

# Scrutiny Panel Meeting

**Grand Jury Room, Town Hall, High Street,  
Colchester, CO1 1PJ  
Tuesday, 08 November 2016 at 18:00**

The Scrutiny Panel examines the policies and strategies from a borough-wide perspective and ensure the actions of the Cabinet accord with the Council's policies and budget. The Panel reviews corporate strategies that form the Council's Strategic Plan, Council partnerships and the Council's budgetary guidelines, and scrutinises Cabinet or Portfolio Holder decisions which have been called in.

## **Information for Members of the Public**

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## Scrutiny Panel – Terms of Reference

1. To fulfil all the functions of an overview and scrutiny committee under section 9F of the Local Government Act 2000 (as amended by the Localism Act 2011) and in particular (but not limited to):

- (a) To review corporate strategies;
- (b) To ensure that actions of the Cabinet accord with the policies and budget of the Council;
- (c) To monitor and scrutinise the financial performance of the Council, performance reporting and to make recommendations to the Cabinet particularly in relation to annual revenue and capital guidelines, bids and submissions;
- (d) To review the Council's spending proposals to the policy priorities and review progress towards achieving those priorities against the Strategic and Implementation Plans;
- (e) To review the financial performance of the Council and to make recommendations to the Cabinet in relation to financial outturns, revenue and capital expenditure monitors;
- (f) To review or scrutinise executive decisions made by Cabinet, the North Essex Parking Partnership Joint Committee (in relation to decisions relating to offstreet matters only) and the Colchester and Ipswich Joint Museums Committee which have been made but not implemented referred to the Panel pursuant to the Call-In Procedure;
- (g) To review or scrutinise executive decisions made by Portfolio Holders and officers taking key decisions which have been made but not implemented referred to the Panel pursuant to the Call-In Procedure;
- (h) To monitor the effectiveness and application of the Call-In Procedure, to report on the number and reasons for Call-In and to make recommendations to the Council on any changes required to ensure the efficient and effective operation of the process;
- (i) To review or scrutinise decisions made, or other action taken, in connection with the discharge of functions which are not the responsibility of the Cabinet;
- (j) At the request of the Cabinet, to make decisions about the priority of referrals made in the event of the volume of reports to the Cabinet or creating difficulty for the management of Cabinet business or jeopardising the efficient running of Council business;

2. To fulfil all the functions of the Council's designated Crime and Disorder Committee ("the Committee") under the Police and Justice Act 2006 and in particular (but not limited to):

- (a) To review and scrutinise decisions made, or other action taken, in connection with the discharge of those functions by the responsible authorities of their crime and disorder functions;
- (b) To make reports and recommendations to the Council or the Cabinet with respect to the discharge of those functions.

**COLCHESTER BOROUGH COUNCIL**  
**Scrutiny Panel**  
**Tuesday, 08 November 2016 at 18:00**

**Member:**

Councillor Beverly Davies  
Councillor Christopher Arnold  
Councillor Phil Coleman  
Councillor Adam Fox  
Councillor Mike Hogg  
Councillor Lee Scordis  
Councillor Barbara Wood

Chairman  
Deputy Chairman

**Substitutes:**

All members of the Council who are not Cabinet members or members of this Panel.

**AGENDA - Part A**  
(open to the public including the press)

**Members of the public may wish to note that Agenda items 1 to 5 are normally brief.**

**1 Welcome and Announcements**

- a) The Chairman to welcome members of the public and Councillors and to remind all speakers of the requirement for microphones to be used at all times.
- (b) At the Chairman's discretion, to announce information on:
  - action in the event of an emergency;
  - mobile phones switched to silent;
  - the audio-recording of meetings;
  - location of toilets;
  - introduction of members of the meeting.

**2 Substitutions**

Members may arrange for a substitute councillor to attend a meeting on their behalf, subject to prior notice being given. The attendance of substitute councillors must be recorded.

**3 Urgent Items**

To announce any items not on the agenda which the Chairman has agreed to consider because they are urgent, to give reasons for the urgency and to indicate where in the order of business the item will be considered.

#### 4 **Declarations of Interest**

The Chairman to invite Councillors to declare individually any interests they may have in the items on the agenda. Councillors should consult Meetings General Procedure Rule 7 for full guidance on the registration and declaration of interests. However Councillors may wish to note the following:-

- Where a Councillor has a disclosable pecuniary interest, other pecuniary interest or a non-pecuniary interest in any business of the authority and he/she is present at a meeting of the authority at which the business is considered, the Councillor must disclose to that meeting the existence and nature of that interest, whether or not such interest is registered on his/her register of Interests or if he/she has made a pending notification.
- If a Councillor has a disclosable pecuniary interest in a matter being considered at a meeting, he/she must not participate in any discussion or vote on the matter at the meeting. The Councillor must withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Where a Councillor has another pecuniary interest in a matter being considered at a meeting and where the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice the Councillor's judgement of the public interest, the Councillor must disclose the existence and nature of the interest and withdraw from the room where the meeting is being held unless he/she has received a dispensation from the Monitoring Officer.
- Failure to comply with the arrangements regarding disclosable pecuniary interests without reasonable excuse is a criminal offence, with a penalty of up to £5,000 and disqualification from office for up to 5 years.

#### 5 **Minutes**

9 - 20

To confirm as a correct record the minutes of the meeting held 21 September 2016.

#### 6 **Have Your Say!**

a) The Chairman to invite members of the public to indicate if they wish to speak or present a petition at this meeting – either on an item on the agenda or on a general matter relating to the terms of reference of the Committee/Panel not on this agenda. You should indicate your wish to speak at this point if your name has not been noted by Council staff.

(b) The Chairman to invite contributions from members of the public who wish to Have Your Say! on a general matter relating to

the terms of reference of the Committee/Panel not on this agenda.

**7 Decisions Taken Under Special Urgency Provisions**

To consider any Cabinet decisions taken under the special urgency provisions.

**8 Decisions taken under special urgency provisions**

To consider any Portfolio Holder decisions taken under the special urgency provisions.

**9 Referred items under the Call in Procedure**

To consider any decisions taken under the Call in Procedure.

**10 Items requested by members of the Panel and other Members**

(a) To evaluate requests by members of the Panel for an item relevant to the Panel's functions to be considered.

(b) To evaluate requests by other members of the Council for an item relevant to the Panel's functions to be considered.

***Members of the panel may use agenda item 'a' (all other members will use agenda item 'b') as the appropriate route for referring a 'local government matter' in the context of the Councillor Call for Action to the panel. Please refer to the panel's terms of reference for further procedural arrangements.***

<b>11 Work Programme 16-17</b>	<b>21 - 32</b>
See report of Assistant Chief Executive.	
<b>12 Review of Colchester Borough Homes' Performance 2015/16</b>	<b>33 - 66</b>
See report of Assistant Chief Executive	
<b>13 Homelessness Strategy Progress report 2016</b>	<b>67 - 108</b>
See report of Assistant Chief Executive	
<b>14 Local Council Tax Support 2017/18</b>	<b>109 - 124</b>
See report of Head of Customer Services	
<b>15 Financial Monitoring Report – April to September 2016</b>	<b>125 - 138</b>
See report of Assistant Chief Executive	
<b>16 Capital Expenditure Monitor 2016-17</b>	<b>139 - 146</b>
See report of Assistant Chief Executive	

**17 Exclusion of the Public (Scrutiny)**

In accordance with Section 100A(4) of the Local Government Act 1972 and in accordance with The Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000 (as amended) to exclude the public, including the press, from the meeting so that any items containing exempt information (for example confidential personal, financial or legal advice), in Part B of this agenda (printed on yellow paper) can be decided. (Exempt information is defined in Section 100I and Schedule 12A of the Local Government Act 1972).

**Part B**

(not open to the public including the press)



# SCRUTINY PANEL

## 21 SEPTEMBER 2016

*Present:-* Councillor Arnold (Deputy Chairman), Councillor Coleman, Councillor Fox, Councillor Hogg, Councillor Scordis, Councillor Wood

*Substitutions:-* Councillor Chillingworth for Councillor Davies

*Also in Attendance:-* Councillor Graham, Councillor Barber, Councillor Barlow, Councillor Harris, Councillor Hazell, Councillor Lissimore, Councillor B.Oxford, Councillor G.Oxford, Councillor Smith, Councillor Willetts

### 85. Minutes

*RESOLVED* that the minutes of the meeting held on 23 August 2016 were confirmed as a correct record.

### 86. Work Programme 2016/17

The Committee heard that the Homelessness Strategy Progress Report Delivery Plan 2015-19 had been included for the November meeting of the Scrutiny Panel.

*RESOLVED* that the Work Programme 2016/2017 be noted.

### 87. Colchester Waste Collection Strategy

The Colchester Waste Collection Strategy was presented by Councillor Graham, Portfolio Holder for Waste and Street Services, Ann Hedges, Chief Operating Officer, and Chris Dowsing, Group Manager for Recycling, Waste and Fleet. The report requests that the Panel note the results of the recent waste consultation and comment on the proposed changes to the waste and recycling service.

### Have Your Say!

#### Annesley Hardy

Annesley Hardy attended the meeting and stated that if the waste service is not broken then it did not need to be fixed. Annesley Hardy questioned whether there would be any advantages for residents in changing from the current system in Colchester. The introduction of food waste bins reduces the likelihood of bin bags being ripped open, and this alongside greater education of the public negates the justification on spending £1m on wheelie bins. Mrs Hardy also highlighted that the money set aside for this change in waste

collection service would be better spent on the police, improving the highways and new housing. Annesley Hardy questioned the amount of money spent on the consultation that only provided 2,000 responses, the terminology used in the questions that were included and the profile of those that were surveyed. In addition, Annesley Hardy highlighted that in New Town and Christ Church Ward, they ran their own consultation on the introduction of wheelie bins and most people did not want the inconvenience, street clutter, or invitation to chuck everything in that large wheelie bins present.

Councillor Arnold questioned Annesley Hardy regarding point raised about the terminology used in question 13 to which she clarified that this question forced those responding to choose either a soft plastic bin bag or a hard plastic wheelie bin; respondents were not able to skip the question.

### **Simon Crow**

Simon Crow attended the meeting and informed the Panel he had previously stood as a candidate in New Town and Christ Church ward and that he publishes the Colchester101 blog. Simon Crow stated that it had been reported that residents of New Town and Christ Church were unlikely to be given wheelie bins because of their unsuitability due to lack of storage space and impact on the street scene. Simon Crow questioned whether the proposals as stated would be rolled out on permanent basis or whether it would just be a trial ahead of rolling out wheelie bins to every house in the Borough.

### **Norman Bailey**

Norman Bailey attended the meeting to have his say against proposals to introduce wheelie bins. He stated that the commitment to wheelie bins was not included in the Liberal Democrat Manifesto, and was not wanted by the public. He also stated that the survey with only 2,600 responses was not democratic. Norman Bailey said that no party had a mandate to introduce wheelie bins, and that this issue should be voted on at the next election.

