

**The Council's Vision:**

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

**SCRUTINY COMMITTEE**

**Meeting to be held on Monday 19 August 2013 at 3.30 pm**

**Council Chamber, Williton**

**AGENDA**

**1. Apologies for Absence**

**2. Minutes**

Minutes of the Scrutiny Committee held on 15 July 2013, 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 7 August 2013 – **SEE ATTACHED.**

**6. Cabinet Forward Plan**

To review the latest Cabinet Forward Plan published 8 August 2013 – **SEE ATTACHED.**

**7. Impact of Welfare Reform on the Benefits and Fraud Services**

To consider Report No. WSC 90/13, to be presented by Councillor D J Westcott, Lead Member for Community and Customer - **SEE ATTACHED.**

**The Council's Vision:**

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

The purpose of the report is to brief Scrutiny Committee of the impact of welfare reform on the benefits & fraud service.

**8. Corporate Performance Report April to June 2013/14**

To consider Report No. WSC 108/13, to be presented by Councillor T Taylor, Leader of Council and Councillor K V Kravis, Lead Member of Resources and 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 1<sup>st</sup> April 2013 to 30<sup>th</sup> June, 2013.

**9. Cabinet Response to Scrutiny Recommendations: Section 106 & Planning Obligations Review**

To consider Report No. WSC 101/13, to be presented by Councillor Tim Taylor, Leader – **TO FOLLOW.**

The purpose of the report is to set out Cabinet's detailed responses with regard to changes to the recommendations of the Scrutiny Committee Task and Finish Group in respect of the Section 106 and Planning Obligations process.

**10. Somerset Flooding Summit – Draft Final Report**

To consider Report No. WSC 110/13, to be presented by Sam Rawle, Scrutiny and Performance Officer – **SEE ATTACHED.**

The purpose of the report is to present the draft final report of the Somerset Flooding Summit to members of the Scrutiny Committee for comment prior to consideration by Cabinet.

**11. Scrutiny Committee Work Plan**

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

**COUNCILLORS ARE REMINDED TO CHECK THEIR POST TRAYS**

**The Council's Corporate Priorities:**

- Local Democracy:  
Securing local democracy and accountability in West Somerset, based in West Somerset, elected by the people of West Somerset and responsible to the people of West Somerset.

**The Council's Vision:**

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

- New Nuclear Development at Hinkley Point  
Maximising opportunities for West Somerset communities and businesses to benefit from the development whilst protecting local communities and the environment.

**The Council's Core Values:**

- Integrity
- Respect
- Fairness
- Trust

## RISK SCORING MATRIX

Report writers score risks in reports uses the scoring matrix below

**Risk Scoring Matrix**

<b>Likelihood</b>	5	Almost Certain	Low (5)	Medium (10)	High (15)	Very High (20)	Very High (25)
	4	Likely	Low (4)	Medium (8)	Medium (12)	High (16)	Very High (20)
	3	Possible	Low (3)	Low (6)	Medium (9)	Medium (12)	High (15)
	2	Unlikely	Low (2)	Low (4)	Low (6)	Medium (8)	Medium (10)
	1	Rare	Low (1)	Low (2)	Low (3)	Low (4)	Low (5)
			1	2	3	4	5
			Negligible	Minor	Moderate	Major	Catastrophic
<b>Impact</b>							

<b>Likelihood of risk occurring</b>	<b>Indicator</b>	<b>Description (chance of occurrence)</b>
1. Very Unlikely	May occur in exceptional circumstances	< 10%
2. Slight	Is unlikely to, but could occur at some time	10 – 25%
3. Feasible	Fairly likely to occur at same time	25 – 50%
4. Likely	Likely to occur within the next 1-2 years, or occurs occasionally	50 – 75%
5. Very Likely	Regular occurrence (daily / weekly / monthly)	> 75%

- Mitigating actions for high ('High' or above) scoring risks are to be reflected in Service Plans, managed by the Group Manager and implemented by Service Lead Officers;
- Lower scoring risks will either be accepted with no mitigating actions or included in work plans with appropriate mitigating actions that are managed by Service Lead Officers.

**SCRUTINY COMMITTEE****Minutes of the Meeting held on 15 July 2013 at 3.30 pm****Present:**

Councillor K J Ross .....Chairman (left at 5.35pm)  
Councillor R P Lillis ..... Vice-Chairman

Councillor M J Chilcott  
Councillor G S Dowding  
Councillor B Heywood

Councillor M O A Dewdney  
Councillor J Freeman  
Councillor P H Murphy

**Members in Attendance:**

Councillor K V Kravis  
Councillor D D Ross  
Councillor M A Smith  
Councillor A H Trollope-Bellew  
Councillor D J Westcott

Councillor K M Mills  
Councillor D J Sanders  
Councillor T Taylor  
Councillor K H Turner

**Officers in Attendance:**

Corporate Director (B Lang)  
Scrutiny and Performance Officer (S Rawle)  
Corporate Manager - Housing, Welfare & Economy (I Timms)  
Corporate Manager – Environment, Customer & Community (S Watts)  
Economic Regeneration and Tourism Manager (C Matthews)  
Principal Accountant (S Plenty)  
Administrative Support (H Dobson)

**SC21 Apologies for Absence**

Apologies for absence were received from Councillors P N Grierson and L W Smith.

**SC22 Minutes**

(Minutes of the Meeting of the Scrutiny Committee held on 17 June 2013 – circulated with the Agenda).

**RESOLVED** that, subject to amendments to SC18, the first bullet point to read, 'Concerns were expressed that some of the rhynes were not functional...', and the second bullet point to remove the word 'sea', the Minutes of the Scrutiny Committee held on 17 June 2013, be confirmed as a correct record.

**SC23 Declarations of Interest**

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

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

In addition, Councillor R P Lillis expressed a prejudicial interest in Item 8, Devolution on Grounds Maintenance and Public Conveniences – Update, as he had expressed an interest in running/managing public conveniences in West Somerset and left the chamber for that item.

#### **SC24 Public Participation**

Mr Tony Bullen spoke on Item 8, Devolution on Grounds Maintenance and Public Conveniences – Update, to the effect that he raised concerns that the Council was not cutting an area of grass along Townsend Road which he believed the Council were legally obliged to do. He was in possession of written historical evidence to support his statement and had passed the information on to the Council. He requested that the Committee hold the Cabinet to account for not doing the work properly and questioned why the residents had not been advised of current changes to the Council's schedule of work affecting the cutting of the grass.

#### **SC25 Notes of Key Cabinet Decisions/Action Points**

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

**RESOLVED** that the Key Cabinet Decisions/Action Points for 3 July 2013, be noted.

#### **SC26 Cabinet Forward Plan**

(Copy of the Cabinet Forward published 5 July 2013, circulated with the agenda).

Members noted that the Scrutiny Committee membership, as listed on the last page of the Cabinet Forward Plan, was out of date and requested that it be updated.

**RESOLVED** that the Cabinet Forward published 5 July 2013, be noted.

#### **SC27 Devolution on Grounds Maintenance and Public Conveniences - Update**

(Report No. WSC 80/13, circulated with the Agenda).

Councillor R P Lillis left the chamber for this item.

The purpose of the report was to comply with a request from the committee for a progress report on the devolution of the grounds maintenance service and the provision of public conveniences.

Councillor Trollope-Bellew confirmed that the Council would look at the evidence relating to grass cutting in Townsend Road and act accordingly.

Councillor Chilcott informed that it had been recognised that there were some areas of land in Minehead where it was not currently known who owns them and that she was working on resolving that, however, it would take quite some time.

In response to points raised Members were advised that although the devolution process started quite some time ago it was pleasing to know that the parish and town councils had all been given the same opportunity and, essentially, time to consider the option of taking on devolved services, and had resulted in some very good examples of partnership working.

The Lead Member for Regeneration and Economic Growth celebrated the progress made with regard to the partnership working with Porlock and Watchet to devolve and shape the future use of their public conveniences. She was hoping for progress with Dunster and Minehead and invited other parish and town councils to engage in dialogue with the Council.

Concern was raised with regard to the process followed that had enabled the Market Street, Watchet public conveniences to remain open with the financial assistance of the Council and how the budget had been affected.

**RESOLVED (1)** that the contents of the report be noted;

**RESOLVED (2)** that it be recommended to Council to review the decision making process in regard to the operation of the Market Street toilets in Watchet for the 2013/14 financial year and consider the impact on the budget.

**Note:** With the agreement of the Chairman this item was brought forward on the Agenda.

## **SC28 Economic Regeneration and Tourism Update**

(Report No. WSC 84/13, circulated with the Agenda).

The purpose of the report was to update Members about the work of the Economic Regeneration and Tourism service area of West Somerset Council.

The Lead Member for Regeneration and Economic Growth presented the report and highlighted that although the team did not have a specific revenue budget, the amount of work conducted by the team and the external funding levered in 2012/13 was impressive.

In response to points raised the Economic Regeneration and Tourism Manager advised:

- The delay in the development of Hinkley Point C and associated funding had enabled the team to have valuable time to work in supporting the

business supply chain etc. The tourism funds were contained in phase 2 of the development, however, it has been possible to draw some funding down for the tourism centres.

- The team now had access to an excellent business database that was helping to store many more businesses, therefore the SMART target of 1% was growing as the contents of the database grows and increasing the number of businesses that would receive assistance.
- With regard to higher level skills, the Council was working with Bridgwater College and had been able to deliver some further education for adults. Given that Bridgwater College was not a higher education college it was more difficult to draw funding for that level, however, work was continuing to assist all ages and ranges.
- She acknowledged that it was expensive to produce a tourism brochure and that some members of the public would be disappointed as this year was the last time that the Visit Exmoor brochure would be produced. However, the Council was following trends which were better and more efficient at promoting tourism in West Somerset.
- She confirmed that there was funding for the Minehead Visitor Information Centre for another three years. She was pleased with their progress and would meet with them after the summer to consider how to continue supporting them over the next couple of years.

Members praised the Economic Regeneration and Tourism Team for their hard work over the last 18 months.

**RESOLVED** that the report and comprehensive list of achievements of the Economic Regeneration and Tourism Service area for 2012/13 and the first quarter of this financial year, be noted;

## **SC29 Funding of Capital Expenditure**

(Report No. WSC 79/13, circulated after the Agenda).

The purpose of the report was to advise Members on how capital expenditure in the current year's programme is to be financed together with the strategy for the funding of programmes in future years.

The Lead Member for Resources and Central Support presented the report and advised that she was aware of the issues that were likely to arise as the Council's assets were sold. In 2016/17 it was likely there would be no funds for capital expenditure and she was looking to include the associated issues in the Council's financial models.

On consideration of the report the following points were made:

- How would it be possible to fund maintenance for Council owned assets with reduced grants year on year?
- Concern that potential buyers would be aware of the Council's need to sell assets to raise revenue and would therefore have an advantage when bidding for an asset.

In response to concerns raised by the Committee it was confirmed that it would be sensible to look at borrowing against the selling of assets, but it would be



wrong to borrow solely because rates were low. Borrowing would entail the Council putting aside an allocation to repay the money which could have a serious impact on the revenue account and services. Although, not the whole answer to the Council's financial concerns, the proposed joint partnership working project could potentially provide savings.

The Principal Accountant confirmed that he would provide a breakdown of IT costs as shown in the Capital Programme 2013/14, Table 1 of the report, attached to the agenda, after the meeting. He confirmed that capital expenditure was reviewed every quarter to ensure that all items in the capital account were correct and any potential capital receipts were acted upon accordingly.

**RESOLVED** that the contents of the report be noted.

**SC30 Revenue and Capital Outturn 2012/13**

(Report No. WSC 82/13, circulated after the Agenda).

The purpose of the report was to provide Members with the financial outturn position for 2012/13.

The Lead Member for Resources and Central Support presented the report and highlighted the underspend of over £557,588 for 2012/13. The underspend was a result of the pressing need to identify and make savings and has meant that there was now no need to move earmarked reserves into the general reserves.

Members questioned why there was an Economic Regeneration earmarked reserve relating to the remaining foot and mouth fund, and requested that it be looked into.

**RESOLVED** that the outturn position and requests for transfers to and from earmarked reserves be noted.

**SC31 Cabinet Response to Reports to Scrutiny – Update**

(Report No. WSC 85/13), circulated after the Agenda).

The purpose of the report was to note reports relating to the Scrutiny Committee's recommendations following the Task & Finish Group reviews of Planning Obligations and section 106 Agreements and the impact of Business Rates Retention Scheme.

The Scrutiny and Performance Officer presented the report and reminded members that this was the first time that a Scrutiny task and finish group had reported back to Cabinet with recommendations and was therefore a learning process. She advised that the following item on the agenda sets out a proposed process to follow for similar future reports to Cabinet.

Members noted that more time had been needed to allow Cabinet to fully understand the recommendations and to make responses accordingly.

During the course of the discussion the following additional recommendations were made and considered:

- That an item to consider Cabinet responses regarding recommendations received from the Scrutiny Task & Finish Groups be scheduled in the Scrutiny Committee Work Plan at six month intervals.
- That Cabinet be requested to respond formally via a report to the Scrutiny Committee providing detailed responses with regard to changes to the recommendations of the Scrutiny Task and Finish Group.

On being put to the vote it was

**RESOLVED (1)** that the decisions taken by Cabinet in response to the recommendations of the Scrutiny Committee be noted.

**RESOLVED (2)** that the Scrutiny Committee receive a report back on the implementation of the Cabinet's decisions at a future meeting.

**RESOLVED (3)** that an item to consider Cabinet responses regarding recommendations received from the Scrutiny Committee Task & Finish Groups be scheduled in the Scrutiny Committee Work Plan, at six month intervals.

**RESOLVED (4)** that Cabinet be requested to respond formally via a report to the Scrutiny Committee providing detailed responses with regard to changes to the recommendations of the Scrutiny Committee Task and Finish Group in respect of the Section 106 process.

### **SC32 Scrutiny Recommendations – Suggested Reporting Procedure**

(Report No. WSC 86/13, circulated with the Agenda).

The purpose of the report was to strengthen and clarify the procedure for reporting Scrutiny Committee recommendations to Cabinet and to clarify the role and relationships of Scrutiny Committee and Cabinet members throughout the process.

The Scrutiny and Performance Officer presented the report and highlighted the stages listed in the proposed Scrutiny Review Process at Appendix A to the report, attached to the agenda.

In response to members concerns the Monitoring Officer advised that the stages, as set out in the appendix, would provide a minimum interaction/dialogue that both Scrutiny Committee and Cabinet could expect and therefore would allow for as many additional discussions between the interested parties to be undertaken if needed.

**RESOLVED** that the Scrutiny Review Process, as set out in Appendix A to the report, be endorsed and be recommended to Cabinet for approval.

### **SC33 Scrutiny Committee Work Plan**

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

**RESOLVED (1)** that a follow up report to the implementation of the Task and Finish Group recommendations in respect of the section 106 process be added to the meeting of the Scrutiny Committee scheduled for 19 August 2013.

**RESOLVED (2)** that a joint partnership working update with Taunton Deane be added to the meeting of the Scrutiny Committee scheduled for 16 September 2013.

**RESOLVED (3)** that the Work Plan be noted.

The meeting closed at 6.55 pm.



MEETING: CABINET

DATE: 7 AUGUST 2013

**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 (Agenda Item 5)	<b>Agreed</b> that the latest Forward Plan published 29 July 2013 be approved.	Corporate Director
Cabinet Action Plan (Agenda Item 6)	<b>Agreed (1)</b> that CAB16 – Minutes of the Meeting held on 5 June 2013 regarding the Williton Regeneration Forum be deleted as actioned. <b>Agreed (2)</b> that CAB21 – Business Case to contribute funding for Watchet CCTV be carried forward. <b>Agreed (3)</b> that CAB24 – Minehead Vision Manager Business Plan – Request for Seaside Strategy Funding be deleted as actioned.	Corporate Director
Corporate Performance Report – April to March 2012/13 (Agenda Item 7)	<b>Agreed (1)</b> that the process in delivering the corporate priorities for 2012/13 be noted. <b>Agreed (2)</b> that the performance against Group and Service indicators, including the Budget Monitoring indicators, be noted.	Scrutiny and Performance Officer
Hinkley Point C Connection Project – Legal Support (Agenda Item 8)	<b>Agreed</b> that the procurement process be noted and that Pinsent Masons LLP be appointed under Government Procurement Services Framework Agreement [ref: RM919], (“the Framework Agreement”) run by Sedgemoor District Council for the Provision of Legal Support to provide legal support in connection with the Hinkley Point C Connection Project Development Consent Order for West Somerset, Sedgemoor District, Somerset County, North Somerset, South Gloucestershire and Bristol City Councils.	Planning Manager
Business Case to Support Funding for ICT System Upgrade (Agenda Item 9)	<b>Agreed</b> that it be recommended to Council to approve a supplementary estimate of £11,000 to provide funding for the upgrade of the systems database.	ICT Manager

For a record of the reasons for the decision; details of any alternative options considered and rejected by the decision-making body at the meeting at which the decision was made; a record of any conflict of interest relating to the matter decided which is declared by any member of the decision-making body which made the decision; and in respect of any declared conflict of interest, a note of dispensation granted by the relevant local authority's head of paid service, please use the attached link below, to the Council's website where the minutes and relevant reports can be viewed:

<http://www.westsomersetonline.gov.uk/Council---Democracy/Council-Meetings/Cabinet-Meetings/Cabinet---7-August-2013>

Date: 8 August 2013



Weekly version of Forward Plan published on 8 August 2013

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/13/9/01 13/02/2013	4 September 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/9/02 3/06/2013	4 September 2013 By Councillor K H Turner – Lead Member Housing Health & Wellbeing	Title: Empty Homes Enforcement Policy Decision: To adopt the policy		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/9/03 3/06/2013	4 September 2013 By Councillor K H Turner – Lead Member Housing Health & Wellbeing	Title: Unlawful Evictions Policy Decision: To adopt the policy		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/9/04 25/09/2012	4 September 2013 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Corporate Performance &amp; Budget Monitoring Report 2013-14 – Quarter 1</b> Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/13/9/05 4/07/2013	4 September 2013 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/13/09/06 4/07/13	4 September 2013 By Councillor K Turner – Lead Member for Housing, Health and Wellbeing	Title: Update on Health & Wellbeing Board and Representative on Outside Body Decision: To note the update		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/09/07 25/07/2013	4 September 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Classification of Earmarked Reserves		No exempt / confidential information anticipated	Adrian Dyer, Chief Executive 01984 635212
FP/13/09/10 01/08/13	4 September 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Proposal for use of additional funding received for Discretionary Housing payment Decision: To consider the proposal		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/10/01 25/09/2012	2 October 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Allocation of Section 106 funds held – Quarter 2</b> Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271



Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/13/10/03 13/02/2013	2 October 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/10/04 06/06/2013	2 October 2013 By Councillor C Morgan – Lead Member for Environment – Hinkley	Title: West Somerset Council's Response to National Grid Stage 4 Consultation Decision: To agree Council's response to the consultation		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/13/10/06 14/07/2013	2 October 2013 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/13/10/07 29/07/13	2 October 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: Sale of Assets (Land known as leisure land and former Aquasplash site) Decision: Agree preferred bidders		Report will contain information that is deemed to be commercially sensitive	Adrian Dyer, Chief Executive 01984 635212
FP/13/11/01 13/02/2013	6 November 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/11/02	6 November 2013	Title: Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
4/07/2013	By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Decision: to consider key issues relating to Hinkley Point			01984 635245
FP/13/11/03 01/07/13	6 November 2013 By Councillor K Turner – Lead Member for Housing, Health and Wellbeing	Title: Review of Low Cost Home Ownership Scheme Decision: To consider the review of the Low Cost Home Ownership Scheme		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/13/12/01 23/11/2012	4 December 2013 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Review of Financial Regulations [FR2]</b> Decision: to offer comment on the Financial Regulations.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/12/02 23/11/2012	4 December 2013 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Corporate Performance &amp; Budget Monitoring Report 2013-14 – Quarter 2</b> Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/12/03 13/02/2013	4 December 2013 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/12/04	4 December 2013	Title: Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
4/07/2013	By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Decision: to consider key issues relating to Hinkley Point			01984 635245
FP/14/1/01 18/01/2013	8 January 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Fees and Charges</b> Decision: to propose levels of fees and charges for the period 1 April 2014 to 31 March 2015 (in some cases fee increases will be implemented earlier, this will be stated in the relevant sections of the report).		No exempt / confidential information anticipated	Section 151 Officer
FP/14/1/02 18/01/2013	8 January 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Allocation of Section 106 funds held – Quarter 3</b> Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/14/1/03 18/01/2013	8 January 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Draft Capital Programme 2013-14 and Capital Strategy</b> Decision: to present the draft Capital Programme 2013/14 and draft Capital Strategy for recommendation to Council.		No exempt / confidential information anticipated	Section 151 Officer
FP/14/1/04 13/02/2013	8 January 2014 By Councillor D Westcott – Lead Member for Community	Title: Consideration of nomination/s received under the Community Right to Bid Legislation		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
	and Customer	Decision: To approve listing			
FP/14/1/05 4/07/2013	8 January 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/14/2/01 18/01/2013	5 February 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Annual Budget &amp; Council Tax Setting 2014-15</b> Decision: to provide Members with all the information required for Council to approve the revenue budget and capital programme for 2014/15 for recommendation to Council.		No exempt / confidential information anticipated	Section 151 Officer
FP/14/2/02 18/01/2013	5 February 2014 By Councillor T Taylor – Leader of Council	Title: <b>Draft Corporate Plan for 2014-15</b> Decision: to introduce the draft West Somerset Council Corporate Plan 2014/15 for recommendation to Council.		No exempt / confidential information anticipated	Adrian Dyer, Chief Executive 01984 635212
FP/14/2/03 13/02/2013	5 February 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/2/04 4/07/2013	5 February 2014 By Councillor C Morgan – Lead Member for	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/3/01 1/03/2013	Environment – Hinkley Point 5 March 2014 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Corporate Performance &amp; Budget Monitoring Report 2013-14 – Quarter 3</b> Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/3/02 19/03/2013	5 March 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/13/3/03 4/07/2013	5 March 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/14/4/01 19/03/2013	2 April 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Allocation of Section 106 funds held – Quarter 4</b> Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/4/02 19/03/2013	2 April 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/9/03 4/07/2013	2 April 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/14/5/01 23/05/2013	7 May 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/5/02 4/07/2013	7 May 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/14/6/01 23/05/2013	June 2014	Title: <b>Cabinet Appointments on Outside Bodies</b> Decision: to appoint representatives to serve on outside bodies for the period to the Annual Meeting in 2014 (except where specific periods are stated).		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/6/02 23/05/2013	June 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/6/03 4/07/2013	June 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/14/7/01 23/05/2013	July 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Allocation of Section 106 funds held – Quarter 1</b> Decision: to make proposals for the allocation of monies secured through planning obligations to individual schemes, and to update members with the current funding position.		No exempt / confidential information anticipated	Ian Timms, Group Manager Housing, Welfare and Economy 01984 635271
FP/14/7/02 23/05/2013	July 2014 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Corporate Performance &amp; Budget Monitoring Report 2013-14 – Quarter 4</b> Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/7/03 23/05/2013	July 2014 By Councillor K V Kravis	Title: <b>Review of Financial Regulations [FR2]</b>		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
	– Lead Member Resources & Central Support	Decision: to offer comment on the Financial Regulations.			
FP/14/7/04 23/05/2013	July 2014 By Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Medium Term Financial Plan Update</b> Decision: to present the updated Medium Term Financial Plan.		No exempt / confidential information anticipated	Section 151 Officer 01984 635253 01823 355482
FP/14/7/05 23/05/2013	July 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200
FP/14/7/06 4/07/2013	July 2014 By Councillor C Morgan – Lead Member for Environment – Hinkley Point	Title: Hinkley Point Decision: to consider key issues relating to Hinkley Point		No exempt / confidential information anticipated	Andrew Goodchild, Planning Manager 01984 635245
FP/13/8/01 25/07/2013	August 2014 By Councillor T Taylor – Leader of Council and Councillor K V Kravis – Lead Member Resources & Central Support	Title: <b>Corporate Performance &amp; Budget Monitoring Report 2013-14 – Quarter 4</b> Decision: to provide Members with an update on progress in delivering corporate priorities, performance of council services including budgetary information and customer satisfaction.		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200



Forward Plan Ref / Date proposed decision published in Forward Plan	Date when decision due to be taken and by whom	Details of the proposed decision	Documents and background papers to be available to decision maker	Does the decision contain any exempt information requiring a resolution for it to be considered in private and what are the reasons for this?	Contact Officer for any representations to be made ahead of the proposed decision
FP/14/8/02 25/07/2013	August 2014 By Councillor D Westcott – Lead Member for Community and Customer	Title: Consideration of nomination/s received under the Community Right to Bid Legislation Decision: To approve listing		No exempt / confidential information anticipated	Bruce Lang, Corporate Director 01984 635200

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

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

The Cabinet comprises the following: Councillors T Taylor, K V Kravis, K M Mills, C Morgan S J Pugsley, A H Trollope-Bellew, K H Turner and D J Westcott.  
The Scrutiny Committee comprises: Councillors K J Ross, R Lillis, M J Chilcott, M O A Dewdney, G S Dowding, J Freeman, P N Grierson, B Heywood and P H Murphy.



*Report Number:* WSC 90/13

*Presented by:* Cllr Dave Westcott – Lead Member for Community and Customer

*Author of the Report:* Ian Timms Corporate Manager Housing, Welfare and Economy

*Contact Details:*

*Tel. No. Direct Line* 01984 635271

*Email:* itimms@westsomerset.gov.uk

*Report to a Meeting of:* Scrutiny Committee

*To be Held on:* Monday 19<sup>th</sup> August 2013

*Date Entered on Executive Forward Plan Or Agreement for Urgency Granted:* Not applicable

## IMPACT OF WELFARE REFORM ON THE BENEFITS & FRAUD SERVICE

### 1. PURPOSE OF REPORT

1.1 To brief Scrutiny Committee of the impact of welfare reform on the benefits & fraud service

### 2. CONTRIBUTION TO CORPORATE PRIORITIES

2.1 There are no direct links with regards to this report.

### 3. RECOMMENDATIONS

3.1 That Scrutiny Committee note the impact on the service and the actions undertaken to minimise the effect on benefit customers

### 4. RISK ASSESSMENT (IF APPLICABLE)

#### Risk Matrix

Description	Likelihood	Impact	Overall
Negative financial impacts on benefits claimants of West Somerset caused by changes to the welfare system	4	4	16
<i>Adopt a Discretionary Housing Payment scheme to create transitional scheme</i>	4	3	12
Negative financial effects caused by widening of those eligible to pay council tax	4	4	16
<i>Adopt a council tax rebate scheme to mitigate the effects</i>	4	3	12
Significant changes to the benefits administered by West Somerset Council creating significant impacts for claimants	5	4	20
<i>Utilise additional government funding to employ reform assistant</i> <i>Work with partners such as WSAB and Magna to apply a shared approach to the changes</i> <i>Publicise the changes through press releases and individual work with customers</i>	4	4	16

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

## 5. **BACKGROUND INFORMATION**

5.1 At their meeting of the 17<sup>th</sup> December the Scrutiny Committee requested an update on the impacts of the Welfare Reforms on the Benefits and Fraud Service.

There have been three different elements of Welfare Reform that the Authority has had to implement which are:

- Social Sector Size Criteria
- Council Tax Rebate and:
- Benefit cap

The nature of each reform is outlined in sections 5.2, 5.3 & 5.4 below:

5.2 **Social Sector Size Criteria** (nicknamed by the media as the “bedroom tax”). If a person of working age lives in a Housing Association property and are deemed to have a spare bedroom, their housing benefit will be reduced. The reduction is 14% of their rent liability (not benefit entitlement) if they have one spare room. If they have more than one spare room the reduction increases to 25%.

The rules allow a bedroom for:

- each adult couple
- any other person aged 16 or over
- two children of the same sex under the age of 16
- two children under the age of 10 regardless of their sex
- any other child
- a carer (who does not normally live with the claimant) if they need overnight care.

5.2.1 608 households have been deemed to have one spare bedroom and received the 14% restriction, while 170 households have been deemed to have more than one spare bedroom and received the 25% restriction.

The following cases will be exempt from the restriction

- **Claims of pension age.** The size criteria rules will only apply to claimants of working age. Any claimant over the qualifying age for state pension credit or with a partner over that age will be exempt from the size criteria rules
- **Shared Ownership** - The size criteria rules will not apply to shared ownership cases. This is where the claimant part owns the property under a shared ownership lease, usually with a housing association. The claimant may well have a mortgage on their share of the property while renting the rest
- **Temporary accommodation.** Any claimant who is accepted as homeless under homelessness legislation of the Housing Act 1996 and placed in temporary accommodation by the local authority, as described in regulation A13(3), because they are homeless or to prevent homelessness.
- **Supported ‘exempt’ accommodation** The size criteria rules will not be applied to those in supported ‘exempt’ accommodation. This is a particular type of supported accommodation defined for Housing Benefit purposes as accommodation provided

by a non-metropolitan county council in England, a housing association, a registered charity or voluntary organisation where that body or a person acting on its behalf also provides the claimant with care, support or supervision as set out in paragraph 4 of Schedule 3 to the Consequential Provisions Regulations 2006.

5.2.2 Since implementation there have been legislative changes and clarification provided by the DWP. This means that a bedroom is now allowed for the following:

- A foster child or children of an approved foster carer
- Armed forces personnel who are away from home on operations
- A child at university providing they intend to return in less than 13 weeks

5.3 **Council Tax Rebate (CTR).** From 1 April 2013 Council Tax Benefit was abolished and replaced with a locally designed Council Tax Rebate Scheme. Each billing authority (district councils in two-tier areas) had the responsibility of designing the scheme for their area. As well as this change, the effective amount of subsidy reimbursement was reduced nationally by 10%, with councils having the choice of funding the shortfall or designing a support scheme that is cost neutral. Pension age cases were protected, so the reduction had to be borne by the working age claims.

This would have resulted in each working age case having their benefit cut by 30%. After detailed consideration and debate the Authority decided to offset some of these reductions by using income from council tax technical reform.

West Somerset Council's scheme resulted in a 15% reduction, but increased earnings disregards to incentivise work.

1,595 households have been affected by this change, 819 of whom were receiving full benefit.

5.4 **Benefit Cap.** The aim of the benefit cap is to ensure "*No household will receive more in benefits than the average earnings of working households after tax*". This only applies to out of work households, and doesn't apply to pensioners or disabled people. The cap is £350.00 per week for single people and £500 for couples and lone parents.

The high cap limit when compared to rent levels in West Somerset means that few people will be affected. The latest Department of Work & Pensions estimate is that **six** households will be affected. The cap will be rolled out nationally in national insurance number order, so we cannot say exactly when each household will be capped

## 5.5 **General Impact on the service and residents of West Somerset**

5.5.1 **Customer enquiries** - There has been a substantial increase in work during quarter one of this year. This includes customer visits and telephone calls, which have put a strain on both Customer Service and Benefits teams. Enquiries are now returning to near normal levels.

5.5.2 **Processing performance** – The increase in customer enquiries and consequential incoming post resulted in backlogs of work soaring from the desired level of below 250 items detailed in the service's high volume work plan, to a peak of 1,565. This is more than double the peak level during 2012/13 of 754 items.

Processing times only increased slightly from the previous year. This is due to prioritisation of work. The service diverted resource from appeals and Discretionary Housing Payment to benefit processing. This ensured that the majority of our customers suffered only negligible downturn in performance. During the first quarter of 2012/13, new claim

processing times were 19.17 days, and changes 7.39 days. Performance for early 2013/14 was 21.39 days for new claims and 7.92 for changes.

**5.5.3 Customer satisfaction levels.** Satisfaction on completed customer questionnaires is 100% although completion by customers is variable. The level of satisfaction and any commentary from the annual survey is currently being analysed and will be addressed in the next few weeks. One formal complaint was made during the first quarter which is indicative of a positive response by the authority to the changes.

**5.6 Increased claims for Discretionary Housing Payment and Additional Council Tax Rebate.**

There has been a significant increase in applications for Discretionary Housing Payment and Additional Council Tax Rebate. The Authority received 68 applications during the first quarter of 2013/14. For the same period in 2012/13 just 18 applications were received.

Assessment of these applications was a little slow as a result of prioritising benefits processing (detailed above). Currently there are only two outstanding applications, with all others having been processed or awaiting further information from the claimant.

The assessment criteria agreed by Council in March 2013 is working well, and has proved to be fair and robust, yet flexible enough to reflect individual circumstances.

We have worked with partners such as West Somerset Advice Bureau and Magna West Somerset to understand any issues with claims. This work was done prior to the changes and is now being carried on through a regular meeting that we recently instigated through the West Somerset Housing Forum. This will meet six weekly over the coming months to resolve operational issues and address claimant needs.

75% of applications processed during quarter one were successful. West Somerset Council has the highest award percentage of the Somerset Authorities who provided data for benchmarking.

**5.7 Possible Increase in fraud.** This concern was raised by the scrutiny committee review as clearly individuals will be placed under great financial strain by these changes. As a result of the review additional resources and focus have been placed on tackling fraud. At the current time there has been no noticeable increase in levels of fraud. During the first quarter of this financial year 11 investigations were instigated. In the same period last year, 2012/13 the Authority started 21 investigations. It should however be noted that it is probably too early to see any trends in this area of work.

**5.8 Role of Reform Assistant** – The Reform Assistant has been pivotal to the relatively smooth implementation of these reforms. The tasks undertaken include:

- Organising and attending public consultation events
- Liaised with Housing Associations and The West Somerset Advice Bureau
- Co-ordinating mail shots to people affected by the changes, detailing the anticipated reduction in benefit levels
- Designing and producing new application forms. This saved thousands of pounds in printing costs
- Assisting with the design and implementation of the new Discretionary Housing Payment and Additional Council Tax Rebate schemes
- Dealing with Freedom of Information Requests in relation to welfare reform
- Testing software releases
- Is the dedicated point of contact with the Department of Work & Pensions for the benefit cap

The post will continue until 30<sup>th</sup> March 2014 and is currently focused on administrative issues linked to the delivery of the changes.

## **6. FINANCIAL/RESOURCE IMPLICATIONS**

- 6.1 The recent closure of the accounts for 2012-13 indicates that the cost per claims (KBI4) has reduced by 35.26% from £29.62 per claim during 2011/12 to £19.18 per claim for 2012/13. This is despite an increase of over 3,600 calculations. This reduction in cost per claim is set against a background of preparation for the changes that are now occurring in the financial year 13/14.
- 6.2 We will aim to keep this cost at reduced levels through the coming financial year.
- 6.3 Members should note that the transitional funding for the reform assistant will be spent by the end of this financial year 13/14. In principle all changes should have been fully implemented so the post will no longer be required.
- 6.4 Members should however be aware that the timetable for implementation of universal credit is not yet confirmed. Consideration of its effects should therefore be factored into the 14/15 budget discussions when they commence.

## **7. SECTION 151 OFFICER COMMENTS**

- 7.1 New Burdens Funding has been allocated to the Council to help with the administration of these changes.

## **8. EQUALITY & DIVERSITY IMPLICATIONS**

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

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

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

- 8.1 Members will recall that when adopting the Council Tax Rebate scheme and the Discretionary Housing Payment scheme equality impact detailed assessments were considered.
- 8.2 At the current time the impacts of all of these changes are indiscriminate as they are affecting all claimants. It is not possible at this stage to pick out any specific group that has been disadvantaged but this may well become clearer as the authority commences formal proceedings against individuals.

## **9. CRIME AND DISORDER IMPLICATIONS**

- 9.1 There are no specific issues associated with the content of this report.

## **10. CONSULTATION IMPLICATIONS**

- 10.1 The council has been liaising informally on a day to day basis with partners and dealing with customers. At this stage no further formal consultation has been carried out as we

have been in the initial implementation phase and are trying to ensure that we deliver the schemes for customers.

- 10.2 Members will no doubt be aware that the council is obliged to review the CTR annually. We aim to ensure that information is available in the autumn to inform any changes and therefore any linked need for consultation. A wide consultation will only be required if significant changes are needed.
- 10.3 Early indications are that the CTR scheme has been pitched at a reasonable level but this is only based on one quarter and there could be a lag associated with court proceedings in quarter 2. This information will be factored in to the review.

**11. ASSET MANAGEMENT IMPLICATIONS**

- 11.1 There are no associated impacts for the council assets.

**12. ENVIRONMENTAL IMPACT IMPLICATIONS**

- 12.1 None identified at this time

**13. LEGAL IMPLICATIONS**

- 13.1 The council is applying the changes to benefits and council tax in line with the revised Government policy and legislative approach to welfare payments.
- 13.2 We will continue to monitor these changes and locally adopted schemes to ensure they meet legislative requirements.



*Report Number:* WSC 108/13

*Presented by:* Cllr T Taylor, Leader of the Council,  
Cllr K V Kravis, Lead Member for Resources

*Author of the Report:* Sam Rawle, Scrutiny & Performance Officer, Steve Plenty,  
Principal Accountant

*Contact Details:*

*Tel. No. Direct Line* 01984 635223.

*Email:* sjrawle@westsomerset.gov.uk,  
sjplenty@westsomerset.gov.uk

*Report to a Meeting of:* Scrutiny Committee

*To be Held on:* 19<sup>th</sup> August 2013

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

## **CORPORATE PERFORMANCE REPORT APRIL – JUNE 2013/14**

### **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 1<sup>st</sup> April 2013 to 30<sup>th</sup> June, 2013.

### **CONTRIBUTION TO CORPORATE PRIORITIES**

- 2.1 Although not contributing to the actual delivery of the corporate priorities this report is crucial to monitoring the progress being made in achieving their delivery.

### **RECOMMENDATIONS**

- 3.1 That Scrutiny notes the progress in delivering the corporate priorities for 2013/14 and recommends any mitigating actions where there are concerns over their delivery.
- 3.2 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.

### **RISK ASSESSMENT (IF APPLICABLE)**

#### **Risk Matrix**

<b>Description</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Overall</b>
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	Possible (3)	Major (4)	Medium (12)

<i>The mitigation for this will be the continued strong leadership from Lead Members and CMT to ensure that performance management remains a priority</i>	Unlikely (1)	Major (4)	Possible (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.

## 5. **BACKGROUND INFORMATION**

- 5.1.1 Monitoring our performance is a key element in the Council's Performance Management Framework. This will be the fourth year following the introduction of the current process of utilising service plans as part of the Council's operational principles. The reporting arrangements focus on performance against the Corporate Plan and Group Service Plans. This ensures that we remain focused and stay on track to deliver what we set out to do.
- 5.1.2 During 2013/14, the number of strategic priorities have been reduced from six to two; these being Local Democracy and New Nuclear Development at Hinkley Point. The two priorities are supported by 7 objectives and 22 key tasks. The objectives and key tasks are delivered through the four Group Service Plans. Appendix A of this report details how the Council is progressing in their delivery.
- 5.1.3 The quarterly performance report at Appendix A has been divided into 4 sections in order to reflect the 4 Group Service Plans –
- Housing, Economy & Welfare
  - Environment & Community
  - Corporate Services
  - Corporate Management
- 5.1.4 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

## 5.2 **Performance Summary and Response to Missed Targets/Milestones**

- 5.2.1 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 quarter. This includes performance indicators and key actions where targets/milestones have been missed and the response to this from the relevant Group Manager.

