

Public Document Pack



PERFORMANCE SCRUTINY PANEL

This meeting will be recorded and the sound recording subsequently made available via the Council's website: charnwood.gov.uk/pages/committees

Please also note that under the Openness of Local Government Bodies Regulations 2014 that other people may film, record, tweet or blog from this meeting. The use of any images or sound recordings is not under the Council's control.

To: Councillors Fryer (Chair), Bebbington (Vice-Chair), Campsall, Forrest, Gerrard, Huddlestone, Hunt, Paling and Rattray (For attention)

All other members of the Council
(For information)

You are requested to attend the meeting of the Performance Scrutiny Panel to be held in Committee Room 2 - Council Offices on Tuesday, 22nd January 2019 at 6.30 pm for the following business.

Chief Executive

Southfields
Loughborough

14th January 2019

AGENDA

1. APOLOGIES
2. MINUTES OF THE PREVIOUS MEETING 4 - 11
To confirm as a correct record the minutes of the meeting held on 20th November 2018.
3. DISCLOSURES OF PECUNIARY AND PERSONAL INTEREST
4. DECLARATIONS - THE PARTY WHIP

5. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.6
No questions submitted.
6. HOMELESS STRATEGY 2018-2020 UPDATE 12 - 22
A report of the Head of Strategic and Private Sector Housing regarding the Homeless Strategy.
7. GENERAL FUND AND HRA REVENUE MONITORING REPORT 23 - 32
A report of the Head of Finance and Property Services detailing the Revenue Outturn position of the General Fund and Housing Revenue Account (HRA).
8. PERFORMANCE UPDATE REPORT ON HOUSING BENEFITS 33 - 35
A report of the Head of Customer Experience providing an update regarding performance indicator KI7 (*Time taken to process Housing Benefit/Council Tax Benefit new claims and change events*).
9. WORK PROGRAMME 36 - 46
A report of the Head of Strategic Support, enabling the Panel to consider its Work Programme, to propose to Scrutiny Management Board any additions, deletions or amendments as appropriate.

MEETING DATES

Meetings of the Panel for 2018/19 are scheduled to be held at 6.30pm on the following dates:

19th February 2019

SCRUTINY QUESTIONS

What topics to choose?

- What difference will scrutiny make?
- Is this an area of concern – public/performance/risk register?
- Is this a corporate priority?
- Could scrutiny lead to improvements?
- What are the alternatives to pre-decision scrutiny?

Pre-decision scrutiny

- What is Cabinet being asked to agree?
- Why?
- How does this relate to the overall objective? Which is ...?
- What risks have been identified and how are they being addressed?
- What are the financial implications?
- What other options have been considered?
- Who has been consulted and what were the results?
- Will the decision Cabinet is being asked to take affect other policies, practices etc.?

Basic Questions

- Why are you/we doing this?
- Why are you/we doing it in this way?
- How do you/we know you are making a difference?
- How are priorities and targets set?
- How do you/we compare?
- What examples of good practice exist elsewhere?

Agenda Item 2

PERFORMANCE SCRUTINY PANEL 20TH NOVEMBER 2018

PRESENT: The Chair (Councillor Fryer)
The Vice Chair (Councillor Bebbington)
Councillors Campsall, Forrest, Huddlestone, Hunt,
Paling and Rattray

Councillors Harper-Davies (Cabinet Lead Member
for Performance of Major Contracts), Mercer
(Cabinet Lead Member for Housing), Vardy
(Cabinet Lead Member for Planning, Inward
Investment and Tourism Strategy)

M Bennett (Charnwood Site Manager (Capita))

Head of Strategic Support
Head of Cleansing and Open Spaces
Head of Customer Experience
Head of Planning and Regeneration
Head of Strategic and Private Sector Housing
Communications Manager
Corporate Improvement and Policy Officer
Democratic Services Officer (NC)

APOLOGIES: Councillor Gerrard

The Chair stated that the meeting would be recorded and the sound recording subsequently made available via the Council's website. She also advised that, under the Openness of Local Government Bodies Regulations 2014, other people may film, record, tweet or blog from this meeting, and the use of any such images or sound recordings was not under the Council's control.

28. MINUTES OF THE PREVIOUS MEETING

The minutes of the meeting of the Panel held on 9th October 2018 were confirmed as a correct record and signed.

29. DISCLOSURES OF PECUNIARY AND PERSONAL INTEREST

Councillor Fryer declared a personal interest in item 7 – Lightbulb Service Model as a member of Leicestershire County Council.

30. DECLARATIONS - THE PARTY WHIP

No declarations of the existence of the Party Whip were made.

31. QUESTIONS UNDER SCRUTINY COMMITTEE PROCEDURE 11.6

No questions had been submitted.

32. 2018-19 QUARTER 2 PERFORMANCE MONITORING REPORT

A report of the Head of Strategic Support providing performance information for the second quarter of 2018-2019 in respect of the Corporate Plan objectives and key performance indicators was submitted (item 6 on the agenda filed with these minutes).

The Corporate Improvement and Policy Officer and Head of Strategic Support attended to assist the Panel with the consideration of the item. At the invitation of the Panel the relevant Cabinet Lead Members and Officers also attended to assist the Panel.

The Cabinet Lead Member for Whole Council, Strategic Partnerships and communications sent his apologies.

Key Performance Indicators

The Panel considered amber and red key performance indicators.

With respect to amber key performance indicator SLE2 – PR (*complete the milestones in the Local Development Scheme 2018-2021 for the preparation of the local plan*), in response to issues raised by the Panel, the Head of Planning and Regeneration explained that the slippage in the delivery of the draft local plan milestone of October 2018 was expected to have minimal impact on the overall project programme. The Local Development Scheme milestones were reviewed and considered by the Cabinet annually and the timetable would be re-profiled in the review of the Local Development Scheme in March 2019. The delay to the preparation of the local plan was partly due to the project officer having a period of long term absence and existing resources being diverted to support the Development Management function.

With respect to red key performance indicator ERM5 SS/ BP14 (*Undertake regular satisfaction surveys with members of the public to ensure improvement in the web service they receive*), it was noted that this matter would be considered in further detail in a report later on the agenda.

With respect to amber key performance indicator ERM1 – RS1 (*as part of the Food Hygiene Rating Scheme undertake two actions – complete a minimum of 95% of high risk (Ratings A-C's) Food Safety Inspections*) in response to issues raised by the Panel the Corporate Improvement and Policy Officer explained that the indicator was amber despite having achieved 57% of inspections. It was an annual target and the indicator was assessed quarterly by the Head of Service.

With respect to amber key performance indicator ERM5 – CIS (2) (*undertake regular satisfaction surveys with members of the public to ensure improvement in those services that use Govmetric and the Contact/Customer Service Centre – face to face & telephone*), in response to questions, the Head of Customer Experience stated that the Service would consider refresher training for customer services if this was identified as an issue through analysis of the feedback by members of the public. The issue was believed to be caused by regular customers being asked to repeatedly

undertake the same satisfaction survey so the Service were looking at ways to refresh how the Service monitored satisfaction to re-engage customers.

With respect to amber key performance indicator DES3- PROG (*Deliver the Customer Service Programme, in line with the project milestones*), in response to issues raised by the Panel, the Head of Customer Service and the Corporate Improvement and Policy Officer stated that further meetings had not yet been arranged as the Senior Management Team wished to fully understand the recommendations of the recent Peer Challenge for the Programme Board before meeting again. It was noted that the Chief Executive had undertaken to arrange a Board meeting to clarify its position.

Red Key Corporate Indicators

With respect to KI2 (*Number of affordable homes delivered (gross)*) in response to issues raised by the Panel, the Cabinet Lead Member for Planning Inward Investment and Tourism Strategy, and the Head of Planning and Regeneration stated that the Council had little control over the number of houses built by the development industry but that 113 affordable homes were currently under construction and there was no indication that they would not be built before the year end.

With respect to KI4 (*Percentage of household waste sent for reuse, recycling and composting*) in response to issues raised by the Panel, the Cabinet Lead Member for Performance of Major Contracts and the Head of Cleansing and Open Spaces stated that the target of 50% had not been reached in quarter 2 for various reasons. The percentage figure consisted of the total residual waste collected by weight measured against the weight of composting and recycling collected. As the amount of residual waste was static the very dry conditions during summer had reduced the amount of gardening waste collected, which directly impacted the percentage of household waste sent for reuse, recycling and composting. Although it was possible that residents were taking garden waste to recycling centres, the subscription for green waste bins was increasing. The target was challenging to attain for the Council and it would require a change in approach which might not be popular with residents as it could impact the frequency of waste collections.

With respect to KI7 (*Time taken to process Housing Benefit/Council Tax Benefit new claims and change events*) in response to issues raised by the Panel, the Cabinet Lead Member for Performance of Major Contracts, the Head of Customer Experience and the Charnwood Site Manager (Capita) stated:

- the target was challenging to achieve, particularly after the introduction of universal credit in June and the rising number of erroneous notifications being received that required investigation. It had been difficult to assess the potential impact of the introduction of universal credit as the number of erroneous notifications received by other local authorities varied considerably and it had not been possible for the Borough Council to predict the numbers.
 - the Department of Work and Pensions (DWP) were planning to roll out the full switch over to universal credit which would be completed in 2024. The Council were working with its partners including the DWP to support residents in the migration to universal credit but as there was not currently a migration plan in place it was difficult to proceed.