### **Alan Morgan**

Alan Morgan stated that he hoped that Councillors would come to a sensible decision; and highlighted a letter written by Councillor Graham stating that those who did not want wheelie bins would not get wheelie bins. Alan Morgan stated that he would like to opt out from having wheelie bins and expressed concern on implementing wheelie bins across Colchester Borough, particularly near areas of conservation.

Alan Morgan also stated that other areas that have wheelie bins look significantly worse due to the number of bins on the street, in comparison the black sacks impact less on the street scene and on average are only out for half a day. Alan Morgan questioned whether the Planning Committee had been consulted about the impact of wheelie bins on the visual amenity. Alan Morgan also commented on the online survey being complicated, and the lack of yes or no vote.

### **Thomas Rowe**

Thomas Rowe attended the meeting and stated he was pleased that residents of Colchester have the opportunity to be heard, and whilst he was not against reducing waste going to landfill, he was concerned about the way in which the Council was developing its proposals. Thomas Rowe questioned the funding for certain projects and highlighted budget underspends that could have been used on protecting frontline services and to encourage people to recycle.

Thomas Rowe also questioned what would happen if residents put out more than three black bags, particularly in flats with communal bin storage; would there be the introduction of a black bin tax in future. In addition, Thomas Rowe suggested that there should be analysis into why some residents do not recycle and what options there are to get people more engaged. Thomas Rowe also questioned why residents should be forced to split waste, when this could be done centrally through investing in technology. There should be a longer term vision to reduce the amount of waste going to landfill.

### **Stephen Rowe**

Stephen Rowe stated that as a resident of Colchester he was concerned about the proposals leading to wheelie bins. Stephen Rowe was not convinced by the residents' survey, and felt that the questions were engineered, particularly as there was no question around weekly or fortnightly collections.

Stephen Rowe highlighted his concerns about the lack of proposals as to where the wheelie bins will be located and that particularly in urban areas wheelie bins will be left on pavements, restricting the walkways and giving a rundown appearance to the Borough. Stephen Rowe also questioned the cleanliness of the wheelie bins, particularly if black bin bags aren't used and whether those who do not have access to wheelie bins and are forced to purchase black sacks will be given a Council Tax discount.

Stephen Rowe also stated he could find no evidence that the proposals would improve Colchester's recycling rates, and it would take significant education to ensure that all residents were using the correct bins for recycling and waste. Stephen Rowe stated that this would be difficult to monitor and that introducing fines for those who used bins incorrectly would not be acceptable. Mr Rowe felt that a better solution for waste management in Colchester needed to be found.

### **Councillor Dominic Graham**

Councillor Graham thanked the officers for the work undertaken for the report and the Scrutiny Panel for allowing a discussion on this topic.

Councillor Graham stated that a significant amount of work has been completed in a short amount of time and that the 2,600 respondents to the survey was, by relative terms, a significant amount for a Borough Council consultation.

Councillor Graham stated that the work is ongoing, with the plan to come back to the Scrutiny Panel as soon as possible. The current proposals do not include the costings, or

exact details on where wheelie bins maybe situated. However, given the information from the consultation it is possible to see where wheelie bins are unlikely to go.

With regard to the comments from those attending the meeting to have their say, Councillor Graham stated the current situation is not acceptable, and the level of recycling in the Borough needs to be increased. Councillor Graham acknowledged that in line with the proposals education is required, however Councillor Graham pointed out that this does already happen with the Zone teams. It is often reported back that some residents are not interested in recycling and therefore part of the proposals will look at the possibility of introducing fines, however this has yet to be finalised.

In response to queries about the consultation, Councillor Graham stated that the face-to-face respondents provided a cross section of the demographic of the Borough. The consultation focused on providing an advisory answer rather than definitive as a definitive answer would have required 400 respondents per ward, which would have been unmanageable.

With regard to the query on whether wheelie bins could be installed in the future in areas that do not currently support their introduction this would only occur if residents support it in the future. Councillor Graham also highlighted that the proposals to provide a waste service that residents wanted was included within the Liberal Democrat manifesto.

In response to a query from Mr Morgan, Councillor Graham stated that in areas like St John's where only 28% of residents surveyed were supportive of wheelie bins it was unlikely for wheelie bins to be provided unless local Councillors wanted them. Councillor Graham also highlighted that in places where there is nowhere to store the wheelie bins, like the Dutch quarter, it would not be practical to have wheelie bins.

Commenting on further points made by members of the public having their say, Councillor Graham stated that the level of recycling does need to be addressed and hopefully will rise as a result of these proposals.

Councillor Graham also noted that there will need to be a discussion around comingling versus separation of waste, as one provides an increase in the weight of the recycle material and the other provides better quality materials which can be sold for a greater level of income. Councillor Graham also confirmed that residents would be responsible for cleaning their own bins.

In response to a query from Councillor Arnold, Councillor Graham stated that the investment in wheelie bins would provide a benefit to the entire Borough.

## **Visiting Councillors**

### **Councillor Gerard Oxford**

Councillor Gerard Oxford stated that he did not believe that the number of people consulted in Highwoods Ward was enough upon which to base a decision. Councillor Oxford also

stated that in the Highwoods ward there are too many issues to roll out wheelie bins; many of the households in the region do not have a storage facility or back gardens. Councillor Oxford stated that residents had repeatedly informed the ward councillors that they do not wish to have wheelie bins.

Councillor Oxford believed that the introduction of food waste would reduce the likelihood bin bags being split by animals. Councillor Oxford accepted the proposal within the report to stop the provision of black sacks and also highlighted the importance of education to reduce the instances of fly tipping. Councillor Oxford also highlighted that he would have no issue in having wheelie bins in those wards across Colchester that requested them, and supported the additional green boxes for glasses and cans.

### **Councillor Willetts**

Councillor Willetts stated that he believed that the waste service was one of the most important services provided by the Council, and because of the significance of the service it should be fully resourced with a formal referendum held for such a significant decision.

Councillor Willetts also stated that a weekly residual waste collection should be retained, until the recycling streams can filter and separate the putrescible waste collected. Councillor Willetts believed that the focus should be on education and incentivising residents to recycle rather than changing to wheelie bins; Councillor Willetts did not believe that changing the bins would increase the recycling rate of the Borough.

Councillor Willetts stated that he did not disagree with wheelie bins in rural areas, but was concerned with wheelie bins being introduced in urban areas where it would not be practical due to storage or aesthetically pleasing.

Councillor Willetts also questioned why there was no solution included for the medical or sanitary waste, and strongly advised against providing waste collection that identified a particular resident as requiring medical waste collection.

### **Councillor Hazell**

Councillor Hazell stated that Shrub End residents were against wheelie bins and the results from the consultation did not tally with her experience or surveys that she had conducted within the ward. Councillor Hazell was also concerned by the low number of respondents to the consultation and the proposal to charge for black sacks. The proposal to charge would adversely affect those who are not able to have a wheelie bin.

Councillor Hazell was concerned that the proposals, which provide for one wheelie bin, would lead to additional wheelie bins in the future like many other districts. The proposal is not resident led, but administration led and the survey was only a cosmetic exercise; members of the public require more clarity about where the proposals will lead in the future.

### **Councillor Harris**

Councillor Harris stated that he wanted to see Colchester as a clean and green borough, reducing the amount of waste sent to landfill. However, residents in e-mail and letters are opposed to the introduction of wheelie bins. Instead a focus should be on the management of those who do not recycle and how to improve take up.

Councillor Harris stated that visiting other areas that have wheelie bins show that they are not aesthetically appealing. Councillor Harris stated that the number of respondents surveyed in Berechurch was not representative of the whole ward. Councillor Harris also highlighted issues for those individuals who may not be able to move wheelie bins and would require assisted bin collection. Councillor Harris welcomed the ongoing dialogue to improve the proposals, but concluded by saying that his ward did not want wheelie bins.

### **Councillor Smith**

Councillor Smith stated that the use of wheelie bins only formed part of the Colchester Waste Collection Strategy, and that the administration has also proposed other solutions to tackle and improve the recycling rate.

Councillor Smith stated that the administration was not attempting to impose a one size fits all policy, but one that meets the needs of the residents and listens to Councillors who are in regular contact with the residents.

Councillor Smith highlighted that he would not want his ward to have wheelie bins as they are unsuitable, however other areas may well like them. Councillor Smith highlighted the example of army families in Colchester lobbying for wheelie bins.

Councillor Smith highlighted that the calculations provided by Councillor Willetts were not accurate as a significant amount of the Council Tax collected gets returned to the Government. Councillor Smith also highlighted that there was not the funding to provide a scheme of incentives for recycling.

The Council will speak to Councillors and if the residents of that ward do not want to have wheelie bins installed then they will not have to have them installed. Councillors have the authority to decide for their local area.

### **Councillor Lissimore**

Councillor Lissimore attended the meeting and stated that only 3.3% of residents responded to the consultation as a whole. Councillor Lissimore also congratulated the current waste service due to the high percentages of satisfaction from the service that is received.

Councillor Lissimore questioned the evidence behind wheelie bins increasing recycling. Councillor Lissimore stated that this evidence had not been provided when she was on the task and finish group, and highlighted that one of the Boroughs included in the top ten recycling authorities had only recently introduced wheelie bins, but had a significant amount of support from residents for their introduction.

Councillor Lissimore also stated that there is no proposal included for nappies and medical waste. There could be significant issues if medical waste is collected on a fortnightly basis. Councillor Lissimore also highlighted to the Panel that some Councils provide different coloured sacks for those requiring medical waste collection that acts as an identifier which many residents may not wish to have.

Councillor Lissimore also questioned how the three sack limit would be policed, as eventually the refuse collectors would be required to pick up the waste. This may also cause issues for those who share areas where waste is collected.

In addition, Councillor Lissimore stated that the proposals to increase the number of boxes goes against what residents said in the consultation as it would increase confusion. Councillor Lissimore also questioned how the areas that may have wheelie bins were defined, whether it would be a whole ward or part of a street or an estate.

Councillor Lissimore questioned the survey as a number of surveys completed by the Conservative party in Colchester regarding wheelie bins did not show similar results to that of the Borough Council consultation. Councillor Lissimore listed the discrepancies between the official survey and local ward Councillor surveys for a number of different wards.

With regard to the consultations with Councillors, does this mean that they will be listened to, or that Councillors could override the allocation of wheelie bins, and if so what was the reason for holding a consultation. Councillor Lissimore questioned how the Council would deem certain areas appropriate for wheelie bins and stated that her ward of Prettygate would not want wheelie bins.

Councillor Lissimore also questioned the financial implications on the introduction of wheelie bins; Councillor Lissimore estimated that the introduction of additional green boxes is likely to cost £350,000 and the introduction of wheelie bins going to cost £1m. Councillor Lissimore requested a timetable for introduction of the Colchester Waste Collection Strategy and when proposals would return to the Scrutiny Panel.

Councillor Lissimore commented on the conclusions provided within the report, and suggested that the Council should focus on improving the current service. This would include improving the quality of the black bin bags and comingling recycle material to make it easier for residents to recycle.

### **Councillor Buston**

Councillor Buston attended the meeting and highlighted that he was a former Portfolio Holder for Waste, and recognised that it is one of the most important issues for local authorities as if it goes wrong it is very noticeable.

