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### AGENDA SCRUTINY BOARD

Date: Thursday, 25 September 2014

*Time:* 6.00 pm

Venue: Collingwood Room - Civic Offices, Fareham

Members:

Councillor D C S Swanbrow (Chairman)

Councillor Mrs K Mandry (Vice-Chairman)

Councillors Mrs S M Bayford

Miss S M Bell

Mrs M E Ellerton

M J Ford, JP

N R Gregory

A Mandry

P W Whittle, JP

Deputies: J V Bryant

Miss T G Harper

T J Howard

R H Price, JP

D L Steadman



#### 1. Apologies for Absence

#### **2. Minutes** (Pages 1 - 4)

To confirm as a correct record the minutes of the Scrutiny Board meeting held on 3 July 2014.

#### 3. Chairman's Announcements

#### 4. Declarations of Interest and Disclosures of Advice or Directions

To receive any declarations of interest from members in accordance with Standing Orders and the Council's Code of Conduct and disclosures of advice or directions received from Group Leaders or Political Groups, in accordance with the Council's Constitution.

#### 5. Deputations

To receive any deputations of which notice has been lodged.

#### 6. Review of Draft Medium Term Finance Strategy (Pages 5 - 38)

To consider a report by the Director of Finance and Resources on the Review of the Draft Medium Term Finance Strategy.

#### 7. Progress Report on the Vanguard Project (Pages 39 - 62)

To consider a report by the Director of Finance and Resources on the progress of the Vanguard Project.

#### 8. Review of the Board's Work Programme (Pages 63 - 70)

To consider a report by the Director of Finance and Resources which invites members to review the Board's work programme for 2014/15.

#### 9. Executive Business

If requested by a member, to consider any item of business dealt with by the Executive since the last meeting of the Board. The relevant Executive meetings are 7 July 2014 and 1 September 2014. (This will also include any decisions taken by individual Executive members during the same time period.)

P GRIMWOOD Chief Executive Officer

Civic Offices <u>www.fareham.gov.uk</u> 17 September 2014

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# Minutes of the Scrutiny Board

(to be confirmed at the next meeting)

Date: Thursday, 3 July 2014

**Venue:** Collingwood Room - Civic Offices, Fareham

PRESENT:

Councillor D C S Swanbrow (Chairman)

Councillor Mrs K Mandry (Vice-Chairman)

Councillors: Mrs S M Bayford, Miss S M Bell, Mrs M E Ellerton,

M J Ford, JP, N R Gregory and A Mandry and R H Price, JP

(deputising for P W Whittle, JP)

Also Councillor Mrs C L A Hockley, Executive Member for Leisure

**Present:** and Community (minute 6)



#### 1. APOLOGIES FOR ABSENCE

An apology for absence was received from Councillor P W Whittle, JP.

(Councillor M J Ford, JP submitted a retrospective apology for absence for the meeting on 20 March 2014).

#### 2. MINUTES

It was AGREED that the minutes of the meeting of the Scrutiny Board held on 20 March 2014 be confirmed and signed as a correct record.

#### 3. CHAIRMAN'S ANNOUNCEMENTS

The Chairman made an announcement concerning the wild flower meadows in the Borough.

It was AGREED that Matt Wakefield, the Horticulture Development Officer and his team be thanked for the splendid job they were doing.

## 4. DECLARATIONS OF INTEREST AND DISCLOSURES OF ADVICE OR DIRECTIONS

In accordance with Standing Orders and the Council's Code of Conduct, Councillor R H Price, JP declared a non-pecuniary interest in the Annual Report on the Performance of the Community Safety Partnership (minute 7 below refers).

#### 5. **DEPUTATIONS**

There were no deputations made at this meeting.

## 6. PRESENTATION BY, AND QUESTIONING OF, THE EXECUTIVE MEMBER FOR LEISURE AND COMMUNITY

The Board received a presentation by the Executive member for Leisure and Community on the performance of services within the Leisure and Community portfolio over the last year and on future plans. The presentation included details of the Council's Corporate Priorities relating to Leisure and Community, the Management Team, Finances, Leisure Development Services, Leisure Development Projects, the Leisure Development Team, Community Development Services, the Community Development Team, Countryside Services, the Countryside Team, Ferneham Hall and Achievements.

The Executive Member for Leisure and Community and the Director of Community answered members' questions concerning the presentation.

It was AGREED that the Executive Member for Leisure and Community be thanked for her presentation.

## 7. ANNUAL REPORT ON THE PERFORMANCE OF THE COMMUNITY SAFETY PARTNERSHIP

Councillor R H Price declared a non-pecuniary interest in this item, stating that he was a member of Fareham Community Safety Partnership, representing Hampshire Fire and Rescue Authority. Councillor Price indicated that he had consulted the Council's Monitoring Officer about his declaration and remained in the room during the consideration of the item.

The Board considered a report by the Director of Community on the performance of the Community Safety Partnership. The report provided members with an overview of the work undertaken by Fareham Community Safety Partnership and the Partnership's performance to date.

The Community Safety Manager presented the report and answered members' questions thereon.

It was AGREED that the performance and progress made by Fareham's Community Safety Partnership and the risks and challenges it faces in the future be noted

#### 8. REVIEW OF THE BOARD'S WORK PROGRAMME

The Board considered a report by the Director of Finance and Resources on the Board's work programme for 2014/15.

It was AGREED that:-

- (a) the officers be requested to arrange for the Board to receive a report on the progress of the Vanguard programme and that the report include details of the interventions being carried out, what they have achieved and details of costs and savings;
- (b) an item on the Vanguard programme be placed on the Board's work programme for 25 September 2014;
- (c) subject to (b) above, the programme items as set out in Appendix A to the report be confirmed; and
- (d) the progress on actions since the last meeting, as set out in Appendix B to the report, be noted.

#### 9. EXECUTIVE BUSINESS

The Chairman invited members to indicate if they wished to consider any other item of business dealt with by the Executive since the last meeting of the Board. There were no other items of Executive business considered.

(The meeting started at 6.00 pm and ended at 7.41 pm).



# Report to Scrutiny Board

Date 25 September 2014

Report of: Director of Finance and Resources

Subject: REVIEW OF DRAFT MEDIUM TERM FINANCE STRATEGY

#### **SUMMARY**

The Board is asked to consider the review of the Finance Strategy and to request the Director of Finance & Resources to refer any comments of the Board to the Executive, when the strategy document is submitted for approval at the Executive meeting on 6 October 2014.

#### **RECOMMENDATION**

The Board is asked to review the Finance Strategy and consider whether it wishes to submit comments for consideration by the Executive.

#### INTRODUCTION

- The purpose of this report is to give the Scrutiny Board the opportunity to consider the Finance Strategy in order that the Executive can consider the Board's comments on 6 October 2014, when the strategy document attached to this report is considered.
- 2. The Council's strategy is normally reviewed each February, when the revenue budget and capital programme are approved and a recommendation is made regarding the council tax to be set for the forthcoming year.
- 3. A further review is carried out in October, when the budget guidelines for the next financial year are agreed.

#### RISK ASSESSMENT

4. There are no significant risk considerations in relation to this report.

#### **CONCLUSION**

5. The Board is asked to review the Finance Strategy and consider whether it wishes to submit comments for consideration by the Executive.

Attachment 1 Copy of report to the Executive 6 October 2014

Background Pap	ers:
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None.

#### **Reference Papers:**

None.

#### **Enquiries:**

For further information on this report please contact Neil Wood (Ext 4506).



## Report to the Executive for Decision 06 October 2014

Portfolio: Policy and Resources

Subject: Annual Review of the Council's Finance Strategy

**Report of:** Director of Finance and Resources

**Strategy/Policy:** Finance Strategy

Corporate

A dynamic, prudent and progressive Council

Objective:

#### Purpose:

This report reviews the Council's finance strategy in the light of the Council's current financial position, the agreed objectives and priorities and the budgetary and other pressures that the Council will face in the current and future years.

#### **Executive summary:**

The strategy document, attached to this report as Appendix A, sets out the broad principles on which the management of the Council's finances are based and provides background information regarding the level of resources, the revenue budget and capital programme.

The document also focuses on the various issues that will impact on the Council's financial position, now and in the future.

In the light of these issues, the current financial position has been reviewed and the projected position in future years, up to 2018/19, examined.

To summarise the overall capital position, the programme for services other than housing, up to 2018/19, has been updated and now totals £36.308 million. Resources of £36.328 million are available now to finance the programme and between 2014/15 and 2018/19 resources of £9.4 million are anticipated from direct revenue funding, capital grants and capital receipts.

However, the spending reductions likely to be required in 2015/16 onwards may well mean that the revenue contributions to capital have to be significantly reduced in future years.

At the same time, maintenance and improvement programmes for the Council's asset base indicate significant sums need to be spent over the next 10 years, which exceed the resources currently available. The Strategy therefore strengthens the need to identify new resources to provide for the works.

Based on existing spending plans and taking account of the known variations and revenue spending pressures in future years, the projected revenue budget for 2015/16 would indicate a significant increase in the amount payable by the council tax payers, if mitigating action was not taken.

The extent of the financial pressures to be faced as the Government tackles the budget deficit will inevitably mean reductions in the breadth of services that the Council is able to provide.

Much of the Strategy will be dependent outcomes of the future Resource Reviews but the Strategy explains the measures currently underway, and further steps that are planned during the strategy period, to ensure that council tax increases are maintained within acceptable limits and in accordance with the Council's corporate priorities.

Members are reminded that the inclusion of any growth items would lead to a more significant increase with extra revenue expenditure of, say, £60,000 increasing the council tax by a further 1%. The projections of expenditure and funding for 2015/16 and later years indicate that the budgetary pressure will continue.

The Council's main priorities are to produce sustainable spending plans, maintain adequate reserves and to continue to minimise increases in the net revenue budget, such that increases in Fareham's proportion of the council tax does not exceed the prevailing inflation rate. Consequently, strict budget guidelines must be maintained.

The Scrutiny Board will consider the various issues at its meeting on 25 September 2014 and the Board's views will be reported to the meeting.

#### **Recommended Option:**

That the Executive agrees:

- (a) the Council's finance strategy and the budget guidelines for 2015/16, as set out in the finance strategy document attached to this report; and
- (b) to submit the updated Pay Policy, annexed to the Medium Term Finance Strategy, to the Council for approval.

#### Reason:

It is appropriate that strict budget guidelines remain in force, spending levels are tightly controlled and no new spending plans – capital or revenue – are implemented until the necessary finance has been identified and secured.

#### **Cost of proposals:**

The cost of the proposed capital and revenue schemes are set out in the attached finance strategy document.