- as this was an annual target, the Council could not take formal action until the end of the year in line with the terms of the Service Level Agreement with Capita. However Capita were working hard to hit the target.
- there was a process in place with Capita to facilitate claims especially where there were cases of hardship and loss of tenancy. The backlog had impacted resources in other services within the Council and the council tax support scheme would require review.

A member of the Panel requested that ERM2 - NS 2 (*Facilitate the development of a Community Hub in Thorpe Acre*) was corrected to state that the Thorpe Acre Action Group had not gained charitable status from the Charities Commission.

A member of the Panel raised concerns that there seemed to be more red and amber indicators in the report with respect to customer facing services. The Head of Customer Experience explained that customers were a priority and as the work was generally technology based it was challenging for some customers. There had been a period of reflection to ensure that the focus and the approach of the Customer teams was correct, and now that the Service had been reorganised into new teams it was able to prioritise appropriately.

RESOLVED

1. that the performance results, associated commentary and the explanations provided be noted;
2. that the Head of Regulatory Services provides the Panel with further clarification in relation to amber indicator ERM1 – RS1 (*as part of the Food Hygiene Rating Scheme undertake two actions – complete a minimum of 95% of high risk (Ratings A-C's) Food Safety Inspections*) as to why the target was considered amber when 57% of High Risk Food Safety Inspections had been undertaken by the second quarter, in relation to the annual target of 95% and what actions were taken by the Service when a food business did not achieve level 3 or above on the National Food Hygiene Rating Scheme;
3. that the Head of Customer Experience presents a more detailed report regarding KI7 (*Time taken to process Housing Benefit/Council Tax Benefit new claims and change events*) at the Panel's meeting scheduled for 22nd January 2018.

Reasons

1. To record the information contained in the 2018-19 Quarter 2 Performance Monitoring report.
2. The Panel wished to understand the manner by which this indicator was assessed and monitored by the Head of Service.
3. The Panel was concerned that delays in receiving benefits was a cause of significant stress and worry for residents and that the Council's planning with

respect to the introduction of universal credit appeared to be flawed so it wished to monitor this situation in more detail.

33. LIGHTBULB SERVICE MODEL

A report of the Head of Strategic and Private Housing Sector Housing regarding the implementation of the lightbulb project was submitted (item 7 on the agenda, filed with these minutes).

The Cabinet Lead Member for Housing and the Head of Strategic and Private Sector Housing attended the meeting to assist the Panel with its consideration of the item and noted that the Council had reduced the waiting time from 26 weeks to 15 weeks for the completion of its Disabled Facilities Grants.

In response to issues raised by the Panel, the Cabinet Lead Member for Housing and the Head of Strategic and Private Sector Housing stated that the Housing Support Coordinators arranged for equipment to be installed, but major adaptations were taken through the routine DFG process. The oldest case on the waiting list was from August and officers were contacting people on the list to see if they still required assistance in addition Charnwood were working with the Lightbulb Central Hub team to reduce the waiting list. Referrals could be made for carers assessments.

RESOLVED that the update of the delivery of the Lightbulb Service Model be noted.

Reason

The Panel were satisfied with the information provided.

34. DIRECTORATE SICKNESS DATA

A report of the Head of Strategic Support regarding KI10 (the number of working days / shifts lost to the local authority due to sickness absence) reporting sickness absence data by Directorate was submitted, (item 8 on the agenda filed with these minutes).

The Head of Strategic Support attended to assist the Panel with its consideration of the item. The Cabinet Lead Member for Equalities, Member and Strategic Services gave his apologies.

In response to issues raised by the Panel, the Head of Strategic Support explained that there were variations between directorates which could be linked to the different job roles within each directorate. He noted that Heads of Service received monthly reports which highlighted if staff members had triggered the absence management policy criteria.

A Member of the Panel noted that the numbers of long term sick had decreased from 21 in quarter 1 to 14 in quarter 2 which indicated that Human Resources policies were effective.

RESOLVED that the directorate sickness data be noted.

Reason

The Panel were satisfied with the information provided.

35. SATISFACTION SURVEYS: WEBSITE

A report by Head of Strategic Support regarding ERM5 SS (undertake regular satisfaction surveys with members of the public to ensure improvement in the web service they receive) was submitted (item 9 on the agenda filed with these minutes).

The Communications Manager attended the meeting to assist the Panel with its consideration of the item. The Cabinet Lead Member for Strategic Partnerships and Communication gave his apologies.

In response to issues raised by the Panel, the Communications Manager stated that the GovMetric questions had been amended so that more detail could be sought to aid the communications team with resolving issues and that the team would be reviewing the pages which received the most negative ratings; for example the contacts page. In response to a question he noted that it was possible to introduce live web chat but there were resource implications to consider if the service was provided over 24 hours, 7 days a week.

RESOLVED that the information be noted.

Reason

The Panel were satisfied with the information provided.

36. WORK PROGRAMME

A report of the Head of Strategic Support was submitted to enable the Panel to consider its work programme and to propose to the Scrutiny Management Board any additions, deletions and amendments as appropriate (item 10 on the agenda filed with these minutes).

The Cabinet Lead Member for Planning, Inward Investment and Tourism Strategy, the Head of Planning and Regeneration and the Head of Strategic Support assisted the Panel with the consideration of this item.

The Cabinet Lead Member for Planning, Inward Investment and Tourism Strategy and the Head of Planning and Regeneration explained that the Council had minimal control over the number of houses built and it was reliant on developers providing this information annually. It was complex to calculate the five year housing supply and would be challenging to identify meaningful actions that could be put in place to return the five year housing supply to a satisfactory level if it fell below 5.5 years as the local planning authority had very little control over housing developers. It was possible to provide an indication of the direction of travel for the five year housing supply status and this could be shared as part of the quarterly planning training.

The Head of Strategic Support drew the Panel's attention to the additional information provided by the Head of Landlord Services.

The Head of Strategic and Private Sector Housing asked the Panel to consider if it wished to receive a six monthly update of the Homeless Strategy.

RESOLVED

1. that the response of the Scrutiny Management Board with respect to the Zero Waste Strategy item be noted;
2. that the decision of the Scrutiny Management Board to request the Policy Scrutiny Group scrutinises the Customer Services Strategy and the Housing Acquisition Strategy be noted;
3. that the decision by the Scrutiny Management Board that if the Council's housing land supply falls below 5.5 years, a quarterly report to be provided to the Panel and the Lead Member to attend to explain what actions are in place to return the five year housing supply to a satisfactory level be noted;
4. to note the recommendation to the Cabinet that the following Key Performance Indicators for the 5 year housing supply be added to the Council's Business Plan from 2019 / 20:
 - The five year housing supply figure
 - The various deadlines by which planning applications of different types should be determined
5. that the Customer Engagement Strategy is not added to the Panel's Work Programme for scrutiny;
6. that a six monthly update of the Homeless Strategy be added to the Panel's work programme for its meeting on 22nd January 2019;
7. To note the current position with the Panel's Work Programme.

Reasons

1. The Panel agreed with the decision of the Board that the scrutiny of the Zero Waste Strategy should be added to the work programme of the Policy Scrutiny Group for scrutiny after the publication of the Government's Resources and Waste Strategy.
2. The Panel agreed with the decision of the Board that the issues raised with respect to these policies fitted more closely with the remit of the Policy Scrutiny Group.
3. & 4. Although the Panel understood that it could be challenging for officers to provide the information required, it agreed with the recommendations of the 5 Year Housing Supply Scrutiny Panel and of the Cabinet, that the Panel

monitor key performance indicators and scrutinise the Council's housing land supply if the figure fell below 5.5 years.

5. Having considered the information provided by the Head of Landlord Services regarding the Customer Engagement Strategy, the Panel concluded that it would not add further value by scrutinising the Customer Engagement Strategy as the strategy was already being scrutinised by other bodies.
 6. When the Homeless Strategy had been approved in March it had been anticipated that a six monthly update would be submitted to the Panel for its scrutiny but it had been omitted from its work programme in error.
 7. To make the Panel aware of the current position with its Work Programme.

NOTES:

1. No reference may be made to these minutes at the Council meeting on 21st January 2019 unless notice to that effect is given to the Democratic Services Manager by five members of the Council by noon on the fifth working day following publication of these minutes.
 2. These minutes are subject to confirmation as a correct record at the next meeting of the Performance Scrutiny Panel.

Agenda Item 6

PERFORMANCE SCRUTINY PANEL – 22ND JANUARY 2019

Report of the Head of Strategic and Private Sector Housing Cabinet Lead Member: Councillor Mercer

ITEM 6 HOMELESSNESS STRATEGY 2018-2020 UPDATE

Purpose of Report

The purpose of the report is to provide an update on the delivery of the Homelessness Strategy 2018-2020 and the continued actions to deliver the priorities.

Recommendation

To note the update of the Homelessness Strategy 2018-2020 and comment on the future actions to deliver the priorities.