Councillor Buston commended the work of the officers and stated that in 2008 Colchester Borough Council were top of the league of recycling but this has now slipped due to a range of reasons.

Councillor Buston questioned whether there could be an issue in providing wheelie bins to army families due to security. Councillor Buston was concerned that the survey results were at odds with the surveys undertaken by local councillors where residents did not want wheelie bins. The effect on the street scene would be detrimental, and the gain on recycling would be minimal.

Councillor Buston supported Norman Bailey's contribution for Have Your Say as residents views on changes to the waste collection system cannot be seen electorally for 18 months. Councillor Buston stated that Prettygate did not want wheelie bins.

### **Councillor Graham**

Councillor Graham provided responses to those questions and concerns raised as part of the Councillor Have Your Say section to the agenda. In relation to consultation if the survey numbers in the wards are lower than fifteen it would not be a safe number to base a decision, and discussions will take place with Councillors.

In response to the Chairman, Councillor Graham confirmed that if all three Councillors from a ward rejected the introduction of wheelie bins it would be difficult to impose.

With regard to concerns over the consultation results in Shrub End Ward, the online surveys and face-to-face surveys each provided a different result, which was an exception to the rule. Councillor Graham also highlighted that some local authorities had charged for the introduction of wheelie bins. Councillor Graham welcomed the contribution from Councillor Harris with regard to Colchester Borough Council being clean and green, and for an open dialogue to incorporate the views of public and Councillors.

With regard to the collection of nappies and medical waste, Councillor Graham stated that there would be exceptions to the rules and that these would be included as part of the formal proposals. Ann Hedges stated that officers had commenced research on other authorities, who restrict black bag waste and provide medical waste collection. Ann Hedges provided an example of Swansea Council who allow exemptions on collection limits after a visit from an officer to the resident. In Colchester it would be likely that zone teams would visit households. Councillor Graham also clarified that the NHS do provide some collection when a resident is receiving treatment from a visiting nurse in their house.

Councillor Graham welcomed the comment by Councillor Buston with regard to safety and wheelie bins for army households, which would be investigated.

### **Scrutiny Panel Members Questions**

Councillor Arnold questioned what the local authorities that have similar waste collection systems as Colchester, in the top ten recycling authorities in Essex, were doing differently. In response, Chris Dowsing stated that the main difference is fortnightly collections of residual waste. Councillor Graham added that the aim is to reduce the number of black bags going to landfill. Evidence suggests that a fortnightly collection of residual waste reduces the amount going to landfill and increases the recycling rate; those Council's in the

top seven all collect fortnightly and those below collect weekly. Having a three black sack limit is because this is a similar quantity to one wheelie bin and drives out the recycling from the residual waste material. Introducing wheelie bins provides an additional benefit to the Borough for recycling which would assist reaching the top spot of recycling authorities.

In response to a question from Councillor Hogg regarding comingling of recycled waste, Councillor Graham stated that comingling the waste increases the sheer amount of recycled material, however this reduces the quality and therefore the money received from the recycling. Chris Dowsing also stated that comingling can provide benefits in terms of reducing the number of waste vehicles required to collect different types of waste, but would likely end up in Colchester Borough Council paying gate fees.

Councillor Chillingworth questioned what the authorities that collect fortnightly do with nappies and hygiene equipment. Chris Dowsing stated that each authority would provide exemptions when additional collections are required. For Colchester Borough Council this would most likely involve a visit from a member of the zone teams to ensure that households are recycling as much as possible before granting an exemption with reviews of the exemptions taking place when required. It was also confirmed that the authority would not wish to stigmatise those in a certain situation by providing different coloured bins or bags for medical waste.

In response to a query regarding how the authority would stop people who were not adhering to the three black sack limit, Councillor Graham noted that it could be difficult to identify those households that were not sticking to the limit, particularly in relation to those households that have joint bin storage. Proposals on how this could be monitored would be included at the next stage. Ann Hedges highlighted that in bringing forward these proposals there will need to be an extensive amount of education for residents to inform them of the limit to black sacks. Currently the waste crews and zone wardens do report those households that do not recycle with 700 visits taking place last year.

Councillor Fox suggested that Councillors, whilst identifying those areas that would not be suitable for wheelie bins, could provide information on where wheelie bins would be appropriate within their wards. Councillor Graham welcomed the suggestion, and informed the Panel of the complexity of redesigning the routes, given that they will need to be efficient and operationally sound and would not be coterminous with ward boundaries.

Councillor Hogg questioned whether Colchester Borough Council would consider using a contracted company to collect the medical waste. Chris Dowsing confirmed that this is something that the Essex Waste Partnership are currently looking into and may be a solution in future.

With regard to the use of black sacks, Councillor Fox raised the point that those who use wheelie bins are likely to continue to purchase black sacks.

Councillor Scordis questioned whether there were proposals on what would be a suitable space for storage of wheelie bins, to which Councillor Graham responded that the proposals did not currently include a definition on what would be suitable. Councillor

Graham highlighted that whilst many people dislike the impact on the street scene it has become the norm in many areas across the country.

The Panel also heard that Maldon District Council had recently switched to wheelie bins, and had seen an increase in recycling of between 15-20%. Maldon District Council had also run a number of roadshows to inform local residents. In delivering the proposals, Colchester Borough Council would require additional resources in the first few months to assist in education and culture change; savings from stopping providing black sacks would assist in providing the additional resources. The Council also has a good track record in delivering culture change across the organisation. The Panel welcomed the aim to provide education to residents on the changes to waste collection in Colchester. Following a question from Councillor Arnold, Chris Dowsing confirmed that the education campaigns in the past have been coordinated with the Essex Waste Partnership

In response to a question regarding whether the Council would provide advice on the location of storing wheelie bins, officers confirmed that they were not aware of any local authority that had provided that advice. In those areas that have wheelie bins, the majority of residents put the bins away when the waste has been collected; this would be a community and personal responsibility.

With regard to waste collection for those living in flats, Councillor Graham stated that the current proposals are not aimed at flats. Chris Dowsing confirmed that there will need to be different provisions for the different types of flat and numbers of flats within Colchester. Councillor Arnold stated that having flats within the waste collection proposals would greatly assist the vision and requested that when further work is completed with regard to flats the information should come back to scrutiny.

With regard to penalties, which some Panel members commented in support of, Councillor Graham confirmed that there would need to be a balance to provide education but also to enforce the change in the waste collection strategy. Following questions regarding incentives, Councillor Graham stated that evidence suggested that they did not work in other areas to improve recycling.

Councillor Arnold questioned whether the proposals would include provision of food waste caddy liners. Councillor Graham responded and stated that providing one role per household at the beginning would cost approximately £65,000, which may assist in the uptake of those using the food waste. Tendring District Council attempted this, which resulted in good initial improvements, however it is too recent to assess whether this will have a positive ongoing effect.

In response to a question around the addition of another box for recyclable material, Councillor Graham confirmed that this had evolved from the current system, and that waste collection staff prefer the separate boxes as it is easier to process the waste.

Councillor Graham also confirmed that he did not expect the amount of waste from each household to change significantly, but a shift to the amount of waste recycled. Chris Dowsing stated that following any change Colchester Borough Council would work with

Essex County Council to see whether there is an increase in waste being taken to the Household Waste Recycling sites.

Following the questions, the Chairman thanked the Portfolio Holder for attending the meeting, and highlighted the importance of bringing the waste collection strategy back to Scrutiny.

*RESOLVED;*

- a) That the results of the recent waste consultation be noted.
- b) That the Panel commented on the proposed changes to the waste and recycling service.



Report of	Assistant Chief Executive	Author	Jonathan Baker Tel. 282207
Title	Work Programme 2016-17		
Wards affected	Not applicable		

## 1. Action Required

- 1.1 The Panel is asked to consider and comment on the 2016-17 Work Programme.

## 2. Alternative options

- 2.1 This function forms part of the Panel's Terms of Reference and, as such, no alternative options are presented.

## 3. Supporting Information

- 3.1 The Panel's work programme will evolve as the Municipal Year progresses and items of business are commenced and concluded. At each meeting the opportunity is taken for the work programme to be reviewed and, if necessary, amended according to current circumstances.
- 3.2 The Chairman of the Scrutiny Panel requested the inclusion of the Forward Plan of Key Decisions as part of the work programme for the Scrutiny Panel, and this is included an **Appendix A**.
- 3.3 Members of the Panel may wish to request items that could be included on the Work Programme for future meetings. As part of the scoping for suggested items members of the Panel may wish to identify particular objectives or request certain information to be included. To ensure that this can be incorporated in to the agenda item it is recommended that this is provided at the earliest opportunity.
- 3.4 An additional meeting has been scheduled on 12 December 2016 for the Colchester Waste Collection Strategy.

## 4. Strategic Plan References

- 4.1 The Council recognises that effective local government relies on establishing and maintaining the public's confidence, and that setting high standards of self governance provides a clear and demonstrable lead. Effective governance underpins the implementation and application of all aspects of the Council's work.

## 5. Standard References

- 5.1 There are no particular references to publicity or consultation considerations; or financial; equality, diversity and human rights; community safety; health and safety or risk management implications.

<b>Meeting date / agenda items and relevant portfolio</b>
<b>21 June 2016</b> <ol style="list-style-type: none"> <li>1. Call-in of Executive Decision – Gosbecks Archaeological Park Work Plan 2016-19</li> <li>2. Financial Monitoring Report – End of Year 2015/16</li> <li>3. Capital Expenditure Monitor – End of Year 2015/16</li> </ol>
<b>19 July 2016</b> <ol style="list-style-type: none"> <li>1. Year End 2015/16 Performance Report including progress on Strategic Plan Action Plan</li> <li>2. Annual Scrutiny Report</li> <li>3. 2017/18 Budget Strategy, Medium Term Financial Forecast and Budget Timetable</li> <li>4. Treasury Management – Annual Report 2015/16</li> </ol>
<b>23 August 2016</b> <ol style="list-style-type: none"> <li>1. Staff Survey</li> <li>2. Questions to Bus Companies in Colchester</li> </ol>
<b>20 September 2016 (Crime and Disorder Committee)</b> <ol style="list-style-type: none"> <li>1. Safer Colchester Partnership (Crime and Disorder Committee) (Planning and Community Safety)</li> </ol>
<b>21 September 2016</b> <ol style="list-style-type: none"> <li>1. Colchester Waste Collection Strategy</li> </ol>
<b>8 November 2016</b> <ol style="list-style-type: none"> <li>1. Local Council Tax Support – Year 16/17</li> <li>2. 2016-17 Revenue Monitor, period April – September</li> <li>3. 2016-17 Capital Monitor, period April – September</li> <li>4. Review of Colchester Borough Homes Performance 2015/16</li> <li>5. Homelessness Strategy Progress Report and Delivery Plan 2015-2019</li> </ol>
<b>12 December 2016</b> <ol style="list-style-type: none"> <li>1. Colchester Waste Collection Strategy</li> </ol>
<b>13 December 2016</b> <ol style="list-style-type: none"> <li>1. 2016-17 6-monthly Performance report and SPAP (Leader / Business and Resources)</li> <li>2. The Mercury Theatre and Colchester Arts Centre</li> </ol>
<b>31 January 2017</b> <ol style="list-style-type: none"> <li>1. 2017-18 Revenue Budget, Capital Programme and MTFF (Pre-scrutiny of Cabinet Decision (Leader / Business and Resources)</li> <li>2. Treasury Management Investment Strategy</li> <li>3. Digital Challenge – One Year On</li> </ol>
<b>28 February 2017</b> <ol style="list-style-type: none"> <li>1. Firstsite</li> </ol>
<b>28 March 2017</b>

# COLCHESTER BOROUGH COUNCIL

## FORWARD PLAN OF KEY DECISIONS 1 November 2016 – 28 February 2017

During the period from 1 November 2016 – 28 February 2017 Colchester Borough Council intends to take 'Key Decisions' on the issues set out in the following pages. Key Decisions relate to those executive decisions which are likely to:

- result in the Council spending or saving money in excess of £500,000;
- have a significant impact on communities living or working in an area comprising two or more wards within the Borough of Colchester.