## 5.3 **FINANCE INFORMATION**

### 5.3.1 **Summary Position – Revenue**

Resources	Annual Budget £	Predicted Spend 2013-14 £	Variance £
Performance against Budget	4,974,615	4,970,313	(4,302)

### 5.3.2 Detailed Position – Revenue (by Group)

Group	Annual Budget £	Predicted Spend 2013-14 £	Variance £
Housing, Economy & Welfare	877,959	847,651	(30,308)
Environment & Community	2,510,827	2,543,143	32,316
Corporate Services	1,413,858	1,408,308	(5,550)
Corporate Management	171,971	171,211	(760)
<b>TOTAL</b>	<b>4,974,615</b>	<b>4,970,313</b>	<b>(4,302)</b>

### 5.3.3 Major Variances

#### Housing, Economy & Welfare

Licensing – Underspend on salaries and increased fees in respect of taxi licences  
 Environmental Health Staff – Underspend on salaries  
 Housing and Council Tax Benefit – General Underspend  
 Revenue Staff – Underspend on salaries

#### Environment & Community

Customer Services – Underspend on salaries due to EDF secondment  
 Development Control – Increased application fees and receipt of National Grid PPA monies  
 Building Control – Reduced application fees, regularisation certificates  
 Public Conveniences – General Overspend  
 Open Spaces – Underspend on salaries and external agency contributions received  
 Waste – General contract overspend and Container Supplies not included in original budget  
 Street Cleansing – Saving on bin emptying contract

#### Corporate Services

Elections – Increase in canvasser expenses  
 Corporate & Democratic Core – Lower predicted bank charges  
 Finance – Vacant post not filled, lower bailiff fees and past service costs

#### Corporate Management

No major variances

### 5.3.4 Detailed Position – Capital (by Group Manager)

Group Manager	Scheme	Annual Budget 2013-14 £	Predicted Spend 2013-14 £	Variance £
Ian Timms	Clanville Housing	0	200,000	200,000
Ian Timms	Disabled Facilities Grants	96,000	96,000	0
Ian Timms	Disposal - Seaward Way Housing Land	50,000	80,000	30,000
Ian Timms	Disposal – Seaward Way Leisure Land	0	25,000	25,000
Ian Timms	Disposal – Aquasplash Site	50,000	50,000	0
Ian Timms	Disposal – Simonsbath Site	5,000	5,000	0
Ian Timms	Disposal – Townsend Farm	5,000	5,000	0
Ian Timms	Decent Homes	84,000	84,000	0
Steve Watts	East Wharf Warehouse	30,000	3,000	(27,000)

Steve Watts	Roughmoor – CCTV *	6,500	6,500	0
Steve Watts	Car Parks Resurfacing *	2,000	2,000	0
Steve Watts	Watchet Harbour	25,000	25,000	0
Steve Watts	Quay Street Cliffs	7,000	7,000	0
Steve Watts	Dulverton Mill Leat	10,000	10,000	0
Steve Watts	Coast Protection	5,000	2,000	(3,000)
Steve Watts	Public Conveniences	50,000	50,000	0
Steve Watts	Replacement Lanterns	2,000	2,000	0
Steve Watts	PCN Hand Computer	2,500	0	(2,500)
Steve Watts	Beach Rake	8,000	9,083	1,083
Steve Watts	Watchet CCTV	0	10,000	10,000
Steve Watts	Blue Anchor Hotel – Coast Protection	0	11,000	11,000
Steve Watts	TASK Financial System	50,000	50,000	0
Steve Watts	Hardware Replacement	65,000	65,000	0
Steve Watts	Backup Solution	18,000	15,000	(3,000)
Steve Watts	MS Exchange Upgrade	5,700	5,700	0
Steve Watts	2003 Domain Upgrade	7,000	7,000	0
Steve Watts	Microsoft Licence	13,636	13,636	0
	<b>TOTAL</b>	<b>597,336</b>	<b>838,919</b>	<b>241,583</b>

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

### 5.3.5 Forecast Reserves

Opening Reserves (Unaudited) £	Budget Variances £	Reserves at 31 March 2014 £
<b>(991,420)</b>	<b>(4,302)</b>	<b>(995,722)</b>

### 5.3.6 Salary Costs

Salaries	2013-14 Budget £	2013-14 Predicted Outturn £	Variance £
Authority Total	2,617,727	2,486,504	(131,223)
Employers Additional Pension	160,000	160,000	0
<b>Total</b>	<b>2,777,727</b>	<b>2,646,504</b>	<b>(131,223)</b>

## 5.4 Business Rate Retention

5.4.1 At a meeting of Cabinet held on 8<sup>th</sup> June 2013 a number of recommendations from Scrutiny Committee were approved regarding the monitoring of the impact that the new Non-Domestic Rate Retention Scheme was having on the Councils financial position. These included: -

- An updated estimate of the amount to be retained (table 1)
- An updated Medium Term Financial Plan (table 2)
- An aged debtor report in respect of unpaid Non-Domestic Rates (table 3)

**Summary of Draft NNDR1 Form 2013/14 – Table 1**

	<b>Jan. 13</b>	<b>Jun. 13</b>
<b>Gross Yield</b>	<b>£14,543,929</b>	<b>£14,387,966</b>
Less Deductions:		
Refunds	-£2,000,000	-£1,850,000
Write-Off's	-£100,000	-£100,000
Mandatory Relief	-£1,670,351	-£1,682,244
Discretionary Relief	-£203,372	-£205,405
Other Deductions	-£183,001	-£143,727
<b>Net Yield</b>	<b>£10,387,205</b>	<b>£10,406,590</b>
Amounts Retained		
Government (Central) Share (50%)	£5,193,603	£5,203,295
WSC Share (80% of 50%)	£4,154,882	£4,162,636
SCC Share (18% of 50%)	£934,848	£936,593
D & S F & R Share (2% of 50%)	£103,872	£104,066
	<b>£10,387,205</b>	<b>£10,406,590</b>
<b>WSC Retained</b>	<b>£4,154,882</b>	<b>£4,162,636</b>
Tariff to Government (fixed amount)	-£2,922,502	-£2,922,502
Gross Retention	£1,232,380	£1,240,134
WSC Baseline Funding (fixed amount)	-£1,050,663	-£1,050,663
Net Retention	£181,717	£189,471
50% Levy Payment to Government	-£90,859	-£94,736
<b>NET AMOUNT RETAINED BY WSC</b>	<b>£90,859</b>	<b>£94,736</b>

5.4.2 As can be seen from the table above the gross yield has reduced by £155,963 which is mainly as a result of successful appeals. To avoid double counting a corresponding reduction has been reflected in the estimated refunds total. The other significant change concerns a revised downward estimate of the net reduction in the rate base as a result economic decline and growth. This is reflected in the 'Other Deductions' row.

5.4.3 It should be emphasised that this calculation still relies very heavily on estimates of the amount of successful appeals and natural changes in the rate base.

### 5.5 Medium Term Financial Plan (MTFP)

5.5.1 The summary MTFP below takes account of changes that have been instigated since the budget meetings in February 2013 together with an analysis in the notes to the table.

### Medium Term Financial Plan (Updated) – Table 2

	2013/14		2014/15		2015/16	
	At Feb 13	At Jul 13	At Feb 13	At Jul 13	At Feb 13	At Jul 13
<b>EXPENDITURE</b>						
Net Expenditure	5,354,029	5,351,379 <sup>1</sup>	5,221,465	5,113,851 <sup>4</sup>	5,325,816	5,172,095 <sup>5</sup>
Savings Target	(379,414)	(379,414)	(54,529)	(54,529)	(196,161)	(194,016)
<b>TOTAL Net Expenditure</b>	<b>4,974,615</b>	<b>4,971,965</b>	<b>5,166,936</b>	<b>5,059,322</b>	<b>5,129,655</b>	<b>4,978,079</b>

<b>INCOME</b>						
Council Tax	1,772,613	1,772,613	1,836,427	1,836,427	1,900,702	1,900,702
Rev Support Grant	1,579,297	1,579,297	1,210,808	1,210,808	982,121	1,089,727 <sup>6</sup>
CT Support Admin Grant	272,850	272,850	272,000	272,000	272,000	272,000
New Homes Bonus	383,956	383,956	444,956	444,956	647,956	647,956
Possible NHB top-slice	0	0	0	0	0	(259,182) <sup>7</sup>
NNDR Retention	1,232,380	1,240,134	1,832,452	1,832,452	1,832,452	1,832,452
NNDR Levy	(90,859)	(94,736)	(390,859)	(390,859)	(390,859)	(390,859)
CT Grant to Parishes	(110,262)	(110,262)	(112,467)	(112,467)	(114,717)	(114,717)
CT Support New Burdens	32,680	32,680	59,659	59,659	0	0
Efficiency Support Grant	0	23,156 <sup>2</sup>	0	0	0	0
<b>TOTAL Income</b>	<b>5,072,655</b>	<b>5,099,688</b>	<b>5,152,976</b>	<b>5,152,976</b>	<b>5,129,655</b>	<b>4,978,079</b>
(Surplus)/ Deficit	(98,040)	(127,723)	13,961	(93,653)	0	0
To Earmarked Reserves	202,343	202,343	159,659	159,659	100,000	100,000
From Earmarked	(88,038)	(88,038)	(12,500)	(12,500)	0	0
<b>Rev reserve balance b/fwd.</b>	<b>1,115,517</b>	<b>991,421<sup>3</sup></b>	<b>1,099,252</b>	<b>1,004,839</b>	<b>938,132</b>	<b>951,333</b>
<b>Rev reserve balance c/fwd.</b>	<b>1,099,252</b>	<b>1,004,839</b>	<b>938,132</b>	<b>951,333</b>	<b>838,132</b>	<b>851,333</b>

5.5.2 **Notes:**

1

Net expenditure as at Feb 13	5,354,029
Minor closing adjustments	(2,650)
<b>Net expenditure as at Jul 13</b>	<b>5,351,379</b>

2

<b>Additional one off Efficiency Support Grant</b>	<b>23,156</b>
--	---------------

3

	<b>(Feb 13)</b>	<b>(Jul 13)</b>
General Fund B/Fwd.	934,877	934,877
Deficit before use of reserves	(230,760)	(49,294)
Use of earmarked reserves	411,400	105,838
<b>General Fund C/Fwd.</b>	<b>1,115,517</b>	<b>991,420</b>

4

Net Expenditure as at Feb 13	5,221,465
Adjustment as at (1) above	(2,650)
Adjustment to interest saving to remove double counting	15,000
Adjustment to MRP assuming asset sales	(72,000)
Correction to payroll costs (overstated)	(11,656)
Pay rise capped to 1%	(33,326)
Reduction in audit fee	(2,982)
<b>Net Expenditure as at Jul 13</b>	<b>5,113,851</b>

5

Net expenditure as at Feb 13	5,325,816
Adjustments as above	(107,614)

Correction to payroll costs (overstated)	(11,947)
Pay rise capped to 1%	(34,160)
<b>Net Expenditure as at Jul 13</b>	<b>5,172,095</b>

6

RSG in 2014/15	1,210,808
LGA Assumed reduction in RSG (18.9%)	(228,687)
RSG in 15/16 as at Feb 13	982,121
Revised ss per CSR announcement of 10% reduction	(121,081)
<b>RSG in 15/16 as at Jul 13</b>	<b>1,089,727</b>

7

New Homes Bonus 15/16	647,956
<b>Possible 40% reduction following CSR announcement</b>	<b>(259,182)</b>

## 5.6 Business Rates – Outstanding Liabilities

**Business Rates Liabilities @ 30 June 2013 – Table 3**

Year	Total Net Liability	Costs Raised	Gross Amount Collectable	Write Offs	Net Amount Collectable	Balance	% O/S
<b>2000-08</b>	£116,811,432	£21,497	£116,832,929	£373,405	£116,459,524	£18,007	0.015%
<b>2009</b>	£7,609,229	£4,311	£7,613,540	£81,196	£7,532,344	£6,607	0.087%
<b>2010</b>	£8,499,501	£4,059	£8,503,560	£47,419	£8,456,141	£25,956	0.305%
<b>2011</b>	£9,391,071	£3,374	£9,394,445	£67,893	£9,326,552	£72,611	0.773%
<b>2012</b>	£10,536,779	£3,160	£10,539,939	£5,779	£10,534,160	£230,583	2.188%
	<b>£152,848,012</b>	<b>£36,401</b>	<b>£152,884,413</b>	<b>£575,692</b>	<b>£152,308,721</b>	<b>£353,764</b>	<b>0.231%</b>
<b>2013</b>	£11,707,085	£0	£11,707,085	£0	£11,707,085	£7,957,276	67.970%
	<b>£164,555,097</b>	<b>£36,401</b>	<b>£164,591,498</b>	<b>£575,692</b>	<b>£164,015,806</b>	<b>£8,311,040</b>	<b>5.067%</b>

5.6.1 The balance outstanding for the years 2000 – 2012 is £353,764 which is £42,123 less than the figure at 31<sup>st</sup> March 2013 of ££395,887.

## 5.7 Discretionary Housing Payment Scheme & Council Tax Reduction Discretionary Scheme

5.7.1 At Full Council on the 27<sup>th</sup> March, 2013 the policies for Discretionary Housing Payment and Council Tax Reduction Scheme were approved. On consideration of the report, it was confirmed that expenditure under the schemes would be monitored as part of the quarterly service plan monitoring.

	Discretionary Housing Payment Scheme	Council Tax reduction Discretionary Scheme
Annual Budget 2013/14	£68,453	£22,500
Expenditure to 30/6	£19,914.22	£1,262.38
Number of Awards	41	13

## 6. FINANCIAL/RESOURCE IMPLICATIONS

6.1 Contained within the body of the report.

**7. SECTION 151 OFFICER COMMENTS**

7.1 Contained within the body of the report.

**8. EQUALITY & DIVERSITY IMPLICATIONS**

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

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

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

**9. CRIME AND DISORDER IMPLICATIONS**

9.1 None directly in this report.

**10. CONSULTATION IMPLICATIONS**

10.1 None directly in this report.

**11. ASSET MANAGEMENT IMPLICATIONS**

11.1 None directly in this report.

**12. ENVIRONMENTAL IMPACT IMPLICATIONS**

12.1 None directly in the report.

**13. LEGAL IMPLICATIONS**

13.1 None directly in this report.





# Performance Monitoring Report 2013/14

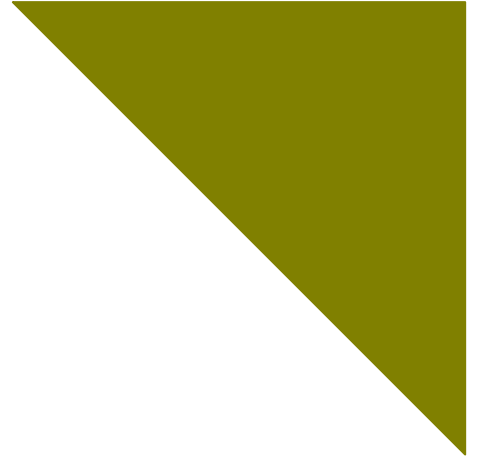
**April 2013 to June 2013 - Quarter 1**



# **Housing, Economy & Welfare Group**

## **Service Plan Performance Report April-June 2013/14 Update**

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





## Performance Indicator

Out of 12 indicators due for this quarter, 100% are on target.

### Key Action Summary

There are 34 key actions associated with this service plan of which:

- 4 (10%) are completed (green)
  - 19 (49%) are on-track (green)
  - 7 (18%) are of concern (amber)
  - 2 (23%) not due to start (blank)
- with no information available for a further 7 (Key Task 5.2 & 5.3)

Of concern (amber) = 7 – Key Action 2.2.4 – Affordable housing scheme at Seaward Way stalled awaiting developer response re: site prep.  
Key Actions 5.1.1-5.1.6 All affected by the funding delay re: New Nuclear Development at Hinkley

## **Group Performance Summary for Quarter 1 - Highlights**

### **Economic Regeneration and Tourism**

A very successful Business Conference was held at Foxes Academy Minehead on the 7<sup>th</sup> June which was attended by over 75 participants. By the end of the quarter 41 business mentors had been recruited and 40 businesses are receiving support. 63 businesses had benefited from attending IT specific training sessions.

Cool Tourism Project was officially launched in Dunster this quarter.

Following a successful bid to LARC the Porlock App was launched in June at Porlock Visitor Centre. The app provides a new opportunity for Porlock Vale businesses to promote their destination, goods and services.

The First West Somerset Job Fair took place in April to showcase employment opportunities within the district and to allow for employers to meet potential candidates to fill employment opportunities. Over 100 participants attended.

### **Housing Enabling**

Significant preparation time spent on the first West Somerset Housing Fair which took place at West Somerset Community College on 25<sup>th</sup> July. Some challenges around Clanville Grange in Minehead and mortgage availability for people interested in purchasing under the Council's Low Cost Home Ownership scheme

Some really good progress made with individual schemes, including a Planning Application submission for Townsend Farm in Carhampton and in excess of 60 affordable homes currently on site and in various stages of development.

Successful Homes and Communities Agency funding bid supported for the YMCA which, subject to planning approval, should see the Beach Hotel in Minehead converted into an exciting mix of supported housing and Social Enterprise in partnership with the College.

### **Revenues and Benefits**

The team has continued work with the implementation of a raft of welfare reforms which became effective from the 1<sup>st</sup> April, 2013. These related to additional bedrooms, local housing allowance, benefit cap and the council tax reduction scheme. A new discretionary housing payment scheme has been implemented to assist customers affected by the abolition of council tax benefit and the introduction of the local council tax reduction scheme. These are major changes for our residents and subsequently the number of enquiries to the team rose significantly in the early part of the quarter period. This caused a slight increase in processing times but in terms of the way it has been implemented the team has done a great job. There was a significant increase in the number of applications for Discretionary Housing Payment and Additional Council Tax Rebate this quarter which was to be expected given the recent major changes. Fraud sanctions were up in quarter one as a result of the refocus of resources following the scrutiny task and finish review.

### **Private Sector Housing**

Some complex cases have pushed up the average time (22 weeks) for Disabled Facilities Grants to be delivered but this is being mitigated through close working with the Home Improvement Agency.

The Landlord Accreditation scheme is picking up in West Somerset following promotion of the scheme by staff who can see the benefits of the SWeLT partnership and the value it can offer in being proactive in preventing homelessness. Plans are in place to introduce a Tenant Passport scheme late in the year and funding has been released to West Somerset Community College using the partnership shared funds to extend Tenant Accreditation into West Somerset.

The number of long term empty homes continues to fall in West Somerset. Negotiations on long term empties in Dulverton and Williton are drawing to a conclusion. Empty homes brought back into use provide a valuable income resource for local authorities through the New Homes Bonus. In addition removing an eyesore and can provide accommodation for clients on the Council's Housing Needs list.

### **Environmental Health and Licensing**

The environmental protection team have continued to deal with reactive complaints concerning noise nuisance and a wide variety of other issues. The private water supply sampling work is on schedule along with partnership work in private sector housing. The food inspections are behind schedule at the moment as the 2 qualified food officers are continuing to cover licensing work. A consultant was used during Q1 to catch up with this area of work. Licensing work has included renewals for all private hire and hackney carriage vehicles and drivers and renewals for harbour moorings along with 84 temporary event notices. Challenges include covering the workload during the busy summer months when staff are on leave.

### **Local development Framework**

The Strategic Housing Market area Assessment work to support the core strategy was completed. Local Plan next phase of consultation was agreed at council. The consultation will commence in quarter 2 this is a significant milestone in the process. This consultation will support the production of the final document for submission to the government.

**Housing Options**

Two new Mortgage Rescues were started as part of the government sponsored scheme; one is close to completion for Q2. Challenges included significant workload from one or two challenging households. We are helping more homeless persons with private renting solutions; we believe the Homefinder Somerset system assists by helping us challenge unrealistic expectations for social housing in this district.