Appendices: A: <u>Draft Finance Strategy – 2014/15 to 2018/19</u>

Background papers: None



## FINANCE STRATEGY

2014/15 To 2018/19 (DRAFT) October 2014

### **CONTENTS**

#### Background

Fareham's Vision and Objectives

Financial Management

Fundamental Principles

- Resources
- Capital Expenditure
- Revenue Expenditure
- Consultation and Openness
- Partnership Working

Corporate, Service and Financial Planning

Development of the Capital Programme

Current General Fund Capital Programme

**Existing Capital Resources** 

**Overall Capital Position** 

Availability of New Capital Resources

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Impact of Capital Expenditure on the Revenue Budget

Revenue Budget and Council Tax for 2014/15

**Overall Revenue Position** 

Government Support

The Spending Reserve

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**Future Spending Pressures** 

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Projected Council Tax for 2015/16

The Need for Efficiency Initiatives

Overall Revenue Position

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Conclusion

Appendix A - Budget Responsibilities

Appendix B - Pay Policy

#### **BACKGROUND**

- The Borough of Fareham has a population of some 112,800 and it covers almost 30 square miles of southern Hampshire, bordering the northern side of Portsmouth Harbour in the east and the River Hamble in the west. From south to north, it reaches from the Solent coastline at Hill Head northwards into rural Hampshire towards Wickham.
- 2. The Borough has many reminders of its long history, such as the ruins of Portchester Castle, and the old market town of Fareham. This is now a flourishing commercial centre and there are several local centres based on the former villages. Although these have been surrounded by new developments, they have retained a unique identity. The Borough has grown steadily with the development of extensive new areas of housing, shops and industry. More new developments are proposed, particularly in the town centre and to the west and north of the Borough.

#### **FAREHAM'S VISION AND OBJECTIVES**

- 3. Fareham is a 'prosperous, safe and attractive place to live and work'. This has not happened by accident but by careful management and development, and constant attention to the environment and the needs of our communities. The vision for Fareham's future is based upon the assumption that residents want to preserve all that is good about Fareham, whilst increasing prosperity and making it an even more inclusive and attractive place to live and work.
- 4. After an extensive consultation process, the Council approved a new Corporate Strategy in June 2011, reaffirming the vision and values of the Council, and setting out the corporate priorities over the strategy period 2011 2017. The strategy was most recently reviewed in September 2014, and seventeen priority actions for improvement have been identified, based around the corporate priority areas, which will influence the plans for resource allocation within this Strategy document.

#### FINANCIAL MANAGEMENT

- 5. Fareham has a long history of prudent financial management which has been the subject of favourable comments from the Council's external auditors over many years.
- 6. The main focus of prudent financial management is the Council's medium term finance strategy, the overall objective of which is to structure and manage the Council's financial resources, revenue and capital, to ensure that they match and support the direction of the Council's objectives.
- 7. At the same time the strategy must ensure that the requirement to set a balanced budget is fully met and that the Council is able to respond to year-on-year changes and short-term service delivery issues.
- 8. This can be difficult to achieve when faced with changes to government funding, an increasing population, increasing aspirations of residents, and more recently the turbulent economic conditions in which the Council

operates.

- 9. To overcome these difficulties the finance strategy is supported by a strategic and long term approach to corporate planning that is delivered through an integrated and co-ordinated service and financial planning process set out in a later section of this document, the production of an Asset Management Plan, sophisticated budget monitoring and reporting (also set out in a later section) of the financial issues facing the Council.
- 10. Most importantly though, there are a number of fundamental principles that are followed by the Council and which form the basis of the finance strategy and which are key to the Council's approach to financial management.

#### THE FUNDAMENTAL PRINCIPLES

11. The principles cover five areas – resources, capital expenditure, revenue expenditure, consultation and openness, and partnership working.

#### Resources

- 12. A minimum balance of £1million is retained in the Major Repairs and Renewals Fund to cover major emergency capital expenditure in relation to the Council's assets.
- 13. A working balance of £1.4 million is retained to cover variations in cash flow.
- 14. A spending reserve equivalent to 5% of gross revenue expenditure (currently £2.274 million) is retained to cover unforeseen changes in revenue expenditure or income.
- 15. Any deficits arising from services provided on behalf of other agencies (such as the on-street parking service), may be held on the Council's balance sheet but should be fully offset by an equivalent contribution to the spending reserve, to protect the Council's long term finances.
- 16. The need to increase the minimum balance on the Major Repairs and Renewals Fund, the working balance and the spending reserve is considered by the Executive at the end of each financial year and as part of the annual finance strategy review.
- 17. Reserves are not used to meet on-going, unsustainable levels of revenue expenditure.
- 18. "Windfall" or one-off revenue resources will only be used to increase capital resources or to meet one-off revenue expenditure.
- Capital receipts from the sale of assets will be used to meet future corporate priorities rather than be retained for use on the service that has relinquished the asset.
- 20. Resources allocated to particular capital projects but subsequently not required are returned to meet future corporate priorities rather than be retained for use by that service.

21. All decisions regarding the use of significant reserves take account of the effect on the revenue budget from a reduction in investment interest.

#### **Capital Expenditure**

- 22. All new potential capital schemes are subject to the process for the prioritisation of new capital schemes, as set out in the Council's Financial Regulations.
- 23. New schemes will only be considered if they make a clear contribution to the Council's objectives and priority actions and support the Council's Asset Management Plan.
- 24. When new potential capital schemes are considered for inclusion in the capital programme during the year, this is only agreed in principle with the final decision being made at the time of council tax setting except in exceptional circumstances where a delay could jeopardise the achievement of an important priority.
- 25. No new capital schemes are included in the capital programme without the necessary resources to meet the full capital costs and the on-going revenue costs being in place.
- 26. Every effort will be made to secure external (non-borrowing) sources of funding capital schemes. Internal capital resources will only be released to fund schemes once external sources of funding (such as developers contributions, lottery grants, etc) have been explored and rejected.
- 27. Capital schemes will normally be financed by internal resources or external contributions. Borrowing will only being considered where government support is available to meet, at least in part, the capital financing costs, or where there is a sound economic business case (e.g. for spend to save schemes) whereby borrowing costs are wholly offset by long term revenue income or savings.

#### **Revenue Expenditure**

- 28. The Council has adopted as a corporate priority the need to save money, raise income and work in partnership with others to achieve more for less while continuing to minimise council tax increases.
- 29. Strict budget guidelines are maintained and are approved by the Executive each year.
- 30. New revenue spending plans will only be considered if they make a clear contribution to the Council's objectives and priority actions or to meet new statutory responsibilities.
- 31. When any significant new revenue spending plans are considered for inclusion in the revenue budget during the year, this is only agreed in principle with the final decision being made at the time of council tax setting.
- 32. All significant new revenue spending plans are considered together for inclusion at the time of council tax setting and are subject to a prioritisation process.

- 33. No new revenue spending plans are included in the revenue budget without the necessary resources to meet the full capital costs and the on-going revenue costs being in place. This is particularly important because of the implications for the council tax of even modest increases in expenditure.
- 34. As part of the Localism Act 2011 the Council is required to prepare and publish a pay policy statement. The policy for 2014/15 was approved by The Executive as part of the Medium Term Financial Strategy in October 2013. The Pay Policy Statement for 2015/16 is attached at Appendix B.

#### **Consultation and Openness**

- 35. Consultation is used as a powerful tool for improving the quality and cost effectiveness of services. The Council has a community engagement strategy to ensure consultations are undertaken within the corporate framework and are aimed at the correct audience to ensure valid outcomes.
- 36. It is Council policy to be transparent in the decision making process and provision of information about the Council's activities through the website. To this end, budgetary plans and historical spending information (including payments to third party suppliers) is published in a variety of formats on the Council's transparency portal, accessible through its website.

#### **Partnership Working**

- 37. The Council will seek to work with partners to achieve more for less and actively pursue the achievement of the Council's priorities. The following key partnerships have been identified:
  - Portchester Crematorium Joint Committee (with Gosport BC, Havant BC and Portsmouth CC)
  - Fareham & Gosport Building Control Partnership
  - Fareham Community Safety Partnership (with Police and Crime Commissioner for Hampshire, Probation Service and Hampshire CC)
  - Project Integra (with other Hampshire authorities)
  - Fareham and Gosport CCTV Partnership
  - Partnership for Urban South Hampshire (PUSH)
  - Solent Local Enterprise Partnership
- 38. Other important shared working arrangements have also been developed in support of the Council's corporate priorities and these include:
  - Environmental Health Services Partnership (with Gosport BC)
  - Legal Services Partnership (with Southampton CC)
  - Eastern Solent Coastal Partnership (with Gosport BC, Havant BC and Portsmouth CC)

#### CORPORATE, SERVICE AND FINANCIAL PLANNING

39. An integrated and co-ordinated service and financial planning process supports the preparation of this finance strategy and gives the necessary flexibility to allow the Council to consider corporate objectives and priorities, as well as the maintenance of service standards and the scope for improvements where necessary, but at the same time seeking to minimise

the increase in the overall net budget.

40. The timetable for the financial planning and budget process is:

Stage	Detail	
1	Consultation with residents and business representatives (incl. Chambers of Commerce, Federation of Small Businesses, the Institute of Directors, Business Solent and Solent Local Enterprise Partnership)	Continual
2	Member approval review of corporate objectives and priority action plan	June 2011 (reviewed September 2014)
3	Member review of Medium Term Finance Strategy	October
4	Member consideration of revenue budgets, the capital programme and fees and charges	November/ December
5	Member consideration of new capital schemes and revenue growth items  Member review of Finance Strategy  Member confirmation of capital programme  Member confirmation of overall revenue budget	January
6	Member approval of the council tax	February

- 41. This process is reviewed and scrutinised at each key stage by the Scrutiny Board. Budget responsibilities are detailed in Appendix A.
- 42. Quarterly reports to monitor progress against the revenue budget and capital programme are submitted to the Executive with additional reports on other finance issues as and when necessary during the year.

#### THE DEVELOPMENT OF THE CAPITAL PROGRAMME

- 43. The Council has adopted as a corporate priority the need to maximise the value gained from assets that are owned by the Council. The finance strategy demonstrates how the Council's capital programme supports its corporate priorities and sets the framework for developing the capital investment programme to deliver these priorities.
- 44. In relation to capital expenditure, the finance strategy is designed:
  - To ensure capital expenditure is aligned with the Council's priorities;
  - To ensure the Strategy is aligned with the Asset Management Plan;
  - To maximise the value gained from assets;
  - To provide a clear framework for decisions relating to capital expenditure;
  - To ensure that revenue, capital and whole life costs are fully considered;
  - To encourage the consideration and use of a wide range of funding sources.