This Forward Plan should be seen as an outline of the proposed decisions and it will be updated on a monthly basis. Any questions on specific issues included on the Plan should be addressed to the contact name specified in the Plan. General queries about the Plan itself should be made to Democratic Services (01206) 507832 or email [democratic.services@colchester.gov.uk](mailto:democratic.services@colchester.gov.uk)

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed and the documents listed on the Plan and any other documents relevant to each decision which may be submitted to the decision taker can be viewed free of charge although there will be a postage and photocopying charge for any copies made. *All decisions will be available for inspection at the Library and Community Hub, Colchester Central Library, 21 Trinity Square, Colchester and they are also published on the Council's website, [www.colchester.gov.uk](http://www.colchester.gov.uk)*

If you wish to request details of documents regarding the 'Key Decisions' outlined in this Plan please contact the individual officer identified.

If you wish to make comments or representations regarding the 'Key Decisions' outlined in this Plan please submit them, in writing, to the Contact Officer highlighted two working days before the date of the decision (as indicated in the brackets in the date of decision column). This will enable your views to be considered by the decision taker.

Contact details for the Council's various service departments are incorporated at the end of this plan.

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If you need help with reading or understanding this document please take it to the Library and Community Hub, Colchester Central Library, 21 Trinity Square, Colchester or telephone (01206) 282222 or textphone users dial 18001 followed by the full number that you wish to call and we will try to provide a reading service, translation or other formats you may need.

<b>KEY DECISION REQUIRED</b>	<b>DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)</b>	<b>DATE OF DECISION or PERIOD DECISION TO BE TAKEN</b>	<b>DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)</b>	<b>DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)</b>	<b>CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)</b>
<b>Approval to release up to £543,559k S106 funding from Lakelands Stanway for refurbishment of Stanway Village Hall</b>	No	November 2016	<p>Councillor Mark Cory, Portfolio Holder for Resources, and Councillor Annie Feltham, Portfolio Holder for Business, Leisure and Opportunities</p> <p>Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk</p>	Portfolio Holder report Project proposal for Stanway Village Hall works, costs	<p>Bob Penny Community Development Manager Bob.penny@colchester.gov.uk 01206 282903</p>

KEY DECISION REQUIRED	DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)	DATE OF DECISION or PERIOD DECISION TO BE TAKEN	DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)	DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)	CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)
<b>Health and Fitness Refurbishment Building Project at Leisure World Colchester</b> - The Portfolio Holder for Business Leisure and Opportunities to award the contract (over £500,000) to refurbish and extend the health and fitness facilities at Leisure World Colchester to the preferred supplier.	No	November 2016	Councillor Annie Feltham, Portfolio Holder for Business, Leisure and Opportunities  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Tender report	Brett Gooch Business Manager – Fitness <a href="mailto:brett.gooch@colchester.gov.uk">brett.gooch@colchester.gov.uk</a> 01206 282047

KEY DECISION REQUIRED	DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)	DATE OF DECISION or PERIOD DECISION TO BE TAKEN	DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)	DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)	CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)
<b>Colchester Northern Gateway (North) Sports &amp; Leisure Development Scheme: Management and Viability</b> - Following from the RIF decision on 16th March 2016 to endorse the outline business case for the proposed sport and leisure scheme on land at Northern Gateway North, to include relocation of Colchester Rugby Club and associated users.  Implications for the Council of the management options and viability of the overall scheme for approval.	Yes	30 November 2016	Cabinet (Cllrs Bourne, Cory, Feltham, Graham, Lilley, B Oxford, Smith, T Young)  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Report Updated Site Layout Plan RIF report 16/03/2016	Fiona Duhamel Economic Growth Manager <a href="mailto:Fiona.Duhamel@colchester.gov.uk">Fiona.Duhamel@colchester.gov.uk</a> 01206 282252

KEY DECISION REQUIRED	DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)	DATE OF DECISION or PERIOD TO BE TAKEN	DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)	DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)	CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)
<b>Garden Communities</b> – To approve the formation and consider funding of delivery vehicles	Yes	30 November 2016	Cabinet (Cllrs Bourne, Cory, Feltham, Graham, Lilley, B Oxford, Smith, T Young)  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet report	Andrew Weavers Strategic Governance Manager <a href="mailto:Andrew.weavers@colchester.gov.uk">Andrew.weavers@colchester.gov.uk</a> Tel: 01206 282213
<b>Housing Development Company</b>	Yes	30 November 2016	Cabinet (Cllrs Bourne, Cory, Feltham, Graham, Lilley, B Oxford, Smith, T Young)  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet report and business case	Holly Brett Housing Development Officer <a href="mailto:Holly.brett@colchester.gov.uk">Holly.brett@colchester.gov.uk</a> 01206 508830
<b>2017/18 Revenue Budget, Fees and Charges, Capital Programme and Financial Reserves</b>	No	30 November 2016	Cabinet (Cllrs Bourne, Cory, Feltham, Graham, Lilley, B Oxford, Smith, T Young)  Please contact via	Cabinet report	Sean Plummer Strategic Finance Manager (01206) 282347 Email: <a href="mailto:sean.plummer@colchester.gov.uk">sean.plummer@colchester.gov.uk</a>

KEY DECISION REQUIRED	DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)	DATE OF DECISION or PERIOD TO BE TAKEN	DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)	DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)	CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)
			Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk		
<b>Corporate Asset Management Strategy</b> – to approve the Corporate Asset Management Strategy 2016 - 2019	No	30 November 2016	Cabinet (Cllrs Bourne, Cory, Feltham, Graham, Lilley, B Oxford, Smith, T Young)  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet report, draft Corporate Asset Management Strategy	Elizabeth Simpson Estates Manager <a href="mailto:elizabeth.simpson@colchester.gov.uk">elizabeth.simpson@colchester.gov.uk</a> 01206 508792
<b>Decision to Appoint the Contractor for the Gas Servicing and Maintenance JCT Contract Award</b> – contract to be procured through an OJEU process, for 4 years with a possible 2x1 year extension.	No	30 November 2016	Cabinet (Cllrs Bourne, Cory, Feltham, Graham, Lilley, B Oxford, Smith, T Young)  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet report	Lynn Thomas Housing Asset Manager <a href="mailto:Lynn.thomas@colchester.gov.uk">Lynn.thomas@colchester.gov.uk</a> 01206 505863

KEY DECISION REQUIRED	DOES DECISION INCLUDE EXEMPT INFORMATION (or information defined by the Government as Confidential)	DATE OF DECISION or PERIOD TO BE TAKEN	DECISION MAKER (title and name, including Cabinet, portfolio holders and officers)	DOCUMENTS SUBMITTED OR TO BE SUBMITTED TO DECISION TAKER TO CONSIDER (and from where they are available)	CONTACT DETAILS FROM WHICH DOCUMENTS CAN BE OBTAINED (name of the authors of the reports)
<b>Housing Revenue Account Fees and Charges 2017-18</b> To agree the HRA fees and charges for 2017-18	No	December 2016/January 2017	Councillor Tina Bourne, Portfolio Holder for Housing and Public Protection  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Report, including appendices of charges	Daniella Woraker Housing System Business Partner <a href="mailto:Daniella.woraker@colchester.gov.uk">Daniella.woraker@colchester.gov.uk</a> 01206 282392
<b>Decision to Appoint the Contractor for Voids JCT Contract Award</b> – contract will be for 4 years plus a possible 2 x 1 year extension, incorporating both revenue and capital works in empty properties	No	1 February 2017	Cabinet (Cllrs Bourne, Cory, Feltham, Graham, Lilley, B Oxford, Smith, T Young)  Please contact via Democratic Services (01206) 507832 email: democratic.services@colchester.gov.uk	Cabinet report	Lynn Thomas Housing Asset Manager <a href="mailto:Lynn.thomas@colchester.gov.uk">Lynn.thomas@colchester.gov.uk</a> 01206 505863

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**email: [leonie.rathbone@colchester.gov.uk](mailto:leonie.rathbone@colchester.gov.uk)**



<b>Report of</b>	<b>Assistant Chief Executive</b>	<b>Author</b>	<b>Geoff Beales</b> 📞 <b>506514</b>
<b>Title</b>	<b>Review of Colchester Borough Homes' Performance 2015/16</b>		
<b>Wards affected</b>	Not applicable		

**The Panel is invited to review the 2015/16 performance of the Council's Arm's Length Management Organisation, Colchester Borough Homes.**

## 1. Action required

- 1.1 The panel is invited to review the performance of Colchester Borough Homes (CBH) during 2015/16, having particular regard to:

- CBH Performance Summary Information March 2016
- CBH Annual Report 2015/1
- Survey of Tenants and Leaseholders 2016

Gareth Mitchell, the new Chief Executive and Anne Grahamslaw, Chair of Colchester Borough Homes, will attend Scrutiny Panel to present their update.

- 1.2 The panel is also invited to make any recommendations to the Portfolio Holder for Housing and Public Protection on CBH performance management arrangements for 2016/17 and beyond.

## 2. Reason for scrutiny

- 2.1 CBH is a wholly owned arm's length company of the Council and delivers the majority of the Council's housing functions, in particular those connected with the Council's housing stock. As such CBH has a key role to play in contributing to the achievement of the Council's Strategic objectives. It is therefore appropriate for Scrutiny Panel to review the performance on an annual basis.

## 3. Background information

- 3.1 The Council signed a new ten year management agreement with CBH in August 2013. In April 2014 following a review of the Council's Corporate and Financial Management functions, the Corporate Facilities Service was transferred to CBH.
- 3.2 The Management Agreement includes a Liaison Protocol which sets out how CBC and CBH will make decisions and how the Council will monitor performance. This includes a quarterly Principal Liaison meeting to monitor strategic, operational, financial and performance matters, including agreeing annual targets and reviewing progress against these, monitoring progress against the Medium Term Delivery Plan, and overseeing the direction and implementation of the Asset Management Strategy and the Housing Revenue Account Business Plan. The Liaison Protocol also sets out the informal liaison arrangements between the Chief Executives of CBC and CBH and between the Chief

Executive of CBH and the "Council's Representative", currently the Assistant Chief Executive.