# Housing & Economy

## Priority: Local Democracy

**Objective 1:  
Local democracy and accountability remains within West Somerset by establishing a resilient operating model that is financially sustainable and delivers effective, efficient services**

KEY TASK 1.4	Milestone	Action Status
<b>Ensure that savings and income increases identified for the Medium Term Financial Plan for 2013/14 are achieved</b>		
<b>Housing and Economy savings - Achieve savings of £67,116 as a proportion of the overall savings from the WSC budget</b>		
Key Action 1.4.20 Planning Policy - External specialist support not required (£28,000) Ensure that savings have been removed from the budget book	<b>1<sup>st</sup> April 2013</b>	Green (completed)
Key Action 1.4.21 Housing - Reduction in prevention budget (£6000) Ensure that budget has been reduced and monitor budget throughout the year	<b>1<sup>st</sup> April 2013</b>	Green (on track)

Review of Key Actions to deliver **2013-14** Corporate Priorities

<p>Key Action 1.4.22 Re-tender contract for dog warden service Ensure that budget has been reduced by identified saving (£11,700) Ensure customer information (via customer services and website) are aware that the rodent &amp; pest control service is no longer subsidised and are signposted to SDK as the approved contractor.</p>	<p><u>Qtr 1 Update</u> Saving has been removed from budget book. Reduction achieved by the re-negotiation of the combined Dog warden/pest control service provided by SDK. Also In discussions with TDBC regarding a joint tendering proposal. Website information amended regarding the provision of a pest control service and and customer services aware of the changes.</p>	<p><b>1<sup>st</sup> April 2013</b></p>	<p>Green (completed)</p>
<p>Key Action 1.4.23 Licensing - Staff costs - reduction in hours (£6220) Ensure that the staffing budget has been reduced</p>	<p><u>Qtr 1 Update</u> Staffing budget has been reduced by £6220 in line with action</p>	<p><b>1<sup>st</sup> April 2013</b></p>	<p>Green (completed)</p>
<p>Key Action 1.4.24 Benefits - Reduce external processing capacity (£6000) Ensure that budget has been reduced and monitor budget throughout the year</p>	<p><u>Qtr 1 Update</u> Budget reduced by £6000 and monitoring is being carried out. Budget spend is less than 25% for quarter one. ie on track Budget will be monitored throughout the year</p>	<p><b>1<sup>st</sup> April 2013</b></p>	<p>Green (on track)</p>
<p>Key Action 1.4.25 Staff costs - reduction in hours (£6525) Ensure that the staffing budget has been reduced</p>	<p><u>Qtr 1 Update</u> Staffing budget in Housing options has been reduced by £6525</p>	<p><b>1<sup>st</sup> April 2013</b></p>	<p>Green (completed)</p>

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

<b>KEY TASK 2.1 Enable and support new housing schemes to increase housing availability within West Somerset</b>		<b>Milestone</b>	<b>Action Status</b>
Key Action 2.1.1 Undertake a review of planning decisions and their effect on increasing supply and report findings to Housing PAG.	<u>Qtr 1 Update</u> This work will not commence till the autumn	30 <sup>th</sup> January 2014	Blank
Key Action 2.1.2 Prepare submission documentation and produce final Local Plan Publication draft for endorsement by council and submission to the Government Inspector	<u>Qtr 1 Update</u> Finalised Strategic Housing Market assessment. Council agreed policies and documentation as basis for consultation. This round of consultation will commence in quarter 2 and will be used to produce the publication draft	31 <sup>st</sup> March 2014	Green (on track)
Key Action 2.1.3 Through partnership with the rural housing project carry out 4 housing need surveys to aid in identification of new housing sites for inclusion in the joint work plan	<u>Qtr 1 Update</u> Six Parishes have been surveyed Carhampton & Withycombe –to support Townsend farm. To support work with the Crown estates in site identification Dunster , Old Cleeve, Treborough and Luxborough.	31 <sup>st</sup> March 2014	Green (on track)
<b>KEY TASK 2.2 Facilitate the delivery of 80 affordable homes within the West Somerset area by 31st Mar 2014</b>		<b>Milestone</b>	<b>Action Status</b>
Key Action 2.2.1 Facilitate the delivery of 33 additional affordable homes at Silvermead, Alcombe	<u>Qtr 1 Update</u> Development is on site and progressing well. For management reasons, Magna will be taking possession of the dwellings in batches between March and June 2014	31 <sup>st</sup> March 2014	Green (on track)

Review of Key Actions to deliver **2013-14** Corporate Priorities

Key Action 2.2.2 Facilitate the delivery of 5 additional affordable homes at Crowcombe	<u>Qtr 1 Update</u> All ground works have now been completed on site. Build-work due to commence on 29 <sup>th</sup> July with properties expected to be completed by Christmas 2013	31 <sup>st</sup> March 2014	Green (on track)
Key Action 2.2.3 Facilitate the delivery of 20 additional affordable homes at Townsend Farm in Carhampton	<u>Qtr 1 Update</u> Planning permission submitted and validated in July. It is hoped that this will be decided at August Planning Committee. It is anticipated that purchase of the site by Hastoe will take place within 1 month of Planning Approval being granted	31 <sup>st</sup> March 2014	Green (on track)
Key Action 2.2.4 Facilitate the delivery of 19 additional affordable homes at Seaward Way in Minehead	<u>Qtr 1 Update</u> Stalled awaiting developer to respond regarding site preparation costs	31 <sup>st</sup> March 2014	Amber (concern)
Key Action 2.2.5 Facilitate the delivery of 2 additional affordable homes in Watchet	<u>Qtr 1 Update</u> The Mill Street scheme is almost complete with many of the open market units associated with the development currently being marketed. Site should be completed by the end of the Summer	31 <sup>st</sup> March 2014	Green (on track)
Key Action 2.2.6 Facilitate the delivery of 5 affordable homes to rent at Watery Lane in Williton	<u>Qtr 1 Update</u> Development is currently on site. Magna are due to sign contracts with Summerfield shortly. First press release for the scheme was released in July	31 <sup>st</sup> March 2014	Green (on track)
Key Action 2.2.7 Facilitate the delivery of an additional 4 affordable homes for sale at Watery Lane in Williton	<u>Qtr 1 Update</u> Development is currently on site. There is already a great deal of interest in the 4 Low Cost Housing Option units and it is anticipated that the first one will be reserved by the end of July. First press release for the scheme was released in July	31 <sup>st</sup> March 2014	Green (on track)

<b>Objective 4: The economic opportunities that arise from the development and associated activities are maximised</b>			
<b>KEY TASK 4.1 Work with key partners and EDF Energy to support businesses and the local working age community to gain economic benefits from the development in terms of contracts awarded to local suppliers and increased employment opportunities</b>	<b>Milestone</b>	<b>Action Status</b>	
<p><b>Key Action 4.1.1</b> Develop and improve knowledge of the business sector through acquisition of a database of businesses, surveys and targeted communications.</p>	Quarterly	Green (on track)	<p><u>Qtr 1 Update</u> Database was acquired and has been added to through local knowledge. Reported detail to Economic Development PAG. Data being used to address training need and plan future actions.</p>
<p><b>Key Action 4.1.2</b> Provide business support to West Somerset businesses, by delivering and supporting a range of business support programmes including mentoring, start-up and specific sector skills training.</p>	Quarterly	Green (on track)	<p><u>Qtr 1 Update</u> Mentors continue to be recruited and assigned to businesses (40 mentors / 41 businesses) Business Start-up courses successfully run in West Somerset (over 15 participants) Coastal Communities bid submitted on behalf of Porlock Micro-brewery Project</p>
<p><b>Key Action 4.1.3</b> Building the supply chain in the food and drink Sector to enable businesses to be Hinkley ready</p>	Quarterly	Green (on track)	<p><u>Qtr 1 Update</u> Successful Food &amp; Drink – Meet the Buyer Event held in April (15 sellers / 52 buyers) Agreed further programme of work to include further information such as leaflet and web links. Business support and reviewing business ability to expand and meet demand. Funding bid has been submitted related to visit Exmoor to provide further events.</p>

KEY TASK 4.2 Work with key partners and EDF Energy to provide suitable access to skills, training and employment opportunities to benefit local residents and ensure that local businesses have the access to the skilled workforce that they require	Milestone	Action Status
<p>Key Action 4.2.1 Work with EDF Energy via their jobs brokerage programme and WSCC training programmes to maximise the employment opportunities for WS residents during the construction phase of HPC</p>	Quarterly	Green (on track)
<p>Key Action 4.2.2 Work with our most disadvantaged communities to provide access to mentoring, training and employment opportunities. Target this activity at the long term unemployed to ensure they are able to access employment and training opportunities offered by the project or to other employers who may have lost employees to the project.</p>	Quarterly	Green (on track)
<p>Key Action 4.2.3 Work with pre-employment providers and others to ensure that adequate provision is provided in West Somerset and gaps in support are covered in our most disadvantaged areas</p>	Quarterly	Green (on track)

Qtr 1 Update  
West Somerset Job Fair held (100 attended – 10 gained employment, 1 into Voluntary work, 10 supported with CV, 2 registered with Somerset Skills & Learning Job Club, 2 starting full-time training in Sept.)

Qtr 1 Update  
Flexible training fund launched (aimed at removing barriers to the most disadvantaged seeking employment / training opportunities) through press information and links to training providers. FIT to work application will focus on a range of groups that require addressing.

Qtr 1 Update  
Pre-employment mapping undertaken and Pre-employment Sub- Group established with key organisations.  
Gaps in provision being scoped to enable relevant targeting by the Fit to Work Budget and form the basis for other funding bids.

<b>KEY TASK 4.3 Work with tourism partners to mitigate the negative effects of the development and take advantage of any opportunities created.</b>		<b>Milestone</b>	<b>Action Status</b>
<p><b>Key Action 4.3.1</b> Support the Hinkley Tourism Partnership to ensure it maximises the opportunities in partnership with other key Tourism partners through the provision of a clear strategy and action plan</p>	<p><u>Qtr 1 Update</u> Euro Intereg Project <b>Cool Tourism project</b> (partners SCC, ENPA, SDC, Norfolk &lt; Essex, Kent, Pas de Calais, Somme) officially launched in Dunster. Set up Hinkley Tourism Partnership steering group.</p>	Quarterly	Green (on track)
<p><b>Key Action 4.3.2</b> Drive up the quality of our tourism provision to ensure that the offer is fit for purpose and can compete with other areas to attract visitors, through providing appropriate training and supporting modern marketing and promotion techniques</p>	<p><u>Qtr 1 Update</u> Delivered Joint Marketing with North Devon plus for visit Exmoor mobile website. Working on refresh of Visit Exmoor Website and content ahead of relaunch.</p>	Quarterly	Green (on track)



**Priority: NEW NUCLEAR DEVELOPMENT AT HINKLEY**

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

KEY TASK 5.1 Using the Hinkley Point Housing Fund to provide 100 additional bed spaces in the West Somerset area by 31st Mar 2014		Milestone	Action Status
Key Action 5.1.1 Submit a bid for use of the Hinkley housing fund to the Planning Obligations Board detailing the proposed interventions to deliver the key task.	<u>Qtr 1 Update</u> Hinkley Bids prepared but will need to be reviewed as and when access to the fund is available	30 <sup>th</sup> June 2013	Amber (concern)
Key Action 5.1.2 Facilitate the delivery of 15 bed spaces by housing associations in priority areas through Implementation of their Downsizing Policies	<u>Qtr 1 Update</u> Currently assessing ways of promoting the scheme which can work prior to access to funding and enhanced when the fund becomes available	31 <sup>st</sup> March 2014	Amber (concern)
Key Action 5.1.3 Support and enable Magna to deliver a portfolio of Garage Sites delivering 38 bed spaces	<u>Qtr 1 Update</u> Scheme would have required some HCA funding in addition to the Hinkley funding. It is unlikely now that it could be delivered using Hinkley Funding to due Magna's contractual obligations to build them out before March 2015. Planning Approval has been granted on all sites and schemes have been submitted to the HCA for consideration if there is slippage funding within the current contracts	31 <sup>st</sup> March 2014	Amber (concern)
Key Action 5.1.4 Work with the PCT and Bridgwater YMCA to deliver a minimum of 4 bed spaces in Summerland Road, Minehead.	<u>Qtr 1 Update</u> Continuing efforts to engage with PCT (now PROPCO as responsible organisation) prior to funds being available	31 <sup>st</sup> March 2014	Amber (concern)



Review of Key Actions to deliver **2013-14** Corporate Priorities

<p>Key Action 5.1.5 Work with private developers to maximise opportunities in conjunction with the fund to bring forward both open market and affordable homes on sites in</p> <ul style="list-style-type: none"> <li>• Watchet 120 bed spaces</li> <li>• Williton 50</li> </ul>	<p><u>Qtr 1 Update</u> Continuing to negotiate. One site in Williton brought forward and another early Planning Submission in Watchet expected during the Summer</p>	<p>31<sup>st</sup> March 2014</p>	<p>Amber (concern)</p>
<p>Key Action 5.1.6 Provide empty property grants and advice to deliver an additional 30 bed spaces over and above the requirements of Key task 5.3</p>	<p><u>Qtr 1 Update</u> Unable to offer enhanced grants until access to the Hinkley Fund is possible</p>	<p>31<sup>st</sup> March 2014</p>	<p>Amber (concern)</p>

<p><b>KEY TASK 5.2</b> <b>To work with landlords and owners of empty properties to return 55 back into use across West Somerset with priority on the eastern area parishes</b></p>				Milestone	Action Status
<p>Key Action 5.2.1 Deliver 25 empty properties in The Quantock panel area</p>	<p><u>Qtr 1 Update</u> No information available</p>	<p>31<sup>st</sup> March 2014</p>			
<p>Key Action 5.2.2 Deliver 10 empty properties back into use within the Exmoor panel area.</p>	<p><u>Qtr 1 Update</u> No information available</p>	<p>31<sup>st</sup> March 2014</p>			
<p>Key Action 5.2.3 Deliver 20 empty properties back into use within Minehead and Dunster Panel areas</p>	<p><u>Qtr 1 Update</u> No information available</p>	<p>31<sup>st</sup> March 2014</p>			

KEY TASK 5.3 To work with landlords and owners to bring 400 properties up to the Decent Homes Standard making them available for use across the West Somerset area			Milestone	Action Status
Key Action 5.3.1 In partnership with Wessex Home Improvement Loans deliver 15 low interest loan products	<u>Qtr 1 Update</u> No information available		31 <sup>st</sup> March 2014	
Key Action 5.3.2 Delivering 40 Disabled Facilities Grants	<u>Qtr 1 Update</u> No information available		31 <sup>st</sup> March 2014	
Key Action 5.3.3 Improving 50 privately rented properties to the minimum standard	<u>Qtr 1 Update</u> No information available		31 <sup>st</sup> March 2014	
Key Action 5.3.4 Delivering the remaining 295 properties through other mechanisms	<u>Qtr 1 Update</u> No information available		31 <sup>st</sup> March 2014	

**Objective 6:**

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

<b>KEY TASK 6.2 To monitor and publicise Noise and Air Quality Data on the Councils website to enable communities affected to access data and, following the agreed complaints procedure, to respond appropriately to issues which arise from development activity.</b>			<b>Milestone</b>	<b>Action Status</b>
Key Action 6.2.1 Monitor Noise levels and Air quality at agreed sites. Publicise data through council website	<u>Qtr 1 Update</u> Noise levels and air quality are monitored on a monthly basis and data published on the council's website		From April 2013	Green (on track)
Key Action 6.2.2 Address any complaints received relating to these issues and take mitigating action where appropriate.	<u>Qtr 1 Update</u> The site is currently mothballed while strike price negotiations occur. There are some general issues about siting of monitoring which are being addressed.		From April 2013	Blank

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



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

## Group: Housing, Economy & Welfare

Group Manager: Ian Timms

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
<b>Group Indicators</b>									
KBI 41	Forecast variance from annual net budget (£)	(£189,782)		(£30,308)					
	Budget (£) 877,959								
	Actual Spend as at 30/6/13 (£) 216,588								
KPI 43	Number of days sickness per employee (FTE)	6.14 dys	5.75dys	1.72dys				5.75dys	GREEN (Above Target)
KPI 44	Group % of PDR's undertaken	100%	100%	Annual Indicator		not due		100%	
<b>Key Service Indicators</b>									
<b>Housing Options</b>									
KBI 42	Forecast variance from annual net budget (£)	(£66,814)		£218					
	Budget (£) 233,771								
	Actual Spend as at 30/06/13 (£) 106,308								
KPI 45	Number of households making homeless applications (Lower Is Better)	140	170	43				195	GREEN (Above Target) Annual Target. Q1 - 37 applications this time last year.
KPI 46	% of homeless applications accepted as statutory homeless (Lower Is Better)	17.73%	20%	6%				23%	GREEN (Above Target) Annual Target. Q1 - 21% this time last year.

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

## Group: Housing, Economy & Welfare

Group Manager: Ian Timms

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
KPI 47	Number of homelessness events prevented. (Higher Is Better)	30	46	24				42	GREEN (Above Target) Annual Target. Q1 - 11 this time last year.
KCI 41	% of customers who are satisfied or very satisfied with the service	76%	75%	Annual Indicator				90%	Corporate Annual Satisfaction Survey
<b>Housing Enabling</b>									
KBI 43	Forecast variance from annual net budget (£)	Nil		Annual Indicator				not due	
KCI 42	% of partners with whom we work who are satisfied or very satisfied with the service	100%	75%	Annual Indicator				75%	Exit Survey with partners
<b>Private Sector Renewal</b>									
	Forecast variance from annual net budget (£)	£7,960		£10					
	Budget (£) 55,206								
	Actual Spend as at 30/6/13 (£) 10,015								
KPI 51	The total number of properties made decent in the private sector through informal or formal action.	400	800	Annual Indicator				200	not due
KPI 52	Disabled Facilities Grant: Average time taken end to end to complete adaptation work	18 dys	18 dys	Annual Indicator				16 dys	not due

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

## Group: Housing, Economy & Welfare

Group Manager: Ian Timms

Code	Description	2012/13		2013/14				Comment		
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		Target	Status
KCI 43	% of customers who are satisfied or very satisfied with the private sector housing service	100%	75%	Annual Indicator				not due	75%	
<b>Environmental Health</b>										
KBI 47	Forecast variance from annual net budget (£)	(£43,086)		(£7,282)						Salary and Travelling Expenses Saving
Budget (£) 163,391										
Actual Spend as at 30/06/13 (£) 37,375										
KPI 54	EH: Average time taken to respond to initial request for service (days)	1 dy	4 dys	1.5dy					4 dys	GREEN (Above Target)
KPI 56a	EH: % of requests completed within stated service standard (60 days)	93%	80%	87%					75%	GREEN (Above Target)
<b>Licensing</b>										
KCI 44	% of customers who are satisfied or very satisfied with the Environmental Health service	100%	80%	Annual Indicator				not due	80%	
KBI 51	Forecast variance from annual net budget (£)	£13,979		(£10,248)						Salary Saving and Increased Taxi Licence Fees
Budget (£) (£64,548)										

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

## Group: Housing, Economy & Welfare

Group Manager: Ian Timms

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
Actual Spend as at 30/06/13(£) (£19,834)									
KPI 59	% of licenses issued on time	98%	90%	93%				90%	GREEN (Above Target)
KCI 47	% of customers who are satisfied or very satisfied with the Licensing service	100%	70%				Annual Indicator	not due	70%
<b>Benefits</b>									
KBI 122	Forecast variance from annual net budget (£)	(£67,924)		(£11,905)					General Underspend
Budget (£) 166,089									
Actual Spend as at 30/06/13(£) (£63,314)									
KBI 3	% of 'Local Authority' error against overall expenditure (Lower Is Better)	0.12	<0.48	0.13				<0.48	AMBER (On Target)
KPI 5	Average processing times for new claims (Lower Is Better)	18.14	16.5	21.14				22	GREEN (Above Target)
KPI 6	Average processing times for changes of circumstances (Lower Is Better)	6.75	5.5	7.14				9	GREEN (Above Target)
<b>Revenues</b>									
KBI 5	Forecast variance from annual net budget (£)	£2,666		(£5,678)					General Underspend



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

## Group: Housing, Economy & Welfare

Group Manager: Ian Timms

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
	Budget (£) 140,720								
	Actual Spend as at 30/06/13 (£) 42,980								
KPI 10	% of Council Tax collected in the year	97.50%	98.2%	30%				98.2%	AMBER (On Target) Annual Target
KPI 12	% of Business Rates collected in the year	98.00%	98.00%	32%				98.00%	AMBER (On Target) Annual Target



# **Environment & Community Group**

## **Service Plan Performance Report April-June 2013/14 Update**

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





## Environment, Community & Customer Group

### Key Service Performance Indicator

Out of 15 indicators due for this quarter, 87% are on target. Below Target Indicators this quarter:

- Customer Access - % abandoned calls
- Building Control - % of applications completed within agreed timescales

### Key Action Summary

There are 34 key actions associated with this service plan of which:

- 3 (9%) are completed (green)
- 20 (59%) are on-track (green)
- 4 (11%) are of concern (amber)
- 6 (18%) have missed their deadline (red)
- 1 (3%) not due to start (blank)

### Key Actions

Missed milestones (red) = 6

Key Actions 3.1.1 / 3.1.2 / 3.1.3 / 3.1.4 / 3.1.5 / 3.1.6 – All these actions are related to the New Nuclear Development at Hinkley Point and are dependent on the commencement of Phase 2 earthworks on the main site

Of concern (amber) = 4 – Key Actions 1.4.40 & 1.4.48 – unlikely to meet the target saving

Key Action 3.2.1 – dependent on the Community Impact Mitigation fund process going live

Key Action 7.1.2 – Concern that negotiations with landowners could possibly become protracted

### Group Performance Summary for Quarter 1

The **Community Team** completed the improvements to the Blenheim Gardens bandstand and the volunteer gardening scheme is now up and running.