Reason

To ensure that the Homelessness Strategy 2018-2020, which provides a clear framework to deliver the Council's value of 'Creating a Strong and Lasting Community', meets its obligations in respect of the strategic housing needs of the Borough.

Policy Context and Justification

The Homelessness Strategy 2018-2020 is designed to help deliver the Council's priorities identified in the Corporate Plan.

Background

The Homelessness Strategy 2018-2020 concentrates on the delivery of 5 key objectives:

1. Strong and effective partnership working
2. Early targeted advice and intervention to prevent the loss of accommodation
3. Effective action to relieve homelessness
4. Support to sustain tenancies and prevent repeat homelessness
5. Protect and increase local housing options

The current Homelessness Strategy 2018-2020 for Charnwood was adopted in March 2018. The Homelessness Strategy 2018-2020 update report (see Appendix 1) provides an overview of our current priorities, our achievements and the challenges that lie ahead for housing including setting out our actions planned up unto April 2020.

Background Papers:	Cabinet, Report – 15 th March 2018 (link) https://www.charnwood.gov.uk/files/papers/cab_15_march_2018_item_07_homelessness_strategy_2018_2020/Cab%2015%20March%202018%20Item%2007%20Homelessness%20Strategy%202018-2020.pdf
	Policy Scrutiny Group - 6 th February 2018 (link) https://www.charnwood.gov.uk/files/papers/psg_06_february_2018_item_06_homelessness_update_and_homelessness_strategy/PSG%2006%20February%202018%20Item%2006%20Homelessness%20Update%20and%20Homelessness%20Strategy.pdf
Appendix 1:	Homelessness Strategy 2018-2020 Progress Report
Officer to contact:	Alison Simmons Head of Strategic and Private Sector Housing 01509 634708 alison.simmons@charnwood.gov.uk

Homelessness Strategy 2018-2020 Progress Report				
	ACTION	PROGRESS UPDATE AND OUTCOMES	DELIVER BY	COMPLETED
1.	Objective 1: Strong and effective partnership working			
1.1	Work with Partners to develop and deliver effective advice, prevention and homelessness services within Charnwood	Homelessness Strategy Steering Group continues to meet on a quarterly basis in order to work together to identify local challenges or gaps in service provision and potential solutions.	Throughout the lifetime of the Strategy First review October 2018	In progress
1.2	Work with Partners to ensure efficient referral mechanisms are in place	The Homelessness Strategy Steering Group members have been provided with information in relation to the Homelessness Reduction Act and related changes to the Housing Options Service procedures. A new online referral form has been created to all enable partners (including those who are under a Duty to Refer from October 2018) to refer individuals who are homeless or at risk of becoming homeless to Charnwood Borough Council's Housing Options Team. Referral processes and forms for commissioned homelessness prevention services at The Bridge and Charnwood Citizen's Advice Bureau are being reviewed. The Leicestershire Homeless Delivery Group is considering a shared referral form for supported accommodation schemes across Leicestershire, in order to make referral processes more efficient.	March 2019	In progress

	ACTION	PROGRESS UPDATE AND OUTCOMES	DELIVER BY	COMPLETED
1.3	Explore options for the joint development and delivery of prevention services within Charnwood	<p>Service Level agreements with the Bridge and Citizens Advice Bureau are being reviewed to ensure the commissioned homelessness prevention services within Charnwood reflect the requirements of the Homelessness Reduction Act and related changes to the Housing Options Service processes.</p> <p>Charnwood are coordinating bids to the MHCLG for funding to enable the extension and enhancement of countywide accommodation and support services for Rough Sleepers, to be delivered in partnership with The Bridge East Midlands and Falcon Support Services.</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress
1.4	Explore options for joint working between Housing Authorities and partners across Leicester, Leicestershire and Rutland	<p>The Leicestershire Homeless Delivery group are developing Countywide homelessness prevention Pathways for groups who are risk of becoming homeless. Charnwood and Harborough are leading on the Pathways for 16 and 17 year olds, Care Leavers and persons being released from Prison.</p> <p>Charnwood are co-ordinating bids to the MHCLG for the following funds to enable the provision of Countywide services:</p> <ul style="list-style-type: none"> • The Rapid Rehousing Fund • Move-On Fund • Private Sector Access Fund 	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress

	ACTION	PROGRESS UPDATE AND OUTCOMES	DELIVER BY	COMPLETED
2.	Objective 2: Early targeted advice and intervention to prevent the loss of accommodation			
2.1	Ensure effective homelessness prevention advice is available for all households within Charnwood	<p>Personal Housing Plans are being issued to all homeless applicants.</p> <p>The information and advice on the Website has been reviewed and new advice pages have been developed for groups who are at risk of homelessness.</p> <p>The Homelessness Prevention Trailblazer Project Application has been developed and is due to be formally launched across Leicester, Leicestershire and Rutland in early 2019.</p>	October 2018	In progress
2.2	<p>Ensure targeted homelessness advice and prevention pathways are in place and accessible for groups who are particularly at risk of homelessness in Charnwood, including:</p> <ul style="list-style-type: none"> • 16/17 year olds • Care leavers • Former Armed Forces members • Persons being released from prison/youth detention centres • Victims of domestic abuse • Persons being discharged from hospital • Persons with mental health problems • Persons with drug misuse problems 	<p>Homelessness prevention advice and information for each of the groups within Charnwood available online.</p> <p>The Leicestershire Homeless Delivery group are developing Countywide homelessness prevention pathways for each of the groups identified as being at particular risk of homelessness:</p> <ul style="list-style-type: none"> • 16 and 17 year olds (Charnwood and Harborough are joint leads) • Care Leavers (Charnwood and Harborough are joint leads) • Prison Releases (Charnwood and Harborough are joint leads) • Hospital Discharges (Blaby is the lead Authority) • Drug or alcohol misuse (North West Leicestershire is the lead Authority) • Armed Forces (Oadby and Wigston is the lead Authority) • Domestic Violence (Hinckley and Bosworth is the lead Authority) 		

	Action	Progress Update and Outcomes	Deliver By	Completed
		Detailed case level information about homeless applications, actions and outcomes has been recorded since April 2018, and the information for homeless applications during 2018-2019 will be assessed in order to identify trends and groups who are particularly at risk of homelessness within Charnwood.		
2.3	Ensure all eligible households who are at risk of homelessness within 56 days are referred to the Council's Housing Options Team to make a homeless application	Members of the Homeless Delivery Group have been encouraged to refer households who are at risk of homelessness within 56 days and require assistance to Charnwood to make a homeless application as soon as possible. Homeless applications are being taken at earliest possible opportunity following presentation / referral. New online agency referral form has been created.	Throughout the lifetime of the Strategy	In progress
2.4	Ensure the housing and support needs of all applicants who are at risk of becoming homeless within 56 days are assessed and effective Personalised Housing Plans are developed	Personalised Housing Plans are developed for all homeless applicants. Detailed case level information about homeless applications, actions and outcomes has been recorded since April 2018, and the information for homeless applications during 2018/19 will be assessed in order to identify the most successful actions and any potential gaps in provision.	Throughout the lifetime of the Strategy First review October 2018	In progress
2.5	Mitigate the negative impacts of Welfare Reform and ensure sufficient welfare, debt and budgeting advice is available	Continuing to work with partners including Charnwood Citizens Advice Bureau to ensure that effective budgeting, benefit and debt advice is available to residents of Charnwood.	October 2018	In progress

	Action	Progress Update and Outcomes	Deliver By	Completed
2.6	Ensure effective Eviction Prevention Protocols are in place	The Leicestershire Homeless Delivery Group is in the process of developing an Eviction Prevention Protocol for Registered Providers.	April 2019	In progress
2.7	Ensure that groups who are particularly at risk of homelessness and have housing needs can be identified and supported to secure accommodation in a planned way, before a crisis situation arises	The Homelessness Prevention Trailblazer Project Application has been developed and is due to be formally launched across Leicester, Leicestershire and Rutland in early 2019. Countywide Pathways are in the process of being developed for groups who are particularly at risk of homelessness.	Throughout the lifetime of the Strategy	In progress
3.	Objective 3: Effective action to relieve homelessness			
3.1	Ensure homeless households are supported to access long-term affordable housing in the Social or Private Sectors	The New Housing Allocations Policy is due to be implemented in early 2019 to coincide with the launch new Online Housing Register and Choice Based Lettings System. The Council's Discretionary Housing Payments Policy is being reviewed to allow use for rent in advance and deposit payments for Private Sector Tenancies. New Social Lettings Coordinator in post. Product options for the Social Lettings Service have been developed and due to be launched in early 2019.	Throughout the lifetime of the Strategy	In progress
3.2	Ensure vulnerable single homeless applicants are referred to Supported Accommodation Schemes as appropriate, at the earliest possible opportunity	Need and eligibility for available schemes being identified through homelessness application needs assessments and referrals are included within Personal Housing Plans as appropriate.	Throughout the lifetime of the Strategy First review October 2018	In progress