#### **4. Strategic Plan References**

- 4.1 The services and projects delivered by Colchester Borough Homes contribute directly to the following Strategic Plan priority areas:-
- Provide opportunities to increase the number of homes available including those that are affordable for local people and to build and refurbish our own Council houses for people in significant need.
  - Develop a strong sense of community across the Borough by enabling people and groups to take more ownership and responsibility for their quality of life.
  - Create the right environment for people to develop and flourish in all aspects of life both business and pleasure.

#### **5. Consultation**

- 5.1 The performance information and monitoring was developed in conjunction with CBH Board Members, Council Officers and the Portfolio Holder for Housing and Public Protection and as part of its development subject to scrutiny by tenant and leaseholder representatives.

#### **6. Publicity considerations**

- 6.1 The CBH Medium Term Delivery Plan has been widely distributed which contains all performance information for 2015/16 and targets for 2016/17.

#### **7. Financial implications**

- 7.1 None from this report

#### **8. Other Standard References**

- 8.1 Having considered equality, diversity and human rights, health and safety and community safety implications, there are which are significant to the matters in this report.

### **Background Papers**

Appendix 1 – Presentation Slides, a short film regarding the CBH Annual Report for 2015/16 will also be shown during the presentation

Appendix 2 – Performance Information as at March 2016

Appendix 3 – Summary of Survey of Tenants and Leaseholders 2016 (a copy of the full report can be found on the Colchester Borough Homes website at CBH>Services>Report it>surveys and consultations, or, by clicking the link below.

<http://www.cbhomes.org.uk/CHttpHandler.ashx?id=22138&p=0> )

# Colchester Borough Homes Performance 2015/16

Scrutiny Panel  
8 November 2016



## Areas we will cover

- Strategic overview
- Annual report
- Key performance indicators
- Survey of Tenants and Residents (STAR) 2016
- 2015/16 highlights
- Forward look

## Strategic overview

- CBC/CBH management agreement 2013–23
- Performance good but under pressure in some areas
- Increased tenant satisfaction
- Achieved Investors in People Gold status
- Business development
- Governance and board development
- Impact of national policy changes

## CBH Annual Report 2015/16

## Key performance indicators

- Targets achieved include rent collection, cost of repairs, decent homes standard
- Target not achieved for numbers in bed & breakfast accommodation:
  - ❖ Increased demand for services nationally
  - ❖ Local pressures due to significant reduction in supply of social housing,
  - ❖ Lack of affordable private rented accommodation and increasing duty to support vulnerable people
  - ❖ Measures already in place to improve supply of accommodation, e.g. private sector leasing scheme
  - ❖ B&B accounted for 14% of households in temporary accommodation at the end of the year.

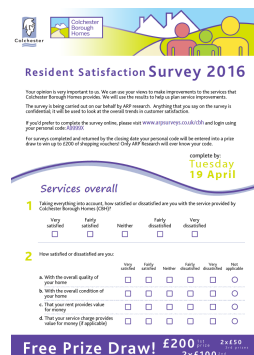
## Survey of Tenants and Residents (STAR) 2016



- Jointly commissioned by CBC and CBH
- Satisfaction up since 2014
- Significant improvements in satisfaction with home, value for money & appearance of neighbourhoods
- Strong improvement in satisfaction for leaseholders
- Improvements in speed of repairs, but quality is more important
- More to do in specific areas:-
  - Tackling ASB a top priority for tenants
  - New approach to resident insight & engagement

## Actions since 2014 survey

- Improved online services
- Closer working between repairs team and the CBC Customer Service Centre
- New Financial Inclusion team
- Improvements to sheltered housing
- Estate improvement programme
- Photovoltaic panel (PV) installations



**Resident Satisfaction Survey 2016**

Your opinion is very important to us. We will use your views to make improvements to the services that Cusack Housing provides. We will use the results to help us plan service improvements.

The survey is being carried out on our behalf by CBP Research. Everything that you say on the survey is confidential. It will be used to look at the overall trends in customer satisfaction.

If you prefer to complete the survey online, please visit [www.cusackhousing.co.uk/survey](http://www.cusackhousing.co.uk/survey) and follow the instructions.

The survey is being completed on our behalf by CBP Research. Everything that you say on the survey is confidential. It will be used to look at the overall trends in customer satisfaction.

For further information, please contact the Customer Service Centre on 01273 500000 or visit [www.cusackhousing.co.uk](http://www.cusackhousing.co.uk).

Complete by **Tuesday 19 April**

**Services overall**

1. Using everything this service, how satisfied or dissatisfied are you with the service provided by Cusack Housing Homes (CBH)?

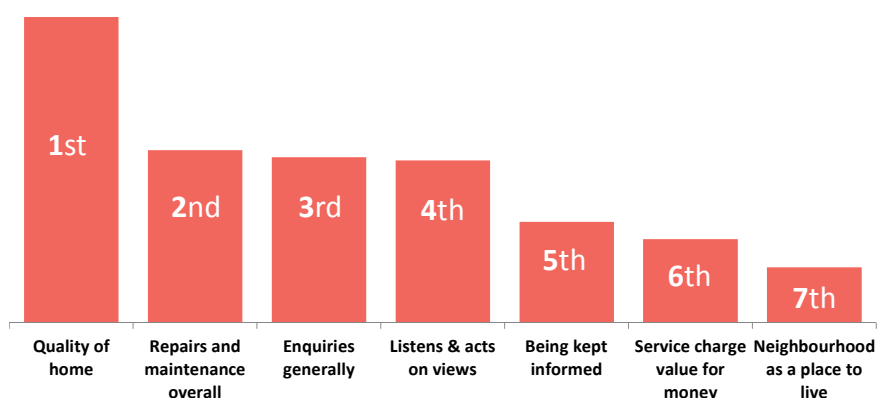
Very satisfied	Satisfied	Neither	Not satisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. How satisfied or dissatisfied are you:

	Very satisfied	Satisfied	Neither	Not satisfied	Very dissatisfied
a. With the overall quality of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. With the overall condition of your home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. That your rent provides value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. That your service charge provides value for money (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

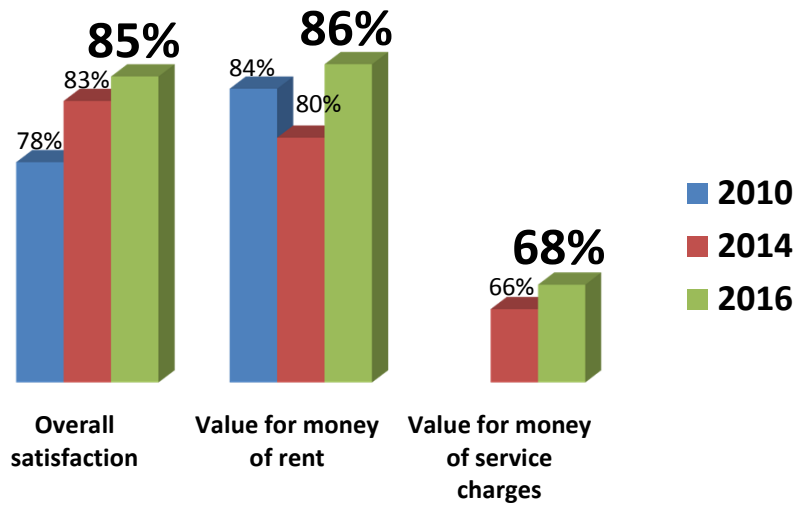
**Free Prize Draw! £200** (1 x £200) or **2 x £100** (2 x £100)

## What means most to our tenants

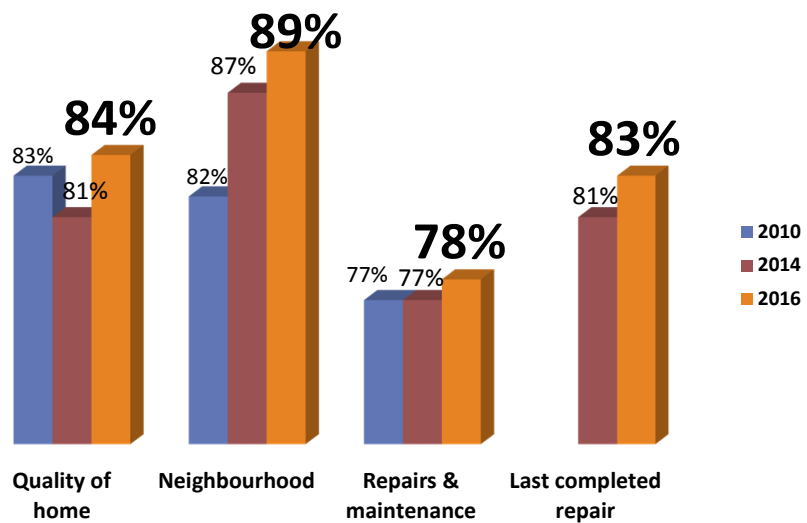


Key drivers = most closely linked to overall satisfaction

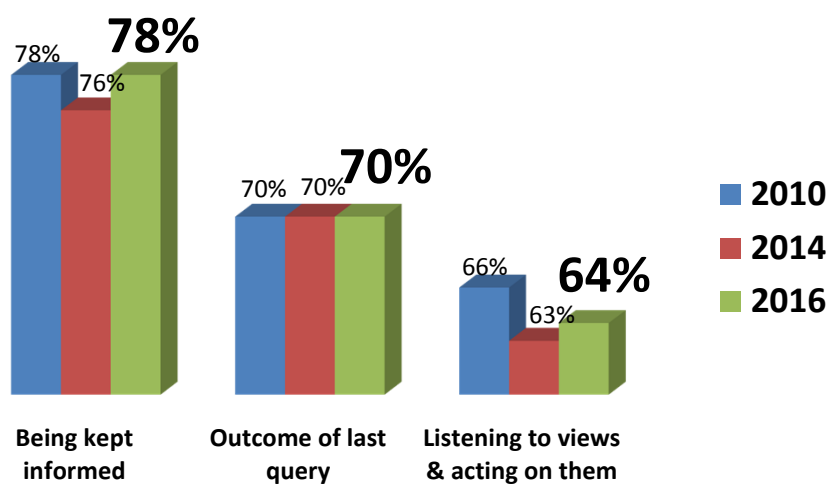
## STAR 2016 - General satisfaction



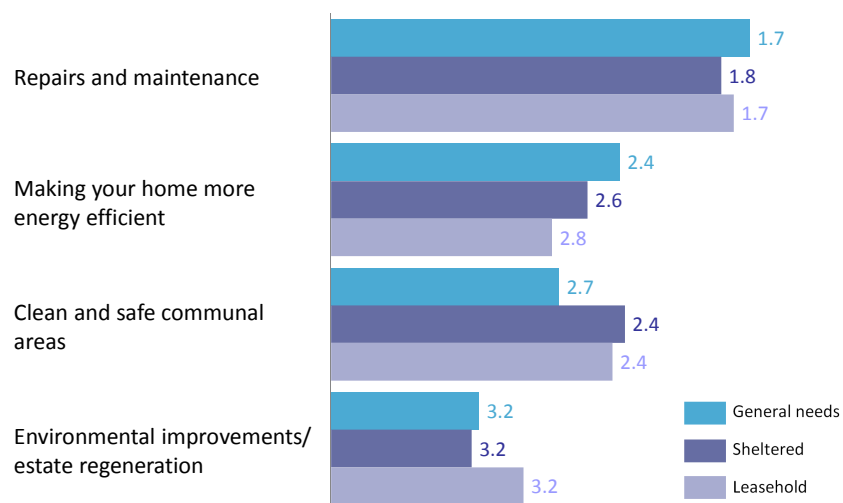
## Home & neighbourhood



## Communication, customer service & involvement



## Priorities for investing in homes



## Priorities for investing in services



## 2015/16 Highlights

- Good progress toward the Homelessness Standard - Silver award achieved
- Proactive use of new anti-social behaviour legislation, including St Botolph's Public Space Protection Order
- 49 family homes freed up under Transfer Incentive Scheme
- Significant increase in direct debit payments
- Partnership working to improve supply of temporary accommodation
- Modest business development success
- Successful project management of CBC Creative Business Centre project

