

BOROUGH OF BARROW-IN-FURNESS

EXECUTIVE COMMITTEE

Meeting, Wednesday, 9th September, 2015
at 2.00 p.m. (Committee Room No. 4)

NOTE: Group Meetings at 1.15 p.m.

AGENDA

PART ONE

1. To note any items which the Chairman considers to be of an urgent nature.
2. To receive notice from Members who may wish to move any delegated matter non-delegated and which will be decided by a majority of Members present and voting at the meeting.

3. **Admission of Public and Press**

To consider whether the public and press should be excluded from the meeting during consideration of any of the items on the agenda.

4. **Declarations of Interest**

To receive declarations by Members and/or co-optees of interests in respect of items on this Agenda.

Members are reminded that, in accordance with the revised Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting).

Members may however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

5. To confirm the Minutes of the meeting held on 29th July, 2015 (Pages 1-6).
6. Apologies for Absence/Attendance of Substitute Members.

FOR DECISION

- (D/R) 7. Recommendations of the Housing Management Forum, 27th August, 2015 (Pages 7-15).
- (D) 8. Council Finances Quarter 1 2015-2016 (Pages 17-23).

- (D) 9. Performance Management (Pages 24-27).
- (R) 10. Local Council Tax Reduction Scheme 2016-2017 (Pages 28-30).
- (R) 11. Establishment Changes (Pages 31-33).
- (D) 12. 2016-2017 Budget Assumptions and Timetable (Pages 34-37).
- (R) 13. Social Media Policy (Pages 38-39).
- (R) 14. Customer Service Strategy (Pages 40-41).
- (R) 15. Craven House Roofing (Pages 42-45).
- (D) 16. Waste Collection, Recycling and Street Cleansing Services Contract: Option to Extend (Pages 46-47).
- (D) 17. 1-5 Lawson Street and 102 Abbey Road: Period of Exclusivity (Pages 48-50).
- (R) 18. Nomination of MS Centre, Schneider Road, Barrow as An Asset of Community Value (Pages 51-54).
- (R) 19. Appointment of Independent Persons (Pages 55-56).
- (R) 20. IT Services Strategic Plan (Pages 57-58).
- (D) 21. Email and Internet Acceptable Use Policy (Pages 59-60).
- (D) 22. Housing Market Renewal Programme – North Central Renewal Area clearance site (Pages 61-63).

**NOTE (D) - Delegated
(R) - For Referral to Council**

Membership of Committee
Councillors

Councillors Pidduck (Chairman)
Sweeney (Vice-Chairman)
Barlow
Biggins
Brook
Graham
Hamilton
R. McClure
Maddox
Pemberton
Roberts
Williams

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EXECUTIVE COMMITTEE

Meeting: Wednesday 29th July, 2015
at 2.00 p.m.

PRESENT:- Councillors Pidduck (Chairman), Barlow, Biggins, Brook, Graham (Items 1 to 9 only), Hamilton, Maddox, Pemberton, Roberts and Williams.

Also Present:- Phil Huck (Executive Director), Sue Roberts (Director of Resources) and Jon Huck (Democratic Services Manager and Monitoring Officer).

27 – Declarations of Interest

Councillor Hamilton declared an Other Registrable Interest in Agenda Item 11 – Town Centre Shop Front Grants and Support for Town Centre Initiatives (Minute No. 32). He was a Member of Cumbria County Council.

28 – Minutes

The Minutes of the meeting held on 24th June, 2015 were agreed as a correct record.

29 – Apologies for Absence/Attendance of Substitute Members

Apologies for absence were received from Councillors R. McClure and Sweeney. Councillor M. A. Thomson submitted for Councillor Sweeney for this meeting only.

30 – North Central Renewal Area – Site of Buccleuch Court Flat

The Executive Director reminded the Committee that the Council had acquired Buccleuch Court Flats (numbers 29-75 Buccleuch Court) at the end of 2006, and had demolished the buildings during 2007. A plan of the site was considered. The site had been vacant and fenced off since that time. Attempts had been made to enter into a development agreement with either a private developer or a social landlord. However, to date it had not been possible to facilitate development on the site in that way. It was estimated that the site would accommodate 6-8 family houses.

Over time, the fencing had become increasingly dilapidated, and the site was overgrown. There remained little or no interest from Registered Social Landlords to develop in Barrow. Furthermore, development by a private developer was not likely to take place if the Council attempted to place any restrictions on the transfer of the land in the form of a development agreement.

RESOLVED:- To authorise the Executive Director to dispose of the site on the open market.

31 – Thorncliffe Crematorium Refurbishment

The Executive Director reminded the Committee that Thorncliffe Crematorium, off Devonshire Road and Thorncliffe Road in Barrow occupied a fairly central position within the wider cemetery site. The proposals bring considerable design improvements to the building as well as much-needed improvements for visitors to the premises. In addition the general office would be relocated from the Grade 2 Listed Borough Cemetery Gatehouse (1874) to within the refurbished crematorium building.

Planning Permission had been granted on 10th March, 2015. The tender was for the construction of new office/reception accommodation, together with associated staff areas. The chapel entrance was to be widened and new bi-folding doors installed. The interior of the chapel was to be refurbished, with new carpet and timber floor finishes, brick cladding to the face of the catafalque, replacement plasterboard ceiling and redecoration throughout. The works had also included for the removal and infilling of the existing large Chapel windows.

The alterations and refurbishment works were limited to the front section of the building and included for new finishes throughout, internal/external doors and screens and sanitary ware.

The services included for new electrical installations to the affected areas and heating installations, other areas were to have alterations to the existing installations to suit the new layout. The remaining areas to the rear of the building including the Furnace/Plant room and rear staff accommodation did not form part of these works.

The existing roof coverings and boarding to the front of the building were to be taken up and replaced with a new insulated flat roof membrane.

The following tenders for the Thorncliffe Crematorium Refurbishment works had been received and opened by the Chairman of the Executive Committee on Monday 20th July, 2015:

Allison Construction Ltd	£329,820.00
Contractor A	£340,680.00
Contractor B	£364,132.65
Contractor C	£374,740.00
Contractor D	£438,996.20

The existing asbestos (mainly ceiling tiles and soffit boards to the Chapel roof) to the rooms at the front of the building and within the Chapel area would be carried out prior to commencing the proposed building works. The electrical works required to the Furnace/Plant room areas would be carried out as part of the enabling works. That would also involve the installation of a new distribution board to serve the Chapel and rooms at the front of the building affected by the refurbishment works.

Between mid-October 2015 and the end of March 2016 whilst the Chapel remained closed, temporarily, services would be carried out within St. Matthews Church,

Church of England, Harrogate Street, Barrow-in-Furness. Cremations would be unaffected during the proposed refurbishment works.

The works were programmed to last for approximately 25 weeks, commencing on Monday 12th October 2015. On completion of the refurbishment works and once the staff had been relocated the Grade 2 Listed Gatehouse would be put up for sale.

RESOLVED:- (i) To appoint Allison Construction Ltd under the 2011 JCT Intermediate Building Contract with contractors design to carry out the proposed works in the sum of £329,820; and

(ii) To agree that on completion of the works to proceed with the sale of the existing Borough Cemetery Gatehouse.

32 – Town Centre Shop Front Grants and Support for Town Centre Initiatives

The Executive Director reminded the Committee that in September 2014 Members had agreed to set aside £250,000 to support a third round of Shop Front Grants for retail premises in Barrow, Dalton and Askam. The funding had been committed over 2014/15 and 2015/16. The first two rounds of Shop Front Grants had supported 100 premises with an additional three grant applications still outstanding. Following evaluation of rounds 1 and 2, grant rates for round 3 had been increased to a maximum contribution of 75% of the cost of eligible works capped at £5,000. To date 14 had come forward in round 3. The Council had tried to market the scheme through the local branch of the Federation of Small Businesses, but given the slow take-up notwithstanding improved grant rates, it seemed reasonable to conclude that the scheme was approaching capacity and take-up of the full allocation was unlikely.

In recognition of the commercial pressures operating on town centres, the Council had funded a viability study for a Business Improvement District in Barrow, the Council had accepted the findings of the viability study and had resolved to:-

1. Support appointment of KOLEK Consulting to support the BID Steering Group move to stage 1 of BID development.
2. Agree to provide £1,000 to support this.
3. Agree in principle to support a proportion of the costs of stage 2 BID preparation.

The BID Steering Group was now at the point of preparing the proposition on which the BID would be presented to businesses and had asked the Council, in view of its earlier resolution, to match Cumbria County Council's contribution towards stage 2 of £5,000.

BID's operated by pooling an additional levy of 1-2% on NNDR on commercial properties within the BID area over a five year period. Whilst the boundary of the BID had yet to be agreed, it was clear that the Council would pay additional NNDR

on operational and vacant properties within the BID. These included the Town Hall, Forum, car parks and other vacant buildings. On current valuations and levels of occupancy, he estimated the additional cost to the Council would be £6,000 pa over a five year period assuming a 2% levy, and it would be prudent to set aside finance to meet that additional cost.

In addition, the Council were obliged to pay the cost of conducting the BID ballot. Based on experience from other BIDs, he estimated that would be £5,000. Ballots were usually conducted by the Electoral Reform Society.

The Council continued to support the Partnership Working Group on the town centre and that group, through Cumbria County Council (CCC), had commissioned a traffic study planning traffic and pedestrian flows through the town centre as a basis for future improvement and policy development. The work was currently out to tender and the Council had been asked to match CCC's £20,000 contribution towards the work.

Taking these issues and costs together it was clear the Council faced additional medium term expenditure (subject to the outcome of the BID ballot) at an estimated cost of £60,000.

Given that Shop Front Grants appeared to have reached their capacity, it would seem prudent to limit allocations to £120,000 which would allow 24 properties, at maximum grant level, to proceed. That would allow the Council to fund the additional commitments from the balance of £130,000 leaving £70,000 available to support the BID proposals and other town centre initiatives.

RESOLVED:- To agree

- (i) to reduce the round 3 Shop Front Grant Scheme allocation to £120,000;
- (ii) to allocate £5,000 towards stage 2 of BID development;
- (iii) to finance the BID ballot with an estimated cost of £5,000;
- (iv) to ring-fence additional NNDR payments over the lifetime of the BID scheme - £30,000;
- (v) to allocate a maximum of £20,000 towards preparation of a Traffic Study for Barrow; and
- (vi) that £70,000 be made available to support the BID proposals and other town centre initiatives.

33 – Executive Director – Performance Appraisal 2015

The Executive Director reminded the Committee that the Council was in the process of rolling out performance appraisals to all staff during the 2015/16 financial year in accordance with the agreed policy. The Executive Director had been appraised by the Leader and Deputy Leader of the Council. It had been agreed that as a new

administration would be taking office in May 2015, the appraisal should be interim and conducted again when the new administration had established its strategic policies, particularly in response to further reductions in Government Grant.

For that reason they were largely a continuation of existing objectives. The following key objectives had been agreed for that period.

1. To lead on the Council's response to economic growth and regeneration of the Borough.
2. To prepare a four year Budget Strategy for consideration by Council taking into account reductions in Government Grant.
3. To maintain an overview of the current national and local position on devolution and structural reform of local government.

RESOLVED:- To note the key objectives to January 2016 as detailed in the report.

REFERRED ITEM

THE FOLLOWING MATTERS ARE REFERRED TO COUNCIL FOR DECISION

34 – Financial Outturn 2014-2015

The Director of Resources submitted a detailed report that contained the financial outturn for the year ended 31st March 2015. The report also included all aspects of the Council's finances; General Fund, Housing Revenue Account, Collection Fund, Capital Programme and Treasury Management.

RECOMMENDED:- To recommend that Council:-

- (i) To note the financial outturn for 2014-2015;
- (ii) To approve the final 2014-2015 budget as £12.582m;
- (iii) To approve the addition of £300k to the General Fund balance;
- (iv) To approve the movements in reserves as set out in Section G of the report;
- (v) To approve the addition of £36k to the Housing Revenue Account balance;
- (vi) To note the annual treasury management review; and
- (vii) To note the amounts written off under delegation in 2014-2015.

35 – Establishment of a Market Liaison Committee

The Executive Director informed the Committee that the Council had recently invested considerable capital monies into the refurbishment of the Market Hall. The Market was an important element of the Town's retail offer and it was important that

it thrived and encouraged enterprise. It sustained not only existing and long established businesses, but also acted as an entrepreneurial hub for new businesses.

With the proposed establishment of a Barrow Business Improvement District, and the need to work together to improve the vitality of the Town Centre, it was considered that the formal channel of communication between the Council and tenants should be established. The Council which had been appointed in May was working on its budget strategy and plans for the next four years and in the light of the considerable challenges facing Town Centres, the Liaison Committee would be extremely useful.

The proposed Barrow Markets Liaison Committee would report to the Overview and Scrutiny Committee.

RECOMMENDED:- To recommend the Council:-

- (i) To establish a Market Liaison Committee, with the terms of reference set out in the appendix attached to the report; and
- (ii) To agree to appoint four Members namely Councillors Barlow, Burns, Pidduck and one Conservative representative.

36 – Risk Management Policy

The Executive Director informed the Committee that the Council's Risk Management Policy had been reviewed and updated. The policy sets out the Council's approach to risk management and the risk assessment process adopted.

RECOMMENDED:- To recommend the Council approve the Risk Management Policy.

The meeting closed at 3.20 p.m.

BOROUGH OF BARROW-IN-FURNESS

EXECUTIVE COMMITTEE

9th September, 2015

(D)/(R) AGENDA ITEM NO. 7

RECOMMENDATIONS

OF THE

HOUSING MANAGEMENT FORUM

27th August, 2015

***Subject to the protocol agreed by Council**

The recommendations of the meeting of the Housing Management Forum held on 27th August, 2015 are attached.

COPIES OF THE DETAILED REPORTS ON THESE ITEMS HAVE BEEN CIRCULATED PREVIOUSLY TO ALL MEMBERS OF THE COUNCIL.

The Council has agreed that the following protocol should operate:-

- The Executive Committee shall automatically agree any such recommendation or refer it back for further consideration.

- If on re-submission the Executive Committee is still unwilling to approve the recommendation, it is automatically referred to full Council for decision.

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 27th August, 2015	(i)
Reporting Officer: Colin Garnett, Housing Manager	
<p>Title: Asset Management Strategy 2015-2020</p> <p>Summary and Conclusions:</p> <p>The purpose of Housing Manager's report was to recommend to Members a draft Asset Management Strategy (AMS) 2015-2020 and Asset Management Plan (AMP) for the Council's defined management areas.</p> <p>The purpose of the AMS was to provide direction for future investment in the housing stock and ensure such investment had regard to operational factors to manage it appropriately.</p> <p>Recommendations:</p> <p>That Members agree to:-</p> <ol style="list-style-type: none"> 1. Note the contents of the AMS; and 2. Agree the Asset Management Strategy 2015-2020 and resultant Asset Management Plan. 	

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 27th August, 2015	(ii)
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: United Utilities Reward Scheme Review</p> <p>Summary and Conclusions:</p> <p>In November 2012 members had agreed to the introduction of a water charge collection scheme. The scheme provided a range of benefits to both Tenants and Council.</p> <p>The scheme had been running for just over 2 years and there was now sufficient information to review progress, check that the scheme was delivering the intended benefits and decide whether or not to continue the scheme.</p> <p>Recommendations:</p> <p>That Members agree to:-</p> <ol style="list-style-type: none"> 1. Note the information in the report; and 2. Continue to collect water rates with a view to reviewing the arrangement in two years. 	

HOUSING MANAGEMENT FORUM	(R)
Date of Meeting: 27th August, 2015	(iii)
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Gas Maintenance & Responsive Repairs Contract</p> <p>Summary and Conclusions:</p> <p>The purpose of the Housing Manager's report was to re-affirm the term of the recently awarded Gas Maintenance and Responsive Repairs Contract.</p> <p>Recommendations:</p> <p>That the Executive Committee:-</p> <p>Confirm the term of the Contracts as three years, plus one year with potentially a further six years with two yearly break clauses.</p>	

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 27th August, 2015	(iv)
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Gas Maintenance Contract</p> <p>Summary and Conclusions:</p> <p>The purpose of the Housing Manager's report was to update Members on discussions with the newly appointed Gas Maintenance Contractor and sought approval to introduce new arrangements for the reporting of gas breakdowns, repairs and the co-ordination of annual gas servicing.</p> <p>Recommendations:</p> <p>To agree that Officers continue to mutually agree with the new Contractor that:-</p> <ol style="list-style-type: none"> 1. The Contractor becomes the first point of call for tenants to report gas breakdowns or repair requests; 2. The Contractor take responsibility for scheduling, coordination and arranging appointments to complete annual gas servicing; and 3. The arrangement be reviewed after a period of twelve months to either confirm the new working arrangement or resort back to current practice. 	