#### THE CURRENT GENERAL FUND CAPITAL PROGRAMME

- 45. The Council agrees a rolling five-year programme each year consistent with the finance strategy and the resources available.
- 46. Each review of the Council's finance strategy includes a review of the capital programme for non-housing services, the latest being by the Executive on 10 February 2014 when the programme for the years 2013/14 to 2017/18 was approved.
- 47. New capital schemes should only be considered for inclusion in the capital programme in January when they can be prioritised against the available resources and the impact on the revenue budget and council tax can be fully considered, except in exceptional circumstances where a delay could jeopardise the achievement of an important priority.
- 48. A number of amendments have been made to the programme to include new schemes approved since February 2014 and re-phasing of existing schemes. It also includes the Executive decision to carry forward slippage from 2013/14 of £1.54m and the inclusion of the rolling programme schemes for 2018/19. The updated programme for 2014/15 to 2018/19 is now £36.3m and is summarised in the following tables:

Portfolio	£000s
Public Protection	429
Streetscene	628
Leisure and Community	12,513
Health and Housing	5,828
Planning and Development	941
Policy and Resources	15,969
TOTAL	36,308

49. The phasing of the programme is now:

Year	£000s
2014/15	18,670
2015/16	7,848
2016/17	2,821
2017/18	1,053
2018/19	1,020
Un-phased	4,896
TOTAL	36,308

50. Certain spending plans within the programme have been earmarked for a particular purpose, but have not been allocated to a specific year. These are referred to as "un-phased" schemes within the capital programme, which are drawn upon as specific schemes are committed against the approved funding. The un-phased schemes are:

Un-phased schemes	£000s
Enabling (Affordable Homes)	3,150
Car Park Surface Improvements	489
CCTV	429
Play Area Safety Surface Replacement	350
Environmental Improvements	300
Empty Homes Strategy	100
Matched Funding	78
TOTAL	4,896

51. The phasing of the detailed programme will be considered in detail during the budget process to ensure that it realistically reflects the latest forecast for capital expenditure.

#### **EXISTING CAPITAL RESOURCES**

52. The Council's financial resources that are available as at 1 April 2014 to finance the capital programme are summarised in the following table:

Current Resources	£000s
Capital Fund Account	7,352
Right-to-Buy receipts for housing schemes	3,984
External Contributions	3,067
Capital Receipts	2,617
Major Repairs and Renewals Reserve	1,302
Community Infrastructure Levy	248
Matched Funding Reserve	133
Revenue Contributions to Capital Schemes	60
TOTAL	17,763

53. In addition, the following resources are estimated to be available between 2014/15 and 2018/19:

Future Resources	£000s
External Contributions	4,703
Borrowing	4,465
Revenue Contributions to Capital Schemes	3,918
Contribution to Capital Fund	2,500
Capital Receipts	1,635
Government Grants	1,344
TOTAL	18,565

#### THE OVERALL CAPITAL POSITION

- 54. Resources of £36.328 million are estimated to be available over the life of the updated capital programme and therefore there should be a small surplus of resources of approximately £20,000 in 2018/19.
- 55. The forecast surplus of resources is very limited and relies partly on resources that have not yet been secured (such as future capital receipts as well as continued revenue contributions towards capital investment), totalling

£6.4m. In the event that these resources do not materialise, other funding options will need to be investigated including borrowing, or the programme scaled back. Longer term, the increasing need to use New Homes Bonus to support revenue costs will make it more difficult to continue relying upon revenue sources to fund the capital programme.

- 56. It must also be borne in mind that the implications of some of the Council's priority actions and emerging capital spending pressures have not yet been quantified. Costs associated with approved schemes also remain provisional until tenders have been received.
- 57. Spending pressures in this respect include repair and refurbishment or replacement works to Council assets (for example, community and leisure facilities, car parks, etc.) that have yet to be added to the capital programme.

#### **AVAILABILITY OF NEW CAPITAL RESOURCES**

- 58. If the increasing pressure on the revenue budget means that the financing of capital expenditure directly from the revenue budget has to be reduced, the use of alternative funding sources would need to be explored. This may include consideration of unsupported and prudential borrowing, together with external funding streams (for example from Government, EU and other public and private grants, or private sector investment). Each of these options could have a role to play in the continued investment in public assets in the borough, but the future consequences, including on-going revenue commitments, would be a key consideration in determining their suitability.
- 59. The Council will also consider how disposal of existing assets and reinvestment of sale proceeds could be used to secure delivery of corporate priorities. Again, a cautious approach should be taken in this regard, as significant asset sales could adversely affect service delivery and would prejudice future income streams. It follows, therefore, that the proceeds from future asset sales will be limited.

#### **EXTERNAL FUNDING**

- 60. The limited availability of capital resources from internal sources means that every effort must be made to obtain external funding for future capital priorities. Detailed consideration of external funding must be the first stage when consideration is given to the development of potential future priorities.
- 61. It is equally important that the availability of external funding is fully explored in relation to existing capital schemes. Any external funding obtained for these schemes will avoid the use of existing capital resources which can then be used for future priorities.
- 62. It is important to stress that no scheme should be put forward for consideration simply because external funding is available. Schemes should only be considered if they meet, or at least contribute towards, a corporate priority.

#### THE IMPACT OF CAPITAL EXPENDITURE ON THE REVENUE BUDGET

- 63. Quite apart from the ability to finance new capital schemes, it is important to recognise that capital expenditure can have a significant impact on the revenue budget in a number of ways.
- 64. When decisions are made concerning the inclusion of new schemes in the capital programme, these factors need to be considered:
  - The on-going operational costs associated with the scheme
  - The whole life costing implications of the scheme
  - The cost of servicing the debt if the scheme is financed by borrowing
  - The loss of investment interest if internal resources are used and therefore no longer available for investment.
- 65. In the light of these factors, it is inappropriate to consider the inclusion of non-priority schemes in the capital programme.

#### **REVENUE BUDGET AND COUNCIL TAX FOR 2014/15**

- 66. The revenue budgets for providing services in 2014/15 were considered by the Executive for each portfolio (and non-Executive services) on 2 December 2013.
- 67. The overall budget position was reviewed by the Executive on 6 January 2014. The final proposed net budget of £9,454,675 was approved by the Executive on 10 February 2014 (taking account of council tax freeze grant received).
- 68. With a net budget for 2014/15 of £9,454,675 and government support of £3,709,301, the Executive recommended to Council that the council tax for 2014/15 remain at the 2013/14 level of £140.22 and this recommendation was approved by the full Council on 21 February 2014.
- 69. Since the budget was approved in February, a number of issues that will impact on the revenue budget for this year, and on the revenue budget and council tax for 2014/15 and later years, have arisen.

#### THE OVERALL REVENUE POSITION

- 70. The Council has been committed to minimising increases in the overall net budget and council tax increases. This has proven successful in restricting the proportion of gross expenditure on general fund services that has to be met by council tax payers, currently 13%.
- 71. Because the proportion is so low, the Fareham element of the council tax is very sensitive to even minor increases in expenditure. An increase in gross

- expenditure of 1% (approximately £½m) would result in an increase in the amount to be met by council taxpayers of 8.8%.
- 72. There are a number of issues that will have a significant impact on the Council's overall position in the current and future years and these are listed below:

Government Support
The Spending Reserve
The Anticipated Revenue Position in 2014/15
Future Spending Pressures
Future Funding Considerations

73. These issues are examined in the following sections of this report.

#### **GOVERNMENT SUPPORT**

- 74. The Local Government Finance Report 2014 set out the Government's spending plans for Local Government for the period 2014/15 to 2015/16 and took into account the 10% reduction in grant funding announced at Budget 2013.
- 75. The 2013 update indicated that the further 10% real-terms cut in funding would apply for Local Government with effect from 2015/16 including business rates, RSG and New Homes Bonus.

#### **Formula Grant**

- 76. The way in which local authorities now receive their funding commenced in 2013/14 and placed increased financial risk on Councils rather than central government. In the first year, Fareham's share of the local business rate fell below the level deemed adequate by the government and as a result Fareham received a safety net payment from central government.
- 77. The RSG element of funding will see reductions in every year with the biggest reductions being in 2014/15 and 2015/16 where levels will reduce to £1.991million and £1.378million respectively.
- 78. What remains clear is that although reductions in Central Government support will slow up towards the later years of the strategy funding will still be some £1/2 million below the figure that will be received at the beginning of the strategy period.

#### **Specific Grants**

79. These grants are distributed outside the main settlement and are usually to fund particular services that are a national priority. For example, Fareham receives a specific grant towards the cost of housing benefit payments and administration which is a "ring-fenced" grant that cannot be used for other services.

#### **Grant to Freeze Council Tax**

80. Council Tax Freeze Grant was introduced in 2011 as an incentive for Councils to freeze council tax from the April in the following financial year. Over the years the scheme has changed including where some of the grant

is now built into the core funding received by Central Government. The Council supported this policy by freezing council tax in all years, representing the sixth year where council tax has remained unchanged including a freeze in council tax before the grant was introduced.

- 81. The freeze grant related to 2014/15 will be paid to participating authorities in 2014/15 and also 2015/16 and will be equivalent to a 1% increase in Council Tax.
- 82. Council Tax decisions subsequently taken by authorities in respect of 2015/16 will fall under the terms of the 2015/16 scheme details of which will be released later this year.

#### THE SPENDING RESERVE

83. It is Council policy to maintain the spending reserve at 5% of gross expenditure and the current balance of £2,892,000 exceeds the minimum threshold for 2014/15 which, based on the estimated gross expenditure of £45.4 million, should be £2,273,700. Proposals to use the surplus of £618,300 will be developed during the autumn, for consideration in January, alongside the consolidated draft budget for 2015/16.

#### THE ANTICIPATED REVENUE POSITION IN 2014/15

- 84. Based on the income and expenditure patterns observed in the first six months of the year, it is anticipated that there will be a modest underspend in this current year. This has arisen from vacancies within the Council's establishment structure.
- 85. Conversely, there remain a number of service areas which are experiencing a reduction in income flows, and also experiencing a much greater demand for their services. These services, such as homelessness, benefits, planning, car parking and commercial properties may require additional resources in order to meet the demand and maintain service quality, which will erode the net underspends in other areas.
- 86. The overall impact of these variations will be presented in the revised budget later this year.

#### **FUTURE SPENDING PRESSURES**

- 87. The risk profile of the Council's finances has increased in recent years, and is set to increase further in the future as the demand for increased expenditure presents itself, the fundamental change in the way local government services are funded and the general reduction in the quantum of funding available.
- 88. To manage the financial risks effectively, the Council maintains a profile of the spending pressures it faces. This is reviewed periodically and updated as part of the budget process. This section of the strategy gives provides an outline of the impact that these pressures may have on the Council's budgetary position over the period 2015/16 to 2018/19.

89. The individual pressures are listed below and represent an increase in expenditure of nearly £0.5m per year. This is a "best estimate" as there are many unknown aspects to this, and consequently, the levels of expenditure (and losses of income) could be greater, particularly in the later years. (All figures quoted in the table below reflect movements against the 2014/15 base budget).