## Forward look

- Housing & Planning Act and welfare reform
- CBC/CBH Housing Futures programme
- Focus on business development
- Developing partnerships to improve health, wellbeing and life chances of our communities
- Future-proofing – accommodation, ICT, working practices and cultural change
- Strengthened governance arrangements
- Explore additional opportunities to support and deliver for CBC

Colchester Borough Homes  
Performance 2015/16

CBC Scrutiny Panel  
8 November 2016





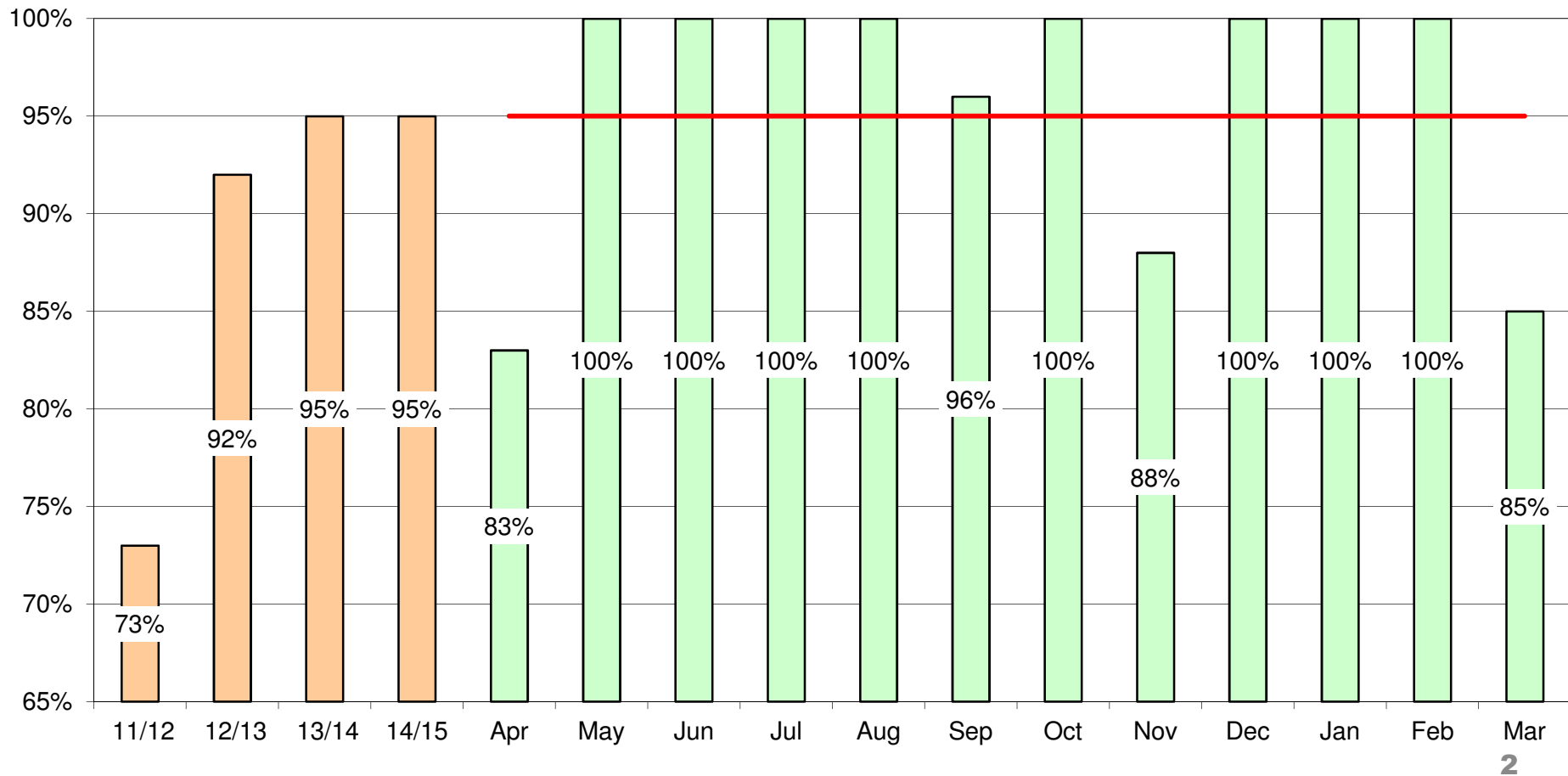
# Performance Summary Information

## March 2016

Benchmark performance comparisons are with 33 housing providers in the HouseMark East of England group 2014/15 (as at January 2016)

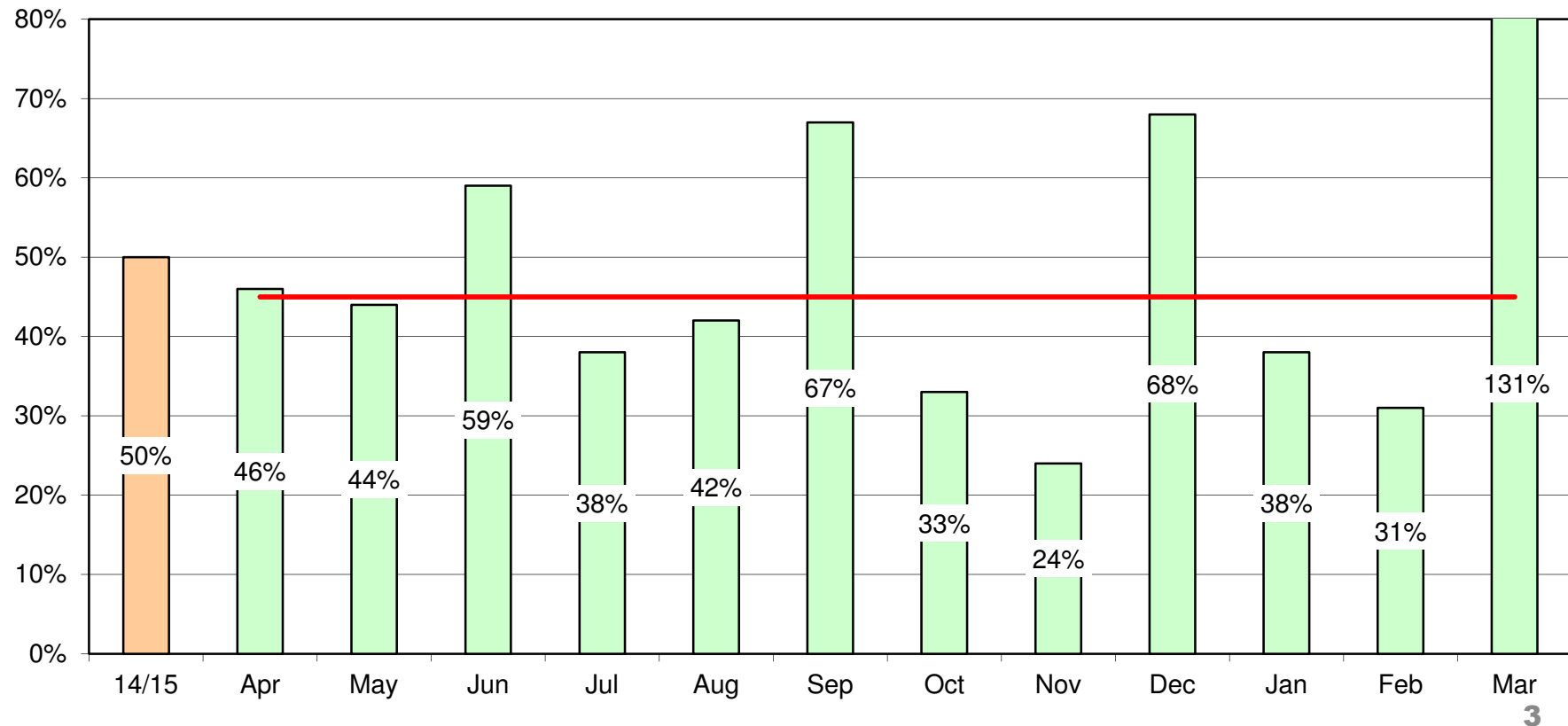
# ASB cases not reopened within 90 days

CBH target	95%	RAG
CBH outcome	96% YTD	G
Benchmark performance comparison	Upper quartile 98.7%	
<b>Comment:</b> Last period we have had 13 cases reopened. Reviewing our performance indicates that we have closed these cases too early. We will put new monitoring measures in place to help improve our successful closure rate.		