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 27th August, 2015	(v)
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Scrutiny of Void Standard Policy and Procedures</p> <p>Summary and Conclusions:</p> <p>The purpose of the Housing Manager's report was to provide Members with an update on the Scrutiny of the Void Standard Policy and Procedures.</p> <p>A report went to the Housing Management Forum in August 2014 with the final draft of the Policy and Procedures and Members were asked to note the four-stage scrutiny process. Stage 4 of the process was Implementation and Review. Members of the Tenant Scrutiny Working Party had now had the opportunity to view properties which had been upgraded to the new void standard and reviewed as deemed appropriate.</p> <p>Recommendations:</p> <p>To note the content of the report and completion of the scrutiny into void standards.</p>	

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 27th August, 2015	(vi)
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Promotion of Properties to Let</p> <p>Summary and Conclusions:</p> <p>The Housing Manager's report sought agreement to use "third party" arrangements to promote the availability of specific property when conventional means of doing so appeared to be ineffective. The report was not about changes to the Allocation Policy but rather the means by which potential new tenants were attracted.</p> <p>Recommendations:</p> <p>Members agree to:-</p> <ol style="list-style-type: none"> 1. Note the content of the report and comments concerning the demand for two bedroom properties predominantly on the Ormsgill estate; 2. The use of Facebook and alternative advertising mediums to promote the availability of property when conventional arrangements did not appear to do so; and 3. That such properties were re-let outside the CBL process when it was clear there was no demand from any registered applicants. 	

HOUSING MANAGEMENT FORUM	(D)
Date of Meeting: 27th August, 2015	(vii)
Reporting Officer: Colin Garnett, Assistant Director - Housing	
<p>Title: Provision of Temporary or Interim Accommodation for Homeless Families</p> <p>Summary and Conclusions:</p> <p>The Council had a responsibility through the homeless legislation to provide temporary or interim accommodation in certain circumstances. The Council sought to recover the cost of provision from the particular resident through rent charges. The purpose of the Housing Manager's report was to highlight that Welfare Reform changes were likely to have a detrimental impact on the Council's ability to recover the rent charges and to prompt a review of the temporary accommodation arrangements.</p> <p>Recommendations:</p> <p>Members agree to:-</p> <ol style="list-style-type: none"> 1. Note the content of the report and the likely impact for rent recovery; and 2. Agree a review of arrangements for the provision of temporary or interim accommodation be carried out and to report further on future options. 	

EXECUTIVE COMMITTEE	(D) Agenda Item 8
Date of Meeting: 9th September, 2015	
Reporting Officer: Director of Resources	
<p>Title: Council Finances Quarter 1 2015-2016</p> <p>Summary and Conclusions:</p> <p>This report sets out the Council finances for quarter ended 30th June, 2015. The report includes the General Fund, Capital Programme, Treasury Management, Reserves and Balances and the Housing Revenue Account.</p> <p>Recommendations:</p> <p>To approve the Council finances for quarter 1 of 2015-2016 including the Capital Programme variations.</p>	

Report

A. General Fund Revenue Budget

The General Fund Revenue Budget was set at £11,471,040 on 3rd March, 2015. The current budget is £12,056,090 and the budget movement is shown below:

Net Revenue Budget	Total Revenue Financing
£12,056,090 Current 9/9/2015	£12,056,090 Current 9/9/2015
£11,600 Benefit fraud support and software changes	£11,600 New burdens grant funding
£141,000 Unbudgeted one-off grant to be spent or reserved	£141,000 Efficiency Support Grant
£432,450 Supply Chain project expenditure	£432,450 Supply Chain grant income
£11,471,040 Original 3/3/2015	£11,471,040 Original 3/3/2015

The movements in the subjective headings from 3rd March, 2015 to date are shown at **Appendix 1**. The movements have increased the direct costs by £660,630 (from £9,782,990 to £10,443,620) and this is funded from:

- Additional grants £444,050
- Use of reserves £278,920
- Budget variations (£62,340)

The budget variations were approved as a £30,000 item within the overall budget provision. At the end of quarter 1, the variations budget has not been called on, but has been increased by £62,340; this may be called upon during the rest of the year, but the contracts variations can be rolled forward into future financial projections. This is possible as the variations are primarily caused by inflation being lower than estimated for 2015-2016 and so the base contract price for each consecutive year is adjusted. This adjustment is highlighted in the Medium Term Financial Plan section of this report.

The direct costs compared to the current budget, as at 30th June, 2015, are shown in the following table:

Item	Budget £	Actual £	Proportion
Staff pay	4,737,770	1,147,752	24%
Other staff costs	113,220	38,803	34%
Transport	103,640	25,339	24%
Property	2,004,300	389,725	19%
Supplies & services	3,383,020	876,186	26%
Contracts	6,649,870	1,656,824	25%
Benefits (net of subsidy)	107,290	(445,813)	-
External income	(6,655,490)	(1,806,029)	27%
Total	10,443,620	1,882,787	

The proportion is expected to be around 25%. Those with significant variance have been reviewed and are summarised below:

Other staff costs

There are items within this heading that are not spent in an even quarterly profile. These items are staff insurance, pension increases for former employees and staff training.

Adjusting for the spend profile on these items against a quarter 1 budget would reduce the actual expenditure to £29,341, making the proportion 26%.

Property

The items to adjust within property costs are electricity, gas and water (utilities). Adjusting for the spend profile on these items against a quarter 1 budget would increase the actual expenditure to £472,027, making the proportion 24%.

Benefits

The net expenditure on benefits is made up of benefits paid out of £4.8m (22%) and subsidy received of £5.2m (24%). The subsidy is paid against an initial estimate and is paid in equal instalments. The benefits paid out primarily follow a 4-week cycle. In cash terms, the subsidy received does not relate to the benefits paid out. Rather than provide further analysis on this item, any impact on the annual budget will be identified in the quarterly reports. Some analysis is provided with the service areas spend analysis below.

The direct costs can also be presented against the service areas within Management Board:

Service Area	Budget £	Actual £	Proportion
Corporate, Democratic and Support Services	3,452,360	875,517	25%
Community Services	3,655,110	810,568	22%
Revenues and Benefits	2,276,690	107,879	5%
Regeneration and the Built Environment	1,059,460	88,823	8%
Total	10,443,620	1,882,787	

The proportion is expected to be around 25%. Those with significant variance have been reviewed and are summarised below:

Revenues and Benefits

Adjusting the benefits paid if equal amounts were paid each calendar month and adjusting the subsidy received to match against the benefits paid out would increase the actual expenditure to £580,514, making the proportion 25%.

Regeneration and the Built Environment

There are several items within this service area to adjust the profile for when making a budget comparison.

In relation to commercial properties, there are utilities, NNDR, repairs and maintenance, insurance, cleaning, recoverable charges and rents. Adjusting for these items and the seasonal illuminations would increase the actual expenditure to £454,922.

In addition to these adjustments, the planning fees are £75,579 ahead of expectations at this point in the year; some of this income is required to fund the Local Plan process. Together the adjusted actual expenditure increases to £530,501, making the proportion 26%.

B. Commercial Properties

The non-ring-fenced commercial property rent income for 2015-2016 is budgeted to be £1.1m. During quarter 1 the following changes achieve a net gain of £105,255 for the full year; the gain consists of rent income and the NNDR liability:

- Craven House floors let – rent income and NNDR liability
- Salthouse Depot compound (partial area) let – rent income
- 242-244 Dalton Road let – NNDR liability

C. Capital Programme

The current capital programme is detailed at **Appendix 2** and the current years are summarised in the following tables:

Investment	2015-16 £	2016-17 £	2017-18 £
Public Housing	1,817,000	1,817,000	1,817,000
Private Housing	771,285	560,000	560,000
Housing Market Renewal	1,793,786	709,000	1,002,600
Public Buildings	828,477	150,000	150,000
Industrial & Commercial Properties	197,510	200,000	200,000
Other Public Assets	402,409	175,000	60,000
Community Initiatives	40,044	-	-
Retentions	3,452	10,000	10,000
Asset Investment Fund	243,113	141,085	630,000
Total	6,097,076	3,762,085	4,429,600

Financing	2015-16 £	2016-17 £	2017-18 £
Borrowing	-	1,083,590	1,350,000
Government Grants	1,804,906	560,000	560,000
HRA MRR	1,817,000	1,817,000	1,817,000
Private Contributions	30,000	-	-
Earmarked Reserves	1,579,591	-	-
Revenue	200,000	-	502,600
Capital Receipts	665,579	301,495	200,000
Total	6,097,076	3,762,085	4,429,600

The programme is showing as fully financed as it includes £650,000 of usable capital receipts assumed to be realised over the period covered. The projects within the programme are short term generally and beyond 2015-2016 are largely deferrable; there is no risk of over-committing as the policy is to fund projects from asset sales. Where sales do not materialise, projects can be deferred or removed from the programme.

The changes from the previous version of the capital programme are set out in **Appendix 3** along with project and financing definitions.

D. Treasury Management

The Council's existing borrowing of £39.5m is all fixed rate PWLB loans maturing over the mid to long term. The debt belongs to the General Fund £13.4m and the HRA £26.1m. No loans are maturing in 2015-2016.

The total interest on the loans is £1.45m for the year with each loan having interest payments at six month intervals.

The limit for external debt for 2015-2016 is £55m and this has not been exceeded.

The interest receivable on matured temporary surplus cash deposits for the first quarter of 2015-2016 is £29,439. As at 30th June, 2015, the Council's funds were placed with:

Financial institution	Deposited	
Building Societies:		
West Bromwich Building Society	£2m	
Newcastle Building Society	£3m	
Principality Building Society	£2m	
Leeds Building Society	£2m	
Progressive Building Society	£3m	
Skipton Building Society	£3m	
National Counties Building Society	£2m	
Manchester Building Society	£1m	
Total of fixed term deposits		£18.0m
HSBC overnight deposit account		£2.8m
Total funds invested		£20.8m

E. General Fund Reserves and Balances

The General Fund financial reserves are currently estimated to be:

	1 April 2015 £k	Allocated £k	Added £k	Current £k
General Fund balance	2,300	-	-	2,300
Medium Term Financial Plan support	2,870	-	-	2,870
Service transformation	778	(59)	-	719
Renewals reserve	1,990	(1,540)	-	450
Insurance reserve	100	(20)	-	80
Losses reserve	631	-	-	631
Budget contingency reserve	1,371	(309)	238	1,300
Ring-fenced reserves	606	(47)	150	709
Other earmarked reserves	484	(154)	-	330
Earmarked revenue grants	691	(129)	-	562
Total	11,821	(2,258)	388	9,951

F. Medium Term Financial Plan

The projections from the current Medium Term Financial Plan 2015-2020 have been adjusted to reflect the on-going beneficial impact of the contracts and commercial property income identified during quarter 1 of 2015-2016:

	2016-2017	2017-2018	2018-2019	2019-2020
	£m	£m	£m	£m
Current net shortfall	0.3	1.1	0.9	0.6
Adjustment	(0.2)	(0.2)	(0.2)	(0.2)
Revised net shortfall	0.1	0.9	0.7	0.4

The shortfall over the period is supported by an earmarked reserve.

G. Housing Revenue Account

The Housing Revenue Account budget was set as balanced on 3rd March, 2015.

The direct costs and external income compared to the current budget, as at 30th June, 2015, are shown in the following table:

Item	Budget £	Actual £	Proportion
Dwelling rents	(10,377,540)	(2,623,446)	25%
Other income	(1,670,120)	(482,975)	29%
Supervision and management	3,453,910	839,712	24%
Repairs and maintenance	3,578,960	739,214	21%

The proportion is expected to be around 25%. Those with significant variance have been reviewed and are summarised below:

Other income

The other income includes leaseholder invoices raised for the full year and annual amounts received from the Cumbria Housing Partnership.

Repairs and maintenance

The actual in the first quarter of 2015-2016, taking account of work in progress, is short of the flat 25% proportion. This is due to timing of planned maintenance; the previous year is being completed and this has been accrued for; the new schemes have commenced between April to August 2015.

(i) Legal Implications

The recommendation has no significant implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The financial implications are set out in the body of the report.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Wellbeing Implications

This recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

APPENDIX No. 1

General Fund Budget 2015-2016

	Original Budget	Additional grants	Reserves	Budget variations	Matched supplements & virements	Current Budget
Staff pay	4,745,120				(7,350)	4,737,770
Other staff costs	101,490			5,250	6,480	113,220
Transport	102,730			380	530	103,640
Property	1,966,960		21,680	7,420	8,240	2,004,300
Supplies and services	2,593,820	444,050	257,240	28,920	58,990	3,383,020
Contracts	6,747,390			(102,920)	5,400	6,649,870
Benefits	21,745,670					21,745,670
Benefits grants	(21,638,380)					(21,638,380)
External income	(6,581,810)			(1,390)	(72,290)	(6,655,490)
Direct Costs	9,782,990	444,050	278,920	(62,340)	0	10,443,620
Internal income from HRA & capital	(745,090)					(745,090)
Capital charges	1,375,170					1,375,170
Indirect Costs	630,080	0	0	0	0	630,080
Net Expenditure	10,413,070	444,050	278,920	(62,340)	0	11,073,700
External interest earned	(50,000)					(50,000)
External interest paid	584,640					584,640
Minimum revenue provision	896,830					896,830
Revenue contribution to capital	460,630					460,630
Capital charges	(1,375,170)					(1,375,170)
Pension fund	1,186,740					1,186,740
Movements in reserves	(675,700)		(278,920)			(954,620)
Budget variances	30,000				62,340	92,340
Unbudgeted grants	0	141,000				141,000
Net Revenue Budget	11,471,040	585,050	0	0	0	12,056,090

Capital Programme 2014/2018

	2014/2015	2015/2016	2016/2017	2017/2018
Capitalised planned maintenance	1,887,646	1,817,000	1,817,000	1,817,000
Total Investment in public housing	1,887,646	1,817,000	1,817,000	1,817,000
Disabled facilities grants	388,715	771,285	560,000	560,000
Private Sector Housing Condition Survey	17,950			
Total Investment in private housing	406,665	771,285	560,000	560,000
Group Repair - Central Area A & E		40,000		
Rawlinson Street Corridor		284,115		
Group Repair - Greengate Street		100,000	500,000	
Group Repair - Rawlinson Street			150,000	500,000
Barrow Island Environmental Improvements	43,703	1,369,671	59,000	
Barrow Island Private Sector Housing				502,600
Investment in Housing Market Renewal	43,703	1,793,786	709,000	1,002,600
Total investment in housing	2,338,014	4,382,071	3,086,000	3,379,600
Cemetery		6,548		
Crematorium	47,428	499,800		
Dock Museum	(12,395)	32,870		
Forum		70,500		
Leisure Centre	12,867	30,163		
Market Hall	199,517	30,995		
Public Conveniences		21,971		
Roof Top Car Park		89,130		
Town Hall	102,521	24,500		
Public Buildings Investment Fund		22,000	150,000	150,000
Total Investment in Public Buildings	349,938	828,477	150,000	150,000
Craven House	67,327	32,673		
James Freel Close Business Units	221,452	47,418		
Marina Village	720,911	17,419		
Industrial & Commercial Property Investment Fund		100,000	200,000	200,000
Total Industrial & Commercial Properties	1,009,690	197,510	200,000	200,000
Farm Street Pay Area (The Rec)	199,624	4,950		
Town Centre Shop Front Grants		75,000	45,000	
Town Centre Initiatives			70,000	
Link Road	44,720			
IT Equipment & Development	583,198	159,014	60,000	60,000
CCTV Equipment	-	38,890		
Car Parking Pay & Display Machines	67,656			
Other Public Assets Investment Fund		124,555		
Total Investment in other public assets	895,198	402,409	175,000	60,000
Coastal Defence Work West Shore Park	193,446			
Rural Regeneration - Roa Island Jetty	193,635	19,540		
Rural Regeneration - Coastal Protection	-	20,504		
Total Investment in Community Initiatives	387,081	40,044	-	-
Retentions	-	3,452	10,000	10,000
Asset Investment Fund	-	243,113	141,085	630,000
Total	4,979,921	6,097,076	3,762,085	4,429,600
Funding of Capital Programme				
Borrowing Requirement Non Housing			1,083,590	1,350,000
DCLG Grant	965,774	771,285	560,000	560,000
Cluster Empty Homes	43,703	1,028,671		
Lottery & WREN	199,624	4,950		
Arts Council	5,000			
DEFRA & Environment Agency	136,112			
Cumbria County Council & Other Local Authorities	51,688			
Private Contributions	59,834	30,000		
HRA MRR	1,887,646	1,817,000	1,817,000	1,817,000
Contributions from Earmarked Reserves	1,580,470	1,579,591		
Contributions from Revenue	50,070	200,000		502,600
Usable Capital Receipts		665,579	301,495	200,000
Total	4,979,921	6,097,076	3,762,085	4,429,600

1. Capital Programme Variations

The major (over £10,000) variations to the capital programme since the last report are as follows:

1.1 Outturn 2014-2015

- £1,175,216 re-profiled from 2014-2015 to 2015-2016.
- Miscellaneous projects £235,965 expenditure not meeting definition of capital transferred to revenue.
- Miscellaneous project underspends £27,748.
- Link Road underspend £12,567.
- 102 Abbey Road underspend £18,277.
- Capitalised Planned Maintenance underspend £70,646.
- Group Repair Central Area A & E underspend £34,533.
- Dock Museum deposit refunded from Cumbria County Council re highway works £43,509.
- Coastal Defence Work West Shore Park reduced project costs and funding £232,356.
- Barrow Park Paths & Fencing project removed from programme £46,400.