Work was also undertaken with colleagues to support the planning and grant decision processes for the Planning Obligations Group and one nomination for Assets of Community Value was processed.

Support was provided to the WS Advice Bureau to lead a partnership application for funding. £205,000 was successfully gained to change the way advice is delivered in the district and provide access to services such as for mental health that were no longer accessible within the area. Support is also being provided with the delivery of the oral history project in Stogursey that needs to be completed by March 2014.

A place has been secured on the Special Interest Groups for the LEP in relation to social enterprise development. This is the first direct link to the LEP that WSC has.

Provided community need evidence to support s106 negotiations for the planning team and input into the Health & Wellbeing area.

The **Grounds Maintenance** and **Estates** teams converted the two disabled units at the Carousel PCs into unisex pcs and included a baby change unit in the left hand cubicle. Further sand clearance took place in March (the week before Easter) and on Friday 4<sup>th</sup> May in preparation for the Bank Holiday.

Two of the three storage units under the Quay West upper boat park have now been let out to local boat owners for storage purposes. The remaining unit is remaining with WSC for our own storage.

An agreement for the VIC was signed to enable the MDT Visioning manager to use the vacant facility for exhibitions during July/Aug/September.

A three-year lease was signed by Creatives Club Community Interest Company who will be placing three containers on the East Wharf, Watchet.

The Blue Anchor Hotel coast protection scheme progresses and 75 gabion baskets that were used for the temporary repairs of a partial collapse of a wall adjacent to the River Parrett in Bridgewater have been obtained for the temporary strengthening of the cliff face. Meanwhile work is on-going to pull together plans, grant applications and cost estimates for a more permanent scheme that could commence in April 2014. The Goviers Lane pedestrian railway crossing scheme achieved a 'Commended' Award in the Community section of the annual Institute of Civil Engineers Project awards in June 2013.

The **Development Management** team remained strong in the 'other' and 'minor' categories with 100% of applications dealt with 'in time' within the 'other' category and 95% in the 'minor' category. Only 1 out of 4 applications in the 'major' category during quarter 1 was dealt with 'in time' – this related to the redevelopment at Butlins. The three overtime applications were the Williton Supermarket and two residential developments at Doniford Road, Williton and Higher Marsh Farm, Dunster both of which suffered delays during the negotiation and conclusion of the associated Section 106 agreements. Overall, the Council remains well above the Governments 'special measures' limited of 30% having determined 67% of Major applications 'in time' over the last 2 years. Income relating to planning application is well above target and income from pre-application charges and section 106 monitoring are both 'on track'.

The **Major Projects** team continued to work within a Service Level Agreement (SLA) that requires WSC to achieve agreed Performance Standards in discharging planning conditions associated with the Site Preparation Works at Hinkley Point. As part of this agreement WSC had to be formally reviewed twice. The last formal review took place in April 2013 and WSC continued to meet all of its objectives during Quarter 1.

A Development Consent Order (DCO) was issued by the Secretary of State on the 19th March for a new nuclear power station at Hinkley Point. The Major Projects Team have now started to determine applications for the discharge of requirements (akin to planning conditions) prior to works commencing onsite. WSC is fully complying with the timescales and procedure for the discharge of requirements, as set out in Schedule 14 of the DCO.

The Planning Obligations Board for the Hinkley Point C Site Preparation Works did not meet during Quarter 1 due to the Community Impact Mitigation Fund not being available to allocate until Phase 2 Main Earthworks commence on the main Hinkley site. The Board has agreed to reconvene when there is some further certainty regarding the progress of the wider Hinkley project.

The **Community Safety** Officer has continued to engage with the wider Somerset Community Safety Partnership. Work to formalise the Partnership merger continues and is being led by SCC. A banded level of Partners/Officers is now in operation based on Gold, Silver and Bronze colours and a schedule of meetings in place.

In respect of CCTV the Minehead enhancement is concluded and negotiations with ADT over levels of compensation for the delays in delivering this project are being finalised. The proposed Watchet CCTV system is being worked up and funding is in place to meet the capital costs of this work. The fly tipping enforcement initiative continues through the Waste Partnership and West Somerset Council is leading a County wide drive to combat fly tipping and illegal waste issues. Work to date has included publicity, training for Officers, the preparation of a template prosecution file and the production of "evidence boxes" for use by Officers and the acquisition of covert CCTV equipment. WSC has been compensated £500 in connection with this.

The work associated with Hinkley Point is currently suspended.

The **Parking Services** team has been under some pressure due to staff absences but support has been provided. The recently introduced shoppers permit scheme is proving to be popular and 265 permits have been sold up to this period. Monitoring of these permits is demonstrating that North Road car park in Minehead, Williton car park and Anchor Street car park in Watchet are the most popular areas. The overall income was in line with the budget projections and is possibly linked to the improvement in weather conditions.

The extended agreement for maintaining the parking meters at Minehead sea front and in the WSR Station car park on behalf of SCC is working well with no problems arising. WSC continues to work with NSL regarding cash collection from these machines and assisting where possible.

Safety inspections and life buoy replacements were carried out with remedial work where required at Blue Anchor, Minehead and Watchet.

Street name sign reports of damage and repairs are regularly being received and the list is prioritised. Some work has been put on hold due to staff absences but this is being addressed as quickly as possible.

The **Building Control** team continue to deliver exemplary customer service across the whole district, as evidenced by the customer feedback received. The budget is slightly below expectations and reasons could include increased competition from private sector Approved Inspectors for a diminishing workload to lower than anticipated level of projects commencing on site this quarter. The BC Manager is looking to proactively market the service within the existing time and resource constraints.

A number of changes to the Building Regulations came into force in April 2013. The BC service now has greater flexibility over agreeing levels of service and inspection regimes with individual customers. The BC manager is in discussions with Magna, National Trust and Crown Estate for potential future partner working arrangements in line with the LABC partner application scheme.

Internal procedures have been established so that the BC team can be more proactive in dealing with Unauthorised Building works in the district. The objective is to change the perception of the building control role as an 'enabling' role rather than an enforcing role.

The **Information Technology** team has completed the introduction of Windows 7 and Office 2010. This work has laid the foundations for the upgrade of the Exchange Server and Easylink to be completed. The agreement with Microsoft has allowed Staff and Members to take up the exceptional offer to purchase Office 2013 for under £9.

The annual IT Health check had been initially reported with no major vulnerabilities. However in April the Cabinet Office took a 'Zero Tolerance' approach to the PSN Code of Connection. The PSN replaces the GCSx Code of Connection. This has resulted in the team having to focus attention on fixing the identified issues to ensure that the Connection Audit is approved.

A new updated Payment system has been implemented and the Authority will soon be able to take Chip & Pin Payments.

The **Customer Services** team has had a busy quarter. This is traditionally the busiest time of the year due to the Council tax bills going out in April. In addition to this, as there have been significant changes to the benefit system the public were calling to request clarification and further information.

This is reflected in the abandoned call rate which for this quarter is 12% compared to the previous 8%. A customer services staff member provides administrative support to car parking services for one day per week and even with a strict one person on leave at any one time, it can still prove difficult at times.



# ENVIRONMENT

## Priority: Local Democracy

### Objective 1:

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

KEY TASK 1.4 Ensure that savings and income increases identified for the Medium Term Financial Plan for 2013/14 are achieved		Milestone	Action Status
<b>Environment &amp; Community savings - Achieve savings of £122,904 as a proportion of the overall savings from the WSC budget</b>			
Key Action 1.4.40 Rent of space (D&S F&R) (£4000)	<u>Qtr 1 Update</u> Contract due to be signed in July. Sept to Move in therefore income will be less than expected ~ £2500 (of the annual £4.5k rent) expected.	Sept 2013	Amber (concern)
Key Action 1.4.41 Minehead TC contribution towards cost of plants (£3000)	<u>Qtr 1 Update</u> £3000 paid to WSC by Minehead Town Council as a contribution towards cost of planting .	<b>April 2013</b>	Green (Completed)
Key Action 1.4.42 Staff costs - car parking managers post deleted -(part yr in 2012/13 & part in 2013/14) (£8304)	<u>Qtr 1 Update</u> Removed from Budget	<b>April 2013</b>	Green (Completed)
Key Action 1.4.43 Savings identified other than the permanent closure of public toilets (£22,000)	<u>Qtr 1 Update</u> Part year savings from the Veolia contract re-negotiation (£22k in 2012/13 & 322k in 2013/14) Veolia contract savings of £23k minus WSC expenses of £4k (for 6 months) Veolia contract savings of £25k (£15k discount + £10 fly-tip budget not required as absorbed into contract (for 6 months))	March 2014	Green (Completed)

Review of Key Actions to deliver **2013-14** Corporate Priorities

Key Action 1.4.44 Closure of 5 public toilets (36,000)	<u>Qtr 1 Update</u> A summary of the savings to date will be available at the end of Qtr 2	Dec 2013	Blank
Key Action 1.4.45 National increase in planning application fees (£16,500)	<u>Qtr 1 Update</u> £126.5k Budget for 2013/14 (including the predicted increase) April-June income of £67.45k is above target. Due to a large application received in Qtr 1 and a further one expected in Qtr 2.	<b>April 2013</b>	Green (on track)
Key Action 1.4.46 Introduction of pre-application advice fees (£20,000)	<u>Qtr 1 Update</u> Qtr income from pre-Application fees is £4458. £20k prediction did not take into account VAT component, but still broadly on track for the year	Dec 2013	Green (on track)
Key Action 1.4.47 Section 106 Administration fees (£10,000)	<u>Qtr 1 Update</u> Qtr 1 income from S 106 admin fees is £2.5k	<b>April 2013</b>	Green (on track)
Key Action 1.4.48 5% increase in fees and charges (£3100)	<u>Qtr 1 Update</u> Income from fees (applications & inspections) is generally down on previous year. Competition from Private Inspectors/companies having an impact	<b>April 2013</b>	Amber (concern)

**Priority: NEW NUCLEAR DEVELOPMENT AT HINKLEY**

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

<b>KEY TASK 3.1</b> <b>Develop a process for communities and organisations to access and bid for funding, maximising the potential investment in West Somerset from Hinkley Point related funding by May 2013</b>			<b>Action Status</b>
Key Action 3.1.1 Develop and publish an agreed Application Form for the community impact mitigation fund with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft application form has been agreed by the joint Planning Obligations Board (POB) on the 22 <sup>nd</sup> January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site).	<b>April 2013</b>	Red (milestone missed)

Review of Key Actions to deliver **2013-14** Corporate Priorities

<p>Key Action 3.1.2 Develop and publish an agreed Expression of Interest Form for the community impact mitigation fund with the joint Planning Obligations Board</p>	<p><u>Qtr 1 Update</u> A draft Expression of Interest (EoI) form has been agreed by the joint Planning Obligations Board on the 22<sup>nd</sup> January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site).</p>	<p><b>April 2013</b></p>	<p>Red (milestone missed)</p>
<p>Key Action 3.1.3 Develop and publish an agreed Funding Strategy for the community impact mitigation fund with the joint Planning Obligations Board</p>	<p><u>Qtr 1 Update</u> A draft Funding Strategy has been agreed by the joint Planning Obligations Board on the 22<sup>nd</sup> January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site).</p>	<p><b>April 2013</b></p>	<p>Red (milestone missed)</p>
<p>Key Action 3.1.4 Develop and publish an agreed set of Frequently Asked Questions for the community impact mitigation fund with the joint Planning Obligations Board</p>	<p><u>Qtr 1 Update</u> A draft Frequently Asked Questions document has been agreed by the joint Planning Obligations Board on the 22<sup>nd</sup> January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site).</p>	<p><b>April 2013</b></p>	<p>Red (milestone missed)</p>
<p>Key Action 3.1.5 Develop and publish an agreed set of Guidance Notes for the community impact mitigation fund with the joint Planning Obligations Board (POB)</p>	<p><u>Qtr 1 Update</u> A draft set of Guidance Notes has been agreed by the joint Planning Obligations Board on the 22<sup>nd</sup> January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site).</p>	<p><b>April 2013</b></p>	<p>Red (milestone missed)</p>
<p>Key Action 3.1.6 Develop and publish an agreed set of principles for the operation of the Board with the joint Planning Obligations Board</p>	<p><u>Qtr 1 Update</u> A draft set of principles has been agreed by the joint Planning Obligations Board on the 22<sup>nd</sup> January 2013. However it has not been published yet as the joint POB have made a decision to postpone the publication until monies are available (subject to the commencement of Phase 2 earthworks on the main site).</p>	<p><b>April 2013</b></p>	<p>Red (milestone missed)</p>

<b>KEY TASK 3.2</b>		<b>Milestone</b>	<b>Action Status</b>
<b>Improve the community's understanding of the funding available from WSC and Somerset Community Foundation through production of a communications strategy by July 2013</b>			
Key Action 3.2.1 Develop and operate an agreed communications strategy with the joint Planning Obligations Board	<u>Qtr 1 Update</u> A draft Communications Strategy has been progressed and presented to the Board on two occasions. This strategy will be finalised and operating when the Community Impact Mitigation (CIM) Fund process goes live.	July 2013	Amber (concern)
Key Action 3.2.2 Development and maintain the Councils website, hosting the funding information and outputs from Key Task 3.1	<u>Qtr 1 Update</u> The Major Projects Team, Communications teams and the website editor have produced draft webpages which have been uploaded (but are currently hidden from public view) until such time that the CIM Fund goes live.	March 2013	Green (on track)
Key Action 3.2.3 Work with key affected communities to advise explain process for accessing funding opportunities	<u>Qtr 1 Update</u> All parish and town councils in the Quantock area have been met and information regarding the CIM funding has been shared. This is an on-going process as is the database of enquiries management. Hinkley CIM updates are a standing item at the Voluntary Sector Forums	Sept 2013	Green (on track)
<b>KEY TASK 3.3</b>		<b>Milestone</b>	<b>Action Status</b>
<b>To support the community during the bidding process, maximising the number of successful bids and potential investment in West Somerset.</b>			
Key Action 3.3.1 Work with key affected communities to identify priorities for funding, along with identifying and help source match funding, for presentation to the Planning Obligations Board	<u>Qtr 1 Update</u> Where there are project ideas that can be developed these are being worked up. The lottery funded oral history project in Stogursey being one, the advice project for all WS being another. Strategic work is also being completed to encourage co-ordination of ideas and plans so the community get the widest possible benefit. All delays are being communicated and other opportunities followed up including the database of enquiries where if funding is identified that fits any of the projects discussed the lead contact is notified and support to access the funding is offered.	March 2014	Green (on track)

Review of Key Actions to deliver **2013-14** Corporate Priorities

Key Action 3.3.2 Support appropriate bids from communities in West Somerset for funding at the Planning Obligations Board	<u>Qtr 1 Update</u> WSC has a Community Development Officer in place who is able to support appropriate bids from communities in West Somerset when the Community Impact Mitigation (CIM) Funding becomes available.	March 2014	Green (on track)
Key Action 3.3.3 Present recommendations from the Planning Obligations Board to Cabinet / Council for approval	<u>Qtr 1 Update</u> Proposals for the Economic Development allocations have been successfully presented to Cabinet/Full Council for approval.	March 2014	Green (on track)
<b>KEY TASK 3.4</b>			
<b>By July 2013 develop a programme of investment within West Somerset for the leisure funding provided directly to the council from the development at Hinkley Point</b>			
Key Action 3.4.1 Develop, using existing evidence, an investment programme for the leisure contribution	<u>Qtr 1 Update</u> Somerset Action Sports Partnership (SASP) Major Sports Facilities Strategy (March 2013) and the SASP Playing Pitch Assessment Report (March 2013), were endorsed, by Cabinet on 3.7.13 to provide a rationale for the Council supporting, in principle, bids for funding being made by local community and voluntary groups for sports and recreation facilities.	September 2013	Green (on track)
Key Action 3.4.2 Identify and secure match funding opportunities for the leisure contributions and submit proposals to the WSC Planning Obligations Group	<u>Qtr 1 Update</u> To be actioned	November 2013	Green (on track)
Key Action 3.4.3 Present funding allocations to Cabinet / Council for approval	<u>Qtr 1 Update</u> WSC has the resources in place to present funding allocations to Cabinet/Council for approval when the Leisure Contribution (£750,000) becomes available.	January 2014	Green (on track)

**Objective 6:**

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

<b>KEY TASK 6.1 By May 2013 to establish and maintain thereafter a programme of site visits to Hinkley Point and associated development sites to ensure that the development is carried out in accordance with the approved plans</b>		<b>Milestone</b>	<b>Action Status</b>
<p><b>Key Action 6.1.1</b> To make at least one planned / un-planned visit to Hinkley Point and associated development sites every 2 months</p>	<p><u>Qtr 1 Update</u> Regular site visits are taking place at the main Hinkley Site. The current slow down on site means that the frequency of these visits may reduce throughout the rest of 2013 and will increase again once the site remobilises.</p>	<p>March 2014</p>	<p>Green (on track)</p>
<p><b>Key Action 6.1.2</b> To monitor compliance with planning conditions / requirements and obligations through regular meetings / observations</p>	<p><u>Qtr 1 Update</u> The Major Projects team continued to work within a Service Level Agreement (SLA) that requires WSC to achieve agreed Performance Standards in discharging planning conditions associated with the Site Preparation Works at Hinkley Point. As part of this agreement WSC had to be formally reviewed twice. The last formal review took place in April 2013 and WSC continued to meet all of its objectives.  The Major Projects Team have now started to determine applications for the discharge of requirements (akin to planning conditions) prior to works commencing onsite. WSC is fully complying with the timescales and procedure for the discharge of requirements, as set out in Schedule 14 of the DCO.</p>	<p>March 2014</p>	<p>Green (on track)</p>
<p><b>Key Action 6.1.3</b> Investigate and respond proactively to complaints received in relation to the development being carried out at Hinkley Point within 10 working days</p>	<p><u>Qtr 1 Update</u> The Major Projects Team has procedures in place to investigate and respond proactively to complaints received in relation to Hinkley Point. However, due to the relative low level of work currently being carried out on site no complaints have been received.</p>	<p>March 2014</p>	<p>Green (on track)</p>



KEY TASK 6.3 By March 2015, working with partners to implement a range of community safety initiatives raising awareness of the development project, its potential impacts and preventative measures.		Milestone	Action Status
<p><b>Key Action 6.3.1</b> Deliver a range of projects that ensure the community are aware of the impacts of the new build and identify measures to mitigate those impacts.</p>	<p><u>Qtr 1 Update</u> The Community Safety Officer has been involved in a number of shared projects with colleagues from Sedgemoor and the blue light services which have included an education awareness campaign concerning the night Time Economy and an initiative which is ready for delivery to local licensees offering a range of training opportunities aimed at mitigating an influx of workers who are not skilled in the ways of our licensed premises.</p>	March 2014	Green (on track)
<p><b>Key Action 6.3.2</b> Ensure partnership structures are in place and sufficiently robust to facilitate positive partnership activity, this includes:</p> <ul style="list-style-type: none"> <li>- Partnership workshops</li> <li>- Continued involvement with the ESLAG (emergency Services And Local Authorities Group)</li> <li>- Engagement with EDFE through regular one-to-ones</li> </ul>	<p><u>Qtr 1 Update</u> The ESLAG meetings and the one to ones were continued until May when the project was paused. However, an ESLAG meeting is scheduled for October. The Main Site Neighbourhood Forum meetings have also been attended. Any actions that have ensued from any of these meetings have been completed.</p>	March 2014	Green (on track)

