from 2013/14. The current deficit funding in 2012/13 is £140,000.

4.4. Contract Increases – Waste Contract	£55,000
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The Council's contract for waste collection and recycling as part of the Somerset Waste Partnership is subject to inflation each year. The measure of inflation used is a basket of indicators, including the Consumer Price Index (known as 'CPI') and wages indicators. An estimate of the impact of these measures in 2012/13 is **£55,000**.

4.5 Contract Increases – Other Contracts	£30,000
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An estimate of **£30,000** has been included by way of price increases in current contracts and inflation in business rates per annum, from 2011/12. This is the estimate used in previous versions of the MTFP.

4.6 Reduction in interest costs	-£15,000
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Planned asset sales and repayment of borrowing is expected to result in increased interest income and reduced borrowing costs. An estimate of £15,000 is included in the MTFP as an increase in income.

5. Income

The Council generates approximately £1.7m income from fees and charges. The draft fees policy (Council, 28th July 2010) identifies the sources and levels of income, and sets-out an approach to developing fees policy. **No increases in fees and charges are assumed at this stage.**

5.1 Council Tax Income	-£65,893
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The Tax-base and Potential Income

The amount of income generated from Council Tax depends on both the charge per Band D property, and the number of Band D equivalent properties within West Somerset. Changes to the Band D charge can happen, without an active decision to amend the charge, simply because of amendments to the number of properties in the District.

How is the Tax Base Changing? – the last 4 years

Table 9

	2007-08	2008-09	2009-10	2010-11	2011-12	2012-13	2013-14
Tax Base ^{*1}	14,359.5	14,458.7	14,636.9	14,685.4	14,751.7	14,785	14,851 ^{**2}
Increase %		+0.7%	+1.2%	+0.3%	+0.5%	+0.23%	+0.45%

^{*1} number of Band D equivalent properties, e.g. a Band A property = 6/9 Band D charge

^{**2} estimated tax base 2013-14

An increase of 0.45% means that an additional **£8,843** is generated each year without any increase in the Band D Charge.

What does each 1.0% tax rise mean for the Council in real terms?

The tax-base for 2012-13 is 14,785 and the Band D charge is £132.90. The Coalition Government has committed to paying a grant equal to a 2.5% increase in 2011/12 for the life of the Spending Review 2010 (4 years). It is unclear but unexpected that there will be compensation within the grant for growth in the tax base in 2013-14 and the remaining year's grant. For 2012/13, the cap in tax rises was 3.5% therefore the MTFP is based on this assumption. **The impact of a 1% rise in Council Tax is an additional £16,300 of income, assuming some protection is required to fund the localisation of council tax support for pensioners. The MTFP assumes a 3.5% increase in Council Tax at present, yielding a net increase of £57,050.**

Table 10

	2012-13	3.5% CT incr.	Tax Base Incr.	2013-14
Council Tax	1,965,006	57,050	-	2,022,056
Growth in the Tax Base	-	-	8,843	8,843
2.5% 'Council Tax' Grant*	49,125	-	-	
Total income	2,014,131	57,050	8,843	2,030,899

* assumes this will not be paid in 2013/14

6 The Funding Gap 2013-2016

If the estimates are projected forward, based on the information currently available, the Council can expect the funding gap to remain in future years unless revenue savings and material capital receipts are achieved. The forecast position is as follows

Budget Shortfall over the life of the MTFP

Table 12

	2013-14 £	2014-15 £	2015-16 £
Expenditure	5,088,208	5,229,283	5,429,888
Income	4,160,211	4,085,751	4,149,310
Budget Gap – in yr	927,997	215,534	137,046
Budget Gap – cumulative	927,997	1,143,532	1,280,578

7 Options to make the savings required

There are clearly various ways in which the gap could be closed and Members should do this with a very clear understanding of the Council priority services and the risks associated with any budget reductions.

In this initial Plan no assessment of savings options has been made.

SCRUTINY COMMITTEE – 12- MONTH WORKPLAN – 2012/13

2012 9 May	18 June	16 July	20 August	17 September	22 October	19 November	17 December	2012 21 January	18 February	18 March
Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan	Notes of key Cabinet Decisions/Action Points Cabinet Forward Plan
Waste Partnership & SORT IT + Scrutiny	Final Report of Community Safety Task & Finish Group		Police and Crime Panel Update		Community Safety – Annual Report	Magna – Annual Report		Draft Revenue & Capital Budgets 2012-13	Corporate Performance & Budget Monitoring 2011-12 – Quarter 3	
Verbal Update on Task & Finish Group Work	New Financial System	Corporate Performance & Budget Monitoring – 2010-11 – Quarter 4	Corporate Performance & Budget Report – Quarter 1 2011/12			Corporate Performance & Budget Monitoring 2011-12 – Quarter 2		Corporate Plan & Service Plans – 2012-2013		
	Visit to Greater Manchester Waste Treatment & Recycling Facility – Update	Updated Medium Term Financial Plan (MTFP) – 2012-2015	Veolia Service Level Agreement					Draft Capital Programme 2012-13 & Capital Strategy		
	Williton Hospital - Update		Draft Localised Council Tax Benefit Scheme							
			Fraud Task & Finish Group							
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

Task & Finish Group Work to be Scheduled:

- Out of Hours GP Provision

Meetings of Joint Waste Scrutiny Panel:

(WSC Reps, Cllrs, Freeman & Lillis)

26 July, 2pm – SCC

15 November, 2pm - SCC