	Action	Progress Update and Outcomes	Deliver By	Completed
3.3	Ensure there is a sufficient supply of suitable temporary accommodation within Charnwood that meets the needs of homeless applicants	<p>Review of existing Bed and Breakfast accommodation providers has been completed.</p> <p>A new Bed and Breakfast accommodation provider located within Charnwood has been identified and is now in use.</p> <p>The commissioned supported temporary accommodation provision in Charnwood (Holly House) has been extended pending a tendering exercise for an increased provision. The tender is due to go out in early 2019.</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress
3.4	Work in partnership with Housing Authorities and Partners in Leicester, Leicestershire and Rutland to deliver the Rough Sleeper Project	<p>Homelessness Transitions Service and No Second Night Out Provision for rough sleepers within Charnwood meeting demand and has delivered some positive outcomes.</p> <p>Rough Sleeper Information System has been developed and is due to be launched in early 2019.</p> <p>Charnwood are coordinating a bid to the MHCLG for the Rapid Rehousing Fund to enable the extension and enhancement of countywide accommodation and support services for Rough Sleepers, to be delivered in partnership with Falcon Support Services.</p>	December 2018	In progress

	ACTION	PROGRESS UPDATE AND OUTCOMES	DELIVER BY	COMPLETED
4.	Objective 4: Support to sustain tenancies and prevent repeat homelessness			
4.1	Ensure sufficient availability of Tenancy Support Services within Charnwood for vulnerable households	<p>Tenancy Support Services are currently available for households who reside in independent accommodation within Charnwood and these are providing vulnerable tenants with effective support to ensure sustainment of accommodation (Charnwood Borough Council's Tenancy Support Service and the Housing Matters Housing Support Service).</p> <p>There has been a significant increase in demand for Charnwood Borough Council's Tenancy Support Services, believed to be related to the introduction of the Homelessness Reduction Act and the Universal Credit roll-out. Work is being carried out with Landlord Services to identify causes and potential solutions.</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress
4.2	Ensure vulnerable households who may have difficulty sustaining independent accommodation are identified and referred to support services at the earliest possible opportunity	Potential need for tenancy support being identified and referrals to support services being made for homeless applicants whilst in temporary accommodation and at point of permanent accommodation offer.	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress
4.3	Ensure vulnerable households who reside in Supported Accommodation Schemes within Charnwood are supported to develop independent living skills and have access to effective transitional support services when they are moving into independent accommodation	<p>Move on agreements for Supported Accommodation schemes to be reviewed to coincide with introduction of new Allocations Policy and Choice Based Lettings System.</p> <p>New performance indicators introduced in October 2018 to measure tenancies successfully sustained for at least 6 months, to enable effectiveness of services to be assessed.</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress

	ACTION	PROGRESS UPDATE AND OUTCOMES	DELIVER BY	COMPLETED
5.	Objective 5: Protect and increase local housing options			
5.1	Work with partners to ensure that there are sufficient Supported Accommodation units within Charnwood to meet demand and that meet the needs of groups who are identified as being particularly at risk of homelessness	<p>The County commissioned supported accommodation provision does not currently accept referrals for applicants who have a Priority Need under the homeless legislation. There is a shortage of supported accommodation provision for this group, resulting in high Bed and Breakfast use and high temporary accommodation spend for the Council.</p> <p>The Charnwood commissioned supported temporary accommodation provision (Holly House) currently has 5 bed spaces to be retendered with an increased provision.</p> <p>The County commissioned supported accommodation provision for homeless 16 and 17 year olds is in the process of being reviewed. Charnwood are feeding into this review process to try to ensure a suitable provision for homeless 16 and 17 year olds continues.</p>	April 2019	In progress
5.2	Increase the supply of affordable Social Housing within Charnwood	<p>Since 1st April 2018, 86 new affordable properties have been delivered through Section 106 agreements.</p> <p>Right to Buy receipts have been utilised to acquire 7 additional properties via open market purchases.</p>	Throughout the lifetime of the Strategy	In progress

	ACTION	PROGRESS UPDATE AND OUTCOMES	DELIVER BY	COMPLETED
5.3	Make the best use of existing Council housing stock within Charnwood	<p>Options for improving Sheltered Housing Schemes are currently being considered with the aim of work starting on one scheme in 2019.</p> <p>Review of 2 bedroom 45+ properties being completed.</p> <p>Review of 2-bedroom duplex flats completed. A minimum household member age criteria (16+) has been introduced for new lets to these properties, to ensure more suitable and sustainable allocations.</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress
5.4	Improve access to affordable Private Rented Sector housing within Charnwood for homeless households	<p>Social Lettings Service introduced and new product options for Private Sector Landlords have been developed.</p> <p>Social Lettings Coordinator building up relationships and links with local landlords and letting agents, to improve access to available private rented properties for homeless households.</p> <p>Since 1st April 2018, 43 Empty homes have been brought back into use.</p>	<p>Throughout the lifetime of the Strategy</p> <p>First review October 2018</p>	In progress

Agenda Item 7

PERFORMANCE SCRUTINY PANEL 22ND JANUARY 2019

General Fund & HRA Revenue Monitoring Report **October 2018**

Report of the Head of Finance & Property Services

This report covers the General Fund and HRA to the end of October 2018 and includes comments from Service Heads in respect of variances etc.

General Fund Summary

This report shows a current underspend of £134K, 1.12% of the budget at the end of October 2018, with an overspend of £19k on Employee Related Costs, £112k underspend in respect of other Controllable Costs and increased income of £41k. The actual figures have been reduced for commitments and timing differences of £426K.

	Actual Amended for Commitments & Timing Differences 31st Oct 2018	Budget as at 31st Oct 2018	Variance under/ (overspend)
	£'000	£'000	£'000
Employee Costs	7,914	7,895	(19)
Controllable Costs	10,143	10,255	112
Controllable Income	(6,332)	(6,291)	41
Total Costs	11,725	11,859	134

General Fund Variance Report - Appendix 1

The General fund variance report provides a breakdown of variances after adjusting for commitments and timing differences by service at period 7. In addition to the £134K underspend at Period 7, Earmarked Revenue Reserves are as follows:-

Service Pressure Reserve X158 £275K – includes £42K NDR & £89K Planning budget that is not required this year and the balance of £144k being Service Pressures that were approved as part of the 2018/19 budget process that will be released once an order is in place for the work/goods.

Planning Reserves X449/X157 £425k – there are two planning reserves to cover additional costs to support the Local Development Plan.

General Fund Year End Forecast Outturn – Appendix 1 the forecast outturn is an estimated underspend on controllable service budgets of £264k, plus £131K included in the Service Pressure Reserve that is not required, gives an estimated total underspend of £395K.

Loughborough Special Expenses – Appendix 4 this report shows a current underspend at period 7 of £87K (17% of the Budget) this is primarily due to a delay in payment of the CCTV maintenance contract, also a salary underspend in CCTV which is expected to be spent in January. The forecast outturn is an estimated overspend of £14K (1% of the budget) due to additional survey work for the new cemetery site £12K and additional costs for the Carillion Tower £10K Conservation project, offset by additional Street Trading Income and utility underspends.

Managed Vacancy Savings The full year 2% managed vacancy savings (MVS) budget is £257K, the profiled salary savings budget at period 7 is £149.9k of which £85k, (57%) has been transferred to MVS, with a balance outstanding at period 7 of £64.6K to be transferred. The actual net Salary and Agency underspend is £82K.

Directorate	2% MVS Budget Target to Oct 2018	Actual MVS amounts transferred to Oct 2018	MVS Balance to be found	Actual Net Salary & Agency under/(Overspend) to Oct 2018	Comments
Corporate Services	63,200	51,600	11,600	84,778	Underspends on Legal Services salaries for external legal costs, Contact Centre Overtime, Property Services salary savings, ICS/Finance additional apprentice costs.
Housing, Planning & Regeneration	49,800	29,100	20,700	(14,077)	Planning Agency costs overspend.
Neighbourhood & Community Wellbeing	36,900	4,600	32,300	11,561	Underspend CCTV Overtime.
Total General Fund	149,900	85,300	64,600	82,262	

Major Variances on Fee Income to 31st October 2018

	Budget Variance Shortfall/(Surplus) to Oct 2018 £'000	Percentage of Profiled Budget Shortfall/(Surplus) to Oct 2018
Planning Fees & Pre Application Advice	258	33%
Building Control Fees	38	24%
Land Charges Fees	(10)	(7)%
Car Park Income	(16)	(3)%
Garden Bin Income	(107)	(14)%
Town Hall Concerts & Shows	(68)	(25)%
Town Hall Bars	(50)	(96)%
Private Lifeline Income	(10)	(8)%

Collection Fund Statistics

Cumulative Collection rates 1st April to 31st October 2018 are as follows:

Full Year Council Tax, including Loughborough Special – Collectable £7.7M

April – October 2018 66.83%
 April – October 2017 66.84%

Full Year NDR – Collectable £48.2M

April – October 2018 66.27%
 April – October 2018 66.20%

Period 7 October 2018 General Fund Variance Report

Appendix 1

Service	Amended Under/(Overs pend) Period 7	Comments	Year End Forecast (Over)/Under
	£'000		£'000
Housing, Planning & Regeneration Director			
	(21)	£21k balance Period 7 managed vacancy saving to fund	(21)
	(21)	Total Variance Under/(Overspend)	(21)
Head of Strategic & Private Sector Housing	151	Housing Standards additional HMO Licence Fees £120K & Legal Costs for Empty Homes £39k which will be spent by year end, offset by £8k Agency costs, and further staffing costs. £60K additional Licence Income is estimated at year end.	60
	26	Housing Renewal long term absence £6K can be transferred to MVS and £17k spent on temporary staffing cover which will be spent by year end.	2
	65	Homeless Prevention Fund - Tender for Supported Accommodation £65K	0
	2	Housing Strategy small underspends	0
	244	Total Variance Under/(Overspend)	62
Head of Landlord Services	10	Private Sector Alarms additional Income	14
	10	Total Variance Under/(Overspend)	14
Head of Planning & Regeneration	(16)	Issues with recruitment were covered in a report to Cabinet on 12 April 2018. Two recruitment campaigns have since been undertaken but were unsuccessful in part. Agency staff are being employed to cover vacancies until permanent staff can be recruited. This is resulting in an overspend against the Planning Agency Fees budget.	(50)
	(289)	It is anticipated that Planning Fees will come in on budget by the year-end. There are some substantial schemes underway for which the fees (£217k) are expected in February and March.	0
	(47)	Building Control Fees - Income shortfall is expected be £70K at year end. A review of the provision of a Building Control Service will be subject to a separate report to Cabinet in April 2019. The cost of provision will be one of the aspects covered in the report.	(70)
	12	Vacant hours within a full-time Building Control Post. It is proposed that any underspends such as this one, within Planning and Regeneration at the year-end, will offset in part the overspends above.	21
	10	Other various small underspends to be spent	0
	(330)	Total Variance Under/(Overspend)	(99)
Head of Regulatory Services	13	Environmental Protection/Occupational Health/Food Hygiene various small underspends	6
	(3)	Street Management LCC Reimbursement Increase Income, and £5K transferred to MVS	8
	9	Car Parks Electric Charge Points to be installed and Winter Maintenance to be spent.	0
	19	Total Variance Under/(Overspend)	14
Neighbourhood & Community Wellbeing Director	(28)	£28k Period 7 managed vacancy savings to fund	(28)
	(28)	Total Variance Under/(Overspend)	(28)
Head of Waste, Engineering & Open Spaces	(9)	Open Spaces overspend fencing repairs/Bell Foundry Design/MOS variations	(9)
	92	Additional Garden Waste Income £108k P7, offset by Serco contract overspend £16K. Year End Garden Waste Income estimated £200k and KPI's £30K	230
	12	Derby Road Playing Fields Building /Electrical Works/Electricity	3
	(7)	Loughborough Cemetery shortfall of Income £7K to be balance out and additional survey work on new site £12k overspend at year end	(12)
	20	Other small variances to be spent	0
	108	Total Variance Under/(Overspend)	212

Service	Amended Under/(Overs pend) Period 7	Comments	Year End Forecast (Over)/Under
	£'000		£'000
Head of Leisure & Culture	(26)	Markets Income shortfall £26k, plus there are outstanding traders debts £8k to be recovered	(26)
	11	Additional Street Trading Income	4
	(3)	Additional Leisure Centre Utility Contract Income	7
	24	Additional Town Hall Concerts Income	10
	5	Box Office increased fee per ticket sale	5
	11	Total Variance Under/(Overspend)	0
Head of Neighbourhood Services	10	Crime Prevention underspent costs which will be spent by the year end.	0
	4	Sports Development & Recreational Service small variances which will be spent.	0
	14	Total Variance Under/(Overspend)	0
Corporate Services Director	(11)	£11K balance Period 7 managed vacancy saving to fund	(11)
	(11)	Total Variance Under/(Overspend)	(11)
Chief Executives Team	2	Total Variance Under/(Overspend)	0
Head of Finance & Property Services	8	Property Services Salary savings	5
	2	Southfields Offices small underspend to be spent	0
	10	External Audit fees year end saving	10
	15	Additional Oak/Ark Industrial Units Income	12
	35	Total Variance Under/(Overspend)	27
Head of Customer Experience	(60)	Capita Contract Increased additional charges part offset by quarterly capita pension claim.	(24)
	23	LCTS one off Grants Capita Payments, DD187 £22.3k Salary Temp staff, ICS Apprentice £15k	23
	119	Benefits Service - Capita One off Pension contract claim	119
	(5)	Customer Experience small overspends to be offset by year end	0
	77	Total Variance Under/(Overspend)	118
Head of Strategic Support	(3)	Civic Expenses overspend overtime	(4)
	9	HR contract costs small underspends	10
	(6)	Improvement & Organisational Development website redesign	(6)
	(5)	Insurance Excess costs & Health & Safety Contract	(7)
	10	Legal Services Salaries to be used for External Legal costs	5
	(4)	Election/Register of Electors costs not budgeted for	(20)
	7	Land Charges one off DCLG Grant Income for Property Searches	5
	(4)	Members Allowance/Emergency Planning	(7)
	4	Total Variance Under/(Overspend)	(24)
Grand Total General Fund	134		264

Housing Revenue Account - Appendices 2 and 3

There is a current underspend of £757k (10.1%) at the end of October 2018, with £177k related to Employee related Costs, £564k for Controllable Costs, non-rental income being £17k below budget whilst rental income is £33k above budget. This comparison includes actuals processed in the general ledger and commitments to the end of October 2018 to the net value of £158k.

	Actual and Commitments 31 st October 2018	Budget as at 31 st October 2018	Variance under/ (overspend) 31st October 2018
	£'000	£'000	£'000
Employee Costs	3,099	3,276	177
Other Controllable Costs	2,324	2,888	564
Income, Non-Rental	(195)	(212)	(17)
Rent & Service Charge Income	(13,424)	(13,391)	33
Total	(8,196)	(7,439)	757

The full year 2% managed vacancy savings budget for the HRA was set at £110.6k. The progress to this target is set out in the table below:

Head of Service Area	2% Target for 2018/19	Salary & Agency Underspend to October 2018	Vired to Savings Budget	Savings retained October 2018	Comments
Landlord Services	94,400	215,817	94,400	121,417	Annual managed vacancy saving for the year cleared before October 2018, all remaining salary savings retained.
Strategy & Private Sector Housing	16,200	36,002	16,200	19,802	Annual managed vacancy saving for the year cleared before October 2018, all remaining salary savings retained.
Total HRA	110,600	251,819	110,600	141,219	

The HRA Service Pressure Reserve had £20k included in the Period 4 report. The reserve has been wound up and this balance moved back to General reserves. Splitting balances between the two reserves is currently not required.

Appendix 2

HRA Variance Report

Service	Amended Under/ (Overspend) to October 2018	Comments	Year end Forecast Under/ (Overspend)
	Period 7		
Head of Landlord Services	£'000		£'000
	38	Tenancy Services includes £28k utilities. £10.1k assisted transfers and decants.	0
	30	Rechargeable Repairs – includes labour underspend of £24k.	46
	26	Health and Safety – includes £6k staff training. £17k equipment.	4
	34	Responsive Repairs – includes £18k materials. £8k insurance excess and £4k from not replacing any PDAs this financial year.	85
	(104)	Void Capitalisations –Due to a software issues it has not been possible to extract data to capitalise void works. There is a corresponding underspend in the HRA Capital programme.	(148)
	326	Compliance underspend includes Fire Risk Assessments, Asbestos Removal and Electrical work testing. Expectation is to catch up with these works by year-end.	173
	197	Planned Maintenance due to the late mobilisation of the contract in 2018/19.	284
	121	Salary savings - (4.4%) Annual managed vacancy savings target has been met.	0
	27	Other variances – including £11k Tenant Participation and consultation, £5k IT hardware in Business Support, £4k community projects. There were also underspends of £4k setting up Direct Debits and £4k legal fees both relating to Housing Income.	75
	695	Total Variance Under/(Overspend)	519
Head of Strategic & Private Sector Housing	25	Salary savings - vacancies (6.7%) - £16k has been moved to the MVS.	0
	(9)	Other small variances	0
	16	Total Variance Under/(Overspend)	0
Head of Finance & Property Services	33	Dwelling rents - includes £11k favourable variance on voids and £48k on the timing of right to buy sales along with additional properties purchased. (0.5%)	11
	13	Fewer void property council tax invoices than budgeted	
	46	Total Variance Under/(Overspend)	11
Total HRA Underspend	757	Total Variance Under/(Overspend)	530

Rent Arrears

Rent Arrears/Court Costs have increased by £100k in the year since October 2017. The amount of arrears written off is £11k higher over the same period. The main factor driving the increase in rent arrears is the change to benefits as tenants are moved onto Universal Credit and this trend will increase. Arrears targets have been set to reflect this. Performance for rent arrears as a percentage

of the annual rent debit currently stands at 2.80% (end of October 2018) against the 2018/19 year-end target of 4.00%.

Other Councils are at different stages of the roll out of Universal Credit and so precise comparators of rent arrears are not available. However, all Councils have experienced in general, that tenants on Universal Credit carry a greater risk of not paying their rent than those who are not, and most councils are facing an increase in rent arrears.