**Objective 7:**

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

<b>KEY TASK 7.1 By July 2013 develop a programme of investment within West Somerset for the ecology funding provided directly to the council from the development at Hinkley Point</b>			<b>Milestone</b>	<b>Action Status</b>
Key Action 7.1.1 Using data supplied from EDF Energy develop a range of sites suitable for the provision of ecology mitigation	<u>Qtr 1 Update</u> A report has been produced by consultants Arup outlining a range of sites potentially suitable for the provision of mitigation for ecology (notably Barbastelle Bats). This was based on data supplied by Arup, work undertaken utilising GIS and site visits.		June 2013	Green (on track)
Key Action 7.1.2 Negotiate with landowners to identify a preferred option for the provision of ecology mitigation	<u>Qtr 1 Update</u> This will be carried out throughout the Autumn/Winter 2013 and the Major Projects Team are working to the September 2013 milestone. However, the team are aware that negotiations with landowners could possibly become protracted.		September 2013	Amber (concern)
Key Action 7.1.3 Present funding allocations to WSC Planning Obligations Group / Cabinet / Council for approval	<u>Qtr 1 Update</u> WSC has the resources in place to present funding allocations to Cabinet/Council for approval.		January 2014	Green (on track)
<b>KEY TASK 7.2 To actively work with Somerset County Council to ensure that they develop a clear programme of investment within West Somerset for the contributions where the County Council is the initial recipient from the development at Hinkley Point</b>			<b>Milestone</b>	<b>Action Status</b>
Key Action 7.2.1 Work with SCC and partner organisations such as AONB service to understand and, where appropriate, influence funding allocations to ensure that mitigation is delivered in favour of affected communities in West Somerset	<u>Qtr 1 Update</u> WSC has maintained strong links with SCC officers and continue to be involved in discussions regarding funding allocations and mitigation across departments and disciplines.		March 2014	Green (on track)



Review of Key Actions to deliver **2013-14** Corporate Priorities

<p>Key Action 7.2.2 To monitor SCC spend and outcomes in West Somerset area to ensure that communities most affected receive funding as appropriate</p>	<p><u>Qtr 1 Update</u> WSC has a dedicated Hinkley Point Finance officer and continues to monitor spend with WSC. The officer works closely with colleagues at SCC.</p>	<p>March 2014</p>	<p>Green (on track)</p>
---	---	-------------------	-----------------------------

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



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

Group: Environment and Community

Group Manager: Steve Watts

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
<b>Group Indicators</b>									
KBI 80	Forecast variance from annual net budget (£)	(£95,610)		£32,316					
	Budget (£) 2,510,827								
	Actual Spend as at 30/06/13 (£) 861,340								
KPI 82	Number of days sickness per employee (FTE)	4.6dys	5.75dys	1.41dys				5.75dys	GREEN (Above Target)
KPI 83	Group % of PDR's undertaken	100%	100%				not due	100%	
<b>Key Service Indicators</b>									
<b>Street Cleansing</b>									
KBI 82	Forecast variance from annual net budget (£)	(£1,302)		(£15,405)					Saving on Bin Emptying Contract
	Budget (£) 436,000								
	Actual Spend as at 30/06/13 (£) 63,887								
KBI 83	Cost per household		£24.89				not due		
KPI 103	% of service requests actioned within 5 working days	93%	85%	98%				85%	GREEN (Above Target)
KCI 81	No of complaints	7	17	3				20	GREEN (Above Target)
									20 is the Annual Target

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

Group: Environment and Community

Group Manager: Steve Watts

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
<b>Waste &amp; Recycling</b>									
KBI 84	Forecast variance from annual net budget (£)	(£8,250)		£47,364					General Overspend on Contract & Container Supply Not Included Within The Original Budget
Budget (£) 990,880									
Actual Spend as at 30/6/2013 (£) 260,419									
KBI 85	Cost per household		£47.19					not due	
KPI 87	Time taken to restore missed collections	99%	100%	99%				100%	AMBER (On Target)
KPI 86	% of waste recycled and composted (NI 192)	44.07%	50%	41.00%				50%	AMBER (On Target)
KPI 88	Fly-tipping: % removed within 48 hrs	88%	75%	86%				75%	GREEN (Above Target)
KPI 90	Fly-tipping: No of incidents	78	Target not set	21				Target not set	Q1 - 41 incidents same time last year 12/13. Improving trend.
KCI 82	Waste & Recycling: No of complaints	8	23	0					GREEN (Above Target)
<b>Car Parking</b>									
KBI 108	Forecast variance from annual net budget (£)	(£9,738)		£4,882					Lower Than Predicted Car Park Fees

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

Group: Environment and Community

Group Manager: Steve Watts

Code	Description	2012/13		2013/14					Comment		
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status	
	Budget (£) (283,750)										
	Actual Spend as at 30/06/13 (£) (£47,503)										
KBI 86	Income against budget projection (£)			£7,393							
<b>Development Control</b>											
KBI 91	Forecast variance from annual net budget (£)	(£31,560)		(£43,810)						Increased Application Fees, National Grid PPA Monies	
	Budget (£) 60,530										
	Actual Spend as at 30/06/13 (£) 58,111										
KBI 92	Income against budget projection			(£38,153)							
KBI 93	Average cost per planning application processed			Annual Indicator							
KPI 90a	% of major planning applications determined within 13 weeks.	75%	75%	0%					75%	No major applications received in quarter 1.	
KPI 90b	% of minor planning applications determined within 8 weeks	95%	80%	95%					80%	GREEN (Above Target)	
KPI 90c	% of other planning applications determined within 8 weeks	99%	95%	100%					95%	AMBER (On Target)	

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

Group: Environment and Community

Group Manager: Steve Watts

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
KCI 86	% of customers satisfied with the service received	96%	85%	Annual Indicator				85%	Service Exit Survey
<b>Building Control</b>									
KBI 95	Forecast variance from annual net budget (£)	£12,783		£12,627					Reduced Application Fees, Regularisation Certificates
Budget (£) 19,121									
Actual Spend as at 30/06/13 (£) 8,885									
KBI 96	Income against budget projection (£)			£7,370					
KPI 92	% of applications determined within agreed timescale (3 dys)	100%	95%	81%				95%	RED (Below Target)
KPI 93	% of inspections carried out on day requested	100%	95%	100%				95%	GREEN (Above Target)
KPI 94	Dangerous Structures: % of incidents responded to within 24 hrs	100%	95%	100%				95%	GREEN (Above Target)
KCI 87	% of customers satisfied with the service received	97%	85%	Annual Indicator				85%	Corporate Annual Satisfaction Survey
<b>Community Safety</b>									
KBI 54	Forecast variance from annual net budget (£)	(£3,564)		£993					
Budget (£) 36,067									
Actual Spend as at 30/06/13 (£) 10,769									

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

Group: Environment and Community

Group Manager: Steve Watts

Code	Description	2012/13		2013/14					Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		
NEW	Total hours performed by the CCTV volunteers			308					Target not set	New Indicator for 2013. A target has not been set for this indicator. Because the activity is based on volunteers, it is difficult to set a target.
KPI 62	The total number of evidence packages produced using material captured by CCTV	94	75	29					AMBER (On Target)	
<b>Customer Access</b>										
KBI 14	Forecast variance from annual net budget (£)	(£24,740)		(£20,239)						Vacant Post Due To EDF Secondment
Budget (£) 139,239										
Actual Spend as at 30/06/2013 (£) 28,554										
KPI 25	Abandoned call rate %	6.8%	>5%	12%					>5%	RED (Below Target)
KPI 21	Number of unique visitors to Council website	87,343	60,000	24,044					60,000	GREEN (Above Target)
										Annual Target

Key:

KBI - Budget/Cost Indicator

KPI - Performance/Process Indicator

KCI - Customer Satisfaction Indicator





# **Corporate Services Group**

## **Service Plan Performance Report April-June 2013/14 Update**

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





## Corporate Services Group

### Key Service Performance Indicator

Out of 2 indicators due in this quarter, 100% are on target.

### Key Action Summary

There are 8 key actions associated with this service plan of which:

- 6 (75%) are completed
- 2 (25%) are on-track

### Group Performance Summary for Quarter 1

#### Finance

The Statement of Accounts for 2012/13 were closed by the statutory deadline of 30<sup>th</sup> June and posted on the Authority's website by this date. This was an achievement in itself, due to reducing numbers within the Finance Team, however given the fact that the audit process commenced on Monday 8<sup>th</sup> July, it was also necessary to provide Grant Thornton (our auditors) with a set of working papers to assist their work, and this can also be seen as an achievement.

#### Real Time Information

From 6 April 2013 employers started reporting PAYE information to HM Revenue & Customs (HMRC) in real time. You may have seen this referred to as Real Time Information - or RTI.

This means that employers have to now:

- send details to HMRC every time they pay an employee, at the time they pay them
- use payroll software to send this information electronically as part of their routine payroll process

In order to be prepared for this change it was necessary to take several actions beforehand to prepare for operating PAYE in real time, which are set out below:

- Get/update your software or use a payroll provider
- Check employee data is correct
- Check you are registered for PAYE Online

- Include new information in your payroll records
- Action if you pay your employees via BACS
- Be ready to update HMRC with your latest payroll data
- Start reporting your payroll information
- Know where to go for extra help

It can be confirmed that West Somerset is complying with what needs to be done on a monthly basis in respect of RTI.

### **Payment of Creditors**

There is a Performance Indicator in respect of the percentage of invoices paid within 30 days.

In respect of the 1<sup>st</sup> Quarter (April – June 2013) a total of 719 invoices were paid of which 698, or 97.08%, were paid within the 30 days period. For information, the target in respect of the 2012-13 financial year was set at 90%.

### **Land Charges**

Turnaround time for land searches was 96% in 5 days against a target of 90%. The number of searches for the same time last year has increased from 175 to 188 with a corresponding increase in income from £16,592.55 to £18,018.75.

### **Scrutiny**

Scrutiny reviews on the impact of the new business rate retention scheme and the section 106 & planning obligations were completed this quarter with the findings and recommendations reported to Scrutiny Committee and Cabinet. The joint steering group leading on the countywide scrutiny review of flooding met twice this quarter to finalise their findings and recommendations following the Flood Summit held in March. The joint approach to this work has been recognised by winning the Centre for Public Scrutiny's Annual Award in the 'Working Together Category'. The Committee received an informative presentation from the Directors of Minehead EYE in April.

### **Member Services**

During this quarter, 98% of the 103 reports produced were sent out with their respective agendas which is above the target of 90% and an improvement on the previous quarter's figure of 92%.

94% of minutes of the 18 meetings held during the quarter were placed on the Council's web-site within 7 working days compared to 67% for the previous quarter and although this had been skewed due to the inability to download onto the web-site for a two week period, still represents an excellent improvement.

The team produced display materials to promote the Councils Vision, Priorities and Values around West Somerset House and have introduced appropriate references on all agendas to underline the message.

## **Human Resources**

In addition to regular duties, the officer continues to provide valuable support to payroll, health and safety and the production of Grapevine and in this quarter undertook the administration of the successful Armed Forces event held at West Somerset house on 24<sup>th</sup> June, 2013.

## **Legal Services**

During the quarter there were 21 referrals under the Mendip partnership arrangement, including lease renewals, Section 106 legal agreements and contract work.

At the end of June, Roy Pinney left Mendip for a new role at Taunton Deane and this provides an opportunity to thank Roy for his excellent work under the contract with West Somerset over the last few years. Mendip have put in place arrangements to ensure that the Council's legal work can still be delivered under the terms of the partnership agreement.

## **Corporate Support**

The Local Land and Property Gazetteer(LLPG) is measured nationally over 8 measures, each of which can be graded from Gold, Silver, Bronze, Achieved National Standard or below national standard with the lowest rating for any particular measure becoming the overall rating for the LLPG. The LLPG for West Somerset is currently rated at silver, the highest of all the Somerset authorities.

In this quarter, 29 complaints were received- compared to 35 for the same quarter last year – with 90% being responded to within 20 days compared to a figure of 77% for the first quarter of last year. The target is that 85% of complaints should be dealt with within 20 days.

The majority of responses from the annual customer satisfaction survey have been received during this quarter and work has been ongoing to input and analyse the data for senior managers and members to consider in during the second quarter.

## **Freedom of Information**

In this quarter there were 94 requests under Freedom of Information compared to 102 for the same quarter last year with 96% being responded to within 20 days compared to last year's figure of 84%.

## **Elections**

The administration of the West Somerset element of the Somerset County Council elections were successfully undertaken with all aspects of the pol having met the nationally set performance standard required. It is understood that the fist ward result declared in West Somerset was the first declared result in the whole of the country!

This quarter has also seen the start in earnest of the work needed to prepare for the implementation of the new Individual Electoral Registration process which is going to be a significant challenge for the service over the next 12 months and beyond. An initial report highlighting the timescales and issues was submitted to the Corporate Management Team and will be reported to the Corporate Policy Advisory Group in August.

### **PR and Media**

The Corporate Director continues to provide the first point of contact role and has been well supported by the relevant service areas as required and particularly from the PR officer from Taunton Deane who has been actively leading on this matter in respect of the partnership project.

### **Standards**

During this quarter three complaints were received and considered under the new Standards regime process. In all three cases it was concluded that no further action be taken on the basis that there had been no breach of the code on conduct in these particular instances. Certain learning points were, however, referred to the Council to assist with the smooth running of meetings, particularly when attended by significant numbers of members of the public.

The Standard Advisory continue to monitor the new regime in terms of participating in dealing with individual complaints as well as maintaining an overview of the whole process. The committee also continued to monitor the responses from individual councillors to comply with the registration of interests requirements under the Localism Act. The committee also endorsed a Probity in Planning guide to be used by the Council when training its planning Committee members.

### **Efficiencies and Performance**

Whilst the officer has continued to support the performance management framework and the Corporate Policy Advisory Group, the majority of focus has been on the West Somerset/Taunton Deane Joint Management and Shared Services project which has gathered increasing momentum over this quarter and is referred to in the Corporate Management Service Plan summary

## CORPORATE SERVICES

### Priority: Local Democracy

#### Objective 1:

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

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

Review of Key Actions to deliver **2013-14** Corporate Priorities

Key Action 1.4.33 Reduction in LGA subscriptions (£598) Ensure that budget has been reduced	<u>Qtr 1 Update</u> £598 has been removed from Budget Book – cost centre 4305-50162	<b>April 2013</b>	Green COMPLETED
Key Action 1.4.34 Reduction in cost of private health care scheme (£1500) Ensure that budget has been reduced and monitor budget throughout the year)	<u>Qtr 1 Update</u> £1500 has been removed from Budget Book – cost centre 4306-50190	<b>April 2013</b>	Green COMPLETED
Key Action 1.4.35 Reduction in staff training (£5000) Ensure that budget is reduced and monitor budget throughout the year	<u>Qtr 1 Update</u> £5000 has been removed from Budget Book – cost centre 4306-50109 Budget will need to be monitored throughout the year	<b>April 2013</b>	Green On-Track
Key Action 1.4.36 Staff costs -Group Manager post replaced part-time (£11,198) Ensure that budget is reduced and monitor budget throughout the year	<u>Qtr 1 Update</u> £11,198 has been removed from Budget Book – cost centre 4363 50182	<b>April 2013</b>	Green COMPLETED
Key Action 1.4.37 Reduction in cost of financial management system (£40,000) Ensure that budget is reduced and monitor budget throughout the year	<u>Qtr 1 Update</u> £40,000 has been removed from Budget Book Work is still underway on the financial management system – in-house hosting and training but the predicted savings are still expected.	<b>April 2013</b>	Green On-Track



Review of Key Actions to deliver **2013-14** Corporate Priorities

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



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

## Group: Corporate Services

Group Manager: Bruce Lang

Code	Description	2012/13		2013/14					Comment	
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Target		Status
<b>Group Indicators:</b>										
KBI 1	Forecast variance from annual net budget (£)	(£86,732)		(£5,550)						
	Budget (£) 1,413,858									
	Actual Spend as at 30/06/13 (£) 296,576									
KPI 1	% of staff in the group who responded that are satisfied/very satisfied working for the Council		90%					Annual Indicator	not due	90%
KPI 3	Number of days sickness per employee (FTE)	14.15	5.75	0.14 dys				Annual Indicator	not due	5.75
KPI 4	Group % of PDR's undertaken	100%	100%					Annual Indicator	not due	100%
<b>Key Service Indicators</b>										
<b>Electoral Services</b>										
KBI 10	Forecast variance from annual net budget (£)	(£3,229)		£4,775						Increased Canvasser Expenses
	Budget (£) 48,703									
	Actual Spend as at 30/06/13 (£) 2,413									
KPI 17	% Turnout for local elections	22%	45%					Annual Indicator	not due	
KPI 16	Form A's returned after personal visits & before internal checks.	92%	90%					Annual Indicator	not due	

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

## Group: Corporate Services

Group Manager: Bruce Lang

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
<b>Finance</b>									
KBI 127	Forecast variance from annual net budget (£)	(£21,986)		(£32,007)					Vacant Post, Lower Bailiff Fees and Reduced Past Service Costs
	Budget (£) 459,152								
	Actual Spend as at 30/06/13 (£) 100,571								
KPI 132	% of invoices for commercial goods or services paid within 30 days of receipt	97.30%	90%	97.08%				90%	GREEN (Above Target)
KPI 133	Number of invoices received	3255		719					No target set - provides context for KPI 132.

# **Corporate Management**

## **Service Plan Performance Report April-June 2013/14 Update**

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





## Corporate Management

### Key Service Performance Indicator

Out of 2 indicators due in this quarter, 100% are on target.

### Key Action Summary

There are 9 key actions associated with this service plan of which:

- 7 (80%) are on-track (green)
- 1 (10%) actions are of concern (amber)
- 1 (10%) are not due to start (blank)

### Key Actions

Of concern (amber) = 1

Key Action 1.1.2 – Options for service delivery will not be detailed in the partnership business case but will form part of the proposed phase 2 and 3 regarding shared services

### Group Performance Summary for Quarter 1

The partnership project with Taunton Deane Borough Council progressed at a pace during this quarter with much background work undertaken to prepare a bid to the Government's Transformation Challenge Fund which had to be submitted in July and therefore effectively prepared for sign off by the end of June. On a similar timescale draft reports and member briefings were prepared to enable both councils to be in a position to formally consider approving to move towards having a joint Chief Executive at respective full Council meetings in July. The Joint Project Board on which all member of CMT sit, met 3 times during this period to oversee this work and the project as a whole to ensure that the various deadlines were met. Communications have become increasingly important as the project progresses and several editions of 'Project News' were circulated to all staff and members as well as press releases issued as and when necessary.

A process for monitoring the impact of the introduction of the new Business Rate Retention Scheme was agreed by Scrutiny Committee and subsequently approved by Cabinet, the key elements of which are embodied within the quarterly performance report.

CMT also continued to undertake its less glamorous role of ensuring the proper management of the council on a day to day basis.

A quarterly review of its governance responsibilities confirmed that CMT had been exercising due diligence in terms of monitoring key performance and process issues.