1.2 Re-profiling

- Group Repair Greengate Street £500,000 re-profiled from 2015-2016 to 2016-2017.
- Group Repair Rawlinson Street £500,000 re-profiled to 2017-2018 from 2015-2016, £150,000 and 2016-2017, £350,000.

1.3 Revised Funding

- Town Centre Shop Front Grants reduced to £120,000 approved by Executive Committee 29th July 2015.
- Town Hall roof works retention £20,000 2015-2016.

1.4 New Capital Bids

- Forum refurbishment first floor toilets 2015-2016, £50,000 funded from Public Buildings Investment Fund.
- IT Network Refresh – replace end of life switches and installation of Wi-Fi within Town Hall meeting rooms 2015-2016 £69,995 funded from Other Public Assets Investment Fund.
- Town Centre Initiatives £70,000 2016-2017 approved by Executive Committee 29th July 2015 funded from reduction in Town Centre Shop Front Grants.

1.5 Borrowing

- Borrowing has been reduced by £390,000 and replaced by reserves.

2. Capital projects

Capitalised Planned Maintenance: The planned maintenance programme aims to continue improvements to ensure the Council satisfies the Government's requirements for Decent Homes. Where there are planned major works to Council dwellings such as rewiring, heating, bathrooms and kitchens, this expenditure is capitalised and financed by the major repairs allowance. This is funded from the Major Repairs Reserve.

Disabled Facilities Grants: These are awarded for essential adaptations to give a disabled person better freedom of movement around the house. This work includes widening doors or installing ramps, providing a specially adapted room in which it is safe to leave a disabled person unattended and improving accessibility and facilities around the home. This project is supported by an annual grant from the DCLG.

Private Sector Housing Condition Survey: Every 5 years the Council collects information about owner occupied and privately rented properties to inform the Housing Strategy and prioritise actions and investment. The current survey is being carried out as a Cumbria-wide exercise.

Group Repair – Central Area E & Central Area A, Greengate Street, Rawlinson Street and Rawlinson Street Corridor: These are part of the North Central Renewal Area where the Council is committed to a 10 year programme of works. Group repair schemes are major external renovation and refurbishment of whole streets or blocks.

Central Area A includes 107 properties on Thwaite Street, Brewery Street and Whitehead Street. Area E includes 135 properties within the Renewal Area boundary on Arnside Street, Lindal Street, Harrison Street, Lord Street and Silverdale Street. The proposed works would be similar in nature to those already carried out on Sutherland Street (evens) and Marsh Street (odds). The exact specification will be determined to maximise impact following property surveys and will depend on the condition of the property and the budget available.

The Rawlinson Street Corridor between Abbey Road and Greengate Street is on the boundary of the Renewal Area, and is currently a retail area secondary to the Town Centre core. It is also an important secondary thoroughfare. As such the appearance of the corridor is important to the general vibrancy of the Town Centre. The number of viable retail businesses on Rawlinson Street has reduced in recent years, and it may be appropriate for a number of premises to change use from business to residential. The capital scheme proposed will enhance the Town Centre shop front grant scheme in this area, promote appropriate changes in use and provide discretionary grants for residential fabric improvements.

Barrow Island Environmental Improvements: this is the project to improve the public realm in the vicinity of Barrow Island Flats thus making the flats more desirable and therefore more lettable. The project is funded from Cluster of

Empty Homes Fund allocated to the Council to tackle the problem of empty homes within Barrow Island Flats.

Cemetery: This is the retention for the new grave section at Barrow Cemetery.

Crematorium: There are three projects within this heading. 2014-2015 replace the monitoring equipment and 2015-2016 reline the cremators and refurbishment of Thorncliffe Crematorium and relocation of staff offices from the Cemetery Gatehouse to the crematorium building.

Dock Museum: There are two projects within this heading. Works required to the land and car parking associated with the sale of the adjacent land and a new auditorium for film shows.

Forum 28: There are two projects within this heading. New building control panel and refurbishment of first floor toilets.

Leisure Centre: This is the project for the installation of a children's Splash Zone.

Market Hall: There are two projects within this heading. Asbestos removal and refurbishment of market hall and toilets.

Public Conveniences: This project is for the demolition of the toilets blocks at Duke Street, Askam.

Roof Top Car Park: This is the project looking to resolve the waterproofing issues on the roof top car park.

Town Hall: There are two projects within the Town Hall. Retention on the roof and stone works to the building and retention on the refurbishment to offices to accommodate the Housing Department.

Craven House: This project is to upgrade the common areas of the building. Upgrading lighting and fire detection system, decoration and resurfacing car park.

James Freel Business Units: There are three projects within this heading. The project for the sewer and highway remedial works to enable the adoption by Cumbria County Council and United Utilities. Unit 9 roof works and refurbishment works to business units.

Marina Village: This long-term project is a continuation of the acquisition and demolition of properties in preparation for the Marina Village development.

Farm Street Play Area (The Rec): The project is the complete refurbishment of Farm Street Play Area funded from Big Lottery and Waste Recycling Environment Limited (WREN).

Town centre shop front grants: This scheme supports the creation of attractive and customer friendly town centres in Barrow and Dalton which enable shopkeepers to work effectively together to market their town centres in order that they can compete effectively with out of town shopping. The scheme is targeted at small retailers in Barrow Town Centre and Dalton Town Centre and is open to small independent businesses with less than 50 employees. During the original phase of the scheme Council supported 76 applications, some of which are ongoing.

Link Road: This project was for the construction of the Link Road; retentions and minor outstanding works were paid in 2014-2015.

IT equipment & development: There are three projects within this heading. Replacement of the Web Content Management System, IT Network Refresh to replace end of life switches and installation of Wi-Fi within Town Hall meeting rooms and updating of the Councils computers and the development of systems and hardware to maintain a supportable and robust IT environment.

CCTV: This project is for the purchase of replacement CCTV cameras in Barrow and Dalton and new monitoring and recording equipment.

Car Parking Pay & Display Machines: This project is for the purchase of 22 replacement pay & display ticket machines.

Coastal Defence Work West Shore Park: This is the project for the installation of 20 year temporary sea defences at the West Shore Park

Rural Regeneration – Roa Island Jetty: This is the project to replace the degrading precast reinforced concrete jetty with a new timber jetty.

Rural Regeneration – Coastal Protection: The Council carried out a condition survey of all coastal defence assets in 2010 which is being used to prioritise capital works to Council maintained defences at three locations in the borough.

Retentions: This is a provision for payments that become due once the retention period of a contract has ended and the works are signed off.

Asset Investment Fund: This is the balance of capital resources available to finance the programme. It must be noted that the proposed programme contains a level of usable capital receipts which must be realised before all resources can be committed.

3. Capital Financing

Borrowing: The Councils borrowing is controlled by the Prudential Code which promotes effective financial planning which considers the range of options for revenue funding and capital investment by:

- Establishing whether the Council considers it affordable and prudent to bear additional future revenue costs associated with additional investment;
- Establishing whether the use of existing or new revenue resources to finance capital investment should have precedent over other competing needs for revenue expenditure; and
- Establishing the scope for capital investment to generate future revenue savings or income, taking into account the risks associated with such proposals.

The costs of borrowing included in the proposed Capital Programme are included in the Medium Term Financial Plan.

Government Grants

- Disabled Facilities Grant: This funding is received from DCLG via Cumbria County Council to be used to help people to live as comfortably and independently as possible in their own home through the provision of adaptations. Entitlement to a disabled facilities grant is mandatory for eligible disabled people and the grant provides financial assistance for the provision of a wide range of housing adaptations ranging from stair lifts, level access showers and home extensions.
- Cluster of Empty Homes funding: this is government funding allocated to the Council to tackle empty homes within Barrow Island flats. The funding is allocated to Barrow Island Environmental Improvements.
- Lottery funding: Lottery funding is project specific and the funding in the programme for 2014-2015 relates to Farm Street Play Area.
- DEFRA: & Environment Agency: This funding is for Coastal Defence Work at West Shore 2014-2015.
- Cumbria County Council & Other Local Authorities: This is funding for 2014-2015
 - Link Road £44,720;
 - Public Sector Housing Condition Survey £6,653;
 - Rural Regeneration Roa Island Jetty £315.

Private Contributions: This is funding for

- Coastal Defence West Shore Park £57,334 2014-2015
- Town Hall £2,500 2014-2015
- Dock Museum £30,000 2015-2016

Earmarked Reserves: This is funding for

- Private Sector Housing Condition Survey £11,297
- Group Repair Central Area A & E £40,000
- Rawlinson Street Corridor £284,115
- Group Repair – Rawlinson Street £100,000
- Barrow Island Environmental Improvements £141,000
- Crematorium £347,228

- Dock Museum (£12,395)
- Forum 70,500
- Leisure Centre £43,030
- Market Hall £230,512
- Public Conveniences £16,971
- Town Hall £104,521
- Craven House £100,000
- James Freel Business Units £268,870
- Marina Village £738,330
- Town Centre Shop Front Grants £55,672
- IT Equipment & Development £186,062
- CCTV Equipment £38,890
- Car Parking Pay & Display machines £17,586
- Other Public Assets Investment Fund £124,555
- Rural Regeneration Roa Island Jetty £97,932
- Rural Regeneration £20,504
- Asset Investment Fund £134,881

HRA Major Repairs Reserve: The major repairs reserve is specific to the HRA and will continue to be used for capital financing for the initial years of the HRA self-financing regime. The annual contribution to the reserve from the HRA represents the capital cost of keeping stock in its current condition. This is the same as using the annual cost of replacing building components as they reach the end of their useful life as a reasonable estimate of depreciation.

Usable Capital Receipts: The Council generates capital receipts by disposing of surplus land and buildings plus sales under the Right to Buy legislation. Capital receipts may only be used for financing the Capital Programme or may be set aside to repay debt.

The balance of usable capital receipts brought into 2014-2015 was £151,479 and capital receipts in 2014-2015 were £365,595: these are committed to finance the Capital Programme.

The Capital Programme assumes future usable capital receipts of:

- 2015-2016 £250,000
- 2016-2017 £200,000
- 2017-2019 £200,000

A total of £650,000 usable capital receipts remain to be realised during the life of the Capital Programme.

Capital receipts are closely monitored as the proposed Capital Programme is reliant on usable capital receipts for financing each year. Where capital receipts are not achieved, projects will be reviewed and prioritised against the financing available.

EXECUTIVE COMMITTEE		<u>Part One</u> (D) Agenda Item 9
Date of Meeting:	9th September, 2015	
Reporting Officer:	Corporate Support Manager	
<p>Title: Performance Management</p> <p>Summary and Conclusions:</p> <p>Provide Members with the Council's performance management outturn for Q1, 2015.</p> <p>Recommendations:</p> <p>Members are invited to consider the performance figures and determine whether further action is required.</p>		

Report

The Council has a performance management framework to help deliver our priorities.

The Council's Priorities for 2015 - 2019 are:

1. **Housing** – the Council is committed to continuing to provide a greater choice of good quality housing and regenerate the oldest and poorest housing in the Borough.
2. **Regeneration and Public Realm** – the Council is committed to working with partners and service providers to enhance the built environment and public realm
3. **Local Economy** – the Council is committed to work on mitigating the effects of cuts in public spending, their impact on the local economy and working to secure a long term economic recovery for the community.
4. **Service Delivery** – the Council strives to provide good quality, efficient and effective services while reducing overall expenditure.

We have identified a number of performance indicators that we will monitor on a regular basis and report quarterly to Management Board and to the Executive Committee.

Targets have been identified based on the data from 2014/15 and they may need to be adjusted as more data is collected.

The outputs are shown in Table 1 below.

The performance against the target is on track for most indicators at the end of the quarter. The right hand column which is highlighted shows the cumulative figure for the first quarter of 2015/16. This can be compared to the left hand column also highlighted which shows the figure for the same period in 2014/15.

There is a significant increase in users at the Park Leisure Centre which is attributable to the introduction of the family membership and the introduction of the Pirate cove and splash zone.

There is a significant reduction in NNDR liability on void commercial properties which is mainly attributable to BAE systems occupying part of two floors in Craven House.

There are three indicators where the output is more than 5% below target:

Dock Museum visits -5.3%

Forum visits -5.3%

Minor planning applications completed on time -68%

Table 1: Council indicators for quarter 1 2015/16

Indicator	Q1 2014/15	April	May	June
Average time to process new housing benefit claims	17.6 days	17.9 days	17.8 days	16.9 days
Target		23 days	23 days	23 days
Average time to process new council tax support claims	18.1 days	17.2 days	17 days	17.2 days
Target		19 days	19 days	19 days
Average time to process changes of circumstances for housing benefit claims	5.1 days	7.8 days	4.8 days	4.5 days
Target		9 days	9 days	9 days
Average time to process changes of circumstances for council tax support claims	5.7 days	7.3 days	4.8 days	5.0 days
Target		7.5 days	7.5 days	7.5 days
Park Leisure centre activity numbers	65,117	23,598	49,971	75,356
Target		18,000 visits	40,000 visits	65,000 visits
Dock museum visitor numbers	14,550	5,503	9,700	13,721
Target		5,400 visits	10,000 visits	14,500 visits
The forum ticket sales	13,590	3,786	8,472	12,882
Target		5,300	9,400	13,600

Indicator	Q1 2014/15	April	May	June
Income from Pay and display ticket sales	£138,034	£45,626	£90,892	£139,036
Target		£46,000	£92,000	£138,000
Percentage of local land charges searches completed in 5 working days	98%	99.1%	95.4%	96.9%
Target		98%	98%	98%
Percentage of council tax collected	29.21%	10.91%	19.91%	29.18%
Target		10.8%	19.9%	29.2%
Percentage of NNDR collected	32.95%	14.29%	24.07%	31.09%
Target		10.9%	21.7%	32.9%
NNDR liability on void commercial properties	£136,666	£97,700		
Target		£136,000		
Average days of sickness per employee	N/A	1.54 days		
Target		3 days		
Right to buy sales	5 sales	3 sales		
Target		5 sales		
High risk premises due for inspection completed for food safety	99%	Not available		
Target		Target awaited		
Average residual household waste percentage	59.84%	67.75%	65.06%	60.23%
Target		65.5%	61.5%	60.0%
Average household recycling percentage	40.16%	32.25%	32.94%	39.77%
Target		34.5%	38.5%	40.0%
Number of disabled facilities grants	21 Grants	6 grants	16 grants	20 grants
Target		7 grants	14 grants	21 grants
Percentage of Planning applications processed; major applications in 13 weeks and others in 8 weeks				
Major	100%	100%	100%	86%
Target		50%	50%	50%
Minor	53%	0%	7.14%	15.8%
Target		50%	50%	50%
Other	74%	75%	75.56%	71.6%
Target		50%	50%	50%

Indicator	Q1 2014/15	April	May	June
Supply of ready to develop housing sites - the number of dwellings that can be built on as deliverable housing sites as percentage of housing supply requirement	117%	129%		
Target		100%		

(i) Legal Implications

There are no legal implications directly associated with the Council's performance.