SPENDING PRESSURES	2015/16	2016/17	2017/18	2018/19
	£000s	£000s	£000s	£000s
FBC Elections	0	100	0	100
Movements in the cost of	150	300	450	600
employment (excl efficiency plans)				
Other Contractual Inflation	80	145	225	265
Fuel and Energy Price movements	50	100	150	200
Increased pension costs	60	125	145	307
Reduction in Parking income	50	50	155	280
Reduction in Commercial Rent	100	100	50	50
income				
Homelessness service	100	100	100	100
Land Charges service	250	250	250	250
TOTAL	840	1,270	1,525	2,152

- 90. <u>FBC Elections</u> The elections of Council members takes place every 2 years with elected members serving a 4 year term of office. The last elections took place in May 2014.
- 91. <u>Movements in the cost of employment</u> The rising cost of employment in future years reflects the cost of an assumed pay award and other pay movements.
- 92. <u>Fuel and Energy Price Movements</u> There is a long term trend of price increases relating to fuel and energy, so an allowance for this is assumed in the forecast for 2015/16, and is also likely to be the case in future years.
- 93. <u>Increased Pension Costs</u> The Council makes fixed payments to the pension fund for retired employees along with a variable payment linked to current serving employees. During 2013, the triennial pension fund valuations took place and concluded that the fixed element of the contributions needed to increase so that the fund liabilities could be met.
- 94. Reduction in Parking Income The income from parking fees has been gradually declining over recent years, mainly due to the economic downturn and to specific factors, such as the new shopping complex at Whiteley, and store parking spaces at Tesco. While a development bond arrangement has provided some protection to the Council, it is anticipated that the full impact will affect the budget from 2017/18.
- 95. Reduction in Commercial Rent Income As with car parking income the level of commercial rent has steadily declined, mainly in relation to the Council's interest in the shopping centre at Fareham. As a result, this places pressure on the income budgets within the commercial property portfolio.

- 96. <u>Homelessness</u> The council is observing an increase in the number of customers seeking housing advice and those needing assistance for housing. This is putting pressure on the homelessness budgets as demand for accommodation increases.
- 97. <u>Land Charges</u> As part of the Queen's speech in June it was announced that the land charges function would be centralised and run by the Land Registry in order to support the delivery of digital services. The timetable for this is not clear but would result in a significant loss of income for the Council.
- 98. In addition to the spending pressures listed above and the changing local government environment mean that other areas of spending pressures could be identified which could give rise to increased costs. Costs will be drawn up when these pressures are known.

#### **FUTURE FUNDING CONSIDERATIONS**

#### Interest on Balances

- 99. The budget for 2014/15 is £677,000 and covers the General Fund share of interest on investments together with the notional interest payable by the Housing Revenue Account to the General Fund.
- 100. No base rate increases are anticipated in the current financial year and although interest rates are likely to rise during 2015/16 there remains uncertainty as to when these rises will happen and therefore achieving the budget for interest on investments remains challenging.
- 101. Equally, the amount of money invested will reduce as the capital programme is implemented, which will impact on the amount of investment income received in future years.

#### **Commercial Property Investment Acquisition Strategy**

- 102. At the meetings on 7 January 2013 and 4 November 2013 the Executive approved the Commercial Property Investment Acquisition Strategy which is designed to increase the Council's return on investments due to the low returns being received from treasury related investments. The reports agreed to allow £8 million of investment in commercial property to achieve returns of up to £300,000 per annum to assist in reducing funding pressures.
- 103. It is likely that the full £8 million will be spent prior to the beginning of the 2015/16 financial year meaning that income from the properties will be realised during that year.

#### **New Homes Bonus**

- 104. The New Homes Bonus was introduced to encourage Councils to promote housing growth, with a financial incentive paid to the local areas where growth takes place.
- 105. The Bonus commenced in April 2011, and match funds the additional council tax raised for new homes and properties brought back into use, with an additional amount for affordable homes, for the next six years.

- 106. The award for Fareham for 2014/15 will be £1.4m and this is expected to grow to £1.7m in 2015/16.
- 107. New Homes Bonus funding is used in the following way:
  - Firstly, if necessary, the award is top-sliced to meet reduced central government funding, and to support service delivery (particularly where demand has grown in line with the growth in housing);
  - The balance is earmarked for investment in capital schemes or other projects, which are driven by corporate priorities;
  - In determining the use of funds for capital investment, there should be a bias towards
    - o investing in land & property that will generate a long term source of income;
    - Projects that support economic or employment growth;
    - Projects that support or secure further housing delivery.
- 108. If assumptions for the reduction in Government funding are correct, then the top slice of the NHB award will continue to increase, to support continued service delivery. This will reduce the amount currently used to support capital projects.

#### **Council Tax**

- 109. A high corporate priority for the Council has been to maintain council tax increases at or below the rate of inflation. In February 2009 Council Tax was set at £140.22. This level of council tax was maintained for a 6th consecutive year in 2014/15.
- 110. The Council has retained its corporate priority in respect of minimising council tax increases throughout the Strategy period, and will use the RPIX index as a benchmark measure of inflation when considering any rises in council tax levels.
- 111. Had the council tax increased in line with RPIX since February 2009 then the figure of £140.22 would have increased to £171.20 giving an increase of £30.98 for a Band D property.

#### **PROJECTED COUNCIL TAX FOR 2015/16**

- 112. The projections shown above indicate that measures must be taken to reduce the net service cost if council tax increases are to be minimised.
- 113. If no action is taken, then an increase in council tax of around 15% would occur. This is clearly unacceptable, so steps have been taken to mitigate the increase in order that council tax increases do not exceed the RPIX measure inflation and is minimised further if achievable.

#### THE NEED FOR EFFICIENCY INITIATIVES

- 114. The forecast in this Strategy has highlighted the on-going and increasing need for savings in the Council's budget.
- 115. This is reflected in the Council's corporate priorities, in order that good quality services can continue to be provided while at the same time seeking opportunities to reduce costs and therefore minimise any extra cost burden for the taxpayer.
- 116. In the same way that the Council maintains a profile of spending pressures, opportunities to offset and mitigate these cost pressures are continually sought, so that a forward-planned approach can be taken to delivery. The Council also seeks to develop its efficiency plans well in advance to ensure that they are sufficiently reliable before being included in budgets, and to allow the full consequences of such changes to be considered and consulted upon where appropriate.
- 117. Such opportunities are developed on the following basis

#### **Priorities**

Re-focussing resources on priority services

#### **Proceeds**

Identify opportunities to maximising income returns

#### **People/Process**

Reducing overheads and back office costs

#### **Procurement**

Deliver cost savings through improved procurement

118. In preparing the Finance Strategy, efficiency savings of £790,000 have been identified in 2015/16 with a further £466,000 to be implemented in the remaining years of the strategy.

#### THE OVERALL REVENUE POSITION

119. The following table shows the projected position for the years 2015/16 to 2018/19:

Projections for	2015/16	2016/17	2017/18	2018/19
	£000s	£000s	£000s	£000s
Base Budget for	9,516	9,516	9,516	9,516
2014/15	9,510	9,510	9,510	9,510
Spending and				
Funding Pressures	917	1,397	1,752	2,329
Efficiency				
Opportunities	-790	-1,256	-1,256	-1,256
Adjusted Budget	9,643	9,657	10,012	10,589
Projection	-,			
Funded by:				
Covernment Funding	2.464	2 200	2.040	2.020
Government Funding	-3,461	-3,200	-3,049	-2,939
Council Tax	E 075	6.007	6 1 1 2	6 200
Projection  NHB used to fund	-5,875	-6,007	-6,142	-6,280
	-310	-510	-661	-771
revenue spending	-310	-510	-001	-// 1
Funding Projection	-9,646	-9,717	-9,852	-9,990
Shortfall/Surplus( )	-3	-60	+160	. 500
Shortfall/Surplus(-)	-3	-60	+100	+599

120. Although significant savings have already been identified that exceed £1million over the next four years, it is clear that there are some further reductions required to produce a balanced budget for 2018/19. This will be reviewed over the strategy period and steps taken as necessary, to deliver a balanced budget.

#### SENSITIVITY ANALYSIS

- 121. For each of the financial pressures, an assessment has been made about the possible variation above and below the "most likely" position. This allows the sensitivity of the projected totals to changes on each financial pressure to be assessed. As more information becomes available about the individual pressures, the projections can be updated and made more certain.
- 122. The following table highlights the gearing effect that additional expenditure has on the council tax.

		%
	£M	Increase
Spending = £45.4 million	45.4	
- An extra £500,000	0.5	1.1
Council Tax Payers	5.7	
- An extra £500,000	0.5	8.8

#### **RISK ASSESSMENT**

- 123. The budget projections indicate the susceptibility of the Council's revenue budget to changes in the level of expenditure and income caused by factors outside the control of the Council. It is clear that even a small variation in expenditure or income would have a significant impact on the Council's revenue budget position.
- 124. There are a number of services where the costs and/or income directly correlate with service activity, some of which would have a notable impact on the Council's overall financial position if a significant variation in activity arose. These are classified as "volatile" services and account for £10.6m of gross expenditure and £8.9m of gross income. Special arrangements are in place to track financial performance of these services and the other major services, and take action where there is a significant deviation from plans.
- 125. Given the uncertain funding position and external pressures facing the Council, it is important to maintain a minimum spending reserve equivalent to 5% of gross revenue expenditure.

#### **BUDGET SETTING PRINCIPLES FOR 2015/16**

- 126. In addition to the fundamental principles on which the Council's medium term finance strategy is based, the Council adopts for each financial year a set of budget setting principles that form the framework for budget preparation.
- 127. It is proposed therefore that the following budget guidelines be adopted for 2015/16:
  - No provision for the effects of inflation to be provided in revenue budgets except to cover price increases that are unavoidable or the Council is legally obliged to accept,
  - Revenue budgets to be cash-limited to the current level and to be reviewed to ensure that all on-going savings that have accrued in previous years and the current year are reflected in future budgets,
  - Fees and charges to be increased to achieve a 5% increase in income wherever possible and desirable and every effort to be made to identify new sources of income. The proposed charges should be considered alongside those for similar services in neighbouring

- authorities and, where appropriate, the charges levied by private sector providers,
- New revenue commitments and capital schemes will only be considered for inclusion in the budget where the expenditure is essential to protect the Council's assets or meet the Council's corporate priorities.
- Full weight to be given to the Council's overall position and future council tax levels when services are reviewed and revenue budgets, capital programmes and fees and charges are considered.

#### CONCLUSION

- 128. The Council has a long history of prudent financial management, of achieving efficiency savings while providing a wide range of excellent services.
- 129. The projections set out in this report give a broad indication of the anticipated level of expenditure, based on the latest information available about the Government's funding intentions. This indicates that measures are in place to achieve a balanced budget throughout most of the strategy period, but there remain significant uncertainties for 2017/18 and beyond. There also remains a number of significant financial pressures linked to corporate priorities, both revenue and capital, which either need to be mitigated or resourced through reallocating funds from within the total budget envelope.
- 130. With the growing financial risk profile over the next four years, it is clear that firm measures are necessary to maintain a balanced and sustainable budget into the medium term. This can only be achieved by mitigating rising costs where possible, and delivering further efficiencies in sufficient time for their inclusion within the budget.
- 131. The focus will therefore be to identify where capacity can be created through the delivery of more efficient services to meet demand, while protecting, as far as possible, services to the public, using the four-part model highlighted in the strategy.