## CORPORATE MANAGEMENT

### Priority: Local Democracy

**Objective 1:**

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

KEY TASK 1.1 Research and evaluate alternative options for the future structure of the council where local democracy and accountabilities remain within the district		Milestone	Action Status
Key Action 1.1.1. Research/evaluate other possible models/options to 1.2 to meet objective	<p><u>Qtr 1 Update</u> Work on a plan B is progressing and a paper will be presented to members at the end of September Different service delivery models will be reviewed as part of the WSC/TDBC Joint Management and shared services project. When shared services are reviewed (phase 3 of the proposal) different service delivery options will be considered.</p>	End Sept 2013	Green (on track)
Key Action 1.1.2. Present any identified options to full Council for consideration	<p><u>Qtr 1 Update</u> The partnership business case will not include specific proposals but provides assurance that all delivery options will be considered when service reviews are undertaken as part of Phase 3</p>	Oct 2013	Amber (concern)

Review of Key Actions to deliver 2013-14 Corporate Priorities

<b>KEY TASK 1.2 Working with Taunton Deane Borough Council to draft a business case for the commissioning or sharing of services, management and staff</b>				<b>Milestone</b>	<b>Action Status</b>
Key Action 1.2.1 Preparation of detailed business case for joint management arrangements	<u>Qtr 1 Update</u> A bid application has been prepared and submitted to CLG on 11 <sup>th</sup> July for transformation funding. Joint Chief Executive proposals submitted to WSC & TDBC Councils in July. Business case being prepared and due to be available for an external assurance review –first week of Sept then to Scrutiny and Full Council at both WSC &TDBC			End Sept 2013	Green (on track)
Key Action 1.2.2 Preparation of Strategic business case for high level joint service arrangements	<u>Qtr 1 Update</u> The Business case being drafted will include details about the proposals for shared services. A joint WSC/TDCB service workshop was held in May 2013. Joint meetings have been held for the key services and some initial quick wins identified as a result. Service profiles have been drafted for all WSC & TDBC services, including information about the staffing structure, what the service delivers, Performance information, budget, contracts & ICT systems			End Sept 2013	Green (on track)
Key Action 1.2.3 Business cases from 1.2.1 and 1.2.2 presented to full council for approval	<u>Qtr 1 Update</u> The business case is still on schedule to be presented to full council in October 2013.			Oct 2013	Green (on track)
<b>KEY TASK 1.3 Implement any actions agreed as a result of any decisions taken in regard to collaboration or commissioning for the provision of services</b>				<b>Milestone</b>	<b>Action Status</b>
Key Action 1.3.1 If 1.2.1 business case approved (joint management),, undertake necessary actions to implement with effect from 1/4/14	<u>Qtr 1 Update</u> The business case (including joint management) is still on schedule to meet the March 2014 milestone and current indications are that joint senior management will be in place by March 2014. The timelines are also dependent on the outcome of the transformation funding bid submission.			Oct 2013 to March 2014	Green (on track)
Key Action 1.3.2 If 1.2.2 business case approved commence work on detailed business case for joint services	<u>Qtr 1 Update</u> The business case (including shared services) is still on schedule to meet the March 2014 milestone and current indications are that some quick wins could be implemented sooner than March 2014. The timelines are also dependent on the outcome of the transformation funding bid submission.			Oct 2013 to March 2014	Green (on track)

Review of Key Actions to deliver **2013-14** Corporate Priorities

<p>Key Action 1.3.3 Undertake any other actions, as agreed, in respect of 1.3.2</p>	<p><u>Qtr 1 Update</u> Awaiting completion of 1.3.2</p>	<p>Oct 2013 to March 2014</p>	<p>Blank</p>
<p><b>KEY TASK 1.4</b> <b>Ensure that savings and income increases identified for the Medium Term Financial Plan for 2013/14 are achieved</b></p>			
<p><b>Corporate Management :</b></p>			
<p>Key Action 1.4.10 Regularly monitor progress and report to members throughout the year <b>£305,441</b> Total savings</p>	<p><u>Qtr 1 Update</u> £160k savings confirmed as of end of quarter 1. Also additional income identified from grounds maintenance/assets of £7.5k Corporate PAG receive savings updates throughout the year</p>		
	<p><b>Milestone</b></p>	<p>July 2013 Oct 2013 Jan 2014</p>	<p><b>Action Status</b></p> <p>Green (on track)</p>

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

KEY TASK 2.3 Understand the impact that business rate retention has on the Medium Term Financial Plan, monitor regularly and report this impact to members		Milestone	Action Status
Key Action 2.3.1 Establish a process to monitor the current gross yield and subsequent net yield of business rates and the impact on the amounts retained and paid to major precepting authorities	<u>Qtr 1 Update</u> Report detailing the monitoring process was presented to Scrutiny and Cabine and subsequently approved. Regular monitoring will be undertaken as part of the finance report component of the quarterly performance report.	<b>June 2013</b>	Green (completed)
Key Action 2.3.2 Produce quarterly monitoring reports for consideration by members	<u>Qtr 1 Update</u> Regular monitoring will be undertaken as part of the finance report component of the quarterly performance report.	July 2013 Oct 2013 Jan 2014	Green (on track)

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

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

## Group: Corporate Management

Responsible Officer: Adrian Dyer

Code	Description	2012/13		2013/14				Status	Comment
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		
<b>Group Indicators</b>									
KBI 141	Forecast variance from annual net budget (£)	(£1,015)		(£760)					
	Budget (£) 171,971								
	Actual Spend as at 30/06/13 (£) 42,423								
KPI 141	% of staff in the group who responded that are satisfied/very satisfied working for the Council		85%		Annual Indicator	not due	85%		Staff Survey not carried out in 2012. Planned for 2013.
KPI 143	Number of days sickness per employee (FTE)	5.54	5.75	0			5.75	GREEN (Above Target)	This is an annual target. The quarter figures are reported on a cumulative basis.
KPI 144	Group % of PDR's undertaken	100%	100%		Annual Indicator	not due	100%		
<b>Service Indicators</b>									
<b>Corporate Management</b>									
KPI 158	Overall Staff satisfaction		90%		Annual Indicator	not due	90%		Staff Survey not carried out in 2012. Planned for 2013.
KPI 160	Number of days sickness per FTE (whole organisation)	5.54	5.75	1.31 dys			5.75 dys	GREEN (Above Target)	The annual target for this indicator is 5.75 days. The measure is per employee.
KCI 145	% of customers satisfied with the Council	73%	82%		Annual Indicator	not due	82%		
KCI 146	% of customers that think that the Council is delivering value for money	76%	75%		Annual Indicator	not due	75%		

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

### Group: Corporate Management

Responsible Officer: Adrian Dyer

Code	Description	2012/13		2013/14				Comment		
		Actual	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4		Target	Status
		KCI 147	% of people who would consider they are treated with respect and consideration	91.40%	90%	Annual Indicator				90%
	Number of complaints received by the Ombudsman	3	7	Annual Indicator				7	not due	

**Key:**

- KBI - Budget/Cost Indicator
- KPI - Performance/Process Indicator
- KCI - Customer Satisfaction Indicator

*Report Number:* WSC 110/13  
*Presented by:*  
*Author of the Report:* Sam Rawle, Scrutiny & Performance Officer  
*Contact Details:*  
*Tel. No. Direct Line* 01984 635 223  
*Email:* sjrawle@westsomerset.gov.uk  
*Report to a Meeting of:* Scrutiny Committee  
*To be Held on:* Monday 19<sup>th</sup> August 2013  
*Date Entered on Executive Forward Plan* N/A  
*Or Agreement for Urgency Granted:*

## SOMERSET FLOODING SUMMIT – DRAFT FINAL REPORT

### 1. PURPOSE OF REPORT

- 1.1 The purpose of the report is to present the draft final report of the Somerset Flooding Summit to members of the Scrutiny Committee for comment prior to consideration by Cabinet.

### 2. CONTRIBUTION TO CORPORATE PRIORITIES

- 2.1 None in respect of this report.

### 3. RECOMMENDATIONS

- 3.1 That Scrutiny Committee review the Somerset Flooding Summit draft report produced from the Joint Scrutiny Review at Appendix A.
- 3.2 That Scrutiny Committee consider whether any of the recommendations contained within the report should be amended to reflect the views of Leaders and Chief Executives contained in Appendix B
- 3.3 That the report, including recommendations is referred to Cabinet for their consideration.

### 4. RISK ASSESSMENT (IF APPLICABLE)

#### Risk Matrix

Description	Likelihood	Impact	Overall
There are no risks directly associated with the recommendations in this report			

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

## **5. BACKGROUND INFORMATION**

- 5.1 Following the extreme flooding events in 2012 a Joint Steering Group was formed comprising of scrutiny members from the 5 Somerset district councils and Somerset County Council to undertake a Joint Scrutiny Review of Flooding. The review was facilitated and supported by South Somerset District Council's Scrutiny Manager.
- 5.4 By establishing a joint county wide approach to the review represented the best use of limited Scrutiny resources and provided the relevant agencies and the public with a single point of contact. Subsequently, this approach has been recognised by winning the Centre for Public Scrutiny's Annual Award in the Working Together category.
- 5.3 The Steering Group decided that an evidence gathering event would be a good starting point for this project – they therefore planned and organised the Flooding Summit which was held on the 15<sup>th</sup> March 2013 at Somerset County Cricket Ground. The Summit was an opportunity for Somerset residents, local agencies and the business community to come together and share experiences and suggestions for improved water management across the county.
- 5.4 It was very much an evidence gathering exercise and the recommendations contained in the report reflect the information gathered as part of this Scrutiny process. Members of the Joint Steering Group are aware that their report does not address all aspects of flood and water management – it was never intended to. They are however, confident that their recommendations address the points raised through their review and if taken forward, will lead to significant improvements for Somerset residents.
- 5.5 The report attached at Appendix A outlines the process undertaken and subsequent conclusions and recommendations from the Joint Scrutiny Review..
- 5.6 Prior to consideration by the various Scrutiny Committees, the Somerset Leaders and Chief Executives met to consider the report of the Joint Scrutiny Review of Flooding. As a result of their meeting, an 'Executive Response' was prepared which is attached at Appendix B of this report. As you will see, the Leaders and Chief Executives agreed the majority of the recommendations, the only exception being the creation of a single Somerset Flooding website.
- 5.7 When this report has been considered by all six Somerset authorities, the Joint Steering Group will meet again to collate the responses and finalise the action plan and future monitoring arrangements.
- 5.8 Councillors Stuart Dowding and Richard Lillis represented the council on the Joint Steering Group.

## **6. FINANCIAL/RESOURCE IMPLICATIONS**

- 6.1 None arising directly from this report.

## **7. SECTION 151 OFFICER COMMENTS**

- 7.1 Although there are no financial implications attached to the recommendations in this report there will nevertheless be significant financial resource requirements to implement the recommendations in the summit report.



**8. EQUALITY & DIVERSITY IMPLICATIONS**

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

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

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

8.1 None arising directly from this report.

**9. CRIME AND DISORDER IMPLICATIONS**

9.1 None arising directly from this report.

**10. CONSULTATION IMPLICATIONS**

10.1 The Joint Steering Group agreed the report and recommendations at its meeting on 24 May, and these were considered by the Somerset Strategic Leaders Group on Tuesday 18 June.

**11. ASSET MANAGEMENT IMPLICATIONS**

11.1 None arising directly from this report.

**12. ENVIRONMENTAL IMPACT IMPLICATIONS**

12.1 None arising directly from this report.

**13. LEGAL IMPLICATIONS**

13.1 None arising directly from this report.



# Somerset Flooding Summit

---

**A Summary of Findings from the Somerset Flooding Scrutiny Event**

**May 2013**

## Chairman's Introduction

### Introduction

Somerset suffered two particularly bad periods of flooding in April and December 2012. The flooding affected all areas of the County, with the Somerset Levels and Moors perhaps bearing the brunt.

In the weeks immediately following the December floods, it became apparent that various local groups and agencies were keen to hold meetings with key bodies such as the Environment Agency (EA) and the County Council (SCC) to explore the issues around flood prevention, flood management and flood recovery.

It was quickly realised that those key agencies would struggle to attend numerous meetings on the same topic and that such an approach would not represent an effective use of already limited resources. It was therefore agreed to establish a joint countywide Scrutiny approach that would bring as many of the key people together at the same time in the same place.

In this way, Scrutiny played a crucial community leadership role in bringing together a range of agencies and the public in order to deliver real and measurable outcomes that would in time benefit the residents of Somerset.

All the Somerset authorities (both district and County) agreed to this joint approach and established a Joint Steering Group with elected member representation from all 6 authorities. Conducting the review in this manner represented the best use of limited Scrutiny resources and provided the relevant agencies and the public with a single point of contact. By joining together, it was hoped that Somerset would be able to speak cohesively and convincingly at a national level and input more effectively into any subsequent national reviews which may occur in the aftermath of the recent floods.

As a Steering Group we decided that an evidence gathering event would be a good starting point for this project – they therefore planned the Somerset Flooding Summit 2013. The Summit was designed to learn lessons from the recent flooding and identify potential measures to improve things in the future. By its very nature, much flood management work can only be a paper or simulated exercise so when faced with a real time event, it makes sense to review the effectiveness of the relevant policies and practices.

From the outset, we have been very clear on two important points:

Firstly, this exercise was not about apportioning blame to any one agency for their perceived role in the flooding incidents. The process planned to look at success stories as well as areas for future improvement. The Steering Group wished to use the Summit as an opportunity to gather evidence upon which to base further work or recommendations and to build an informed picture as possible of the flooding facts affecting Somerset.

Secondly, the Steering Group had realistic expectations as to what could be achieved by one event on one day – the members were aware that they would not and could not answer

all the points raised, but that the Summit was the start of the process and would provide an evidential framework for further work.

This report sets out areas for further work as well as some specific recommendations for improvements in all aspects of flood management in Somerset.

## **The Somerset Flooding Summit**

The Flooding Summit was intended to be the start of the review process – an evidence gathering opportunity. To this end, from the outset, the Steering Group was keen to ensure that a wide range of delegates were invited to attend, and that the event should not be 'local authority centric'.

There were several key agencies whose attendance was vital to the success of the event:

Environment Agency;

Somerset County Council as Lead Local Flood Authority ( as well as Highways authority and Lead Civil Contingencies authority)

Internal Drainage Board

Wessex Water

Avon and Somerset Police

Devon and Somerset Fire and Rescue

County Landowners Association

These agencies were approached first, and the premise of the Summit explained to them – without exception they were all happy to participate, quickly realising the potential of such a jointly organised event to maximise the use of their resources. Once these key agencies had agreed to attend, we were able to look at the wider delegate list and the following confirmed their attendance:

Jeremy Browne MP

Tessa Munt MP

Ian Liddell-Grainger MP

Somerset Chamber of Commerce

Federation of Small Businesses

Insurance Industry

National Farmers Union

In addition to these agencies, we recognised the need to involve members of the community and Parish Councils. However, we also realised the need to keep numbers attending manageable. In terms of public engagement, each local authority issued a press release

outlining the aims and objectives of the review and inviting members of the public to contact us via a dedicated [flooding@southsomerset.gov.uk](mailto:flooding@southsomerset.gov.uk) e-mail address. They were asked to detail their personal flooding experiences as well as suggestions for future improvements – we received over 150 responses and undertook to keep all responders informed of progress.

All responses were collated and analysed and the key messages used to inform the Summit Programme.

Somerset as a county has hundreds of Parish Councils, all of whom make a valuable contribution to local democracy and many of whom were affected by the flooding. However, it simply was not logistically practical for each parish to be represented at the Summit, so it was agreed that each district would nominate the five most appropriate parishes from their area to attend – these parishes were identified based on local intelligence.

We were aware that many of these agencies and individuals had significant pressure on their resources and so wanted to make sure that the Summit was the best use of their time. In advance of the Summit, each delegate was asked to identify the top five issues they would wish the Summit to address – their responses were collated and used as basis for the Summit Programme in addition to the public responses identified in the paragraph above.

Overwhelmingly, the majority of delegates identified the need for clarification on the roles and responsibilities of all the agencies involved in Flood Management. The information we gathered indicated that at a time of crisis it was difficult to know who to contact in various situations.

Bearing this in mind, the morning session of the Summit consisted of a number of presentations covering the key Flood Management roles and responsibilities as well as presentation from the Met Office to give some context. Copies of the presentations will be made available in due course.

The presentations were:

Robbie Williams - Environment Agency

Dr Sarah Jackson – Met Office

Paula Hewitt – Somerset County Council

Roger Meecham – South Somerset District Council

Refreshments – served in the main Conference Room

Nick Stevens – Chief Executive, Somerset Internal Drainage Board

Paul Oaten – Head of Sewerage Services – Wessex Water

Graham Clarke – Country Land and Business Association - the Role of Riparian Owners

Prior to the event, we were aware that this was a very emotive subject – understandably so, with many people dramatically affected. However, we wanted to make sure that the Summit was a productive event, looking to learn lessons for the future rather than attribute blame. To help facilitate this, we were very fortunate in securing the services of Lord Cameron of Dillington as an independent Chairman. In addition, we agreed to include a Meeting Etiquette Guide in the Delegate pack (attached at Appendix B to this report) to reinforce the positive intentions of the Somerset Flooding Summit.

The afternoon session of the Summit consisted of four workshops- each one designed to address the issues raised by delegates in advance. Each delegate was assigned to a workshop based on the information they provided beforehand.

In order to try and maintain a focus to the discussions, each workshop was asked to identify at least one local ( Somerset level) action to address the issues raised and one national action that can be taken further following the Summit. The workshops were organised as follows and notes from the workshops can be found at Appendix C to this report.

### Community resilience

Issues for the workshop to consider:

- What could/ should communities be doing to help themselves?
- What support from other agencies do they need and what is available?
- What examples of 'good' community resilience are available and how can these experiences be shared?

Desired outcomes from this Workshop:

- Delegates are more aware of what they can do to support their own communities
- Better understanding of what support is available to them
- Agencies are aware of what support they need to provide and to communicate with such communities
- At least one local action to move things forward
- At least one higher level action to be taken forward.

### Economic Impact

Issues for the workshop to consider:

- What are the issues around the economic impact / business impact / impact on agricultural communities?
- What work is currently going on to investigate the impact of the flooding, including the closure of the A361?
- Are there any suggestions for improvements / actions?

- How can we work with insurers and government to make sure that no premises on the Somerset levels are uninsurable?
- What support is available to support businesses?

Desired outcomes from this workshop:

- What can be done across Somerset to better support businesses in terms of flood recovery?
- What can businesses do for themselves?
- What could be done nationally (i.e. Insurers) to support the economy of Somerset following flooding?
- Consideration of Somerset's vulnerable infrastructure and potential improvements.

### Flood Management / Prevention

Issues for this workshop to consider:

- Extension of discussion on roles and responsibilities
- How can everyone work together to achieve tangible outcomes? NO BLAME
- What are the barriers / issues and how can they be overcome?
- Who and how is it decided when to use the pumping station network that already exists?
- In the modelling of the spatial planning, what consideration is given to the secondary effect of deliberately flooding premises on the Somerset Levels?
- What funding arrangements are in place to support flood management and are there any potential additional funding streams that could be better exploited? Potential use of CIL funding?
- Tidal exclusion barrier on the River Parrett in Bridgwater
- Gully clearing and maintenance.
- What is the way forward in areas where challenges are particularly severe e.g. Somerset Levels?
- How can we make an effective case to MEP/ DEFRA? Central Government for more adequate funding?
- What are the agreed water management priorities particularly for the levels and moors?
- Role of planning authorities and developing on flood plains
- Water storage for future use
- Scope for Internal Drainage Boards to take on responsibility for dredging / channel clearance on main rivers in places where it would improve land drainage but EA are unable to for whatever reason.



Desired outcomes from this workshop:

- Who is responsible for what in terms of Flood Prevention?
- What can be done at Somerset level to improve Flood Prevention?
- What message(s) need to be communicated on a national level re; Flood prevention.

### Interagency Working

Issues for this workshop to consider:

- How can we work better with others in the South West to make important infrastructure more resilient?
- How do we work together to help communities and businesses recover better from flooding?
- How do we make sure that everyone is better informed about their roles and responsibilities – notably Riparian Owners?
- Can we improve how we work together to co-ordinate resources to submit bids for prevention schemes?
- How can we get better at:
  - o Sharing information
  - o Sharing resources
  - o Co-ordinated sandbag response – avoid sandbag postcode lottery
- Simplify flood related communications to the general public
- Greater ability to enable communities and other agencies to close roads to stop vehicles becoming trapped and requiring rescuing / recovery.
- Greater co-ordination of shared information between services prior to events occurring to ensure tactical level receive up to date information during an event.
- Managing public expectations
- Create a shared database of flood defence assets (including maintenance regimes)

Desired outcomes from this workshop:

- 
- What can be done at a Somerset level to improve frontline flood response inter-agency working?
- Potential for a single point of information that everyone feeds into?
- What support is needed nationally to support better inter-agency working?

## Recommendations

In terms of process, the Joint Steering Group is not a formally constituted committee of any of the authorities taking part in this review. Consequently, all recommendations will need endorsing through each authority's own decision making processes. This may appear a rather lengthy and cumbersome process but it is there are no statutory provisions for Joint Scrutiny Committees. That said, many of the recommendations contained in this report suggest further areas of work to ensure that this project is a worthwhile exercise with tangible outcomes. In order to reduce the risk of creating an overly bureaucratic process, we recommend that the Joint Steering Group is retained with its current membership of 2 elected members from each authority. The Steering Group will then agree how best to proceed in terms of monitoring progress against our recommendations and securing the best possible outcomes.