(ii) Financial Implications

There may be financial implications if the indicators show a deterioration in performance of the Council's significant income streams.

(iii) Health and Safety Implications

There aren't any health safety indicators in this report.

(iv) Council's Priorities

The suite of indicators support delivery of the Council's Priorities.

(v) Risk Assessment

The performance information will support managing financial risks appropriately.

(vi) Equal Opportunities

None of the performance indicators reported against discriminate against any protected characteristics.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One (R) Agenda Item 10
Date of Meeting:	9th September, 2015	
Reporting Officer:	Director of Resources	
<p>Title: Local Council Tax Reduction Scheme 2016-2017</p> <p>Summary and Conclusions:</p> <p>The Local Council Tax Reduction Scheme ('Scheme') for 2016-2017 must be adopted by 31st January, 2016. There are consultation requirements if changes are to be made to the existing scheme, so this report is brought some time before the next financial year to allow for that process to potentially occur.</p> <p>Recommendations:</p> <p>To recommend the Council to agree to continue with the current Local Council Tax Reduction Scheme for 2016-2017.</p>		

Report

Since 1st April, 2013, the Council has operated a Local Council Tax Reduction Scheme that mirrored the Council Tax Benefit regime; this means that claimants see no difference. The funding for the Scheme comes through the financial settlement, but was only shown separately for the first year. In order to show the cost of the scheme in terms of Council resources, it has been necessary to estimate the funding from the financial settlement.

The total Council Tax Support awarded as at July 2015 is £5.8m. The Council's share of this cost is based on the precepts for the year and is £798k.

Applying the Revenue Spending Power reductions for 2014-2015 and 2015-2016, to the whole financial settlement, results in funding for the Local Council Tax Reduction Scheme of £633k. £94k is estimated to be generated from existing Council Tax reforms (also implemented from 1st April, 2013), leaving £71k from Council resources. This shortfall is included in the Council's current Medium Term Financial Plan.

For **2016-2017** the costs of maintaining the Scheme are similar to this year, with a potential increase in cost to the Council with any large reduction in Revenue Spending Power.

Using the current caseload information and 2015-2016 council tax figures, a cost neutral Scheme would have the following impact on working age cases:

Excluding council tax reforms:

Total support awarded (Borough)	£797,799
Less: financial settlement (estimated)	£632,550
Shortfall	£165,249
Working age caseload	4,144
Working age support awarded	£535,916
Reduction to achieve cost neutral scheme	30.8%
Full council tax liability:	
Reduction in support per case	£497.71 p.a. £9.57 per week
Borough element only:	
Reduction in support per case	£66.89 p.a. £1.29 per week

With estimated income from Council Tax reforms mitigating the cost to the Council, this becomes:

Total support awarded (Borough)	£797,799
Less: financial settlement (estimated)	£632,550
Less: council tax reforms (estimated)	£94,168
Shortfall	£71,081
Working age caseload	4,144
Working age support awarded	£535,916
Reduction to achieve cost neutral scheme	13.3%
Full council tax liability:	
Reduction in support per case	£214.09 p.a. £4.12 per week
Borough element only:	
Reduction in support per case	£28.77 p.a. £0.55 per week

The reductions could be modelled to have different values for different circumstances.

The policies adopted in modelling a reduced Scheme would be consulted on and would form the local Scheme for the year as approved.

Risks

There are a number of risks to be considered when making the recommendation to Council:

- Funding the Scheme shortfall.
- The Scheme is adopted by the billing authority and the major preceptors have to be consulted prior to proposed changes.
- Should the Council design its own Scheme, transitional relief would have to be granted for a reasonable time.
- The potential complications in designing or modelling a Scheme covering all of the groups of people with different factors to achieve the reduction in support.
- The timeframe for public consultation and feedback of proposed Scheme changes.
- The impact on residents currently receiving support if it is reduced.
- The impact of other benefit changes.

(i) Legal Implications

The Council is required to have adopted a Scheme by 31st January for the following financial year.

(ii) Risk Assessment

The risks are set out in the body of the report.

(iii) Financial Implications

The estimated financial implications are set out in the body of the report.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

Changing the Scheme may have an adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One (R) Agenda Item 11
Date of Meeting:	9th September, 2015	
Reporting Officer:	Director of Resources	
<p>Title: Establishment Changes</p> <p>Summary and Conclusions:</p> <p>This report contains a number of establishment changes and sets out the circumstances that have prompted the change and the funding implications. These are establishment changes that require approval by Council.</p> <p>Recommendations:</p> <p>To recommend the Council:-</p> <ol style="list-style-type: none"> 1. To approve the deletion of post OHS512 with effect from 3rd October, 2015; 2. To approve the deletion of post OHS523 with effect from 1st November, 2015; 3. To approve the deletion of post CLA040 with effect from 1st April, 2016; 4. To approve the creation of a permanent full time Property Information Team trainee on Scale 2/5 (£15,207 to £22,212 per annum), with an agreed grading review following the completion of a GIS related qualification and appropriate experience. This post is funded within the deletion of post CLA040; 5. To approve the use of reserves to fund the Property Information Team trainee until 31st March, 2016. 		

Report

Three voluntary redundancy applications were approved by the Early Retirement/Voluntary Redundancy Panel on 12th August, 2015. Following those approvals a number of establishment changes require Council approval.

Deletion of Posts

The following posts require deletion from the establishment:

- Housing Revenue Account
 - OHS512 – deleted from 3rd October, 2015
 - OHS523 – deleted from 1st November, 2015

- General Fund
 - CLA040 – deleted from 1st April, 2016

Creation of Property Information Team Trainee

The need for the creation of this new post within the Property Information Team has arisen due to two main factors. Firstly the successful application for voluntary redundancy within the department has created the opportunity to review the structure and succession planning, and secondly the need for resilience within the Property Information Team highlighted by the Manager through the IT Steering Group and a recent review of IT carried out by Internal Audit.

The new full time Property Information Team Trainee would be on a scale 2/5 (£15,207 to £22,212 per annum) and be required to undertake a GIS related qualification. The aim is to have a person appointed and started in post by 1st January, 2016. This will allow a three month handover before the voluntary redundancy comes into effect on 31st March, 2016. The post will have a main focus within land charges and will assist and learn the other functions of the Property Information Team and provide assistance as required. The post will work closely alongside the Property Information Manager on the new Back Office System creating documentation and developing an understanding of the system to increase resilience as well as working with the corporate GIS systems and data transparency to improve resilience within these areas.

This creation of this post addresses resilience issues, succession planning, the resourcing of the Land Charges service and helps with service continuity issues already identified.

(i) Legal Implications

The recommendation has no implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The financial implications are set out in the body of the report.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One
Date of Meeting: 9th September, 2015		(D)
Reporting Officer: Director of Resources		Agenda Item 12
<p>Title: 2016-2017 Budget Assumptions and Timetable</p> <p>Summary and Conclusions:</p> <p>This report sets out the budget assumptions that will be applied in estimating 2016-2017 and the budget timetable that has been adopted.</p> <p>Recommendations:</p> <p>To agree the assumptions and timetable for the 2016-2017 budgets.</p>		

Report

The anticipated settlements from the Spending Review 2015 are expected to require reductions in Council expenditure that are not within current projections. Reductions and savings are not going to be easy to find as the Council's General Fund revenue budget has been reduced by £5m during the last Spending Review period and has managed to maintain this position for two years; however, cost inflation outpaces the additional income that can be generated and a deficit position is forecast in the Medium Term Financial Plan.

It is expected that settlement information will be available for consultation or provided to Councils shortly after the spending review is published on 25th November, 2015. The provisional settlement is usually available around 21st December and the final settlement around 5th February 2016.

The unprotected Government departments, which include the Department for Local Government and Communities, have been asked to model two scenarios, of 25% and 40% savings in real terms, by 2019-2020. The impact of this on local authorities cannot be estimated at this point in time.

Until settlement information is available, it will not be possible to make a robust projection of Council finances into the medium or longer term.

By the time the Spending Review 2015 is published, the 2016-2017 budget will have been prepared and will be awaiting the December settlement figure to allow the calculation of the Council Tax requirement. There will not be sufficient time to form whatever Budget Strategy is required to ensure the Councils' financial resilience into the medium term.

Once the next Budget Strategy is formulated any savings and reductions will be implemented as early as possible and the budget revised in-year accordingly; setting the budget does not preclude 2016-2017 from being the first year of the next Budget Strategy

The assumptions used in forecasting the 2016-2017 budgets are:

- The Housing Revenue Account budget will continue to be prepared under the self-financing regime, using the same assumptions as the General Fund where these apply.
- The Capital Programme will be updated and presented with the budget report at the Executive Committee on 20th January, 2016.
- The General Fund revenue budget will be prepared in line with the following assumptions, which are an update of the policies and assumptions used for 2015-2016:
 - Staff pay awards 1%
 - Employer national insurance contributions 6.6%
 - Employer pension contributions for current staff 13.4%
 - Grounds maintenance contract 3.2%
 - Refuse, recycling and street cleaning contract 1.8%
 - Revenues, benefits and customer services contract 2.6%
 - Electricity and gas charges 5%
 - Water charges 5%
 - NNDR charges 3.1%
 - Discretionary income increasing 2.5%
 - Interest earned on temporary deposits at 0.5%
 - Revenue Support Grant as per the settlement.
 - Retained Business Rates calculated from the settlement.
 - No Council Tax increase.

The timetable that has been adopted to produce the 2016-2017 budgets is set out below:

Item	Officer	Completion Date
Budget prepared for all cost centres	Cost Centre Managers & Accountants	23/10/2015
Recharges finalised	Accountancy Services Manager & Accountants	30/10/2015
Ensure budget assumptions and guidelines have been adhered to	Accountancy Services Manager & Accountants	06/11/2015
Request Parish precepts	Director of Resources	06/11/2015

Item	Officer	Completion Date
Finalise proposed revenue budgets	Director of Resources & Accountancy Services Manager	06/11/2015
Draft proposed revenue budget to Management	Director of Resources	20/11/2015
Incorporate Management changes	Accountancy Services Manager & Accountants	27/11/2015
Set the Council Tax base	Director of Resources	02/12/2015
Capital Programme	Accountancy Services Manager	02/12/2015
Final proposed revenue budget to Management	Director of Resources	09/12/2015
Treasury management strategy & prudential indicators	Director of Resources	December 2015
General Fund Revenue Budget		
Medium Term Financial Plan		
HRA Revenue Budget		
Obtain Parish precepts	Director of Resources	06/01/2016
Housing Forum consultation on HRA revenue budget	Housing Manager & Housing Accountant	14/01/2016
Final budget proposals to Executive Committee	Director of Resources	20/01/2016
Public consultation	Director of Resources	21/01/2016 to 18/02/2016
Overview & Scrutiny examine budget proposals	Director of Resources	28/01/2016
Budget setting report for Full Council	Director of Resources	01/03/2016
Council Tax setting report	Director of Resources	01/03/2016
Council receive public consultation feedback, set the budget and set Council Tax	Director of Resources	01/03/2016

(i) Legal Implications

The Council is required to set a balanced budget by 11th March of the preceding year; Local Government Finance Act 1992.

(ii) Risk Assessment

The budget assumptions are risk assessed as part of the reserves and balances review carried out during the budget setting process.

(iii) Financial Implications

The assumptions will be applied to produce the 2016-2017 budgets.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One (R) Agenda Item 13
Date of Meeting:	9th September, 2015	
Reporting Officer:	Director of Resources	
<p>Title: Social Media Policy</p> <p>Summary and Conclusions:</p> <p>The Council's Social Media Policy is a supporting document of the Email and Internet Usage Policy. The Social Media Policy sets out the Council's approach to the use and application of social media.</p> <p>Recommendations:</p> <p>To recommend the Council to approve the Social Media Policy.</p>		

Report

The Council's Social Media Policy is attached at **Appendix 4**. The document sets out the purpose of the Policy and explains the responsibilities and application of social media in the workplace. The Policy also covers the use of social media outside the workplace in relation to Council business.

The Council has a number of active social media accounts and these are administered within specific services. Once the website redesign is complete, there will be a feed for all news to be broadcast on social media channels – this will also be linked to the department specific accounts.

The Council does not permit the personal use of any social media websites through its systems and networks in any circumstances.

(i) **Legal Implications**

The recommendation has no implications.

(ii) **Risk Assessment**

The misuse of social media is included in the Policy.

(iii) **Financial Implications**

The recommendation has no implications.

(iv) **Health and Safety Implications**

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil



Social Media Policy

1. Purpose

This Policy sets out the Council's approach to our social media presence and what are the standards expected from employees when using social media. It specifies the monitoring that the Council undertakes and the actions that will be taken for any breaches.

This Policy does not form part of the terms and conditions of employment and may be amended at any time.

2. Scope

Employees are expected to comply with this Policy at all times in order to observe the Council's duty of privacy and confidentiality. This Policy applies to social networking both in the workplace and personal use outside the workplace.

The Email and Internet Acceptable Use Policy applies to the use of social media and should be read in conjunction with this Policy.

3. Responsibilities

The Director of Resources has overall responsibility for the effective operation of this Policy and for making recommendations for any changes that will improve our social media presence as a Council and to minimise risks to operations.

All employees are responsible for their own compliance with this Policy and for ensuring that it is consistently applied. It is essential that staff take the time to read and understand it.

Employees are personally responsible for content they publish through social media – online content will be public for many years.

Any breach of this Policy should be reported to the Director of Resources.

Members are also personally responsible for content they publish through social media.

Social Media Policy



4. Applying the Policy in the Workplace

a. Corporate social media

The Council's corporate social media presence will be on Facebook and Twitter, with the service specific accounts 'liked' in order to link all Council sites together. It is envisaged that the corporate accounts will be used to post information out to the public and not for conversations or blogs.

Only designated officers are permitted to post material on social media website in the Council's name. The list of designated officers and the relevant sites will be held by the Director of Resources.

News items will be posted to the Council's website, Facebook and Twitter, with links back to the main website for supplementary information. The Council's diary of events will also be posted simultaneously to the website, Facebook and Twitter.

b. Service specific social media

Where there is a business case for services to have their own social media presence, this will be presented to the Director of Resources for consideration.

Where possible, the corporate facilities should be used so that customers and followers can access all Council related information from the fewest number of sources.

c. Using work-related social media

Access to social media websites is restricted by default across the Council's network. Where work-related access is granted this does not permit employees to access their personal or other interest accounts.

Before using work-related social media, employees must have read and understood this Policy, have signed the Email and Internet Acceptable Use Policy, and have sought and gained prior written approval from the Director of Resources.

Social Media Policy



d. Confidentiality

Employees should never disclose commercially sensitive, anti-competitive, private or confidential information. Also, employees should never upload, post or forward content belonging to a third party without that third party's consent.

e. Third Parties

Before posting a link to a third party website, check that any terms and conditions of that website permit you to link to it. All links must be done so that it is clear to the user that they have moved to a third party's website. When making use of any social media platform, employees must read and comply with its terms of use. Employees will not post, upload, forward or post a link to a chain mail, junk mail, cartoons, jokes or gossip.

f. Personal use of social media websites

The Council does not permit the personal use of social media websites through its computer systems/networks in any circumstances. Any use of social media websites using personal devices while in the workplace must never interfere with work effectiveness and must comply with personal use restrictions in the Council's Email and Internet Acceptable Use Policy

5. Applying the Policy for Personal Use outside of Work

a. Personal responsibility

Employees should be aware that the Officers' Code of Conduct covers the issues of standards and information disclosure, and should always bear this in mind when using social media in a personal capacity outside of work. While they are not acting on behalf of the Council, employees must be aware that they can damage the Council if they are recognised as being one of our employees. Employees should be aware that any reports of inappropriate activity, linking them to the Council, will be investigated.

b. Restrictions for use of social media outside the workplace

- Employees must refrain from making reference on a social networking site to the Council, its employees, its customers and suppliers.