#### **APPENDIX A**

#### **BUDGET RESPONSIBILITIES**

Responsibility for budgets rests formally with the Full Council but there are arrangements in place as part of the Constitution that delegates certain responsibilities to the Executive, the committees and to officers.

#### **Full Council**

The Full Council has the general responsibility for setting the Council's policy and budget framework. The Full Council must ensure the following:

- Corporate strategies are approved in accordance with the projected resources of the Council:
- Approved revenue budgets, capital programmes and council tax levels are in accordance with the Council's finance strategy;
- Supplementary estimates are only approved after consideration of the Council's overall financial position.

#### The Executive

The Executive has general responsibility for making decisions on Council services within the policy and budget framework. The Executive must ensure the following:

- Detailed estimates of expenditure and income for all services and committees, and the proposed council tax levels are prepared within the context of the council's finance strategy for approval by Full Council:
- Expenditure is only incurred if it forms part of the approved service revenue budget or capital programme;
- Any decision to reallocate revenue or capital budgets from one service to another does not exceed the virement rules;
- The overall revenue budget and capital programme are not exceeded.

#### The Committees

The Committees have general responsibility for carrying out non-Executive functions within the powers delegated to them by Full Council. The Committees must ensure the following:

- Detailed estimates of expenditure and income for committee services are submitted to the Executive for approval by Full Council;
- The committee revenue budgets are not exceeded.

#### **Employees**

All budgets are allocated to a named manager who has the authority to spend the approved budget. Financial regulations also form part of the Constitution and these set out the scheme for the authorisation of expenditure.

Expenditure can only be incurred within the revenue and capital budgets approved by the Council.

Officers can delegate their power to incur expenditure but only within the limits of their own delegated powers.

The limits given to any individual employee are in accordance with the schedule of limits set out in the financial regulations. All employee powers to incur expenditure should be officially documented and authorised in a form approved by the Statutory Chief Finance Officer.

The Council's financial regulations are available to all employees on the corporate filing system giving detailed guidance on:

- The responsibilities of employees
- Financial reporting
- Revenue and capital budgets
- Budgetary control and virements.

#### **APPENDIX B**

## FAREHAM BOROUGH COUNCIL PAY POLICY STATEMENT FINANCIAL YEAR 2015 - 16

#### 1. Purpose

The purpose of this Pay Policy Statement ("Pay Statement") is provided in accordance with the Localism Act 2011("Localism Act") and this will be updated in each subsequent financial year.

This Pay Statement sets out Fareham Borough Council's pay policies relating to its workforce for the financial year 2015 -16, including the remuneration of its Chief Officers, lowest paid employees and the relationship between its Chief Officers and that of its employees who are not Chief Officers.

#### 2. Definitions

For the purpose of this Pay Statement the following definitions apply:

- **2.1** "Pay" in addition to base salary includes charges, fees, allowances, benefits in kind, increases in/enhancements to pension entitlements and termination payments.
- **2.2** "Chief Officers" refers to the following roles within the Council:

Statutory Chief Officers are:

- a) Chief Executive Officer, as Head of Paid Service
- b) Director of Environmental Services, as Monitoring Officer
- c) Director of Finance & Resources, as Section 151 Officer

Non Statutory Chief Officers are:

- d) Director of Planning & Development
- e) Director of Community

Deputy Chief Officers are:

- f) Heads of Service who report directly to/or accountable to a statutory or non-statutory Chief Officer in respect of all or most of their duties.
- **2.3 "Lowest paid employees"** refers to those employees employed within Grade1 of the Council's mainstream pay structure. This definition has been adopted because Grade1 is the lowest grade on the Council's mainstream pay structure.
- **2.4** "Employee who is not a Chief Officer" refers to all employees who are not covered under the "Chief Officer" group above. This includes the "lowest paid employees". i.e. employees on Grade1.

#### 3. Pay Framework and remuneration levels

#### 3.1 General approach

The pay structure and pay scales have been designed to enable the Council to recruit and retain suitably qualified employees at all levels who are dedicated to fulfilling its corporate objectives and delivering services to the public whilst operating within an acceptable financial framework.

With a diverse workforce the Council recognises that its Pay Policy needs to retain sufficient flexibility to cope with a variety of circumstances that may arise that might necessitate the use of market supplements or other such mechanisms for individual categories of posts where appropriate. The decision to apply a market premium will be approved by the Head of Personnel and ICT and endorsed by the Chief Executive Officer.

#### 3.2 Responsibility for decisions on pay structures.

The outcome of reviews into the local pay and grading structures covering all jobs are considered by an Advisory Panel proportionately constituted and comprised of Councillors from the main political parties. The Advisory Panel's recommendations are submitted to a meeting of Full Council for approval.

The Council's locally determined pay structures are based on the outcome of a job evaluated process and were implemented for the Chief Officers, Heads of Service and all other employees in April 2008. This followed a national requirement for all Local Authorities to review their pay and grading frameworks to ensure fair and consistent practice for different groups of workers with the same employer to comply with employment legislation.

The pay structure for the Chief Executive Officer was established in 2008 having regard to the need to be fully competitive in the market and to be confident of attracting and retaining the highest calibre of employee to reflect the high level of organisational and corporate performance which the Council requires its Chief Executive Officer to deliver. Relevant labour market and comparative remuneration data was considered. This was reviewed in 2013.

#### 3.3 Pay scales and grading framework

The mainstream pay structure for all employees below the level of Heads of Service was determined through a local process based on the outcome of a job evaluation scheme and consists of a pay spine of 46 points, comprising 11 grades containing 5 spinal column points with grade1 being the lowest and grade11 the highest. Each employee will be on one of the 11 grades based on their job evaluated role.

The Chief Executive's pay grade reflects the same principles as for all of the Council's pay structures consisting of 5 spinal column points.

The pay structure for Chief Officers and Heads of Service was determined through a local process that took into account market alignment with District Councils in Hampshire and the outcome of a job evaluated process. It followed the same

principles as applied for the mainstream pay structure and consists of one pay grade for Chief Officers and two pay grades for Heads of Service with all grades containing 5 points.

Details of the Council's pay structures are published on the Council's website and a copy as at 1st April 2014 is appended to this Statement (at annex 1).

Pay awards are considered annually for all employees. The outcome of national consultations by the Local Government Employers in negotiation with the Trade Unions in relation to the settlement of the annual pay award is normally applied. If there is an occasion where to do so would distort the local pay structures alternative proposals are developed, discussed with the trade unions and brought to Elected Members for formal approval.

#### 4. Remuneration - level and element

#### 4.1 Salaries

- **4.1.1 "Chief Officers"** are identified at **2.2** above and constitute the Council's Corporate Management Team. They are all paid within the Council's pay structures as follows:
- a) Chief Executive Officer, as Head of Paid Service will be paid a salary within the grade range £108,000 to £125,000.
- b) Statutory and Non-Statutory Chief Officers will be paid a salary within the grade range £72,688 to £80,080.
- **4.1.2** "Deputy Chief Officers" who are Heads of Service are all paid within the Council's pay structures as follows:
- c) Heads of Service will be paid a salary within grades ranges £48,131 to £59,203.

Typically these Chief Officers and Heads of Service have received the same percentage pay award as for all other employees.

Details of Chief Officer and Heads of Service remuneration have been published since 2010 on the Council's website.

#### 4.2 "Lowest paid employees"

Each lowest paid employee will be paid a salary within the pay scales for Grade1 mindful of the need to meet the National Minimum Wage requirements.

A very detailed review of pay and grading is underway on this topic along with other parts of the grading structure and the review and recommendations will be reported to Full Council in due course.

#### 4.3 Bonuses and Performance related pay

There is no provision for bonus payments or performance related pay awards to any level of employee.

There is, however, an honorarium provision which may be awarded where an employee performs duties outside the scope of their post over an extended period or where the additional duties and responsibilities involved are exceptionally onerous. All such payments are subject to approval by a Chief Officer (Director) and the Head of Personnel and Development.

#### 4.4 Other pay elements

The pay structure for Chief Officers does not take account of the clearly defined additional responsibilities in respect of the Section 151 and Monitoring Officer roles. Officers undertaking these roles receive payment equivalent to two spinal column points based on the incremental pay progression from the penultimate to maximum point of the pay grade for Chief Officers.

Provision for the recognition of the role of acting Head of Paid Service exists within the Chief Officers pay structure for up to two spinal column points on the same payment principle as for the Section 151 and Monitoring Officers.

These pay arrangements allow for flexibility in the allocation of the additional roles to Chief Officers and for the responsibilities to be rotated.

#### 4.5 Charges, fees or allowances

Allowances or other payments, for example shift working, standby, etc. may be made to employees, below the level of Heads of Service, in connection with their role or the pattern of hours they work in accordance with National or Local collective agreements.

The Council recognises that some employees incur necessary expenditure in carrying out their responsibilities, for example travel costs. Reimbursement for reasonable expenses incurred on Council business are paid in accordance with the Council's collective agreement and subsequent amendments to it.

The Chief Executive Officer has been appointed as the Council's Returning Officer for elections and he has appointed the Head of Democratic Services and the Head of Corporate Services as his Deputy Returning Officers. For performing elections duties the Returning Officer and Deputies receive a fee payable according to a scale of costs, charges and expenses set by the Hampshire and Isle of Wight Election Fees Working Party and allowed under the Local Government Act 1972. This scale is published on the Council's website.

The Chief Executive Officer and Chief Officers are entitled to receive payment for one subscription to a relevant professional body.

#### 4.6 Benefits in kind

There are no benefits in kind payable to any employee of the Council.

#### 4.7 Pension

All employees as a result of their employment are eligible to join the Local Government Pension Scheme. There will be no increases or enhancement to pension entitlements.

#### 4.8 Severance payments

The Council already publishes its policy on discretionary payments on early termination of employment and flexible retirement as well as publishing its policy on increasing an employee's total pension membership and on awarding additional pension. These policies are applied in support of efficient organisational change and transformation linked to the need for efficiencies and expenditure reduction.

Details of the Council's policies are published on the Council's website.

No employee who has left the Council in receipt of a redundancy or severance package will be re-employed by the Council, in any capacity, unless there are exceptional business circumstances in which case approval is required from the Chief Executive Officer.

#### 4.9 New starters joining the Council

Employees new to the Council will normally be appointed to the first point of the salary scale for their grade. Where the candidate's current employment package would make the first point of the salary scale unattractive (and this can be demonstrated by the applicant in relation to current earnings) or where the employee already operates at a level commensurate with a higher salary, a different starting salary point within the grade may be considered by the recruiting manager in consultation with Personnel Services. The candidate's level of skill and experience should be consistent with that of other employees in a similar position on the salary scale within the grade.