Our recommendations have been formed based on the evidence and information gathered via the Flood Summit. As was intended, the Summit generated a number of areas for further consideration and exploration and consequently a number of these recommendations require further, more detailed work. However, members of the Steering Group are keen to maintain the momentum of this project and are aware that for those affected by flooding issues, a timely response is critical. To this end, the Steering Group have allocated a time frame for each recommendation and the Steering Group will retain an overview of progress against each recommendation.

The outcomes/recommendations fall broadly into two categories; those which can be actioned locally at a Somerset level and those which need to be taken forward at a more national level.

### *Economic Impact and improved infrastructure*

Nationally the emphasis is on the economic case for improved flood management arrangements. Several examples were given at the Flood Summit of the need for improved infrastructure in the County from main roads to main train lines. Delegates at the Summit were informed that SCC are currently preparing a study of the economic impact of the December Flooding – this empirical data will hopefully support the anecdotal evidence given at the Summit of the significant economic impact of the flooding and further support calls for additional flood management funding.

**We recommend that discussions with the Heart of the South West Local Enterprise Partnership (LEP) are initiated to look at the contribution the business community across the region can make to improving the infrastructure - it was not only Somerset that was adversely affected when the mainline train route was compromised by flooding around Curry Moor / Lyng and Burrowbridge and that national bodies such as Network Rail should be actively involved in these solution based discussions.**

**In addition, we recommend that all opportunities to secure Partnership Funding are actively pursued.** In May 2011, DeFRA announced a new approach to funding capital projects that reduce flood risks – Flood and Coastal Erosion Resilience Partnership Funding ( Partnership Funding). This policy allows risk management authorities to apply for grant in

aid and encourages them to secure funding from other sources. The main purpose behind introducing Partnership funding was to:

- Make sure that investment is not constrained by what government alone can afford to do;
- Increase certainty and transparency over the level of DeFRA funding for each project;
- Leverage further investment towards worthwhile projects;
- Allow a greater level of local ownership and choice;
- Encourage more cost-effective solutions; and
- Better target Defra funding towards areas at significant risk.

We feel that any project to protect and improve Somerset's Infrastructure would meet this criteria.

### *Insurance Industry*

Although the Summit was very well attended by a wide range of bodies, representatives from the insurance industry were notable by their absence – despite repeated requests for them to attend. Many of the agricultural, business and community delegates attending the Summit raised a number of questions relating to securing adequate insurance in the future and the role of the insurance industry in flood prevention work. Due to the importance of this issue, **the Steering Group recommend that further work is undertaken to engage with the Insurance industry both at a county level and nationally.** The Steering Group are aware of the ongoing national discussions between the Government and Insurance industry and would urge the Somerset MPs who attended the Summit to represent the interests of Somerset businesses and communities in these on-going discussions. **At a county level, we recommend that the Insurance Industry are asked to participate in the wider economic impact discussions outlined in recommendation ....of this report.**

### *Media Coverage*

Delegates at the Summit stated that the flooding attracted a significant amount of local and national media coverage, and whilst most of the reporting was an accurate reflection of events, there was some sensationalist coverage which some feel has had a negative economic impact (tourists cancelling bookings because they don't think Somerset is 'open for business' etc.). Additionally, other businesses have said that clients have cancelled orders because of mis-reporting (wedding venues etc.).

The information given to the Steering Group seems to indicate that this issue could be somewhat improved if the number of information sources was reduced. This would naturally occur anyway if the co-ordination of information proposed by the single Somerset Flooding Information Point (see recommendation .....) is introduced. **The Steering Group recommend that a press protocol is devised, advising those dealing with media enquiries how to respond effectively.** Such a protocol would direct all enquires to the single information point to ensure consistent information is given – this will of course rely on the full commitment of all the relevant agencies to accurately maintain the single information point. In addition to this, all those in contact with the media will be briefed on the need to reinforce positive messages about those areas which remain accessible and the positive steps being taken to actively manage the flooding situation.

### **Lead Local Flood Authority role and responsibilities.**

The Flooding events of 2012 reminded us that flooding is a serious on-going risk for Somerset Communities. The Flood and Water Management Act 2012 implemented many of the recommendations of the Pitt Review into the 2007 floods. The Act clarified the roles and responsibilities for the management of flooding and introduced some new duties.

The Steering Group recommend that further work is undertaken to fully understand what progress has been made in Somerset towards implementing the full range of duties and responsibilities included in the Act.

One such duty is the preparation of the local flood risk management strategy. Such a strategy should describe the flood risk in an area and set out the actions that will be taken to manage it. Local strategies will help prioritise investment decisions and provide information on how flood risk will be managed. They provide a starting point for Lead Local Flood Authorities to engage with communities. Guidance from Defra and the Local Government Association states that local strategies are expected to take between 12-18 months to complete. According to the most current Environment Agency data, Somerset County Council's strategy preparations are *'in progress'*.

The Flood and Water Management Act was enacted in October 2010. In a recent letter to all Lead Local Flood Authorities, the Minister for Natural Environment – Richard Benyon MP, stated that whilst flooding events of 2012 may have diverted some resources away from policy preparation, he would encourage '...Lead Local Flood Authorities to get your strategies into the public sphere by Autumn 2013 so that communities can see the local arrangements in place for tackling flooding and what they can do to help themselves'.

In terms of funding flood management work -DeFRA figures state that in 2013-14 Somerset as a Lead Local Flood Authority will receive £461,000 – **we recommend that further work is undertaken to look at how this money is committed and what accountability measures are in place? Also, how is this figure calculated and is it adequate based on the risks /actions identified in the Somerset local flood risk management strategy?**

**We recommend that in order to support the Lead Local Flood Authority in preparing the necessary strategy and policy documents, drafts are submitted to the Steering Group for consideration at an appropriate stage. This will ensure effective consultation with the constituent district authorities and that the pertinent issues already identified by this review are reflected in the emerging strategies.**

### *Flood Mapping*

As part of this review of the roles and responsibilities of the Lead Flood authority, **we recommend that the Steering Group considers the information that the Environment Agency and the Lead Local Flood Authority have been doing to generate a new generation of surface water flood maps for England in compliance with the Flood Risk Regulations 2009.** DeFRA are keen that this information is shared with district authorities to ensure all local knowledge is effectively captured and this can be achieved by reporting through this Steering Group.

### *Dredging*

Prior to the Summit, the Steering Group felt that one issue would perhaps dominate – that of dredging the rivers Parrett and Tone, as there had been a significant amount of coverage of this issue in the local and national media. As mentioned in the main body of this report, great care was taken to ensure that this issue did not overshadow any other equally as pertinent issues. However, on the day of the Summit, the Environment Agency opened their presentation by saying that they appreciated the value of dredging ( a change from their previous stance on this issue) and that now efforts needed to be concentrated on sourcing adequate funding.

The Steering Group are of the opinion that there is no value in looking at the historical reason behind dredging, or lack thereof, but that in order to secure the best outcomes for our communities in the future, we should in effect accept that ‘ we are where we are’.

**To this end, the Steering Group recommend that discussions are had as soon as possible to identify practical and innovative sources of funding.** The Wessex Regional Flood and Coastal Committee has recently identified some funding to ‘kick start’ a dredging fund and this now needs to be built upon. We recommend that all potential partnership funding sources are fully explored and progress is regularly reported to the Steering Group.

As part of the continuation of the Joint Steering Group’s work, **we recommend that further work is carried out to ascertain the exact cost of dredging and realistic funding options. Such discussions would move beyond the more familiar territory of who should pay for dredging to who actually can pay. Discussions on this topic should look at contributions from Statutory Flood Management agencies ( EA, IDB’s, Local authorities etc) as well as the business sector and community enterprises.**

### *Disaggregation of Drainage Levy*

District or Unitary Council’s pay a levy to Internal Drainage Boards (IDB’s), funded from Council Tax. The scale of the levy is determined by the IDB and at present and Councils are obliged to pay this levy.

This aggregation creates difficulty for Council’s, as any increase of IDB levy would need to be funded within the limit of increase permitted to Council Tax without referendum (this limit was formerly imposed by way of a ‘cap’). This issue is compounded where a need exists for Council’s to increase Council Tax for their own requirements.

There is potential that Government may introduce a requirement that IDB’s gain the agreement of Council’s on any proposed increase in the drainage levy, but in reality this would not overcome the difficulties described above, as many Council’s would be reluctant to decline requests from IDB’s for an increase.

It would be preferable for the IDB levy to be disaggregated, and for IDB’s to be permitted to precept for the funds they require. This would provide a greater degree of transparency for tax payers and enable Council’s and IDB’s an appropriate degree of financial independence.

### *Somerset recommendations*

More locally, the Steering Group received considerable positive feedback from those attending the event about the presentations given in the morning session of the Summit. As detailed in this report, these presentations outlined the main roles and responsibilities of the key flood management agencies. Feedback from delegates asked if this information could be reproduced in an easy to understand format and made publicly available. In addition, numerous delegates raised concerns that whilst all the information is undoubtedly available, it is hard to know where to find it, especially at a time of crisis.

**We recommend that a single ‘Somerset Flooding Website’ is created, to be hosted by the Lead Local Flood Authority to ensure effective consistent advice and information is given across the County.**

### *Community Resilience*

The Community Resilience Workshop was well attended and very positive – delegates were keen to learn what they could do to help their own communities. The Steering Group feel it is important that this enthusiasm and positivity is maintained and **that a higher profile is given to the recently formed Community Resilience in Somerset Project to ensure that as many communities as possible are supported.** Two parishes have already been included in the programme as a result of the Somerset Flood Summit and this could be expanded.

There were a number of issues raised during this workshop that we would like to see addressed as a matter of some urgency. Once answered, the information could usefully form a self- help guide for communities and **we recommend that a further information event is held for Parish Councils and communities, facilitated by Avon and Somerset Police, Devon and Somerset Fire and Rescue and Somerset County Council covering the following points:**

- Public Liability - what can the public be empowered to do in times of flood and how is this achieved ( road closures, flood alleviation etc)
- What resources can be provided to communities – signage etc
- Advice on the use of vehicles in flood water – 4x4 community response vehicles etc
- Definitive information on Road Closures – and what happens if signage is ignored.

Unfortunately, Somerset was not chosen to be part of the DeFRA funded Flood resilience Community Pathfinder Scheme. Participation in this scheme would have addressed many of the issues identified by the Flood Summit. **Every effort must now be made to ensure that the information produced by the thirteen local authorities who were chosen is carefully monitored and appropriately applied to Somerset.**

## Summary of recommendations

The Joint Flooding Steering Group recommends that:

1. That the report on the economic impact of the 2012 flooding events is reported to the Steering Group as soon as is practicable.
2. Discussions with the Heart of the South West Local Enterprise Partnership (LEP) are initiated to look at its contribution to improving the infrastructure - it was not only Somerset that was adversely affected when the mainline train route was compromised by flooding around Curry Moor / Lyng and Burrowbridge and that national bodies such as Network Rail should be actively involved in these solution based discussions.
3. In addition, we recommend that all opportunities to secure Partnership Funding (under the Defra Flood and Coastal Erosion Resilience Partnership Funding initiative) are actively pursued.
4. That Somerset is actively represented by all agencies, including our MPs in government level discussions to ensure that insurance against flooding remains widely available and affordable and the Insurance industry is encouraged to positively engage in flood management discussions to ensure better flood prevention.
5. That a press protocol is devised, advising those dealing with media enquiries how to respond effectively and to promote the 'Somerset is open for business' message at times of flooding.
6. That in order to support the Lead Local Flood Authority in preparing the necessary strategy and policy documents as required by the Flood and Water Management Act, drafts of key documents are submitted to the Steering Group for consideration at an appropriate stage. This will ensure effective consultation with the constituent district authorities and that the pertinent issues already identified by this review are reflected in the emerging strategies.
7. That further work is undertaken to look at how the £ 461,000 allocated by Defra to Somerset County Council as a Lead Local Flood authority money is committed and what accountability measures are in place? Also, how is this figure calculated and is it adequate based on the risks /actions identified in the Somerset local flood risk management strategy?
8. That the Steering Group considers the work that the Environment Agency and the Lead Local Flood Authority(SCC) have been doing to generate a new generation of surface water flood maps for England in compliance with the Flood Risk Regulations 2009.

9. That discussions are had as soon as possible to identify practical and innovative sources of funding for a renewed programme of dredging in Somerset and that further work is carried out to ascertain the exact cost of dredging and realistic funding options. Such discussions would move beyond the more familiar territory of who should pay for dredging to who actually can pay. Discussions on this topic should look at contributions from Statutory Flood Management agencies ( EA, IDB's, Local authorities ) as well as the business sector and community enterprises
10. That a single 'Somerset Flooding Website' is created, to be hosted by the Lead Local Flood Authority to ensure effective consistent advice and information is given across the County.
11. That a higher profile is given to the recently formed Community Resilience in Somerset Project to ensure that it supports as many communities as possible and that the Lead Local Flood Authority can use the project as a basis for implementing a more sustainable model similar to those operated in other areas such as North Somerset.
12. That a further information event is held for Parish Councils and communities, facilitated by Avon and Somerset Police, Devon and Somerset Fire and Rescue and Somerset County Council covering the following points:
  - Public Liability - what can the public be empowered to do in times of flood and how is this achieved ( road closures, flood alleviation etc)
  - What resources can be provided to communities – signage etc
  - Advice on the use of vehicles in flood water – 4x4 community response vehicles etc
  - Definitive information on Road Closures – and what happens if signage is ignored.
13. That the Lead Local Flood Authority leads the preparation of a Riparian Owners Information Sheet to be made available to land owners and householders, containing information about Riparian responsibilities and sources of guidance or support.
14. That consideration is given by the Somerset Water Management Partnership (SWMP) to incorporating within its constitution the need for it to take a strategic overview of the issues raised at the Flooding Summit and in this report.
15. In order to provide a greater degree of transparency for tax payers and to enable Council's and Internal Drainage Board's an appropriate degree of financial independence from one another, it is recommended that Council's and MP's promote with Government the disaggregation of the Internal Drainage Board levy from Council tax.



**Appendix B**  
**Leaders' 'Flooding' Recommendations**

	<b>Scrutiny Draft Recommendations</b>	<b>Leader Draft Recommendations</b>
1	That the report on the economic impact of the 2012 flooding events is report to the Steering Group as soon as is practicable.	Agreed
2	That discussions with the Heart of the South West Local Enterprise Partnership (LEP) are initiated to look at the contribution the business community across the region can make to improving the infrastructure it was not only Somerset that was adversely affected when the mainline train route was compromised by flooding around Curry Moor / Lyng and Burrowbridge and that national bodies such as Network Rail should be actively involved in these solution based discussions.	<p>Replace with:</p> <p>That discussions with the Heart of the South West Local Enterprise Partnership (LEP) are initiated to:</p> <ul style="list-style-type: none"> <li>• Assess the impact of the 2012 flooding on the economic well-being and strategic infrastructure of Somerset and the surrounding areas;</li> <li>• Clarify the contribution that the LEP can make to improving outcomes on these issues.</li> </ul> <p>National bodies such as Network Rail should be actively involved in these solution based discussions given the impact on the mainline train route of flooding on the Levels and Moors.</p>
3	In addition, it is recommended that all opportunities to secure Partnership Funding (under the Defra Flood and Coastal Erosion Resilience Partnership Funding initiative) are actively pursued.	That discussions with all partners should continue as a matter of urgency to agree a vision for flood prevention in Somerset for the future. This should clarify the aims and responsibilities of all of the partners, build a comprehensive understanding of the funding opportunities available and enable the development of appropriate business cases for projects and funding.

	<b>Scrutiny Draft Recommendations</b>	<b>Leader Draft Recommendations</b>
		This work should not stop all opportunities continuing to be pursued to secure Partnership Funding.
4	That Somerset is actively represented by all agencies, including our MPs in government level discussions to ensure that insurance against flooding remains widely available and affordable and the Insurance industry is encouraged to positively engage in flood management discussions to ensure better flood prevention.	Agreed
5	That a press protocol is devised, advising those dealing with media enquiries how to respond effectively and to promote the 'Somerset is open for business' message at times of flooding	Agreed
6	That in order to support the Lead Flood Authority in preparing the necessary strategy and policy documents as required by the Flood and Water Management Act, drafts of key documents are submitted to the Steering Group for consideration at an appropriate stage. This will ensure effective consultation with the constituent district authorities and that the pertinent issues already identified by this review are reflected in the emerging strategies.	Agreed
7	That further work is undertaken to look at how the £ 461,000 allocated by Defra to Somerset County Council as a Lead Flood authority money is committed and what accountability measures are in place? Also, how is this figure calculated and is it adequate based on the risks /actions identified in the Somerset local flood risk management strategy?	Agreed that the totality of current funding for flood related activities needs to be understood and the adequacy of this level of funding considered. In order to build up this picture all councils (including Exmoor National Park) will provide details of spending on flood and water management including external funding and project funding received.

	<b>Scrutiny Draft Recommendations</b>	<b>Leader Draft Recommendations</b>
		<p>However all Government funding streams relating to flood relief and alleviation within Somerset should embrace the twin elements of transparency and accountability with the recipient organisations providing a full audit as to the purpose and details of the implementation of any scheme associated with this funding.</p>
8	<p>That the Steering Group considers the work that the Environment Agency and the Lead Flood Authority(SCC) have been doing to generate a new generation of surface water flood maps for England in compliance with the Flood Risk Regulations 2009.</p>	<p>The Leaders preference is that the Environment Agency should publish their existing surface water flood maps on their website and promote their availability with a view to achieving greater transparency.</p>
9	<p>That discussions are had as soon as possible to identify practical and innovative sources of funding for a renewed programme of dredging in Somerset and that further work is carried out to ascertain the exact cost of dredging and realistic funding options. Such discussions would move beyond the more familiar territory of who should pay for dredging to who actually can pay. Discussions on this topic should look at contributions from Statutory Flood Management agencies ( EA IDB's, Local authorities ) as well as the business sector and community enterprises.</p>	<p>Agreed, however the anticipated impacts of any dredging on retaining structures along the river also need to be understood.</p>
10	<p>That a single 'Somerset Flooding Website' is created, to be hosted by the Lead Flood Authority to ensure effective consistent advice and information is given across the County.</p>	<p>In preference to a new website, the focus will be on improving communications by developing a flooding communications protocol for Somerset to ensure a cohesive approach to the provision of timely and relevant information on existing websites and via other appropriate mechanisms.</p>

	<b>Scrutiny Draft Recommendations</b>	<b>Leader Draft Recommendations</b>
11	<p>That a higher profile is given to the recently formed Community Resilience in Somerset Project to ensure that it supports as many communities as possible and that the Lead Flood Authority can use the project as a basis for implementing a more sustainable model similar to those operated in other areas such as North Somerset.</p>	<p>Agreed</p>
12	<p>That a further information event is held for Parish Councils and communities, facilitated by Avon and Somerset Police, Devon and Somerset Fire and Rescue and Somerset County Council covering the following points:</p> <ul style="list-style-type: none"> <li>● Public Liability - what can the public be empowered to do in times of flood and how is this achieved ( road closures, flood alleviation etc)</li> <li>● What resources can be provided to communities – signage etc</li> <li>● Advice on the use of vehicles in flood water – 4x4 community response vehicles etc</li> <li>● Definitive information on Road Closures – and what happens if signage is ignored.</li> </ul>	<p>Agreed that rather than having a series of separate events, this recommendation will be taken forward by:</p> <ul style="list-style-type: none"> <li>● adding flooding issues to the agendas for a series of public consultation events being planned by the County Council for the autumn</li> <li>● ensuring that every town and parish council/meeting receives a flooding information pack which will include the points listed in the scrutiny recommendations.</li> </ul>
13	<p>That the Lead Flood Authority leads the preparation of a Riparian Owners Information Sheet to be made available to land owners and householders, containing information about Riparian responsibilities and sources of guidance or support.</p>	<p>Agreed and that this information can be included in the pack referred to above</p>
14	<p>That consideration is given by the Somerset Water Management Partnership (SWMP) to incorporating within its constitution the need for it to take a strategic overview of the issues raised at the Flooding Summit and in this report.</p>	<p>Agreed subject to the inclusion of a review of the groups active within Somerset on water management issues with the aim of simplifying the arrangements and clarifying responsibilities.</p>