As at 31 March 2018 there was a bad debt provision of £961k, the full amount owed at that time, to mitigate the potential losses caused by rent arrears. A budget of £383k has been included in the 2018/19 budget to cover any increase in the provision after the years write offs have been accounted for at the year-end. The budget for court costs is £42.6k in 2018/19 which is £12k higher than the actual spend of £30k in 2017/18 reflecting an increased commitment to recovery. The housing income team is in the process of developing Allpay Any-day direct debits in order to offer greater flexibility to tenants when paying their rents. The Council has already completed a range of actions to prepare tenants and the Council for Universal Credit and to mitigate the increase in rent arrears, which is considered to be good practice. More detail is set out in the report on Housing Rent Arrears and Universal Credit submitted to the Performance Scrutiny Panel on 9 October 2018.

Rent and service charge void loss

Rent Void loss from empty properties is 2.11%, 0.09% favorably less than the budget which meant £11k more rent income. The void percentage for Garages is 28.54%. There is a review relating to the alternative uses for garage sites. The void percentage for Central Heating is 21.93%, Council Tax 32.76% and Communal Facilities 19.18%. There is a project team considering the options for Sheltered Units which, once complete will assist in making the sheltered units more lettable.

Appendix 3

Housing Revenue Account - Income from Rents and Service Charges

October 2018

Table A - Dwelling Rents and Void Losses

	Actual Income Due (Gross) to October 2018 £	Actual Void Loss to October 2018 £	Void Loss Budget to October 2018 £	Void Loss as a % of Income Due %	Original Budget Void Loss % Assumption %
Dwelling Rents	(13,238,576)	279,538	290,160	2.11%	2.20%
Non-Dwelling Rent					
Land	(6,373)	0	0	0.00%	0.00%
Garages	(205,711)	58,709	51,125	28.54%	25.18%
Shops	(82,286)	10,038	5,313	12.20%	6.25%
Service Charges					
Landlord Warden Charge	(38,941)	4,398	4,438	11.29%	11.03%
Central Heating	(56,902)	12,479	11,027	21.93%	19.39%
Communal Facilities	(171,154)	32,830	32,625	19.18%	18.21%
Hostel	(17,837)	2,384	1,848	13.36%	10.37%
Council Tax	(9,917)	3,248	3,240	32.76%	32.70%
	(13,827,697)	403,624	399,776	2.92%	

(Gross means Gross of Void Loss)

Table B

Rent and Service Charge Arrears As at Period October 2018	2017/18 £000	2018/19 £000
Arrears at the beginning of the year	819	866
Court Costs at the beginning of the year	78	95
	897	961
Arrears at the end of October	1,033	1,108
Court Costs at the end of October	79	104
	1,112	1,212
Amount written off in the year to date	46	57

Table C - Current Tenant Arrears - Dwellings only

Position on	Number	£000
Less than £150	860	61
£150 - £300	451	91
£300 - 450	177	65
£450 - £600	86	44
£600 - 750	76	51
£750 - 900	73	60
£900 - £1,200	74	77
£1,200 - £2,000	62	95
£2,000 +	21	53
Total	1,880	597

Table D - Former Tenant Arrears - Dwellings only

Position on	Number	£000
Less than £150	130	9
£150 - £300	87	19
£300 - £450	43	16
£450 - £600	33	17
£600 - £750	29	20
£750 - £900	19	16
£900 - £1,200	37	39
£1,200 - £2,000	67	107
£2,000 +	94	268
Total	539	511

	LOUGHBOROUGH SPECIAL EXPENSES 2018/19								Appendix 4	
	Full Year Original Budget 2018/19			Period 7 Figures 2018/19			Estimated Outturn 2018/19			Appendix 4
Service	Total Original Budget	District	Loughborough Special Rate Per Budget Book	P7 Profiled Original Budget	P7 Actuals Excluding Commitments	Variance (Over) / Under	Saving	Overspend	Expected Outturn	Appendix 4
	£	£	£	£	£	£	£	£	£	
Loughborough CCTV Community Grants / Fearon Hall / Gorse Cov	314,800 79,600	246,200 0	68,600 79,600	169,869 18,174	117,048 16,484	52,821 1,691			68,600 79,600	No Change to Budget expected at this stage (23% of this total is funded by LSX). Underspend on salaries at period 7 is expected be spent during the Fair & Xmas period & only the April invoice has been paid so far this financial year for the contract CCTV maintenance. No Change to Budget expected at this stage
Marios Tinienti Centre / Altogether Place / Community Hubs	45,100	0	45,100	26,904	23,625	3,279	0	45,100	45,100	No Change to Budget expected at this stage
Charnwood Water Toilets	9,100	0	9,100	5,711	3,832	1,879	0	9,100	9,100	No Change to Budget expected at this stage
Voluntary & Community Sector Dev Officer Post (75%LSX)	33,500	0	33,500	19,542	19,411	130	0	33,500	33,500	No Change to Budget expected at this stage
Biggins Street Toilet - Friday Opening	5,700	0	5,700	3,325	2,566	759	(1,300)	0	4,400	Anticipated saving is due to a more effective way of providing the service
Part Funding of Post Graduate Student for HMO Study (3 years only)	0	0	0	0	0	0				2017/18 was the final year of the 3 years agreed funding approved by Cabinet 12th February 2015 min 84.
Support for Loughborough Heritage Initiatives	0	0	0	0	0	0				This was a one-off 2017/18 service pressure as approved by Cabinet 0 16/02/17 (min 88)
Contribution towards Loughborough Open Spaces	119,000	0	119,000	59,499	59,499	0		119,000	119,000	No Change to Budget expected at this stage
November Fair Parks:	(5,900)	0	(5,900)	(86,280)	(88,683)	2,404	0	6,000	100	Overspend expected due to 100% increase in fuel charges for generators and increased health and safety measures impacting on staff and services
Loughborough	520,900	92,700	428,200	111,087	103,385	7,702	0	428,200	428,200	No Change to Budget expected at this stage
Gorse Covert and Booths Wood Sports Grounds:	69,000	0	69,000	27,114	26,907	208	0	69,000	69,000	No Change to Budget expected at this stage
Derby Road	126,600	12,500	114,100	60,637	49,323	11,314	(3,000)	111,100	111,100	Electricity underspend expected
Lodge Farm	46,700	0	46,700	20,295	18,872	1,423	(3,000)	43,700	43,700	Electricity underspend expected
Nanpantan	92,800	29,700	63,100	18,400	18,028	372	0	63,100	63,100	No Change to Budget expected at this stage
Park Road	24,200	3,000	21,200	2,818	3,559	(741)	0	21,200	21,200	No Change to Budget expected at this stage
Shelthorpe Golf Course	23,600	100	23,500	25,384	26,867	(1,483)	0	23,500	23,500	No Change to Budget expected at this stage
Loughborough Cemetery	19,000	0	19,000	(9,346)	(6,341)	(3,005)	0	12,000	31,000	Additional survey work in preparation for new cemetery site
Allotments - Loughborough	56,800	0	56,800	8,156	3,069	5,087	(1,000)	0	55,800	Metered Water underspend expected £20k Additional costs associated with specialist architect services required for the Carillon conservation project - 50% of which is funded by
Carillon Tower	29,800	17,100	12,700	4,831	24,039	(19,209)		10,000	22,700	LSX
Festive Decorations and Illuminations	62,300	13,000	49,300	1,820	871	949			49,300	No Change to Budget expected at this stage
Town Centre Management	104,100	11,700	92,400	18,859	(2,457)	21,316	(6,000)	0	86,400	Income from Street Trading Consents is expected to exceed the budget by approx. £6K.
	1,776,700	426,000	1,350,700	506,799	419,902	86,897	(14,300)	28,000	1,364,400	

Appendix 1 – General Fund Variance Report at 31st October 2018

Appendix 2 – HRA Variance Report at 31st October 2018

Appendix 3 – HRA Income and Voids Report 31st October 2018

Appendix 4 – Loughborough Special Expenses at 31st October 2018

Officers to contact: Lesley Tansey, Ext 4828, Lesley.tansey@charnwood.gov.uk
Ian Allwyn, Ext 4824, ian.allwyn@charnwood.gov.uk

Agenda Item 8

PERFORMANCE SCRUTINY PANEL – 22ND JANUARY 2019

Report of the Head of Customer Experience Lead Member: Councillor Harper-Davies

ITEM 8 PERFORMANCE UPDATE REPORT ON HOUSING BENEFITS

Purpose of Report

To provide detail in relation to KI7 - Time taken to process Housing Benefit/Council Tax Benefit new claims and change events.