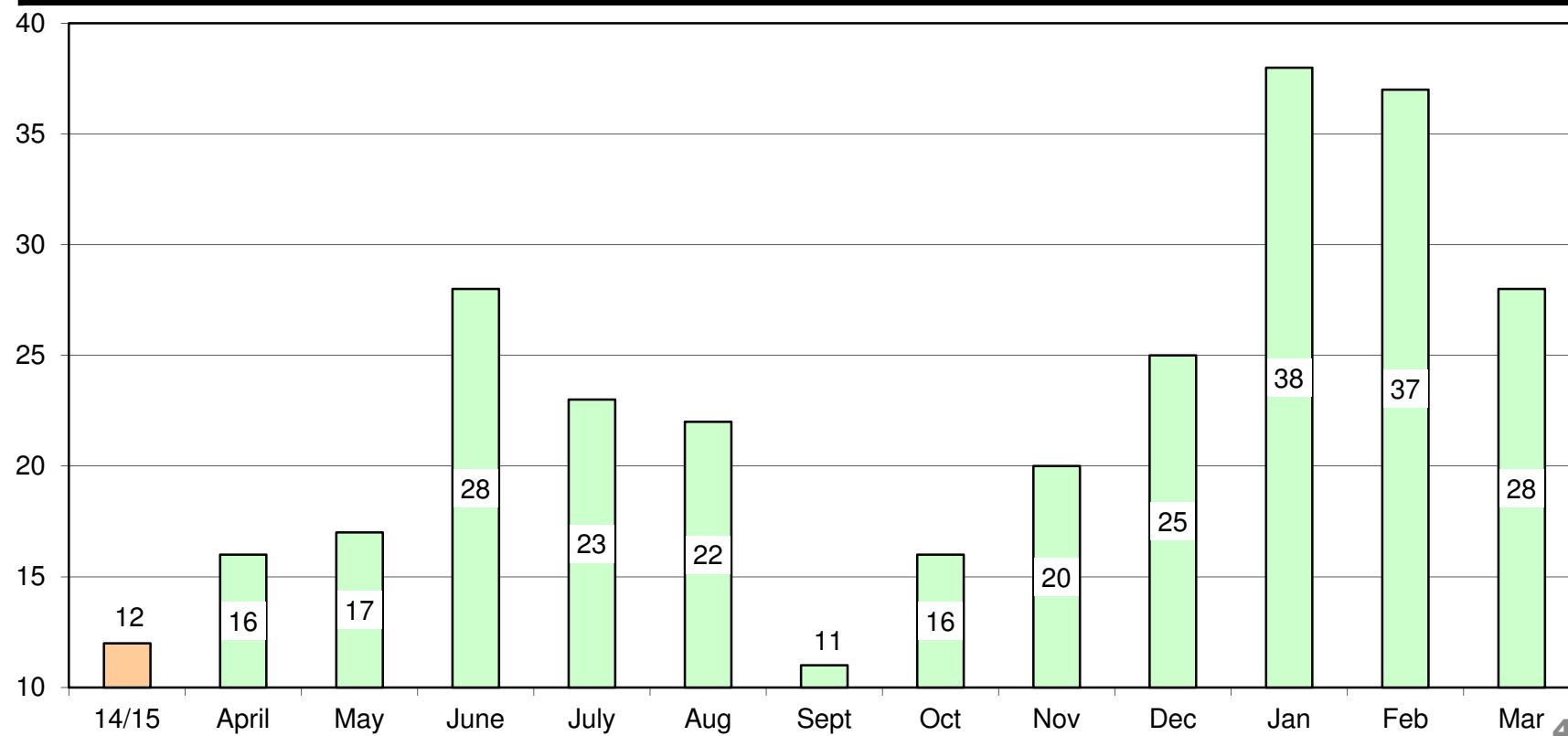
# Housing Options cases where homelessness was prevented

CBH target	45%	RAG
CBH outcome	55% YTD	G
Benchmark performance comparison	N/A	
<b>Comment:</b> In the final month of each quarter we obtain a case prevention figure from two local support agencies & add it into our own internal data; this has the effect of misrepresenting the % figure for that particular month, hence we have excluded it from the Dashboard (March result would otherwise read 131%, as below).		



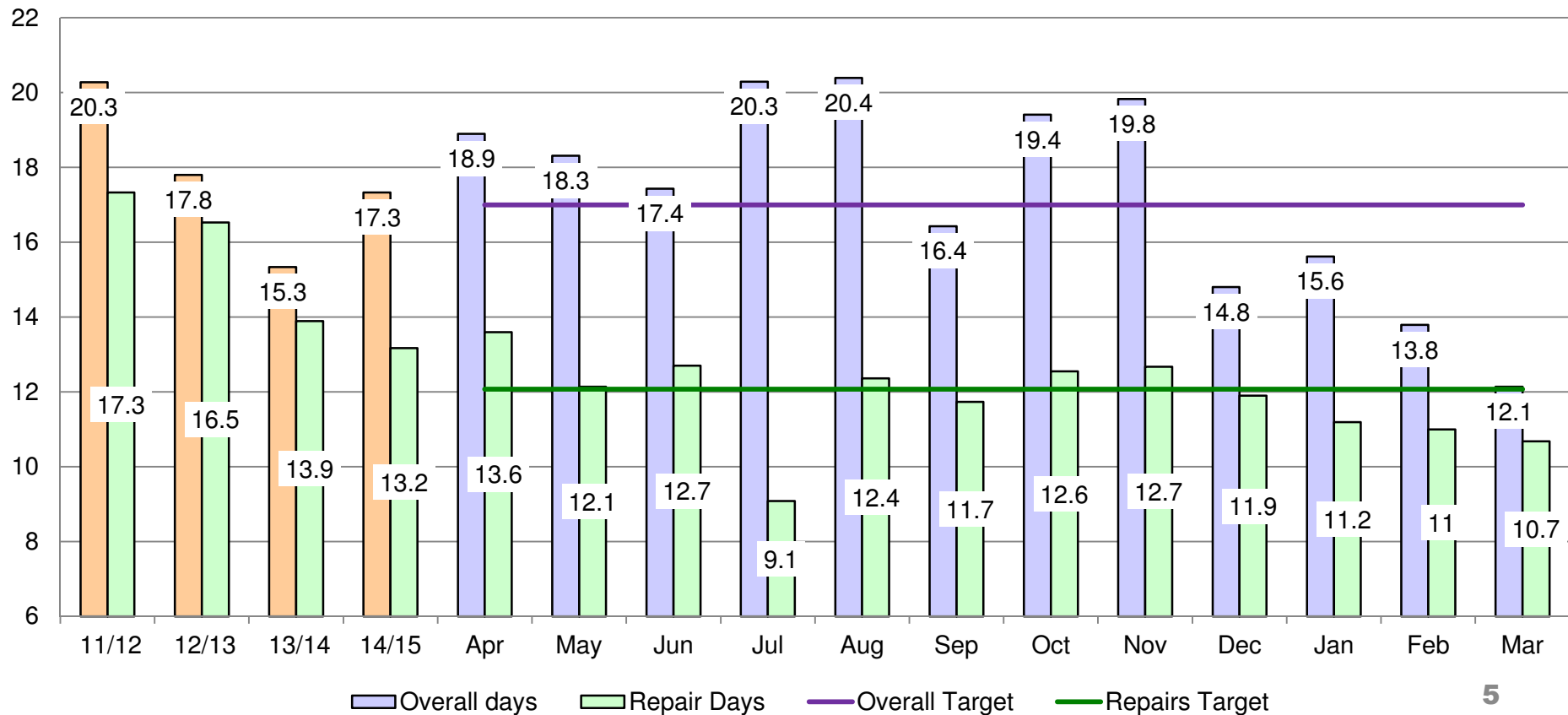
## Number of households in bed & breakfast accommodation

CBH target	0	RAG
CBH outcome	28	R
Benchmark performance comparison	Local target	
<b>Comment:</b> The number of households in B&B had risen steadily in October through to January peaking at 42 by 15 February. Analysis in mid-February showed that this was due to a reduction of around 50% in social housing lettings being available to households in TA. A combination of measures were put in place from mid-February to improve on the position: tightening up some internal processes (on B&B authorisations & introducing a B&B decisions deadline of 7 days), bringing about a reduction in client appointment waiting times, attempting to increase the flow of social lettings available to those in TA to rebalance the previous position.		



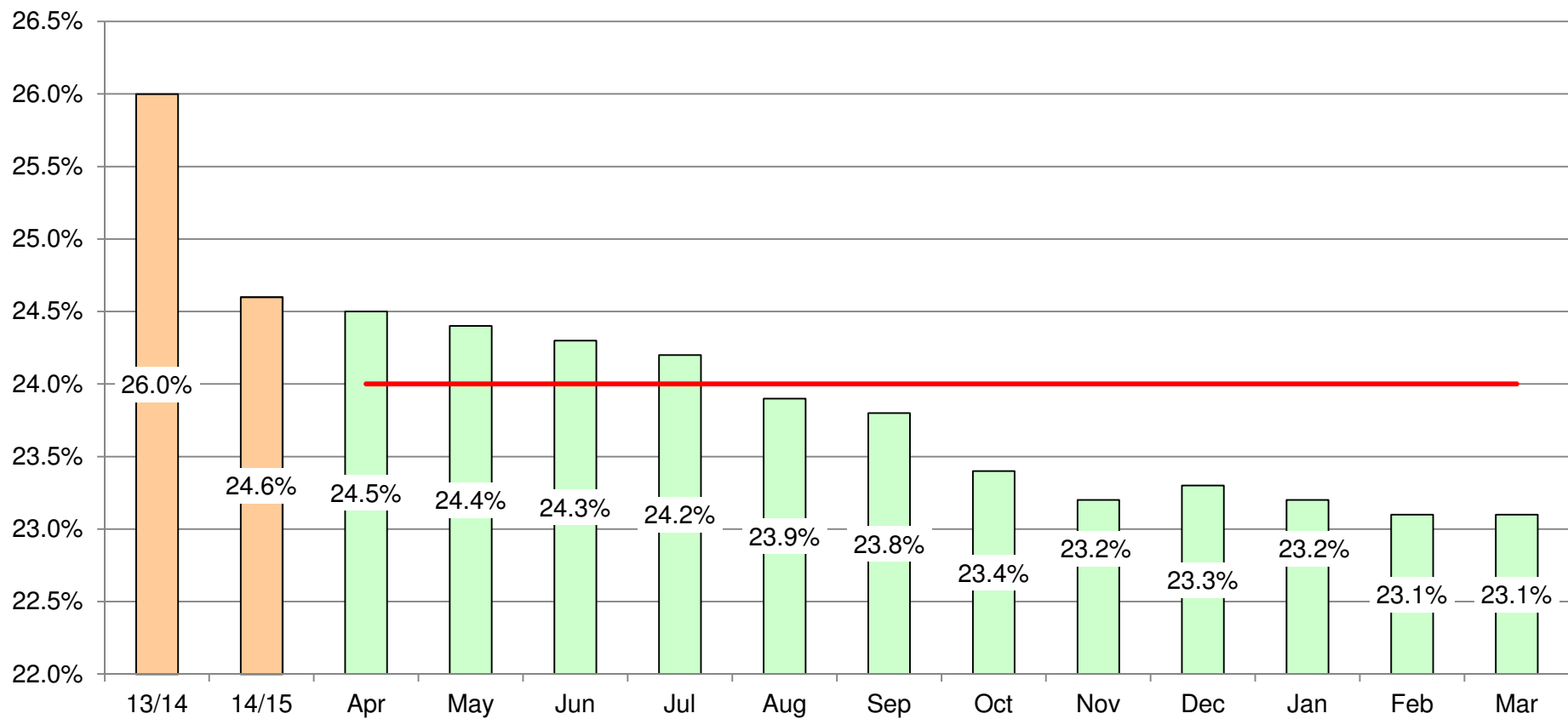
# Average days to relet General Needs properties

<b>CBH overall target</b>	17 days	<b>RAG</b>
<b>CBH cumulative overall outcome</b>	16.81 days YTD	<b>G</b>
<b>CBH repair target</b>	14 days	
<b>CBH cumulative repair outcome</b>	11.23 days YTD	<b>G</b>
<b>Benchmark performance comparison (overall days)</b>	N/A – no equivalent HouseMark benchmark	
<b>Comment:</b>		