# 5. Relationship between remuneration of "Chief Officers" and "employees who are not Chief Officers".

This relates to the ratio of the Council's highest paid employee (falling within the definition of "Chief Officers") and the mean average earnings across the whole workforce as a pay multiple. By definition, the Council's highest paid employee is the Chief Executive Officer. The mean average pay has been calculated on all taxable earnings for the financial year 2013-14, including base salary, allowances, etc.

Highest paid employee £112,250

Mean average earnings for remainder of workforce £23,840

Ratio 4.71

#### **ANNEX 1**

# Fareham Borough Council

Local Pay Scales as at 01/04/2014 (subject to the outcome of any national pay negotiations and local agreements)

#### **Chief Executive**

Spinal Column Point		Annual
5		125,000
4		120,750
3	1	116,500
2		112,250
1		108,000

# **Directors (Grade & Salary scale)**

Spinal Column Point		Annual
5		80,080
4		78,226
3	1	76,384
2		74,536
1		72,688

### **Senior Management (Grades & Salary scales)**

Spinal Column Point			Annual
5			59,203
4			57,682
3	2	56,012	
2			54,332
1			52,672
5			54,332
4			52,672
3	3		50,998
2			49,541
1			48,131

**Mainstream (Grades and Salary scales)** 

Mains Spinal	liean	ו (טומ	aues	anu s	Daiai y	y Sca	162)					
column												Annual
point												
46												47,316
45												46,273
44											11	45,255
43												44,262
42												43,282
41												42,755
40										10		41,715
39												40,698
38												39,690
37												38,736
36									9			37,698
35												36,696
34												35,710
33												34,753
32								8				33,738
31												32,761
30												
29												31,804
28							7					30,883
							1					29,981
27												29,103
26						-						28,253
25						6						27,438
24						0						26,639
23						-						25,863
22					_							25,109
21												24,380
20					5							23,610
19					-							22,864
18												22,146
17				-								21,449
16												20,722
15	ļ			4								20,022
14												19,347
13												18,687
12												18,061
11			3									17,452
10												16,858
9												16,295
8												15,702
7		2										15,135
6												14,621
5												14,091
4												13,551
3	1											13,031
2	'											12,629
1												12,380



# Report to Scrutiny Board

Date 25 September 2014

Report of: Director of Finance and Resources

Subject: UPDATE REPORT ON VANGUARD PROJECT

#### **SUMMARY**

On 6 October 2014 the Executive will consider a report outlining the progress of the work being undertaken by officers, under the guidance of the Vanguard Consultancy, to review systems and to improve the experience of customers when they make contact with the Council. A copy of the report is attached for members of the Scrutiny Board to consider.

#### RECOMMENDATION

That progress on implementing the Vanguard method be noted, with any comments or observations referred to the Executive when it meets on 6 October 2014.



# Report to the Executive for Decision 06 October 2014

Portfolio: Policy and Resources

Subject: Vanguard Method - Update

**Report of:** Director of Finance and Resources

**Strategy/Policy:** Efficiency Plan

**Corporate** Dynamic, prudent and progressive Council

Objective:

### Purpose:

To provide an update on the progress of the work being undertaken by officers, under the guidance of the Vanguard Consultancy, to review systems and to improve the experience of customers when they make contact with the Council.

#### **Executive summary:**

The second phase of implementing the Vanguard method is nearing completion. This has focused on detailed interventions into housing repairs; car parking, benefits, planning applications and recruitment.

Significant lessons have been learnt from each intervention and new ways of working are being implemented resulting in a more responsive, customer focused approach. Solutions are being tailored to meet the needs of individual customers and meaningful measures are being put in place to enable the effective management of each service.

As a result of new ways of working, the average time to process a benefit application has fallen from 20 days to 6 days. The number of "challenges" to parking penalty charge notices has fallen by 50% and the average time to process a planning application has fallen from 56 to 36 days. The average time to fix a repair to a Council property has dramatically fallen from 89 days to 6 days. The new approach to recruitment is resulting in an improved range of candidates.

These figures are being achieved because officers are seeking to reduce "preventable" demand by solving problems quickly at the first point of contact. Customers are indicating high levels of satisfaction with the new ways of working and officers feel more empowered to solve problems.

Work has now commenced on the next phase, with interventions commencing in tenancy services, environmental health and strategic housing.

#### Recommendations:

That

- (a) progress on the implementation of the Vanguard method be noted; and
- (b) £30,000 of the savings already achieved through this initiative be recirculated (through the Housing Revenue Account) to fund a further intervention into Tenancy Services.

#### Reason:

To keep members informed of progress on this important process of transformational change, and to commence interventions into new areas with a high number of customer transactions.

#### **Cost of proposals:**

The cost of the contract with the Vanguard Consultancy was agreed at £300,000 over a three year period (i.e. £100,000 per annum) Savings have been captured which now amount to £168,000 per annum. It is proposed that £30,000 of these savings be recirculated to enable an additional intervention into Tenancy Services.

**Appendices:** A: Summary of each intervention

Background papers: None



# **Executive Briefing Paper**

Date: 06 October 2014

Subject: Vanguard Method - Update

Briefing by: Director of Finance and Resources

Portfolio: Policy and Resources

#### INTRODUCTION

 The purpose of this report is to provide an update on the progress of the work being undertaken by officers, under the guidance of the Vanguard Consultancy, to review systems and to improve the experience of customers when they make contact with the Council.

#### **BACKGROUND**

- 2. The Executive last considered a progress report on 2nd December 2013.
- 3. The report explained that the first phase of work had been completed. This had focused on learning about the method; the volume and nature of customer enquiries; the constraints imposed by the system conditions; and the general nature of the customer experience when contacting the Council.
- 4. Lessons learnt from the first phase were that customers were dealt with politely and courteously, and that they appreciated this. However, too often the customers' needs were not met, and if they were, it could take a long time. This meant that customers had to make unnecessary contact with the Council on a number of occasions, therefore wasting everybody's time. Ultimately this "waste" was costing the Council money and causing dissatisfaction.
- 5. The broad lessons learnt were that:-
  - the majority of customer's problems were not solved at the first point of contact;
  - as an organisation, we stand behind rules and legislation;
  - we are courteous and have high satisfaction levels but we don't solve customer's problems quickly;
  - defining the purpose of each service from the customer's point of view is critical for improvement;

- targets are not always helpful as they can cause perverse actions; and
- technology can create extra work as we "feed the machine".
- 6. In common with other public and private sector organisations, the Council has, over a long period of time, designed the way it works based on what was thought to be best for customers. This includes focusing on the wrong performance measures, silo working, unnecessary bureaucracy, and ICT systems that hinder rather than help.
- 7. It was reported that annual savings of £59,000 had already been captured from the first phase of works, amounting to a total of £177,000 when set against the time frame of the contract.
- 8. This amount was achieved through the deletion of a vacant post in the Business Transformation team, and a management vacancy in the Customer Service Centre.
- 9. Finally, the report explained that work would commence on the second phase which would include detailed "interventions" into the following services:-
  - · housing repair;
  - car parking;
  - planning applications;
  - · benefits; and
  - recruitment.

#### MANAGEMENT APPROACH

- 10. Other Councils have worked with the Vanguard Consultancy in the past but it should be recognised that Fareham's "whole organisation" approach is significantly different to most other Council interventions.
- 11. Normally, the consultants will support an intervention into a specific Council service; make the improvements, and then move on to another organisation. This is not the case with Fareham Borough Council as we have chosen to use the Vanguard method to help change the culture of the whole organisation to be more customer-focused. We are running a number of interventions at the same time and this brings its own challenges, as well as opportunities.
- 12. The work is being directly led by the Chief Executive Officer, and he is having regular progress meetings with the Deputy Leader. He is also meeting with the Vanguard Consultant and Head of Corporate Services on a weekly basis to discuss issues, deal with any problems and ensure that all the interventions continue to move forward at a reasonable pace.
- 13. Each intervention is being led by a Head of Service. It was considered important to demonstrate management "buy in" to this new way of working. Each Head of Service is supported by one or more specialist officers (e.g. a planning or a benefits officer), a "back office" administrator, and others where applicable (e.g. Customer Service Centre Advisors).

- 14. As an intervention moves forward, more employees are "rolled in" to the new way of working, so that over time the ratio between the new way of working and "business as usual" starts to change.
- 15. A key challenge for each Head of Service is to ensure that arrangements are in place to manage "business as usual," whilst they also experiment with new ways of working.
- 16. It is also considered important to build in as much "self-sufficiency" as possible, ultimately reducing the reliance on consultants and developing our own in house "vanguardians". With this in mind, the Head of Leisure and Community has joined the planning intervention team to increase his knowledge and expertise in the Vanguard methodology.
- 17. This overall management approach has proved to be very successful. The involvement of senior management has enabled each intervention to move forward at a faster pace than originally envisaged. The contract was costed on the basis of undertaking 5 detailed interventions over a three year period. In reality, we are likely to complete between 8 and 10 interventions within the same time frame.

#### COMMUNICATION

- 18. It is recognised that the on-going communication of progress to both members and officers is an important part of this process, ensuring that everyone feels informed and that there are no surprises.
- 19. Employee "show and tell" sessions have been arranged for the interventions into benefits, housing repair and planning applications. These have been open to all employees and have been extremely well attended, with a great deal of interest shown in the new way of working. Those teams dealing with "business as usual" have also been invited to tailored briefing sessions allowing opportunities for discussions and challenges.
- 20. A presentation was made on the outcomes of the housing repair intervention to the Housing Tenancy Board, and briefing sessions have been held with members of Planning Committee regarding the planning intervention.
- 21. All members were invited to a workshop on 25<sup>th</sup> September, prior to a discussion at the Scrutiny Board meeting on the same day.
- 22. The monthly e-bulletin produced by the Chief Executive Officer for employees has also included reference to the vanguard interventions, and the Chief Executive's Management Team has received presentations on progress in each service.
- 23. Individual "show and tell" sessions have been arranged at the request of the Executive Leader, Deputy Leader and Opposition Leader. This arrangement is available to any councillor on request via the Head of Corporate Services.
- 24. Finally, all members are kept informed via these progress reports to the Executive

#### LEARNING FROM EACH INTERVENTION

- 25. Each intervention has highlighted the need for a different approach. This is primarily due to our systems being designed, over time, to meet the needs of the organisation rather than being designed through the eyes of our customers.
- 26. It is important to recognise that officers have not been doing a bad job in the past. They have actually been doing a very good job within a poor system which has constrained their ability to solve the customer's problem quickly. The key lessons learnt from each intervention are summarised below. (Further details are provided in Appendix A).