Action Requested

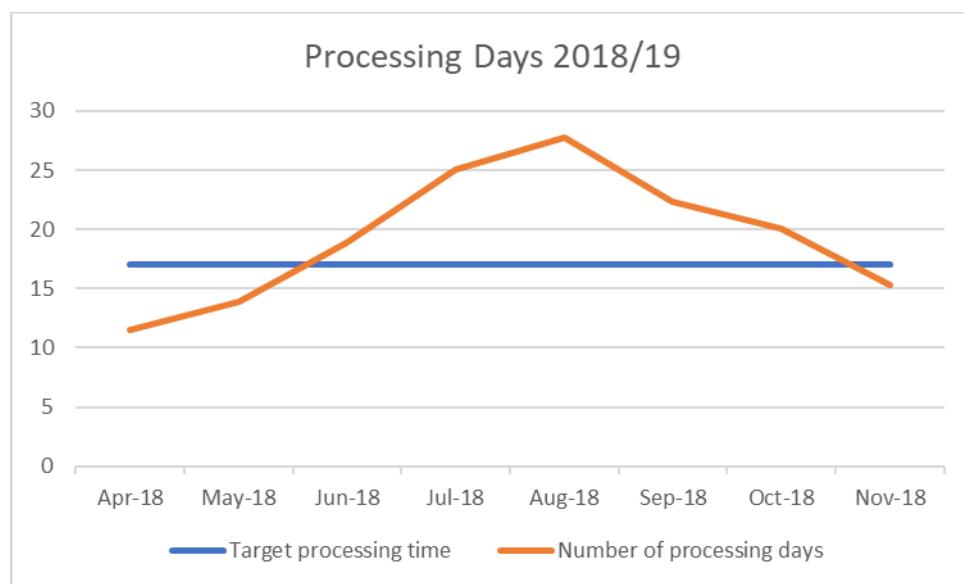
The Committee is asked to note the content of the report.

Background

During Performance Scrutiny Panel on 20th November 2018, in response to KI7 – Time taken to process Housing Benefit/Council Tax Benefit new claims and change events - target not being met, a more detailed report was requested for further discussion.

2017/18 Performance to date

The graph below shows the time taken to process Housing Benefit/Council Tax Benefit new claims and change events:



The graph above shows that processing times steadily increased from the early part of the year to a peak in August, after which processing times have started to reduce, and as of November processing times are now back in line with current targets.

There have been a number of factors that have contributed to the steady increase in processing times:

- Due to KPI 3 – Accuracy of Processing target not being met, Capita were required to take action to address this under performance. One of the actions taken was to improve quality by slowing down the processing of applications and changes to ensure all work met the required standard. Whilst it was only envisaged that this would be for a short period of time this did mean that less work has been processed, therefore increasing processing times but improving quality.
- There have been a number of staff vacancies across the team. Whilst recruitment has now taken place, the complex nature of these roles means training takes up to 13 weeks, after which the new recruits become an active part of the team. The combination of staff vacancies and the summer peak leave period meant additional pressure was put on remaining resources to try to manage the incoming demands.
- In June 2018 Charnwood BC went live with ‘Full Service’ Universal Credit. This change to the way customers access benefits has had a significant impact on the Benefit Service at Charnwood. This is due to the way that Universal Credit is administered. The table below shows the increase in notifications that are now received. Each notification has to be reviewed and action taken accordingly.

Month	Items received	% increase
June	56	
July	231	+313%
August	396	+607%
September	504	+800%
October	980	+1650%
November	1432	+2457%
December	1581	+2723%

Whilst significant planning was undertaken prior to the go live of UC, it was not possible to fully confirm the volume of additional notifications that would be received as when looking at other authorities who were already full service this varied greatly from organisation to organisation. This issue has been raised with the DWP by multiple authorities across the country and is something they are looking to improve. Capita are also looking at ways to reduce the impact on the service by implementing some automation to reduce the manual intervention required.

Actions Taken

To address the increase in processing times and minimise the impact on both our customers and the Council the following actions have been taken:

- Joint meetings were held between CBC and Charnwood to discuss Charnwoods dissatisfaction at the increase in processing times and to request action from Capita to address the issue.
- Temporary additional resources were brought in by Capita at no additional cost to CBC to target the backlog work and bring performance times back in line with the contract requirements.
- Changes to working practices were introduced to target different work types and ensure urgent work was prioritised accordingly.
- Interim escalation processes for urgent cases where there was a risk of homelessness were introduced.
- Ongoing work to look at ways to automate the processing of notifications to reduce the demand on the service.

Current Position

As a result of the actions taken, the backlog has now been cleared and processing times have been brought back in line with targets. Further work is continuing to manage the ongoing rise in workload as a result of UC notifications with work being undertaken to identify opportunities to automate various aspects of this work. In addition, weekly progress reports are provided to the Head of Customer Experience to ensure the current position is maintained and processing times do not exceed target times.

Background Papers: None

Appendices: None

Officer(s) to contact: Karey Barnshaw
 Head of Customer Experience
 01509 634293
 Karey.barnshaw@charnwood.gov.uk

Simon Jackson
 Strategic Director for Corporate Services
 01509 634699
 Simon.jackson@charnwood.gov.uk

PERFORMANCE SCRUTINY PANEL – 22ND JANUARY 2019

Report of the Head of Strategic Support

ITEM 9 WORK PROGRAMME

Purpose of the Report

To enable the Panel to consider its Work Programme and propose to the Scrutiny Management Board any additions, deletions and amendments as appropriate.

Actions Requested

To note the current position with the Panel's Work Programme.

Reason

To make the Panel aware of the current position with its Work Programme.

Performance Panel Work Programme

The Scrutiny Management Board agreed the Scrutiny Work Programme at its meeting held on 24th October 2018 and is attached as Appendix 1 for the consideration of the Panel. At this meeting the Board considered the Panel's recommendations and agreed matters as follows:

Appendices: Appendix 1 - Work Programme

Background Papers: None

Officer to contact: Nicky Conway
Democratic Services Officer
Telephone: (01509) 634787
Email: nicky.conway@charnwood.gov.uk

APPENDIX 1

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	22 January 2019 (standing item at every meeting)	Work Programme	To consider items for future meetings	To allow the Panel to identify items for which scrutiny is required and make recommendations, as appropriate, to Scrutiny Management Board.	N. Conway/ A. Ward	
Performance Scrutiny Panel	22 January 2019	KI7 (Time taken to process Housing Benefit/Council Tax Benefit new claims and change events)	To monitor a particular key indicator showing issues	To allow the Panel to monitor this situation in more detail and consider impact of delays in receiving benefits for residents and understand the Council's planning with respect to the introduction of universal credit .	Clr Harper-Davies / K. Barnshaw	Added at the Panel's meeting on 20 November 2018
Performance Scrutiny Panel	22 January 2019	Update report - Homeless Strategy (six monthly)	To monitor the homeless strategy	To allow the Panel to consider the strategy implementation after six months of going live.	Clr Mercer / A. Simmons	Added at the Panel's meeting on 20 November 2018

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	22 January 2019 (Period 7 - annual item)	Revenue Monitoring Report	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Clr Barkley / T. Stankley	<p>Three reports to be considered through the year. Reports to be considered at the same time annually.</p> <p>Re-scheduled by PSP 14 February to its December meeting to correlate with Council's budget monitoring schedule, (see minute 49.4).</p> <p>Reporting changed from period 6 (December) to period 7 (January) to align with new 2018-19 committee dates and finance schedules.</p>
Page 38	19 February 2019 (Six-monthly item)	Update Report – Housing Repairs Complaints	To detail the number of complaints received in respect of housing repairs, with specific reference to causes and how complaints are dealt with at the different stages of the complaints procedure.	The Policy Scrutiny Group had concerns in respect of the number of complaints being received, specifically those not resolved at stage one of the complaints procedure. However, the Group noted the introduction of a new complaints procedure, the recent appointment of a new contractor and the appointment of a tenant liaison officer and wished to allow time to review these.	Clr Mercer / P. Oliver	<p>Quarterly Report considered at the same time annually.</p> <p>Agreed by SMB 18 June 2014 following recommendation of PSG.</p> <p>Scheduled by PSP 08 July 2014.</p> <p>Agreed by PSP 13 October 2015 that reports be considered six-monthly rather than quarterly.</p> <p>Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017.</p> <p>Agreed at 12 December 2017 that a six monthly update be received.</p>

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	19 February 2019 (Regular Item)	Tenancy Support	Performance information in relation to tenancy support, including statistics around tenancy sustainment and the number of unsuccessful tenancies and their causes, to be reported as key performance figures.	It is important to ensure the situation with unsuccessful tenancies is monitored. To include additional information identified by PSP at its meeting 14 February 2017.	Cllr Mercer / P. Oliver	Recommended by PSG 29 September 2015. Agreed by SMB 28 October 2015. Scheduled by PSP 5 April 2016. Agreed by PSP 14 February 2017 that an update report be received in 12 months, (minute 46.2) and to include information regarding recorded amount of rental income generated.
Performance Scrutiny Panel	19 February 2019 (Regular Item)	Supporting Leicestershire Families Programme	To monitor the performance of the Supporting Leicestershire Families Programme	Performance of the Programme was last scrutinised by the Policy Scrutiny Group in November 2013. At that time the Group considered that it continued to effectively deliver and co-ordinate services and support for troubled families and that policies and procedures for the programme were in place and therefore there was no need to schedule further scrutiny. With contributions now agreed for a further three years, it was now timely to monitor the continued delivery of the Programme.	Cllr Taylor / C. Traill/ J. Robinson/ S. Coupe	Recommended by the Cabinet 22 October 2015. Agreed by SMB 28 October 2015. Scheduled by PSP 5 April 2016. Agreed by PSP 14 February 2017 that an update report be received in 12 months, (minute 44.2)
Performance Scrutiny Panel	19 February 2019 (Period 9 - annual item)	Revenue Monitoring Report	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Cllr Barkley / T. Stankley	Three reports to be considered through the year. Reports to be considered at the same time annually. Agreed by PSP 23 August 2016 to receive Revenue Monitoring Report in February 2017 to receive current data in line with other monitoring schedules (see PSP min 19.4)