Social Media Policy



- Offensive, defamatory or inappropriate comments about the Council, its employees, its customers and suppliers on social networking sites will not be tolerated.
- Employees must not divulge confidential information about, or belonging to, the Council, its customers or suppliers on social networking sites.

It is recommended that Members observe the same restrictions as officers.

6. Misuse of social media

Employees should be aware that any use of social media websites may be monitored and, where breaches of this Policy are found, action will be taken under the Council's disciplinary procedure.

Misuse of social media websites can, in certain circumstances, constitute a criminal offence or otherwise give rise to a legal liability against the individual and the Council. Any such action will be addressed under the Council's disciplinary procedure and is likely to result in dismissal.

7. Monitoring social media

The Office of Surveillance Commissioners is responsible for overseeing the use of covert surveillance by designated public authorities based in the United Kingdom.

The Office of Surveillance Commissioners' view is that the repeat viewing of individual "open source" sites for the purpose of intelligence gathering and data collation should be considered within the context of the protection that RIPA authorisation provides.

The Protection of Freedoms Act 2012 (in particular a statutory instrument made under the Act) restricts the use of RIPA to conduct that would constitute a criminal offence which is punishable by a maximum custodial sentence of 6 months or more. This effectively restricts the use of RIPA to circumstances when the conduct is considered to be serious criminal conduct, by reference to sentencing powers.

The Council does not engage in monitoring social media outside of the Regulation of Investigatory Powers Act (2000). See the Surveillance Policy for more details on the requirements of any RIPA application.

EXECUTIVE COMMITTEE		Part One (R) Agenda Item 14
Date of Meeting:	9th September, 2015	
Reporting Officer:	Director of Resources	
<p>Title: Customer Service Strategy</p> <p>Summary and Conclusions:</p> <p>The Council's Customer Service Strategy has been reviewed and updated. The policy sets out the Council's approach to customer service and the aims the Strategy will address.</p> <p>Recommendations:</p> <p>To recommend the Council to approve the Customer Service Strategy.</p>		

Report

The Council's Customer Service Strategy is attached at **Appendix 5**. The document sets out the purpose of the Strategy and explains the Council's aims in relation to customer service.

The Council provides services from its main operational premises together with telephone and online options.

The Customer Service Strategy has the overall aim of making sure that the provision of services matches, as far as possible, the customers' needs and expectations. The Strategy sets out the actions that will facilitate this as an on-going review; the cross-service Customer Strategy Group will deliver the Strategy.

The Strategy compliments the IT Services Strategic Plan in relation to the enhanced website and self-service functionality.

(i) **Legal Implications**

The recommendation has no implications.

(ii) **Risk Assessment**

The recommendation has no significant implications.

(iii) **Financial Implications**

The recommendation has no implications.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil



Customer Service Strategy

A. Strategy Statement

The Council aims to make it easy for all customers to access services by making sure appropriate contact channels are available and are promoted.

There are no plans to remove any of the current methods of contact.

B. Introduction

The Council exists to provide services to the residents of the Borough and other customers.

This strategy is concerned with external customers; the Council has made and continues to make improvements to customer services and service accessibility.

The Customer Service Strategy has three purposes:

- to establish the overall aims of the Council in delivering services to customers;
- to set out the direction for the development of customer access channels, regardless of department or service; and
- to provide a framework for customer service improvement based upon clear and agreed principles.

C. Customer Access

The Council's customer services are delivered at:

- the Town Hall: from the Cornwallis Street entrance; Customer Services, Housing Benefits, Housing Department, Council Tax and Business Rates
- Customer Services includes enquiries regarding waste management, street care and environmental services;
- Online at www.barrowbc.gov.uk;
- By telephone at 01229 876543 (switchboard);
- the Park Leisure Centre;
- the Forum (theatre and conference facilities);
- the Dock Museum; and
- The Cemetery Office.



Customer Service Strategy

Other Town Hall based services will be reviewed with the intention of moving those front facing elements to the Customer Services team on the accepted principles of cost reduction, capacity improvement and improved customer care - however if these cannot be demonstrated there will be no business case for services to change existing arrangements.

The Council aims to provide a single point of contact for services, providing consistent customer care and first contact enquiry resolution with reliable information being provided.

D. Aims of the Strategy

The strategy aims to set the objectives for the review of existing and future methods of contact. The review will cover service accessibility, convenience, usage and cost/benefit analyses.

The current methods of contact available to customers are:

- online self-service;
- kiosks;
- telephone self-service;
- telephone contact centre; and
- face to face.

The strategy may result in variances for the leisure venues where the customer contact profile will be very different to other services.

The review has to take into account various challenges including:

- meeting the needs of a variety of customers;
- requirement to deliver services through multiple channels;
- the financial environment in local government;
- limited resources;
- complex technology; and
- other priorities.



Customer Service Strategy

E. Customer Service Drivers

The drivers for the Customer Service Strategy are:

- providing accessible services;
- ensuring services are fit for purpose;
- ensuring all customers are treated consistently and fairly
- ensuring services are efficient, effective and economical;
- ensuring that staff have the relevant skills and training opportunities;
- delivering efficiencies and economies; and
- acting on customer feedback wherever possible.

F. Customer Feedback

Customer feedback will be sought, collated and acted upon where possible.

Also where possible, customer feedback will be incorporated into strategy revisions which will allow customer contact to be re-designed to meet the requirements of customers.

G. Action Plan

Reviewing the current provisions the actions for 2015-2016 are:

- to improve and enhance the website provision;
- to improve and enhance self-service;
- to introduce responsive design online;
- to promote user registration online;
- to roll out kiosks within Cornwallis Hall;
- to establish customer/usage information already collected;
- to establish how much of customer contact is delivered through the Customer Services team;
- to establish the usage of the existing methods of contact;
- to minimise service failures; and
- to establish a corporate Customer Strategy Group.



Customer Service Strategy

Actions beyond 2015-2016 already identified are:

- to plan to increase self-service usage;
- to plan to increase telephone usage;
- to aim to minimise face to face customer contact;
- to aim to reduce avoidable contact;
- to publish customer standards – expectations;
- to plan to carry out regular user satisfaction monitoring; and
- to review text messaging as a method of contact.

H. Strategic Links

This strategy contributes to the delivery and achievement of the Council Plan, in particular the Council Priority in relation to service delivery:

- 4.2 Improve the customer experience:
- 4.3 Measure customer satisfaction:
- 4.5 Implement the Workforce Strategy:

There are also direct and complimentary links to:

- the Workforce Strategy;
- the IT Service Strategy;
- the work of the Business Improvement Team; and
- the Customer Feedback and Complaints Policy.

EXECUTIVE COMMITTEE		Part One (R) Agenda Item 15
Date of Meeting:	9th September, 2015	
Reporting Officer:	Director of Resources	
<p>Title: Craven House Roofing</p> <p>Summary and Conclusions:</p> <p>This is the project review report for the Craven House roofing project. The project was procured and managed by Cumbria County Council. The report sets out a proposed alteration to the Contract Standing Orders to enable the smooth running of contracts of this nature.</p> <p>Recommendations:</p> <p>To recommend the Council:-</p> <ol style="list-style-type: none"> 1. To note the project review report; 2. To authorise the Monitoring Officer to append the additional text to Contract Standing Order 16 as set out in the report. 3. To endorse the exemptions applied to the Craven House Roofing project in terms of the requirements of the Contract Standing Orders. 		

Report

At the Executive Committee on 20th March, 2013, it was agreed that £300,000 of the capital programme be used to facilitate works to the roofing of Craven House. The budget was based on estimates prior to formal tender. The report stated that 'the works will be procured and managed by Cumbria County Council in accordance with the Council's Contract Standing Orders.

The roofing works were tendered as part of Cumbria County Council's office refurbishment and reroofing works contract for the fourth floor of Craven House. There were six expressions of interest, eight tender amendments issued and four valid tenders returned (no invalid tenders). Following the receipt of the tenders the detailed prices of the most economically advantageous tender were checked by NPS Group Limited; the technical check identified some amendments. There were also a number of required amendments to another tender, which were reflected in the cost evaluation. After the evaluations against cost and quality, Esh Construction Limited was appointed by Cumbria County Council with a total contract value of just under £1.3m.

The roofing works were separated from the tender by NPS Group Limited as £370,221.02, including a provisional sum for concrete repairs of £65,000 which was not expected to be required; the Council's budget of £300,000 was not altered:

Preliminaries	£22,969.01
Roofing works	£261,296.10
Total of roofing works	£284,265.11
Design fees (6%)	£20,955.91
Total including fees	£305,221.02
Concrete repairs (provisional sum)	£65,000.00
Total pre-tender estimate	£370,221.02

The roofing works were completed in May 2014 and the Council holds the certificate of guarantee (25 years) for the roof coating system.

In October 2014, the Programme Manager from Cumbria County Council met with the Commercial Estates Manager to discuss completion of the final account. This resulted in the invoice for the roofing works being issued on 9th January, 2015, for £289,660.38:

Preliminaries	£28,477.01
Roofing works	£261,183.37
Total of roofing works	£289,660.38
Design fees	£0.00
Total including fees	£289,660.38
Concrete repairs (provisional sum)	£0.00
Total of project	£289,660.38

The preliminaries increased by £5,508.00 - preliminaries are shared pro-rata based on the overall contract sum; the final account has yet to be presented to the County Council but no further payment is due from the Council. The increase relates to an extension of time, which meant that the contractor was entitled to loss and expense in accordance with the contract.

The roofing works decreased by £112.73 which consisted of a reduction of £6,177.73 where existing covering was retained, there was a variation to the capping as well as additional steelwork; and costs of £6,065.00 for actual roof repairs carried out whilst the contractor was on-site.

Payment for the roofing works was released to Cumbria County Council on 21st January, 2015. This was with the agreement of the Commercial Estates Manager as the works had been viewed and there were no snagging issues outstanding.

The Contract Management Checklist for this project was not been completed during the project lifecycle. County Council officers were requested to complete the checklist at project initiation; after the project was completed the

checklist was completed as far as possible and documentation was also supplied.

There is no project file held by a Council officer, but together with the County Council information, a file has been assembled to support this report and to evidence the tendering and payment process. Our own internal control arrangements for contract audit depend upon the Contract Management Checklist being completed, however on this occasion it is not appropriate. This has meant that it has not been possible for Internal Audit to carry out any contract audit work.

There are no issues with the contract management processes of the County Council; the roofing works have been procured and managed in line with normal contracting practices, however this does not fulfil all of the requirements of the Council's Contract Standing Orders.

It is proposed that Contract Standing Orders be amended such that works procured or managed by another Council on behalf of the Council may be exempted from certain provisions of the Contract Standing Orders with the approval of the Executive Committee. The Executive Committee should judge each exemption separately and assess any risks involved. In these cases the Council is not party to the works contract, so much of the Contract Management Checklist does not apply.

It is recommended that Members recommend that Council append the following text to the end of Contract Standing Order 16:

Where works are to be procured or managed by another public sector body, the Executive Committee may exempt certain provisions of these Contract Standing Orders; exemptions will be explicit in the report to Members. The reporting officer must ensure that the Council's interests are protected with sufficient evidence retained to demonstrate value for money and that project delivery has been achieved.

In the case of Craven House roofing, Members are recommended to endorse the following exemptions:

- No Contract Management Checklist required.
- Areas to be dealt with under County Council procedures:
 - Pre-tender estimate (subject to agreement)
 - Expressions of interest (minimum of four)
 - Contractor competencies
 - Invitations to tender
 - Opening of tenders (valid tenders only)
 - Tender evaluation
 - Contract award
 - Contract management (including variations up to 10%)

The project has been delivered at £290k of the £300k budgeted. The officers involved in both Councils remained in contact during the life of the project and the Council has retained the certificate of guarantee for the roofing system.

(i) Legal Implications

The recommendation has no implications.

(ii) Risk Assessment

The recommendation has no significant implications.

(iii) Financial Implications

The recommendation has no implications.

(iv) Health and Safety Implications

The recommendation has no significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One (D) Agenda Item 16
Date of Meeting:	9th September, 2015	
Reporting Officer:	Executive Director	
<p>Title: Waste Collection, Recycling and Street Cleansing Services Contract: Option to Extend</p> <p>Summary and Conclusions:</p> <p>The Council's Waste Collection, Recycling and Street Cleansing Contract terminates in 2017. The current contract includes an option to extend for a further term of seven years to 2024. This option can be exercised by the Council at its sole discretion. Legal advice received by the Council indicates the contract cannot be substantially modified without the risk of legal challenge and given the cost savings that may be required by the Council the advantage lies in re-tendering rather than extending the contract.</p> <p>Recommendations:</p> <p>To agree that the option to extend the Waste Collection, Recycling and Street Cleansing Contract from 1st April, 2017 to 31st March, 2024 be not exercised.</p>		

Report

Background

The Waste Collection, Recycling and Street Cleansing Services Contract is operated with Biffa Waste Services Ltd. Under a seven year contract which commenced on 1st April, 2010. Clause 1.2 of the contract, covering commencement and duration, gives the Council, at its sole discretion, the option to extend the contract for a further period of seven years. If the Council chooses to extend the initial term it must notify the contractor no later than 18 months prior to the expiry of the initial term (30th September, 2015).

The option to extend relates to the current operation of the contract which could not be significantly modified without the risk of legal challenge.

Whilst there are no changes currently proposed to services offered under the Waste Collection, Recycling and Street Cleansing Services Contract, expected reductions in Central Government funding over the period of the forthcoming spending review will result in a review of the specification of all services provided by the Council and this may result in substantial changes to the current Street Cleansing and Waste Contracts.

My advice to Members is that you should determine the future specification of this contract in light of the wider cost saving challenge the Council will face, rather than extend the current specification.

This would result in the service being re-tendered with an operational start date for the new contract of 1st April, 2017.

(i) Legal Implications

Legal advice obtained by the Council highlights the risk of legal challenge if substantial changes are made to the Contract. The current Contract allows the Council to extend the Contract at its sole discretion.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

Costs of re-tendering the Contract are unknown at this stage.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One
Date of Meeting: 9th September, 2015		(D)
Reporting Officer: Executive Director		Agenda Item 17
<p>Title: 1-5 Lawson Street and 102 Abbey Road: Period of Exclusivity</p> <p>Summary and Conclusions:</p> <p>The Council has received expressions of interest in 1-5 Lawson Street and 102 Abbey Road from The Well Community Interest Company and Sonic Zoo Industries Community Interest Company. Both buildings are in poor condition requiring substantial investment to bring them to a lettable standard. Both organisations have yet to confirm funding and it is recommended that a six month period of exclusivity is offered on each property.</p> <p>Recommendations:</p> <ol style="list-style-type: none"> 1. To agree that the Council offers a six month period of exclusivity in relation to 1-5 Lawson Street, Barrow-in-Furness to the Well Communities CIC terminating on 29th February, 2016; and 2. To agree that the Council offers a six month period of exclusivity in relation to 102 Abbey Road, Barrow-in-Furness to Sonic Zoo CIC terminating on 29th February, 2016. 		

Report

Background

I have received expressions of interest in occupying vacant Council buildings from Sonic Zoo Industries CIC and The Well – a not for profit Community Interest Company specialising in recovery from substance abuse. The properties concerned are 102 Abbey Road and 1-5 Lawson Street respectively.

Reviewing the use of Capital Assets to assist development of the third sector in the Borough is one of your priorities for 2015/16. In view of the costs of refurbishment, they would be transferred for a peppercorn rent.

1-5 Lawson Street

This property was acquired in 2008 for demolition linking directly onto the quayside as part of the Urban Design Framework for the Town Centre.

However, due to public sector expenditure constraints and additional car parking requirements from BAE Systems, it will not be required for this purpose for the foreseeable future. The building cannot be demolished without contractual arrangements for its replacement being in place as it is situated within Central Barrow Conservation Area. The property is in poor condition internally and externally and would require £99k to repair key fabric elements over the next three years. Currently the NNDR liability is £10,000 p/a.

The Well plan to run a community based rehabilitation hub from the property as they have outgrown their current arrangements in the CADAS building. The Well have applied for financial support from the Police and Crime Commissioner's funds (as most of their clients are ex-offenders) to carry out a feasibility study on the costs of refurbishing the building and have opened discussions with Big Lottery and other funders. The Well provide a much needed and well used service for residents of the Borough and I suggest you offer them a six month period of exclusivity allowing them to work up their feasibility study and confirm their funding arrangements. Further reports will be brought to Executive Committee on the terms of any transfer.