#### The Benefits Service

- 27. By looking at the typical customer journey, speaking to customers and understanding the problems that they encountered when making a benefits claim, officers discovered that:-
  - Customers had low expectations of the process, so were satisfied with the paperwork and long timescales, because they didn't feel they had any other choice;
  - Customers expected an impersonal approach;
  - Everyone believed that the complex rules and procedures were necessary and, as such, dictated the long timescales;
  - Officers felt that customers were to blame for errors and delays (regardless of the bureaucratic and unhelpful letters and forms issued by the Council);
  - 70% of officer time was spent dealing with preventable demand; and
  - It was taking an average of 20 days to process a benefit application (which appeared good when compared to performance by other local authorities).
- 28. The new approach being trialled as part of the intervention provides a more tailored response to meet the needs of individual customers. A benefits officer spends as much time as is necessary to solve the customer's problems, avoids "hand offs" to other officers and calls on expertise when required. Long and complex letters have been removed from the process and "clean" information is gathered at the first point of contact to help process the claim quickly.
- 29. Complex rules and procedures have been set aside and a single operating principle of "don't break the law" gives officers the freedom to do the right thing for the customer.
- 30. As a result, preventable demand has fallen dramatically and the average time to process an application is now only 6 days.

#### **Housing Repairs**

31. The Council owns 2,371 properties and it is the role of the housing repairs team to maintain those properties and respond to customer requests for repairs.

When looking at the typical customer experience, the team learnt that:-

- Our policies and procedures were based on a "one size fits all" approach to demonstrate fairness, regardless of the customer's needs;
- We regularly failed to understand customer needs before taking action, resulting in wasted journeys, wrong tools and equipment and lengthy delays (all preventable work);
- We demanded everything in writing, even if it caused problems for the customer:
- Our statistics seemed to indicate that we were meeting performance targets and satisfying customers but we were measuring the wrong things;
- Repairs were not staying fixed because the worker was not given the tools, equipment, time or freedom to make the right decision to solve the problem; and
- The average time taken to fix a repair properly was taking 89 days.
- 32. The new way of working seeks to understand the needs of the customer from the outset and to give the worker the tools and the freedom to solve the problem properly when they are at the property, however long it takes.
- 33. What matters to the customer is that the worker arrives at the property at the promised time, undertakes the right repair and that the job stays fixed. They don't want their home to look worse as the result of a "standard fix" but wish to be treated as an individual with specific needs.
- 34. The new approach has been welcomed by customers and has resulted in a dramatic fall in the average time to fix a repair, which is now only 6 days.

#### **Parking Enforcement**

- 35. Obviously, no customer would wish to receive a penalty charge notice for inappropriate parking so this was not an obvious service to try to gauge levels of customer "satisfaction". However, having reviewed the service, officers found that a high level of preventable demand was built into the system:-
  - Of the 8,400 annual penalty charge notices issued last year, 2,440 were "challenged" by customers (with 62% of the challenges being successful);
  - This preventable demand was causing high levels of customer dissatisfaction and unnecessary work by officers having to deal with angry customers and the cancellation of the penalty notices;
  - "Cancelled" notices were originally being served because of the rules that we imposed on our enforcement officers. They avoided talking to customers and felt unable to cancel notices. They believed that legislation gave them no choice but to issue a penalty notice. They were also under the misapprehension that a certain number of penalty notices needed to be issued to fund the parking enforcement service.

- 36. A new approach is being trialled which gives enforcement officers the freedom to engage with customers to understand why they have parked inappropriately. Officers have the freedom to make decisions based on common sense and the facts set out in front of them.
- 37. For example, if a parking ticket is placed on the dashboard and flips over from a gust of wind as the door is shut, then in the past a penalty notice would have been immediately issued. The customer would have then arrived at the Civic Offices with their valid ticket as proof of purchase and the penalty notice would have to be cancelled.
- 38. This common scenario created a great deal of unnecessary administration, as well as resulting in customer dissatisfaction.
- 39. In reality, the enforcement officer is actually able to see if a flipped ticket is current and valid because the paper is sufficiently transparent to read from both sides of the ticket. There is no need to issue a penalty notice, as common sense shows that the customer has a valid ticket.
- 40. The new approach has resulted in a 50% reduction in the number of challenges and a large decline in 'back office' administration. It will be important, however, to monitor this pattern over a longer time period to understand the impact on overall levels of expenditure and income for the parking enforcement service

#### **Planning Applications**

- 41. The intervention into Planning Applications is less advanced than those mentioned above as the review process started at a later date. However, early lessons show that:-
  - Customers have been getting the service they expect because everyone wrongly believed that the 8 to 13 week process was unavoidable and dictated by legislation;
  - We request a great deal of written information from the customer which has no real purpose;
  - Splitting the work between planning officers and back office employees results in a disjointed system, duplicate actions and "hand offs" from one officer to another;
  - Officers felt that customers were to blame for errors and delays (regardless of the bureaucratic and unhelpful letters and forms issued by the Council);
  - We avoided speaking to customers to understand the problem that they were trying to resolve, preferring to communicate through lengthy correspondence.
- 42. Further lessons will be learnt as new ways of working are trialled in the coming weeks. It is clear, however, that customers want us to make the application process easy, quick, clear and fair.
- 43. A new, tailored, approach which seeks to understand individual applicant's needs has already resulted in the average time to process a planning

application reducing from 56 days to 36 days, which includes the statutory 21 days consultation.

#### The Recruitment Service

- 44. It was considered important to include a support service, such as Personnel, in the first phase of interventions so that we could learn about the Vanguard method across the organisation and not just in front line services. As a result, a team have been looking at the Council's recruitment system and how this might be improved for those involved in recruiting as well as those people applying for jobs with the Council.
- 45. As a result of their analysis, the team found that:-
  - We were trying to use a "one size fits all" approach to recruitment, regardless of the nature of the job;
  - The application form and job details were wordy, overly complicated and lengthy, requesting unnecessary information;
  - Advertising was not being tailored to the nature of the job;
  - There was a lack of communication with applicants, who want to understand the culture of the organisation as well as receiving useful feedback on their application;
  - The pack of information sent out with the employment contract was daunting to new employees;
  - Managers felt that there was too much paperwork, that the recruitment process was too long and that "scoring" applications was time consuming and not helpful in making decisions.
- 46. The new approach recognises the value in adopting a bespoke recruitment process for different jobs. Complex paperwork and forms have been replaced with conversations between managers and the Personnel Team to design the best solution for each post. This includes a discussion on job details, advertising and the interview process.
- 47. Applicants are asked to complete a tailored application form dependent on the nature of the job. For example, it is not necessary to have a lengthy written application from those people wishing to cut the grass, whereas more detail is obviously required for a professional or managerial vacancy.
- 48. The team are now reviewing the induction process for new employees, ensuring that it is designed through the eyes of the customer and helps them to feel welcome and well informed as they commence their career with the Council.
- 49. In the future, we will endeavour to attract people into the organisation with the right skills and aptitude to work within the new culture of the organisation.

#### FINANCIAL IMPLICATIONS

50. The report presented to the Executive on 13 May 2013 stated the costs of appointing the Vanguard Consultancy would be £300,000 over a three year

- period. Current expenditure is in line with the terms of the contract.
- 51. The report also noted that whilst the primary purpose of implementing the Vanguard method was to improve the customer experience, it was recognised that efficiency savings might be realised as a result of the new approach.
- 52. This proved to be the case during the first phase of works with annual savings of £59,000 identified (or £177,000 when set against the time frame of the contract).
- 53. Further, significant, savings are emerging from the second phase of works.
- 54. For example, as a result of the intervention into the Housing Repairs Service, and following a report to the Executive on 1<sup>st</sup> September 2014, the frequency of electrical and emergency light testing has been changed. This will result in annual savings of approximately £109,000. Further savings are anticipated as a result of a new management structure for the housing repair service and these will be reported at a future meeting.
- 55. Similarly, as a result of the intervention, a new structure is being designed for the parking service and it is reasonable to assume that this will generate further savings. This would be achieved through the deletion of vacant back office posts no longer required as a result of the new way of working.
- 56. Therefore, the combination of efficiency savings generated through the two phases of work to date is currently £168,000 per annum, with more to follow.
- 57. Given the scale of the annual savings being achieved, particularly in the housing repair service, it is proposed that £30,000 of this saving is recirculated (through the Housing Revenue Account) to fund further intervention work into all areas of Tenancy Services. Following the interventions in Benefits and Housing Repairs, it has become clear that there are significant opportunities for new ways of working in tenancy services with the same customers.
- 58. This would, in effect, extend the contract price with Vanguard, within permissible limits, and help to provide expert advice for a longer period.

#### THE NEXT PHASE

- 59. Whilst work will continue on those services included in the second phase of works (i.e. housing repair, car parking, planning applications, benefits; and recruitment) the interventions are sufficiently advanced to allow a new phase of services to be looked at.
- 60. Work has therefore commenced on the third phase. This has included fact finding exercises in Strategic Housing, Tenancy Services and Environmental Health. Officers involved have been following the journey of customers over a period of weeks to find out how we deal with their enquiries and needs, through their eyes.
- 61. The officers named below will lead the intervention process for each service. Each lead officer will be supported by an "independent" manager in order to increase the knowledge of the Vanguard methodology across the organisation.

- Strategic Housing Led by Caroline Holmes (Head of Housing, Revenues and Benefits), supported by Lindsey Ansell (Head of Corporate Services)
- Tenancy Services Led by Martyn George (Director of Community), supported by Jon Shore (Tenancy Services Manager)
- Environmental Health Led by Ian Rickman (Head of Environmental Health), supported by Mark Bowler (Head of Leisure and Community)
- 62. As with the second phase, each intervention will have a small team of officers experimenting with new ways of working.
- 63. It will be necessary to also start reviewing some of the support services such as ICT in the near future. There is a common theme throughout all interventions to date, where technology needs to be designed through the eyes of the customer, to better support the work of the service areas.

#### CONCLUSION

- 64. The second phase of implementing the Vanguard method is nearing completion. This has focused on detailed interventions into housing repair; car parking, benefits, planning applications and recruitment.
- 65. Significant lessons have been learnt from each intervention and new ways of working are being implemented resulting in a more responsive, customer focused approach. Solutions are being tailored to meet the needs of individual customers and meaningful measures are being put in place to enable the effective management of each service.
- 66. Work has now commenced on the next phase, with interventions commencing in tenancy services, environmental health and strategic housing.