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	19 February 2019	Charnwood Lottery	To monitor the performance of the Charnwood Lottery six clear months after commencement of the scheme	to scrutinise the Charnwood Lottery once it had been implemented to monitor its performance and ability to provide money for good causes.	Cllr Taylor / C. Traill	Agreed by SMB 28 March 2018 (Min 46.1) (following request from PSP 14 February 2018). Scheduled PSP 16 April 2018 (min 57.3)
Performance Scrutiny Panel	19 February 2019 (annual item)	Performance Information (Quarter 3 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	<p>Quarterly Report considered at the same time annually.</p> <p>To include, in accompaniment to performance information in relation to KI4 (Percentage of household waste sent for reuse, recycling and composting), details of the number of new build properties that had signed up for the garden waste collection service in the past 12 months (see PSP min 53.3, 5 April 2016).</p> <p>Agreed by PSP on 13 December 2016 min 39.1 that the issue of Delivery against Target Housing Mix for New Housing (to be set out in Council's Housing Supplementary Planning Document) be included as part of the quarterly Performance Monitoring report as part of its existing monitoring of new housing delivery and be scheduled once the method of monitoring concerned has been developed.</p>

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	18 June 2019 (yearly)	Housing Rent Arrears – Internal Mechanisms	To detail the Council's internal mechanisms for reporting and taking action in relation to housing rent arrears.	SMB was satisfied that there was not sufficient value to be gained from forming a scrutiny panel to investigate issues surrounding Council Tax and housing rent arrears but felt that members should receive clarity on associated issues. The Panel decided regular update reports would add value. Additional information requested to be included in Housing rent arrears regarding universal credit.	Cllr Mercer / P. Oliver	See SMB min 50.1, 23 March 2016 and PSP min 57.2, 5 April 2016. Regular six-monthly update reports agreed by PSP on 23 August 2016. Re-scheduled by PSP on 14 February 2017 (minute 49.3). Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017. Agreed at the meeting to revert to its routine six-monthly cycle. Agreed to review housing rent arrears on an annual basis PSP 16 April 2019 (min 55.4)
Performance Scrutiny Panel	18 June 2019 (annual item)	Capital Monitoring including Outturn	Monitoring of position with the Council's Capital Plan.	To ensure progress to the Council's Capital Plan and its financing are satisfactory.	Cllr. Barkley / T. Stankley	Annual report.
Performance Scrutiny Panel	18 June 2019 (annual item)	Revenue Monitoring (General Fund and HRA) Outturn	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Cllr Barkley / T. Stankley	Quarterly Report considered at the same time annually.

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	18 June 2019 (annual item)	Performance Information (Quarter 4 Report – Year End)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarterly Report considered at the same time annually.
Performance Scrutiny Panel	18 June 2019 (Regular Item)	Online Customer Service	Progress update regarding performance data relating to online customer service functions, including tracking the increase in use of online services and the number of failed online interactions.	To monitor progress regarding online customer service functions interfacing with Council customers work and development.	Clr Rollings / S. Jackson	<p>Recommended by PSG 29 September 2015. Agreed by SMB 28 October 2015.</p> <p>Scheduled by PSP 15 December 2015.</p> <p>Agreed by PSP on 16 February 2016 that an update be received in 6 months and that a Project Board member should attend.</p> <p>Agreed by PSP on 23 August 2016 that an update be received.</p> <p>Agreed by PSP 04 July 2017 and at 12 December 2017 that a six-monthly update be received.</p>

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	20 August 2019 (Six-monthly item)	Update Report – Housing Repairs Complaints	To detail the number of complaints received in respect of housing repairs, with specific reference to causes and how complaints are dealt with at the different stages of the complaints procedure.	The Policy Scrutiny Group had concerns in respect of the number of complaints being received, specifically those not resolved at stage one of the complaints procedure. However, the Group noted the introduction of a new complaints procedure, the recent appointment of a new contractor and the appointment of a tenant liaison officer and wished to allow time to review these.	Cllr Mercer / P. Oliver	<p>Quarterly Report considered at the same time annually.</p> <p>Agreed by SMB 18 June 2014 following recommendation of PSG.</p> <p>Scheduled by PSP 08 July 2014.</p> <p>Agreed by PSP 13 October 2015 that reports be considered six-monthly rather than quarterly.</p> <p>Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017.</p> <p>Agreed at 12 December 2017 that a six monthly update be received.</p>
Page 43 Performance Scrutiny Panel	20 August 2019 (annual item)	Performance Information (Quarter 1 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarterly Report considered at the same time annually.

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	08 October 2019	Empty Homes Strategy - Monitoring of Action Plan	Monitoring the action plan associated with the Empty Homes Strategy.	To enable monitoring of the action plan to take place.	Clr Mercer / A. Simmons	<p>Added by SMB 14th June 2017.</p> <p>To be programmed after the final version of the Strategy has been agreed by Cabinet.</p> <p>Scheduled at PSP 04 July 2017. Agreed in consultation with the Chair and Vice-chair to be deferred from 14 February 2018 meeting and be rescheduled to coincide with annual strategy review in July 2018. Rescheduled by the Panel on 23 July 2018.</p>
Performance Scrutiny Panel	08 October 2019	Progress against actions in the Housing Strategy	To scrutinise progress against the actions in the Housing Strategy.	See Policy Scrutiny Group 26 September 2017, Minute 16, Resolution 3. The Group considered that, although good progress in delivering the Strategy had taken place, it might be useful to continue to monitor the situation.	Clr Mercer / A. Simmons	<p>Added by SMB 25 October 2017, see min 26.1.</p> <p>Scheduled by the Panel on 12 December 2017. Rescheduled by the Panel on 23 July 2018.</p>
Performance Scrutiny Panel	08 October 2019 (annual item)	Climate Local Action Plan	Monitoring of the Climate Change Strategy Action Plan	Monitoring of progress on Action Plan.	Clr Vardy / M. French / D. Pendle	Yearly update on Plan.

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel Page 45	08 October 2019	Housing Rent Arrears	To detail the Council's internal mechanisms for reporting and taking action in relation housing rent arrears,	SMB was satisfied that there was not sufficient value to be gained from forming a scrutiny panel to investigate issues surrounding Council Tax and housing rent arrears but felt that members should receive clarity on associated issues. The Panel decided regular update reports would add value. Additional information requested to be included in Housing rent arrears regarding universal credit	Cllr Mercer / P. Oliver	See SMB min 50.1, 23 March 2016 and PSP min 57.2, 5 April 2016. Regular six-monthly update reports agreed by PSP on 23 August 2016. Re-scheduled by PSP on 14 February 2017 (minute 49.3). Deferred by the Chair and Vice-chair prior to the July meeting to 22 August 2017. Agreed at the meeting to revert to its routine six-monthly cycle. Agreed to receive update in October 2018 and going forward review housing rent arrears on an annual basis PSP 16 April 2019 (min 55.3/55.4)
Performance Scrutiny Panel	08 October 2019 (Period 4 - annual item)	Revenue Monitoring (General Fund and HRA)	Monitoring of Council's revenue position.	To compare actual income and expenditure against budget, find out why variances have occurred and, where necessary, ensure corrective actions are in place.	Cllr Barkley / T. Stankley	Three reports to be considered through the year. Reports to be considered at the same time annually. Re-scheduled by PSP 14 February to its August meeting to correlate with Council's budget monitoring schedule, (see minute 49.4) Reporting changed from period 3 (August) to period 4 (October) to align with new 2018-19 committee dates and finance schedules.

Responsible Body	Meeting Date	Issue	Scope of Item / Terms of Reference	Reason for Scrutiny	Invitees / Officers	Progress / Notes / Action Requested
Performance Scrutiny Panel	19 November 2019 (annual item)	Performance Information (Quarter 2 Report)	Monitoring of Performance Indicator information and Corporate Plan Objectives and Initiatives.	To ensure targets and objectives are being met. To identify areas where performance might be improved.	Relevant Lead Members & Heads of Service / A. Ward & H. Gretton	Quarterly Report considered at the same time annually.
Performance Scrutiny Panel	To be scheduled as required	Five Year Housing Land Supply	If the Council's housing land supply falls below 5.5 years, a quarterly report to be provided to the Panel and the Lead Member to attend to explain what actions are in place to return the five year housing supply to a satisfactory level.	To ensure that, when necessary, the figures are scrutinised by the Performance Scrutiny Panel on a regular basis and any actions can be identified if required	Cllr Vardy / R. Bennett	Agreed by SMB on 24 October 2018 (min 25.3) in response to a recommendation by the Five Year Housing Land Supply Scrutiny Panel.