102 Abbey Road

This property was acquired along with 100 Abbey Road with the former Working Men's Club which was subsequently demolished. It was extensively renovated to provide a weather proof property and stabilise the gable wall. Internally, the building is in a very poor condition with the exception of the second floor which was briefly occupied by a local business using 104 Abbey Road to provide access and amenities. The estimated cost of refurbishment is £380,000.

Sonic Zoo Industries CIC is a local music based Community Interest Company that aims to improve perceptions of the area and young people's aspirations. It is their intention to raise funds through the Lottery Arts Council and other funders to support the internal renovation of the building. This usage links well with Cookes Building, which is operated by Creative Studios Cumbria as a local arts hub. Again, I suggest you offer them a six month period of exclusivity allowing them to complete their fundraising for refurbishment of the building.

The effect of a period of exclusivity is that the Council would not dispose of the property concerned without first offering the property to the beneficiary of the exclusivity arrangement. A further report will be brought to the Executive Committee on the terms of any transfer.

In respect of both buildings the Council has the option to invest in the properties and market them as commercial properties or to sell/lease them in their current condition.

The option to invest carries significant cost and risk as the internal layout of both properties does not lend itself to modern commercial use. The option to

market may result in a modest capital receipt, but is no guarantee that the buildings will be brought into use.

I would not recommend that Members enter into a leasehold agreement at this stage with either The Well or Sonic Zoo as both need to confirm funding to refurbish the properties and offering them a period of six months to do so seems the best option, aligns with your policy on third sector support through asset transfer and will result in modest savings to the General Fund.

(i) Legal Implications

The effect of a period of exclusivity would be to prevent sale, other than to the beneficiary.

(ii) Risk Assessment

1-5 Lawson Street is in a poor condition externally and repairs to the external fabric of the building are required.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One (R) Agenda Item 18
Date of Meeting:	9th September, 2015	
Reporting Officer:	Executive Director	
<p>Title: Nomination of MS Centre, Schneider Road, Barrow as An Asset of Community Value</p> <p>Summary and Conclusions:</p> <p>A nomination to include the MS Centre, Schneider Road, Barrow-in-Furness on the List of Assets of Community Value has been received from Ormsgill Youth and Community Association. Local authorities are given powers under the Localism Act, 2011 and subsequent regulations and these are summarised for Members. As this is the first request the Borough has received, the report also requests Members authorise the content of the list, the duration of entries, the form of publication and delegate consideration of future nominations to Executive Committee to meet deadlines set out in the regulations. As the nomination meets the tests set out in the legislation and regulations, Members are recommended to approve the MS Centre as an Asset of Community Value.</p> <p>Recommendations:</p> <p>To recommend the Council:-</p> <ol style="list-style-type: none"> 1. To agree that the information set out at a) in this report be held on the List of Assets of Community Value for successful and unsuccessful nominations; 2. To agree that successful and unsuccessful nominations will remain on the List of Assets of Community Value for five years; 3. To agree that the List of Assets of Community Value for successful and unsuccessful nominations were published on the Council's website; 4. To agree that authority to approve or reject nominations for inclusion on the List of Assets of Community Value under Section 88 of the Localism Act, 2011 be delegated to the Executive Committee and Part 3 of the Constitution regarding the terms of reference for the Executive Committee be amended accordingly; and 5. To accept the nomination submitted by Ormsgill Youth and Community Association to place the MS Centre, Schneider Road, Barrow-in-Furness on the List of Assets of Community Value. 		

Report

Background

The Localism Act, 2011 includes provisions which require local authorities – District Councils in two tier areas – to maintain a List of Assets of Community Value which have been nominated by local communities. When assets on the list come up for sale or change of ownership, the Act gives the community group time to develop a bid or raise the money to buy the asset on the open market by placing a temporary moratorium on the disposal.

Local authorities are required to hold and maintain a list of such assets.

The Council received its first community nomination under the Localism Act on 7th August, 2015 from Ormsgill Youth and Community Association with respect to the MS Centre on Schneider Road, Barrow-in-Furness and their nomination is attached as **Appendix 6**.

If the Council agrees to enter land on a list of community assets the effect is to protect the site for five years at which point its entry can be reviewed. If land is included on the list the owner must notify the local authority if they intend to dispose of the land and the local authority must, in turn, notify the community interest group which placed the asset on the list allowing them to bid for the land. The owner may only dispose of the land if six weeks have elapsed from the date they notified the local authority with no community interest group requesting to submit a bid or at the end of six months.

The local authorities are empowered to make regulations allowing them to put forward assets onto the list.

Owners must be notified of entry onto a list and may ask the local authority to review the decision.

The Localism Act contains compensation provisions for loss or expense incurred which they would otherwise not have incurred had the land not been placed on the list. The procedural requirements for compensation claims, reviews and appeals are set out in the 2012 Regulations.

Before considering the community nomination from Ormsgill Youth and Community Association it would be appropriate to agree the following procedural matters, which will cover the current and future nominations.

a) Contents of the List of Assets of Community Value - Successful and Unsuccessful Nominations

To agree that for both the above the information on the list will be:-

1. Reference Number
2. Date nomination submitted
3. Date of Council decision

4. Name, address and postcode of asset
5. Date the asset will be removed from the list

b) Timescale for removal from list

Five years

- c) That the List of Assets of Community Value will be published on the Council's website.
- d) The 2012 Regulations set out an eight week deadline for local authorities to consider nominations. This would be unlikely to be met unless the matter is delegated to the Executive Committee.

Turning to the nomination from Ormsgill Youth and Community Association (OYCA), there is no doubt that the building is in the Council area and that OYCA are a registered charity operating in the Borough and eligible to nominate. The land nominated does not fall into either residential or operational land exemptions set out in the Assets of Community Value (England) Regulations, 2012 and the application contains all the information necessary. The only outstanding issue, therefore, is does the MS Centre constitute a community asset?

In this context there is relatively little guidance on what constitutes a community asset for inclusion on the list other than: it must be in the local authorities area; that the actual use of the building furthers the social wellbeing or social interests of the local community; and it is realistic to think the social wellbeing or social interest could continue from the site. If a community nomination is made the local authority is obliged to include it on the list if it meets these tests.

Social wellbeing is not defined in the Act or Regulations, but Social Interests include particularly, cultural, recreational or sporting interests.

The submitted information states that Dial-a-Ride have given notice to cease operations and the Schneider Road Pre-school/Nursery – a regulated nursery who use the building mornings in term-time have been the main users of the building since 1979. The information also states that the service is particularly valued by the local community due to the distance and less frequent services provided by alternative sites.

Although this is a somewhat unusual case in that the owner of the building is not the primary user, I believe it does meet the criteria of social wellbeing and there is no reason to think it would not be capable of continuing into the future.

Therefore, for the above reasons, the Council are obliged to place it on the List of Assets of Community Value.

(i) Legal Implications

Completion of a List of Assets of Community Value is a legal requirement under the Localism Act, 2011 and subsequent Regulations.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Localism Act, 2011 and the Assets of Community Value (England) Regulations, 2012.

Community Right to Bid – MS Centre, Schneider Road, Barrow-in-Furness, Cumbria

As a Registered Charity based in the Ormsgill ward of Barrow in Furness, Ormsgill Youth and Community Association requests that the MS Centre, Schneider Road be placed on the Council's lists of assets of community value.

The Association believes the MS Centre meets the conditions required under Part 5 Chapter 3 of the Localism Act 2011 and the Assets of Community Value (England) Regulations 2012.

Description of land

The land is the MS Centre on Schneider Road, Barrow-in-Furness LA14 5ER. It is located between 96 and 98 Schneider Road. The land includes a community building with a car park located between the Schneider Road entrance and the building. The land is surrounded on three sides by residential properties and gardens. The boundary on three sides is clearly marked by walls and fencing adjacent to residential properties. The boundary on the Schneider Road side is a wall adjacent to the public pavement.

Owners and current users

The current owners are the Multiple Sclerosis Society (MS Society). This is a national Registered Charity (1139257) based in 372 Edgware Road London NW2 6ND. There is a local branch of the Charity but property is owned by the national charity.

There are two main users of the site.

Dial a Ride currently use the car park for secure parking of accessible mini buses and office space. Dial a Ride have given notice that they will cease to operate in the near future.

The primary user of the building is the Schneider Road Pre school/Nursery (previously known as Schneider Rd playgroup.). This is a nursery registered with Cumbria County Council and Ofsted. The nursery operates on Monday to Friday morning during term time. It is registered by the County Council for 24 places and in the summer 2015 term the 24 places were full.

The nursery is regularly checked by the County Council and in its most recent Ofsted inspection (Ofsted No 317587 Inspection 877007) it was given a rating of 2 (Good).

Reasons for nominating

The building has been a focal point for community activity since it was established in 1911. Initially the building was a church hall providing a base for youth and children's organisations such as guides, brownies, cubs and scouts. The hall was declared surplus to the church's needs and was sold to the MS Society in 1966. Since then it has been used by the MS Society and various other community and charitable organisations including Leonard Cheshire Disability Group, Dial a Ride, Furness Drug and Alcohol Concern, Lakeland Carers and a toddler group. It has been used for local children's parties, hosted various community meetings and been a Polling Station.

The current Nursery began as a playgroup and has used the building in mornings in term time since 1979.

In 2009 the MS Society obtained grants from Barrow Community Trust, Waste Recycling Group, Sir John Fisher Foundation, Hadfield Trust, Francis Scott Trust, Barrow Borough Council and Cumbria County Council to upgrade the building. This included new lighting, new toilets, a new kitchen, plaster boarding of internal walls, new flooring including under floor heating, new doors and a complete internal redecoration.

The improvements were particularly useful to the nursery and this provided an enhanced environment for the children along with other users.

The nursery is particularly valued by the local community due to the distance to other similar services. None of the nearest nurseries are within pram pushing distance (the nearest is over ¾ a mile) and they do not all offer a five day service.

The value to the community was shown when the MS Centre gave the nursery notice to leave. The local community responded by quickly organising a petition which received over 600 signatures in a few days.

Borough and County Councillors and MP John Woodcock have supported the community in seeking a way to continue the nursery.

We understand the MS Society no longer uses Centre and the closure of Dial a ride reduces their income from the building.

Unfortunately the nursery was given only three months notice. There is no suitable venue nearby which could host the nursery at such short notice. St Pius, St Francis, Cemetery, Cottages, Tally Ho and Jordan's Antiques have been approached but all are unavailable or unsuitable. There a great danger the nursery will close, never to be replaced.

The nursery is willing to consider opening longer hours and increase rental payments and to seek additional tenants to increase income. The MS Society has not responded to this and have taken a decision to close the Centre and sell the site.

The short notice has not given the nursery and the local community an opportunity to raise funds to purchase the site.

Eligibility of nominating organisation

Ormsgill Youth and Community Association is a Registered Charity (1151965) based within the Borough of Barrow in Furness and is therefore an eligible organisation under the Act.

11 August 2015

EXECUTIVE COMMITTEE		Part One (R) Agenda Item 19
Date of Meeting:	9th September, 2015	
Reporting Officer:	Monitoring Officer	
<p>Title: Appointment of Independent Persons</p> <p>Summary and Conclusions:</p> <p>Officers have identified suitable Independent Persons who will provide advice to the Monitoring Officer and Deputy Monitoring Officer in the event that complaints are received about Members breaching the code of conduct.</p> <p>Recommendations:</p> <p>To recommend the Council that Steve Murray and Jeff Bright be appointed as the Council's Independent persons for a period of four years with immediate effect.</p>		

Report

Section 28(7) of the Localism Act 2011 places an obligation on all authorities to appoint at least one Independent person:-

(a) whose views are to be sought and taken into account by the Authority before it makes the decision on an allegation that it has decided to investigate; and

(b) whose views may be sought:-

(i) by the Authority in relation to an allegation in circumstances not within paragraph (a) above;

(ii) by a member or co-opted member of the Authority if that person's behaviour is the subject of an allegation; and

(iii) by a member or co-opted member of a parish council if that person's behaviour is the subject of an investigation and the Authority is the parish council's principal authority.

The Act stipulates that the vacancy for an independent person must be advertised in such manner as the authority considers is likely to bring it to the attention of the public. We placed an advertisement in the Evening Mail in July 2015 and an advertisement was also posted on the Council's website. No expressions of interest had been received.

An approach was therefore made to Steve Murray who was the former Chairman of Furness Enterprise and also to Jeff Bright the former Deputy Executive and Monitoring Officer of Barrow Borough Council.

Both are keen to take on this voluntary unpaid role for the Council and I recommend that their appointments be formally confirmed for a period of four years with immediate effect.

(i) Legal Implications

The recommendation has no legal implications.

(ii) Risk Assessment

The recommendation has no implications.

(iii) Financial Implications

The recommendation has no financial implications.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil

EXECUTIVE COMMITTEE		Part One
Date of Meeting:	9th September, 2015	(R)
Reporting Officer:	Corporate Support Manager	Agenda Item 20
<p>Title: IT Services Strategic Plan</p> <p>Summary and Conclusions:</p> <p>Provide Members with the Council's IT Services Strategic Plan for 2015/16.</p> <p>Recommendations:</p> <p>To recommend the Council to approve the IT Services Strategic Plan.</p>		

Report

The IT Services Strategic Plan for 2015/16 is attached at **Appendix 7** and covers key issues such as internal IT Service Provision, its fit within the corporate framework and the Council's IT development framework.

Five of the key areas of work planned for 2015/16 are:

- Phone line replacement - Session Initiation Protocol (SIP) trunking replaces the standard phone lines and payment becomes based on the number of lines that are used rather than available.
- Network refresh – network hardware replacement programme.
- Paperless committees – Member tablets project.
- Park Leisure Centre –online booking project.
- Housing Management System – system replacement project 2016-2017.

(i) **Legal Implications**

There are no legal implications directly associated with IT Strategic Plan

(ii) **Financial Implications**

Financial implications of individual projects will be identified and assessed as part of the project bids.

(iii) Health and Safety Implications

There aren't any health safety implications.

(iv) Council's Priorities

The plan supports delivery of the Council's Priorities.

(v) Risk Assessment

The plan has no risk implications

(vi) Equal Opportunities

The plan does not discriminate against any protected characteristics.

Background Papers

Nil



IT Services Strategic Plan 2015-2016

1. Background

The Council's corporate strategy framework is consolidated in the Council Plan and is supported by four high level strategies:

- Medium Term Financial Strategy
- Workforce Strategy
- IT Services Strategic Plan
- Asset Management Strategy

To achieve the Council Plan, four priorities have been identified:

- Housing
- Regeneration and Public Realm
- Local Economy
- Service Delivery

To deliver the Council's Priorities, objectives have been set for the period 2015-2016. The IT Strategy feeds into the Council's Objectives and also supports the delivery of the Council's Priorities. The four high level priorities and the Council Objectives must be complimentary to each other to avoid any conflict of resources or effort.

2. IT Service

The IT (Information Technology) Service helps the Council in two main ways, by:

- providing systems which improve the way the organisation works; and
- enabling staff and Members to use those systems.

To achieve these objectives IT needs to be aligned to the core strategy, rather than follow a course of its own. Most importantly, the IT Services team has to be customer focussed.



IT Services Strategic Plan 2015-2016

Central Government places demands on Council IT too, particularly through its Public Sector Network compliance requirements and the Government ICT Strategy (ICT; Information and Communication Technology). IT can contribute to the Council's Objectives in three main ways:

- by encouraging customers to move to cheaper channels to receive the same information and service delivery;
- by using existing resources more effectively;
- and by transforming services through re-engineering business processes and working through partnerships.

3. Purpose of the IT Services Strategic Plan

The IT Services Strategic Plan describes the purpose of IT activity within the Council and relates those activities to the overall direction and objectives of the Council.

It outlines the policies and procedures that are in place, the plan for development of IT, together with the staff and skills required to deliver against that plan. It describes the relationships between the various initiatives, working groups and plans that involve IT.

Relevant material also exists in separate documents, for example, the Information Security Policy. To make all of this material more accessible, the IT Services Strategic Plan provides a summary of such documents. In this way the document acts as a single point of entry to all relevant IT related documentation.