**Reference Papers:** Report to the Executive on 13 May 2013

Report to the Scrutiny Board on 30 May 2013

Report to the Executive on 2 December 2013

# **Benefits**

# **Purpose**

# Pay my claim

# Value Demands

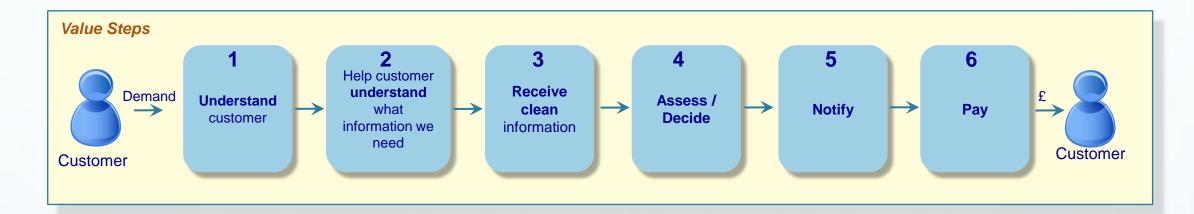
- I want to make a claim
- My circumstances have changed

# **Customer**

- Vulnerable people
- People on low incomes

# What matters?

- Pay the right benefit
- Pay me quickly
- Who do I contact if I need to?
- Don't make me feel intimidated
- Help me feel comfortable
- Plain English keep it simple
- Recognise my needs empathy
- Clear guidance
- · Make it easy for me to understand



# Measures

	Old World	New World
End to End Time	20 Days	6 Days

(Average Time taken to process application)

20 Days

6 Days

# **Housing Repairs**

# **Purpose**

# Fix My Home

# **Value Demands**

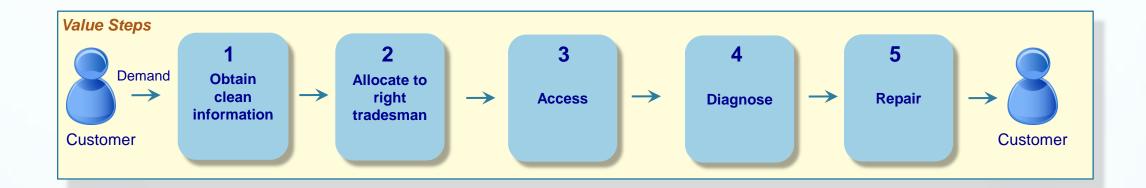
- I need a repair
- Help me live in my home

# **Customer**

- Residents of council owned properties
- The building itself

## What matters?

- Turn up when you say you will
- Undertake the right repair
- My repair stays fixed
- · Treat me as an individual
- Don't charge me unfairly
- · Keep me informed
- Help me live in my home
- Don't make my home look worse



# Measures

# **Old World New World**

**End to End Time** 

(Average time taken to fix a repair)

89 days 6 days

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# Parking Enforcement

# **Purpose**

# Make good decisions when issuing a PCN

## Value Demands

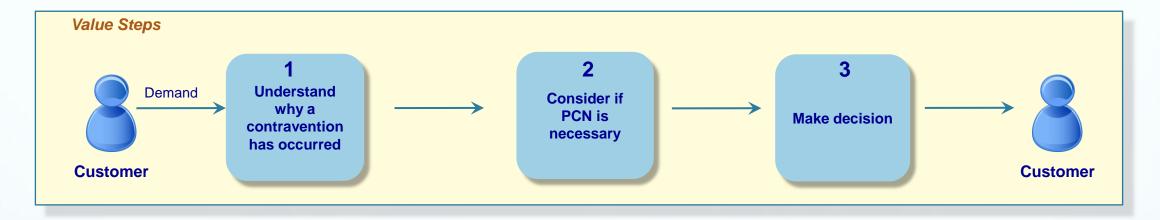
- Where can I park?
- How much will it cost?
- How long can I stay?

# **Customer**

- Residents
- Visitors to the Borough
- Traders
- Commuters

# What matters?

- Make it Clear
- Make it Fair



# Measures

	Old World	New World
Number of Penalty Charge Notices (Issued per week)	163	110
Number of Informal Challenges to Penalty Charge Notices Issued (Issued per week)	45	23

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# **Planning**

# **Purpose**

# Give Good Advice and Make Good Decisions

# Value Demands

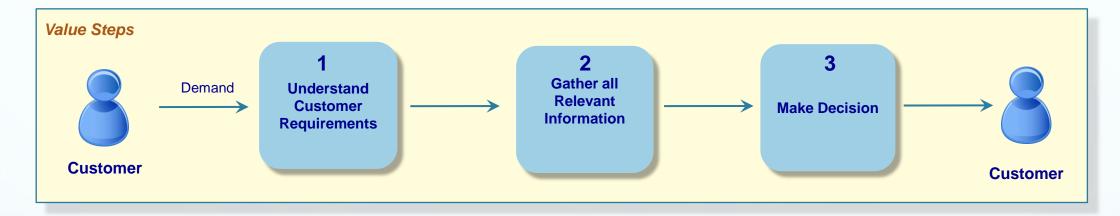
- I Need Planning Advice
- I Want to Make an Application
- Here are my Comments/Objections

# **Customer**

- Applicants
- Neighbours/Interested Parties
- The Borough

# What matters?

- Make it Easy
- Make it Quick
- Make it Clear
- Make it Fair



# Measures

	Old World	New World
End to End Time (Average Time taken to process application)	56 Days	36 Days

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# Recruitment

# **Purpose**

# Right person, right time

# **Value Demands**

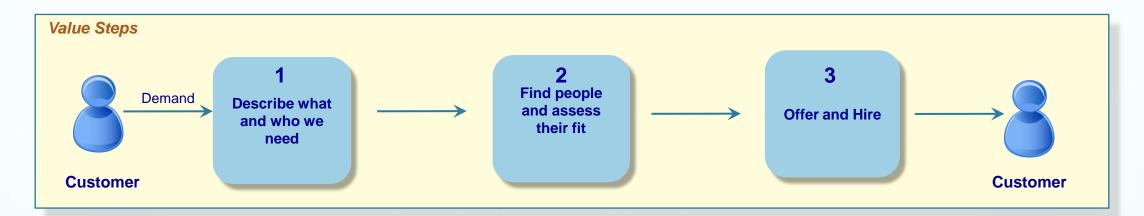
• I need an employee

### Customer

- Candidates
- Managers
- The Borough/Other Organisations

# What matters?

- Right fit with organisation
- Make it Easy
- Bespoke
- Communication



# **Customer Experience**

- Lots of familiar faces on my first day at the Council as I had met a lot of the people I would be working with at the recruitment day
- I had a genuine picture of what the job was about
- I felt I could sell myself better
- Easier for managers and more bespoke to suit the circumstances

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# Report to Scrutiny Board

Date 25 September 2014

Report of: Director of Finance and Resources

Subject: SCRUTINY BOARD WORK PROGRAMME 2014/15

#### **SUMMARY**

Items for the draft work programme of the Board for the year were agreed by the Board at its meeting on 20 March 2014 and confirmed by the Council at its meeting on 24 April 2014. The work programme for 2014/15 was further reviewed by the Board at its meeting on 3 July 2014.

#### **RECOMMENDATION**

The Board is now invited to further review the work programme for 2014/15.

#### INTRODUCTION

1. At the meeting of the Board on 20 March 2014, members agreed items for the draft work programme of the Board for the current year, 2014/15. The work programme was subsequently confirmed by the Council at its meeting on 24 April 2014 and reviewed by the Board at its meeting on 3 July 2014. The Board's work programme is set out in Appendix A to this report.

#### **RISK ASSESSMENT**

2. There are no significant risk considerations in relation to this report.

#### **CONCLUSION**

3. The Board is now invited to further review its work programme for 2014/15.

Bac	kgr	oun	d P	ap	ers:
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None.

#### **Reference Papers:**

None.

#### **Enquiries:**

For further information on this report please contact Andrew Wannell (Ext 4620).

### **APPENDIX A**

### **SCRUTINY BOARD -WORK PROGRAMME 2014/15**

DATE	SCRUTINY BOARD ITEM
5 June 2014	Meeting cancelled.
	Presentation by, and Questioning of, the Executive Member for Leisure and Community
3 July 2014	Annual Report on the Performance of the Community Safety Partnership
	Review of the work programme 2014/15
	Review of Draft Medium Term Finance Strategy
05 Comto mb o v 2044	Review of the work programme 2014/15
25 September 2014	Progress of Vanguard Programme
	Review of the work programme 2014/15
20 November 2014	Presentation by, and Questioning of, the Executive Member for Planning and Development
	Review of Portchester Crematorium Operational Activity
	Community Action Team (CAT) Review
	Preliminary overall review of work programme 2014/15 and draft programme for 20413/15
22 January 2015	Finance Strategy, Capital Programme, Revenue Budget and Council Tax 2015/16
	Housing Revenue Account Budget and Capital Plans 2015/16
19 March 2015	Final review of work programme for 2014/15 and draft for 2015/16
	Presentation by, and Questioning of, the Executive Member for Policy and Resources

#### Items to be assigned:

- Scoping Report on question and answer session with Solent Local Enterprise Partnership
- Question and answer session with Solent Local Enterprise Partnership
- Review of the implementation of the universal credit system and its impact on the residents of Fareham
- Minutes of meetings of the Portchester Crematorium Joint Committee (as appropriate)

SCRUTINY BOARD WORK PROGRAMME - PROGRESS SINCE LAST MEETING			APPE	APPENDIX A	
Date of Meeting	Subject	Type of Item	Action by Board	Outcome	Link Officer
3 July 2014	Presentation By, and Questioning of, The Executive Member for Leisure and Community		The Board received a presentation by the Executive member for Leisure and Community on the performance of services within the Leisure and Community portfolio over the last year and on future plans. The presentation included details of the Council's Corporate Priorities relating to Leisure and Community, the Management Team, Finances, Leisure Development Services, Leisure Development Projects, the Leisure Development Team, Community Development Services, the Community Development Team, Countryside Services, the Countryside Team, Ferneham Hall and Achievements.  The Executive Member for Leisure and Community and the Director of Community and the Director of Community answered members' questions concerning the presentation.  It was AGREED that the Executive Member for Leisure and Community be thanked for her presentation.	Complete.	Martyn George

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Annual Report on	Councillor R H Price declared a non-		Narinder
the Performance	pecuniary interest in this item, stating that		Bains
of the Community	he was a member of Fareham		Bairio
Safety	Community Safety Partnership,		
Partnership	representing Hampshire Fire and Rescue		
T artiforomp	Authority. Councillor Price indicated that		
	he had consulted the Council's		
	Monitoring Officer about his declaration		
	and remained in the room during the		
	consideration of the item.		
	consideration of the item.		
	The Board considered a report by the		
	Director of Community on the		
	performance of the Community Safety		
	Partnership. The report provided		
	members with an overview of the work		
	undertaken by Fareham Community		
	Safety Partnership and the Partnership's		
	performance to date.		
	•		
	The Community Safety Manager		
	presented the report and answered		
	members' questions thereon.		
	·		
	It was AGREED that the performance		
	and progress made by Fareham's	Complete.	
	Community Safety Partnership and the		
	risks and challenges it faces in the future		
	be noted		

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Review of the Board's Work Programme	The Board considered a report by the Director of Finance and Resources on the Board's work programme for 2014/15.  It was AGREED that:-	Andrew Wannell
	(a) the officers be requested to arrange for the Board to receive a report on the progress of the Vanguard programme and that the report include details of the interventions being carried out, what they have achieved and details of costs and savings;	
	(b) an item on the Vanguard programme be placed on the Board's work programme for 25 September 2014;	
	(c) subject to (b) above, the programme items as set out in Appendix A to the report be confirmed; and	
	(d) the progress on actions since the last meeting, as set out in Appendix B to the report, be noted.  Complete.	