IT is often seen as a support function and, of course, it is very important to support the systems in place and the staff that use them. However, IT has an equally important role to play in enabling the development of the organisation. The IT Services Strategic Plan has four main purposes:

- it is a useful starting point for anyone seeking to get a better understanding of the use of IT within the Council, such as an Auditor, new member of staff, or colleague in another council;
- it describes where IT fits within the Council;
- it illustrates the purpose of IT and what the Council hopes to achieve with it;
- and it acts as a high level project plan.



IT Services Strategic Plan 2015-2016

4. The IT Services Strategic Plan in Context

This section describes the plans, working groups and requirements to which the IT Services Strategic Plan relates.

4.1. Council Plan

Every organisation needs to have some sort of overall plan. Top-level objectives in that plan need be reflected in more detailed plans down to the level of personal objectives for individuals.

The Council Plan describes a number of priorities and within each priority it describes a number of strategic objectives. The priorities and objectives that the IT Service can most directly contribute to are these:

Council Priority	Strategic Objective
Housing	Supporting the development of Housing Departments Housing Management System
Regeneration	Review the waste collection, recycling and street cleansing strategy.
Service Delivery	Improve the customer experience.
	Provide greater flexibility of transparency data.
	Measure customer satisfaction.
	Implement the Workforce Strategy.

4.2. Public Sector Network and the Code of Connection

The Public Services Network (PSN) will substantially reduce the cost of communication services across the UK Government and enable new, joined-up and shared public services for the benefit of citizens. PSN is creating one logical network, based on industry standards, and a more open and competitive ICT marketplace at the heart of the UK public sector.

PSN is at the heart of one objective of the Government's ICT Strategy. PSN provides an assured network over which Government can safely share services, including many G-Cloud services, to collaborate in new ways, more effectively and efficiently than ever before.



IT Services Strategic Plan 2015-2016

PSN Compliance – A Zero Tolerance Approach to the PSN Code of Connection

PSN is not simply a replacement to the GSi Convergence Framework (GCF); PSN is a fully meshed infrastructure that far exceeds the scope of the hub and spoke GSi community system. It offers the opportunity for organisations to benefit from accessing and using shared services right across Central Government as well as the wider public sector. The new infrastructure is essential in reducing the overall cost of IT across Government and in delivering the capability for more citizen centric services to be handled at Council level. However, a greater ability to share requires more accountability to be placed on connected organisations and a much greater focus on Compliance.

Why the Code of Connection (CoCo) is important

The secure and economic sharing of information and services relies on Public Sector organisations implementing their Information Assurance (IA) controls effectively. The CoCo submission, and implementation of its controls, remains a cornerstone of the IA Trust Model. It proves to other organisations with which information is shared that the Council has implemented appropriate IA controls. To ensure the Council remains connected, the CoCo submission will need to be completed and returned annually in advance of expiry.

4.3. Government ICT Strategy

The Government's ICT Strategy aims to deliver better public services for less cost. Through reusing and sharing ICT assets to improve productivity and efficiency, and reduce waste and the likelihood of project failure. This in turn will improve and open up public service delivery by supporting online transactional services for citizens and businesses, and create channels for collaboration and policy debate. The Strategy has four parts:

- Reducing waste and project failure, and stimulating economic growth.
- Creating a common ICT infrastructure.
- Using ICT to enable and deliver change.
- Strengthening governance.

On 27 October 2011, the Government published 4 strategies covering G-cloud, end user devices, ICT capability and greening Government ICT.



IT Services Strategic Plan 2015-2016

4.3.1. Government Cloud Strategy

Cloud computing has brought about a step change in the economics and sustainability of ICT enabled service provision. Government is committed to the adoption of cloud computing and delivering computing resources to users as needed (an on-demand delivery model). By exploiting innovations in cloud computing we will transform the public sector ICT estate into one that is agile, cost effective and environmentally sustainable.

4.3.2. Government End User Device Strategy

This strategy will fundamentally redefine the way that Government departments work. Increasing the productivity, flexibility and mobility of the public sector workforce will free up staff, buildings and revenue spend so that Government can deliver better, more agile and more responsive public services, at lower cost.

4.3.3. Government ICT Capability Strategy

This strategy addresses the people aspect of the future of Government ICT to complement the more technical strategies. Clearly the other strategic initiatives such as G-Cloud, and indeed areas such as cybersecurity, need new skills now, and their acquisition is a prerequisite for delivering those strategies. But the strategic challenge that this Capability Strategy addresses is how Government builds a cadre of expertise that continually and sustainably develops to keep up with a rapidly changing technical and commercial environment. This is a substantial task that moves the Government IT Profession forward significantly and quickly, and lays the foundation for many benefits in the future, including enabling more interchange between Government and other sectors.

4.3.4. Greening Government: ICT Strategy

The "Greening Government: ICT strategy" describes how Government ICT will contribute to those commitments and deliver financial savings in addition to efficient, green practices. It sets out the green ICT commitments and actions that central Government departments, their agencies and arms-length bodies, will take over the next four years. Aligning with the Government's transparency and efficiency agenda, it recognises the importance of clear reporting against them and sets out how Government will measure progress by departments, and aggregating this to give a whole of Government report on an annual basis.



IT Services Strategic Plan 2015-2016

4.4. IT Steering Group

Representatives of all areas of the Council make up the IT Steering Group. Its purpose is to evaluate potential IT developments, formally propose agreed projects to Management Board and to direct those projects during their delivery. This ensures a corporate approach to IT developments. The bid form is attached at **Appendix 1**.

4.5. Business Improvement Team

Efficiency bids handled by the Business Improvement Team (BIT) may identify information technology needs and opportunities. These will be referred to the IT Steering Group to be assessed in the same way as any other projects that the IT Steering Group considers. This will be linked to the Transformation bid process which requires a business case, including a cost benefit analysis.

5. Policies and Supporting Strategies

5.1 Information Security Policy

The information that the Council holds is one of its most valuable assets and, as such, it needs to be protected.

IT is directly responsible for managing a number of assets, such as hardware and software. There is an IT Asset Register that describes these asset types and where the information is held about them.

Information security involves the protection of information for:

- confidentiality – keeping sensitive information out of the wrong hands;
- integrity – making sure that information is accurate and complete; and
- availability – ensuring information is available to users when required.

The policy is needed to ensure that the information that the Council holds is kept safe.



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The Information Security Policy includes:

- Responsibilities (IT, Users and Managers)
- Risk Management
- Malicious Software Protection
- E-mail and Internet Access Security
- Council Web Service Security
- User Access Management
- Password Policy
- Compliance Checking
- Network Access Control
- Firewall and Router Configurations
- Identification of Third Party Access Risks
- Third Party Agreements
- Operating System Access Control
- Application Access Control
- Monitoring System Access and Use
- Incident Management Procedures
- Fault Logging
- Documented Operating Procedures
- Business Continuity Management
- Capacity Planning
- Backup and Recovery
- Information Classification & Handling
- Authorisation of New Information Processing Facilities
- Information Technology Inventories
- Software Copyright and Intellectual Property Rights
- Equipment Maintenance
- Secure Equipment Reuse and Disposal
- Equipment Protection
- Power Supplies
- System Information Security Requirements
- Change Control Procedures
- System Acceptance
- Technical Compliance
- Control of Operational Software



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5.2. Web Strategy

The Web Content Management System (CMS) was replaced in 2014-2015 and during 2015-2016 a new website design will be implemented using the new software.

The Council aims to deliver as many services online as is practicable. Online service delivery shall always be a primary consideration where the offering can be robust and efficient as well as user friendly (self-serve) and free from technical terms.

It is not Council policy to be digital by default, it is this Council's policy to encourage online access to services whilst retaining contact by telephone and face-to-face for some services.

The new website design will be task oriented, guiding visitors through their journey starting with separate landing pages for residents, businesses and visitors. Where possible, complete scenarios will be joined together; such as a new business which requires a variety of services to achieve the desired goal. Scenarios will be developed over time as customer journeys are mapped.

Registration and favourite tags will be enabled as part of the new design and the website is also built as a responsive design; the pages scale between a monitor, tablet and smart phone seamlessly.

5.3. Green IT Policy

A recent study revealed that ICT contributes to about 2% of global carbon dioxide emissions, the same amount that the aviation industry produces. Researchers involved in the study have projected that the emission of carbon by the ICT sector is likely to double by the year 2020.

Changing the ways that people work in order to reduce the amount of materials and power that is wasted will minimise the environmental impacts and save money.

The Council has virtualised 53 physical servers over recent years. In effect, this means that the 53 physical servers have been replaced with 3 physical machines currently running 55 virtual servers. This reduces power consumption both directly



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and for air conditioning. The Council has also rationalised printer and photocopier usage. Wasteful desktop printers have been removed and only efficient, networked, duplexed printers are used. Colour printing has been significantly reduced. This has reduced power consumption and the amount of printer consumables (toner and paper).

To achieve further savings, the Council replaced desktop personal computers with thin clients (virtual desktops); some applications must sit on a personal computer (a minority). A thin client is a physically small box with the main difference being that programs are running on the server, not on the desktop. Thin client devices last longer, use fewer materials, consume far less power and are less demanding on IT support.

5.4. Service Management Policy

The IT Service has had a number of good processes in place for some time, such as those involving the Help Desk. These processes allow tasks to be assigned, tracking of fault resolution and monitoring of performance.

The Council is developing more formal IT processes, by adopting ITIL (the Information Technology Infrastructure Library).

ITIL is the most widely accepted approach to IT service management in the world. It provides a cohesive set of best practice, supported by a comprehensive qualifications scheme. It is owned by HM Cabinet Office but it is practised widely in the private sector as well as the public sector.

One of the key things that ITIL recognises is that it is 'crucial for an organisation to be able to learn from experience in order to implement continuous quality improvement'.

ITIL is to service management as PRINCE2 is to project management. The Council will develop an approach to ITIL; one of the key components is a tighter approach to Change Management, which should lead to fewer surprises and less downtime.



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5.5. Procurement Policy

All hardware and software must be purchased and installed through the IT Section. This is set out in the Purchasing Procedure and in the Council's Financial Regulations.

For Service Managers, the easiest way to ensure compliance whenever considering any form of IT purchase is to contact the IT Team Leader first. The IT Team Leader will advise of any required steps to take. This also applies if any IT equipment is broken or is surplus to requirements.

5.6. PC Disposal

It is important that users have good quality equipment to work with. Apart from staff satisfaction, the support burden is reduced when equipment is retired and replaced, rather than patched and repaired to extend its life.

The virtual desktop roll-out will be complete by the end of August 2015. Whenever possible, users with any PC issues are now given a thin client instead of a normal desktop PC. Thin clients are: cheaper; longer lasting; more energy efficient; easier to support; far quicker to set up; much more secure – no data is held locally,

End of life PCs are taken away by a salvage company, which cleans all data from the machine, removes toxic components for safe disposal and recycles the rest. Data cleansing and recycling are certificated.

5.7. Recharging Policy

Service users are charged for IT services and supplies based on their direct attribution where applicable (service specific software), a charge based on the number of PCs and any service specific project time.

5.8. Disaster Recovery Plan

The Disaster Recovery Plan describes the course of action to be taken in the event of a disaster. It identifies who is responsible for which tasks. One of the most important aspects for staff, in particular service heads, is the prioritised list of



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systems. This gives an estimated maximum recovery time for each live system that is supported. The Disaster Recovery Plan is tested annually.

The Council operates virtual machines. There are many benefits to this, but from the point of view of recovery, the main benefit is the ability to restore the system image of a virtual machine to a completely different physical server. This should remove the need to re-install software and so reduce the reliance on third parties. A further benefit is that the virtual server could be restored onto hardware in a totally different location.

As part of the Business Continuity arrangements the Council has a replicate set of servers at an off-site location allowing real time mirroring. These servers can be accessed from the Park Leisure Centre if the servers in the Town Hall are inaccessible due to either system faults or if there is no access to the building.

5.9. Project Management Policy

The PRINCE2 methodology has been taken up by many Councils. This is a rigorous and potentially onerous methodology and the Council is looking to introduce a slimmed down version and have this adopted as the standard for all major projects within the Council.

5.10. Mobile Computing Policy

Mobility is clearly an increasing element in the future of computing. Smartphones and tablets are becoming more powerful and also more widely used which may raise significant security issues. Smartphones pose special risks due to their size and portability. They are also vulnerable to attacks against "apps", web browsers, and operating systems. Most importantly, typical mobile device users tend to be unaware of or casual about security measures.

The IT Team will centrally control mobile device management. This will be achieved by loading a Citrix management tool (or equivalent) on all mobile devices and will ensure that the build and lockdown of the devices is standardised.

Any development or projects relating to mobile computing will be submitted to the IT Steering Group using the bid form at **Appendix 1**.



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6. Support

6.1. Performance Measurement

Performance measurement provides the information to enable effective change or adaptation to customers' needs. The performance of the IT Service is measured in a number of ways:

- percentage of help requests satisfied within agreed timescale;
- availability of email;
- availability of Internet access;
- set up of new user access.

An area not currently covered, is customer satisfaction. A customer satisfaction survey is subjective but nonetheless important. A random sample of customers will be surveyed during 2015-2016.

6.2. Help Desk and Support

The IT Section operates a Help Desk, and staff should register all requests for support, rather than telephoning or seeking out someone from IT in person. This enables the IT Section to gather important performance indicators and, perhaps even more importantly, it enables better time management for the Help Desk staff and it allows for a fair queuing system.

6.3. Service Definition

Users have a right to know what to expect from IT and this will be detailed in the Service Definition. This is the IT equivalent of a customer charter.

The IT Service Definition will be very straightforward, describing what IT will provide in terms of equipment, it also describes the different priorities that are assigned to Help Desk calls, and the length of time for a response. The document will also describe the incentives for logging support calls through the Help Desk, since this aids efficiency within IT and provides performance indicators.



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7. Legislation

There is a significant amount of legislation relating to data and the uses to which it is put. This legislation includes:

- The Data Protection Act;
- The Regulation of Investigatory Powers Act;
- The Computer Misuse Act;
- The Copyright Act;
- The Freedom of Information Act;
- The Equality Act;
- The Human Rights Act.

8. Developments in 2014-2015

Six major areas of work dominated 2014-2015: virtual desktops, disaster recovery arrangements, Web CMS, ITIL, project management and complying with imposed standards for PSN and Information Management.

The actions from the 2014-2015 were:

- Public Sector Network compliance and submission - completed;
- re-establish the IT Steering Group - completed;
- develop a Web strategy - completed;
- introduce a version of ITIL - ongoing;
- review the Disaster Recovery Plan - completed;
- introduce a version of project management - ongoing;
- carry out a customer survey – moved into 2015-2016;
- establish performance indicators and the IT Service Definition – moved into 2015-2016; and
- carry out an IT skills matrix for staff development – moved into 2015-2016.



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9. Developments for 2015-2016

For 2015-2016 the outstanding actions from 2014-2015 will be completed. In addition to these the following areas will be covered:

- Public Sector Network - compliance and submission for 2015-2016;
- Phone line replacement - Session Initiation Protocol (SIP) trunking replaces the standard phone lines and payment becomes based on the number of lines that are used rather than available.
- Network refresh – network hardware replacement programme.
- Paperless committees – Member tablets project.
- Park Leisure Centre –online booking project.
- Housing Management System –system replacement project 2016-2017.
- Development Services back office – external systems currently used being developed in-house.
- Link from IT Strategy to Customer Strategy.
- Link from IT Strategy to Social Media Policy.

10. Future Updates

The IT Services Strategic Plan will be reviewed annually.

EXECUTIVE COMMITTEE		Part One
Date of Meeting: 9th September, 2015		(D)
Reporting Officer: Corporate Support Manager		Agenda Item 21
<p>Title: Email and Internet Acceptable Use Policy</p> <p>Summary and Conclusions:</p> <p>The Council's Email and Internet Acceptable Use Policy has been reviewed to enhance the security of our IT operating systems.</p> <p>A similar guidance document has been produced for Elected Members.</p> <p>Recommendation:</p> <p>To agree to adopt the Email and Internet Acceptable Use Policy.</p>		

Report

The Council's email and internet facility is made available for the business purposes of the Council. The facility is made available to a significant number of Members, Staff and contractors and it is essential that we ensure it is secure for its proper purpose (**Appendix 8**).

The Borough Council is a member of the Public Sector Network (PSN) which means we can link directly to Government Information Technology systems for some services. The Government will only allow this if they are confident our IT operating systems are secure. Membership of the PSN is critical to minimising the Council's operating costs and delivering services effectively.

To ensure we have robust systems and controls in place we are reviewing all of our Information Technology Policies. The Email and internet Acceptable Use Policy was reviewed in 2014 to make it more robust. A Programme of E learning modules have been delivered to all staff to raise awareness of the increased risk to IT security via emails and the internet. The policy has been reviewed again and did not require any changes. This policy applies to all employees and contractors of the Council who access the Councils email and internet facilities.

(i) **Legal Implications**

Robust management of information and data is essential to ensure we comply with the Data Protection Act

(ii) Risk Assessment

Protecting the Council's IT system is included on the Council's risk register

(iii) Financial Implications

Failure to provide adequate security controls may lead to the Council's IT systems being compromised resulting in significant financial costs.

(iv) Health and Safety Implications

The recommendation has no implications.

(v) Equality and Diversity

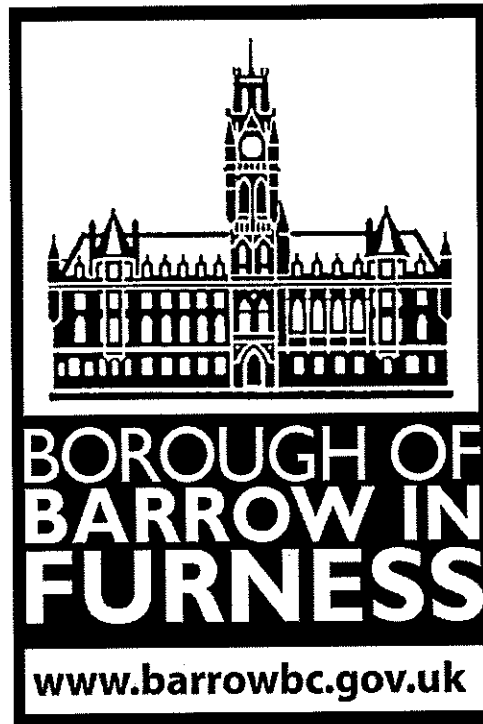
The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has no adverse effect on the Health and Wellbeing of users of this service.

Background Papers

Nil



**Email and Internet
Acceptable Use
Policy and Guidance Document**

Last updated: July 2015

Next Review Date: June 2017

Document Reviewer: Corporate Support Manager

Management Board: Director of Resources

1. Purpose

The Council is committed to ensuring that all users of the Council's Information Technology assets maintain high standards of acceptable use in order to protect the systems, data and access to the public sector networks, which allows the Council to function effectively.

This policy document tells you how you should use your Council email and internet facilities. It outlines personal and managerial responsibilities and informs what is permitted and how usage will be monitored.

We recognise that it is impossible to define precise rules covering all email and internet activities so this policy should be used for guidance to help you understand your personal responsibilities.

2. Background

The email and internet facilities provide the Council with access to valuable sources of information as well as inexpensive connectivity to a wide range of third parties. It is seen as an important part of the Council's communication infrastructure.

The Borough Council is a member of the Public Sector Network (PSN) which means we can link directly to Government Information Technology systems for some services. The Government will only allow this if they are confident our IT operating systems are secure. Membership of the PSN is critical to the Council's operating costs and effective service delivery. Any action which may compromise the Council's IT security systems will be considered a serious breach of this policy and will lead to disciplinary action.

The Council's email and internet facility is made available for the business purposes of the Council.

Personal use is permitted strictly in accordance with the statements contained within this policy.

This Email and Internet Acceptable Use policy applies to all Councillors, employees and contractors of the Council who access the Council's email and internet facilities.

3. Definition

This Email and Internet Acceptable Use policy applies at all times when using the Council's email and internet facilities. This includes access via any device including desktop computers, laptops, smartphones and other remote working devices.

4. Risks

We recognise that there are risks associated with users accessing and handling information in order to conduct official Council business.

This policy aims to mitigate the following risks:

- Unauthorised access to illegal or unsuitable websites.
- Introduction of malicious software and viruses to the Council's systems.

- Potential sanctions against the Council or individuals imposed by the Information Commissioner's Office as a result of information loss or misuse.
- Potential legal action against the Council as a result of information loss or misuse.
- Potential legal action against individuals if the Council has appropriate controls in place and misuse still occurs.
- Damage to the Council's reputation as a result of information loss or misuse.

Non-compliance with this policy could have a significant effect on the way the Council operates and may result in financial loss and an inability to provide essential services to our customers.

5. Applying the Policy

a. What You Should Use Your Council email account for:

You should use the email system for sending business related communications and associated attachments.

Email is not a secure or private means of communication and is vulnerable to being read or tampered with during transmission. If you use the Council network to send emails with sensitive or protected content you must ensure that they are sent a known email address and not a generic address. The email should be labelled sensitive so that the recipient is aware.

A secure email facility is available using the GCSX network. Please contact the IT helpdesk to discuss this facility: by contacting the helpdesk or using the portal <http://helpdesk/portal>

Automatic redirection of emails outside of the Council's email system is not permitted without approval by your Line Manager and the IT Team Leader.

You are not permitted to use personal internet and email accounts (for example Hotmail, Lycos, Yahoo) for Council business.

Be aware that Barrow Borough Council may be required to disclose your emails or responses to them under the Freedom of Information Act 2000, Data Protection Act 1998 or Environmental Information Regulations 2004.

b. Personal Use of the Council's Email facility

Provided it does not interfere with your work, the Council permits personal use of the email facility in your own time (for example during your lunch break).

You are not permitted to use the email facility for certain activities including but not limited to:

- Accessing material that is obscene, offensive, sexually explicit, pornographic, racist, sexist, ageist, defamatory, hateful, or homophobic in nature, incites or depicts violence, or describes techniques for criminal or terrorist acts
- Making derogatory remarks or expressing derogatory opinions regarding the Council, its Officers or Members or communicating extreme views that could be to the detriment of the Council or its reputation or bring the Council into disrepute.

- Receiving personal vouchers and offers from commercial organisations.

The Council does not permit the transmitting of global emails to large user groups other than for Council business purposes. This includes advertising personal, sporting or other recreational activities and events.

Safe management of emails

If you receive an unsolicited (sent from an unknown or unexpected source) or unsuitable email you should delete the email. You should not forward these emails or open any attachment or access links attached to the email; doing so may compromise the Council's IT network.

If you are subject to substantial, unsolicited or unsuitable emails, then contact the IT Help Desk: or use the portal <http://helpdesk/portal> as IT Services may be able to block these emails for you in certain circumstances.

You need to be aware that your communication (sent or received) may be used to demonstrate that a course of action has been committed to, such as an agreement to enter into a contract. Take care to ensure that you do not commit yourself or the Council to any agreement for which you are not authorised to do so. This may result in disciplinary action being taken. Email content can also be used as evidence in disciplinary cases or in prosecutions.

Your Council internet account should be used in accordance with this policy to access anything in pursuance of your work including:

- Access to and/or provision of information.
- Research.
- Electronic commerce (for example purchasing equipment for the Council).

c. Personal Use of the Council's Internet Service

At the discretion of your Line Manager and provided it does not interfere with your work, the Council permits personal use of the internet in your own time (for example during your lunch break).

Access to the following categories of websites is currently blocked using a URL filtering system:

- Illegal.
- Pornographic.
- Violence.
- Hate and discrimination.
- Offensive.
- Weapons.
- Hacking.
- Conversational emails (web chat).
- Gambling.
- Dating.
- Games.
- Social Networking, for example Facebook.
- Streaming Media, for example You Tube.

Other categories may be added to this list in the future.

You are not permitted to use the Council's email or internet to facilitate or operate any personal business or commercial activities.

If you are in any doubt about how you may make personal use of the Council's email and internet facilities you are advised not to do so and seek advice from the Council's IT service.

All personal usage must be in accordance with this policy. Your computer and any data held on it are the property of the Council and may be accessed at any time by the Council to ensure compliance with all its statutory, regulatory and internal policy requirements.

Do:

Act responsibly if using the Council's internet service for personal use permitted usage includes.

Making appointments that can't be made outside the Council's business hours.

Dealing with personal matters that can't be made outside the Council's business hours.

Viewing news channels is acceptable provided it is in your own time.

Do not:

Try to access any of the sites that are blocked by the URL as listed above.

Click on links or pop ups that take you to other sites.

Use the Council's internet service for financial transactions including:

- Internet banking
- Paying personal bills
- On-line shopping
- Booking holidays
- Buying tickets for events
- Buying and selling on consumer to consumer websites, for example Ebay.

d. Email and Internet Account Management, Security and Monitoring

The Council's IT service is responsible for the technical management of your email and internet access.

You are responsible for ensuring your network account is secure. You are provided with a unique network user name and password and you should not disclose your email and internet access to others or use other people's access to the network.

The provision of internet access is owned by the Council and all access is recorded, retained and may be interrogated via the Council's web monitoring software.

Routine monitoring of internet usage will be undertaken to ensure the Council's business use is not impacted by lack of capacity or bandwidth.

The filtering system monitors and records all access and usage which is retained and may be used to prepare reports for Management Board, line managers and auditors. This information may be used as evidence in disciplinary action or prosecution.

Line managers may access a staff member's internet account if they suspect that there has been a breach of this policy by completing an email and internet account monitoring request form. Line managers may also access email accounts if members of staff are off work on long term absence.

6. Responsibilities

a. Your responsibility as an employee:

- Read this policy before using the Internet.
- Sign the email and internet acceptable usage form to state that you accept the terms and conditions of this policy.
- Use the internet responsibly both for business and personal usage.
- Do not use the internet for personal usage during your working hours.

b. Your responsibility as a Line Manager:

- Ensure that any suspected breaches of this policy by their staff are investigated. If you think it is necessary to access a staff member's email account or monitor internet usage you can complete an email and internet account monitoring request form and return it to the Corporate Support manager.
- Report all confirmed breaches of this policy to the Human Resources Manager so that they can be investigated.
- Ensure that the use of the internet facility during an employees work time is relevant to and appropriate to the Council's business.

c. Conditions of use

Each user must read, understand and sign to verify they have read and accepted this policy.

I understand and agree to comply with the Council's Email and Internet Acceptable Use Policy.

Name of user.....

Signature of User:Date:

A copy of this agreement is to be retained by the User and the Human Resources Department.

d. Policy Compliance

If any user is found to have breached this policy, they will be subject to the Council's disciplinary procedure.

If a criminal offence is considered to have been committed further action may be taken to assist in the prosecution of the offender(s).

If you do not understand the implications of this policy or how it may apply to you, seek advice from your line manager.

Email and Internet Account Monitoring Request Form

Due to our obligations under the Data Protection Act 1998 it is necessary to complete this form if you wish to access information from the Council's network relating to any staff member.

By signing this form you agree that you are requesting this information for the purpose(s) you state below and it will be held and used for these purpose(s) only. It will only be retained until the business requirement has expired.

Please provide information about the member of staff who is the subject of the request.

Name: _____

Job title: _____

Department: _____

Line manager: _____

Please list below the purpose(s) of your request (*provide as much details as possible*):

If there is additional need for confidentiality about this request, please provide additional information by email to the Human Resources Manager.

Authorising Requester

Print name: _____

Signature: _____

Job title: _____

Department: _____

Date: _____

Authorising Manager

Print name: _____

Signature: _____

Date: _____

In signing this request you agree to make no further uses of the information you obtain other than for the purposes stated above. You agree to keep secure any information you obtain or securely destroy the information, when it is no longer required.

EXECUTIVE COMMITTEE		Part One
Date of Meeting: 9th September, 2015		(D)
Reporting Officer: Executive Director		Agenda Item 22
<p>Title: Housing Market Renewal Programme – North Central Renewal Area clearance site</p> <p>Summary and Conclusions:</p> <p>Members have previously granted a period of exclusivity for developers to agree a scheme for this site. This period has now concluded, and options for taking the development of the site forward are presented.</p> <p>Recommendation:</p> <p>To agree that the negotiations with Copperplane are brought to an end, and that efforts are made to remarket the site.</p>		

Background

The site created by the demolition of properties on Sutherland Street, Arthur Street and Marsh Street was cleared during 2012. The site was created with the aim of facilitating new housing development on the site, and the Council's priority is to do all it reasonably can to ensure that this happens as quickly as possible.

At a previous meeting, Members agreed to grant Copperplane Ltd a period of three months exclusivity to work up a proposed housing development scheme for the site (Minute 38 30/07/14 refers). This exclusivity period was extended for a further six months (Minute 95 03/12/14 refers).

This took place following a 12-month exclusivity arrangement with Leck Construction during 2013, at the end of which Leck decided not to proceed with a development. During that time, various investigation works were been carried out including:

- Desktop and intrusive ground investigation studies;
- Enquiries and initial negotiations with utilities concerning service requirements and potential diversion of existing services;
- Initial discussions with the highways authority concerning requirements for highways alterations and street lighting.

This information was made available to Copperplane to assist them in assessing the viability of developing the site. A number of subsequent discussions have been held with Copperplane and their legal representatives,

and I am of the view that negotiations have reached the point of "best and final" offer. Copperplane remain interested in the development in principle. However, their viability assessment indicates that the site has only a nominal value.

Copperplane Proposal

The following proposal has been made by Copperplane, based on their viability assessment, projected property sale prices and on the enabling works required for the site:

- 1. The parties enter into a conditional Contract for the sale/purchase of the site for a nominal consideration of £1.00.*
- 2. The conditionality to the grant of a planning permission satisfactory to Copperplane.*
- 3. The planning application will be approved by the Council (acting reasonably) prior to its submission.*
- 4. Copperplane agrees to a restrictive covenant on the site to the effect that it cannot be used for any purpose other than residential development.*

To protect the long-term interests of the Council and to ensure that the site is developed as proposed, officers put forward provisions that would enable the Council to take the site back in the event that development did not proceed in a specified timescale to be agreed. These options were not acceptable to Copperplane, whose legal representatives have commented as follows:

Whilst we appreciate this does not guarantee the site will be developed the problem with the proposal of the Council having a right to buy back the site in the event that it is not developed within a fixed timescale is that this may well effectively blight the site for the purposes of obtaining funding and the buy back provisions will inevitably become complex when trying to agree the amount to be paid by the local authority in the event of them exercising any such rights.

We should stress that our client will incur substantial costs to obtain planning permission for a site of this size and it is highly unlikely therefore that he would not ensure that it is developed in accordance with that planning permission.

Future Options

1. Accept the offer from Copperplane on the Heads of Terms they propose. There is not reason to doubt the genuine desire of the company and its owner to develop the site. However, successfully carrying out the development depends ultimately upon market factors and technical site constraints, some of which are known, but some of which are by their nature unpredictable. These factors may result in the developer abandoning a development, whatever costs have been incurred, in order to prevent greater losses. The risk of this happening is difficult to quantify,

but the consequences for the Council would be severe. The Council would lose control of the site, no development would have taken place and there would have been no capital receipt. This would be against a background where the Council had invested considerable finance and effort into acquiring the site.

2. Remarket the site. Officers have taken legal advice and advice from development and valuation surveyors. In the light of that advice, the desire to include the provision for buy back, or for a development lease (which would prevent transfer of the site until the completion of development) to be entered into seems a reasonable one. Whilst we have to accept that the site is not of great commercial value, there does seem to be some tentative interest in development on sites such as this. Since the Council's overriding interest has to be ensuring that the site is developed without the risk of losing the site for a nominal sum, this is the recommended option.

(i) Legal Implications

Any contract of sale will require agreement by Council and will be subject to advice from the Council's solicitors.

(ii) Risk Assessment

A substantial corporate reputational risk exists if the site is not brought forward for development within a reasonable timescale. A financial risk exists if a fair value for the site is not realised at the point of development. The actions proposed in this report are designed to minimise these risks.

(iii) Financial Implications

No additional implications from previous report.

(iv) Health and Safety Implications

No significant implications.

(v) Equality and Diversity

The recommendation has no detrimental impact on service users showing any of the protected characteristics under current Equalities legislation.

(vi) Health and Well-being Implications

The recommendation has a positive effect on the Health and Wellbeing of users of this service by improving housing conditions in the long term.

Background Papers

Nil