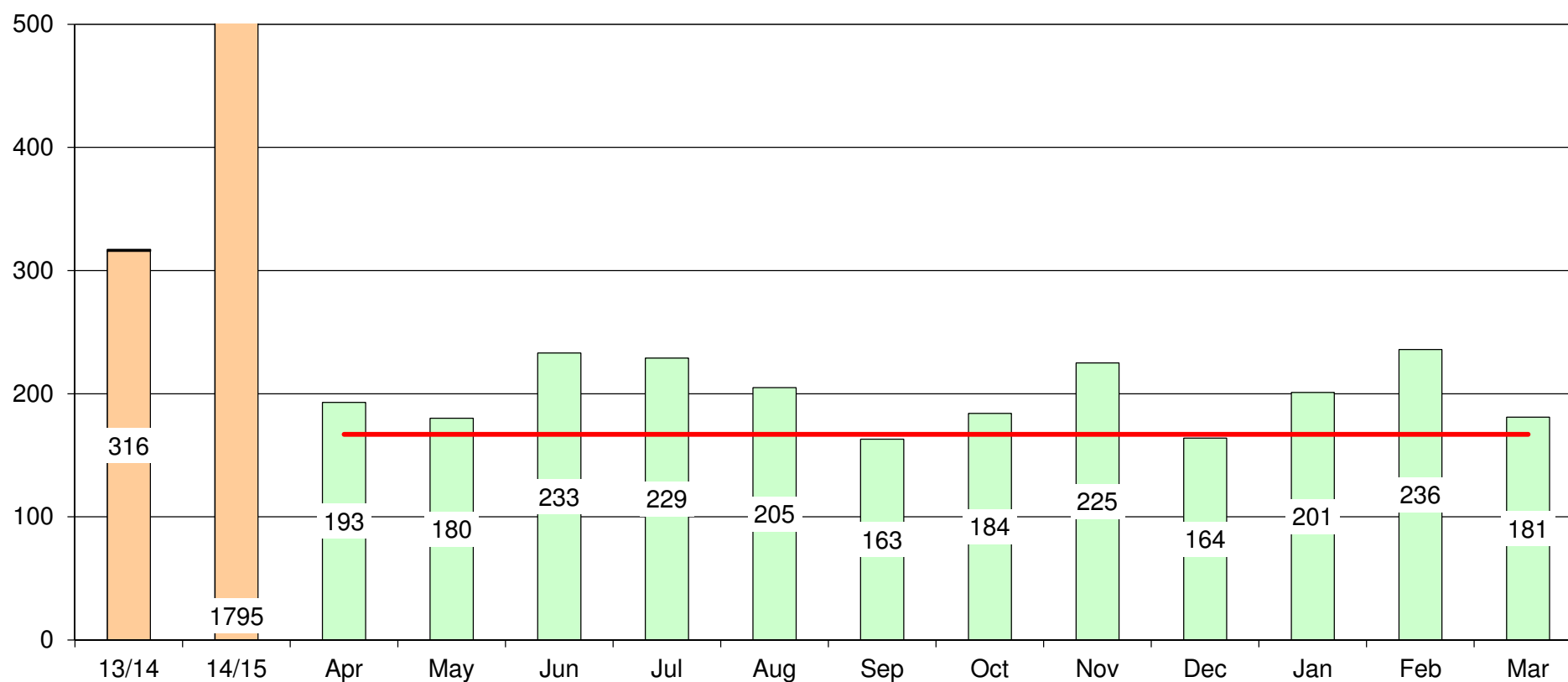
# Underoccupied Council homes

<b>CBH target – % of residents underoccupying Council homes</b>	24%	<b>RAG</b>
<b>CBH outcome</b>	23.1% YTD	<b>G</b>
<b>Benchmark performance comparison</b>	Local target	
<b>Comment:</b>		



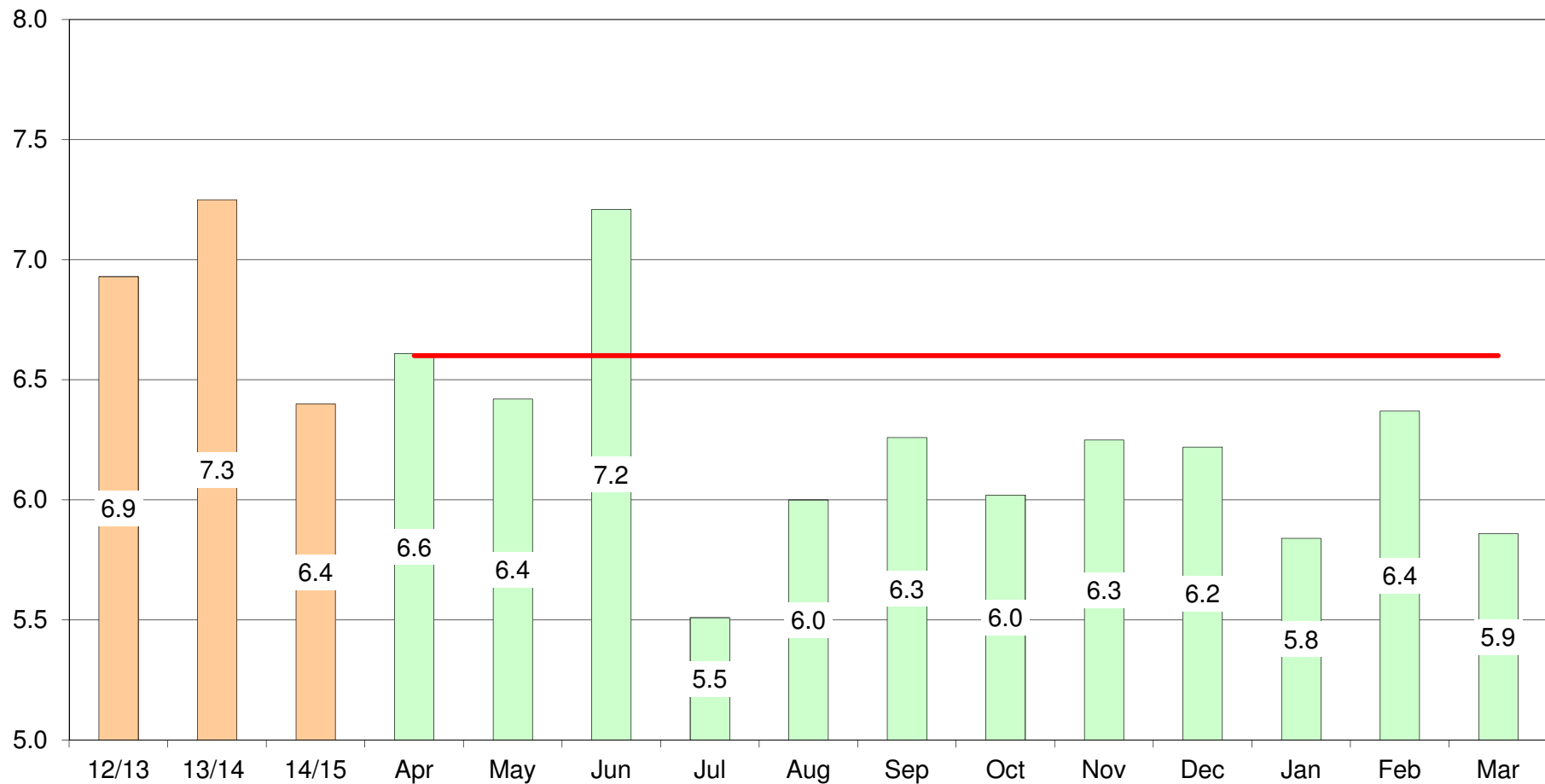
# Tenancy audits completed

<b>CBH target</b>	2,000 (6,000 over three years)	<b>RAG</b>
<b>CBH outcome cumulative</b>	2,388 YTD	<b>G</b>
<b>Benchmark performance comparison</b>	Local target	
<b>Comment:</b> The team have hit target this year and have achieved some successful outcomes during the year highlighting tenancy fraud and identifying vulnerable tenants who require support.		



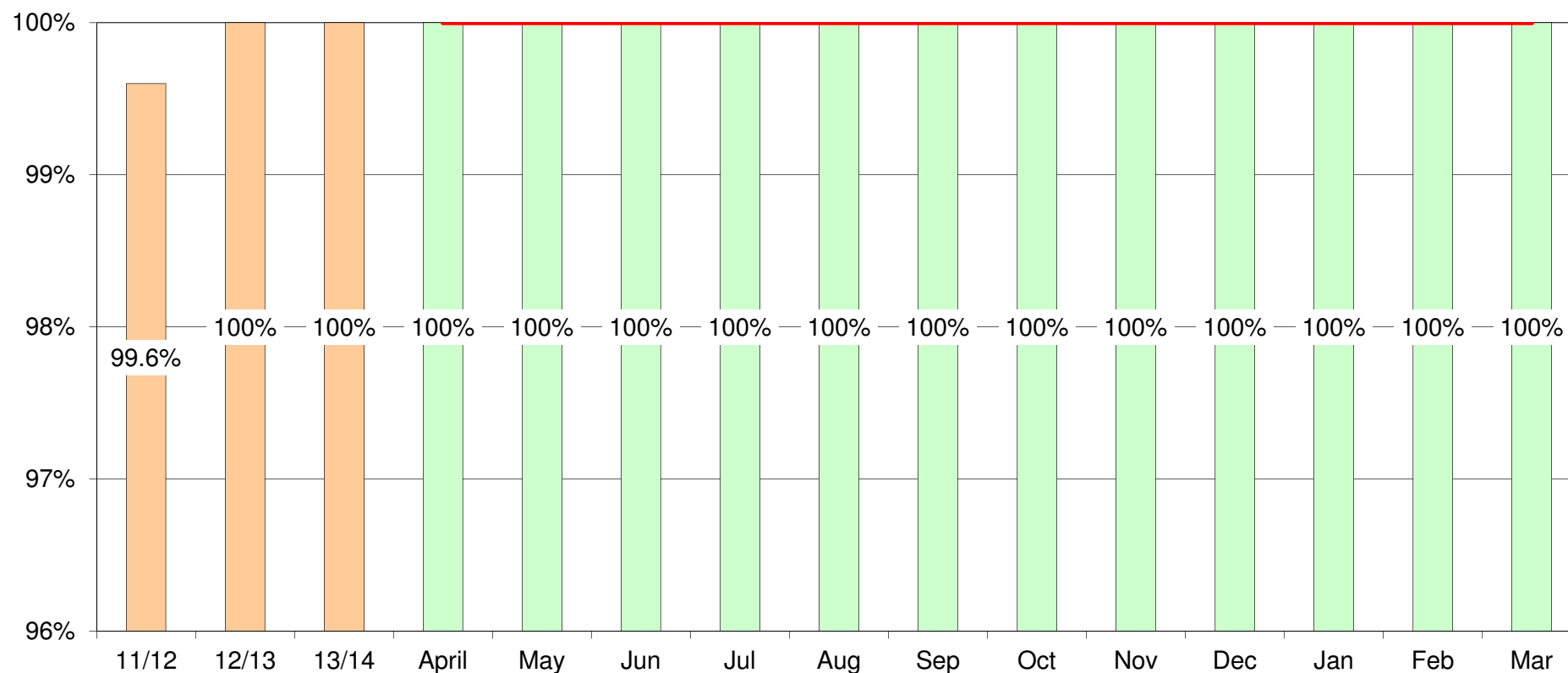
# Average days to complete a repair

CBH target	6.6 days	RAG
CBH outcome (latest cumulative)	6.2 days YTD	G
Benchmark performance comparison	Upper quartile 7.5 days	G
Comment:		



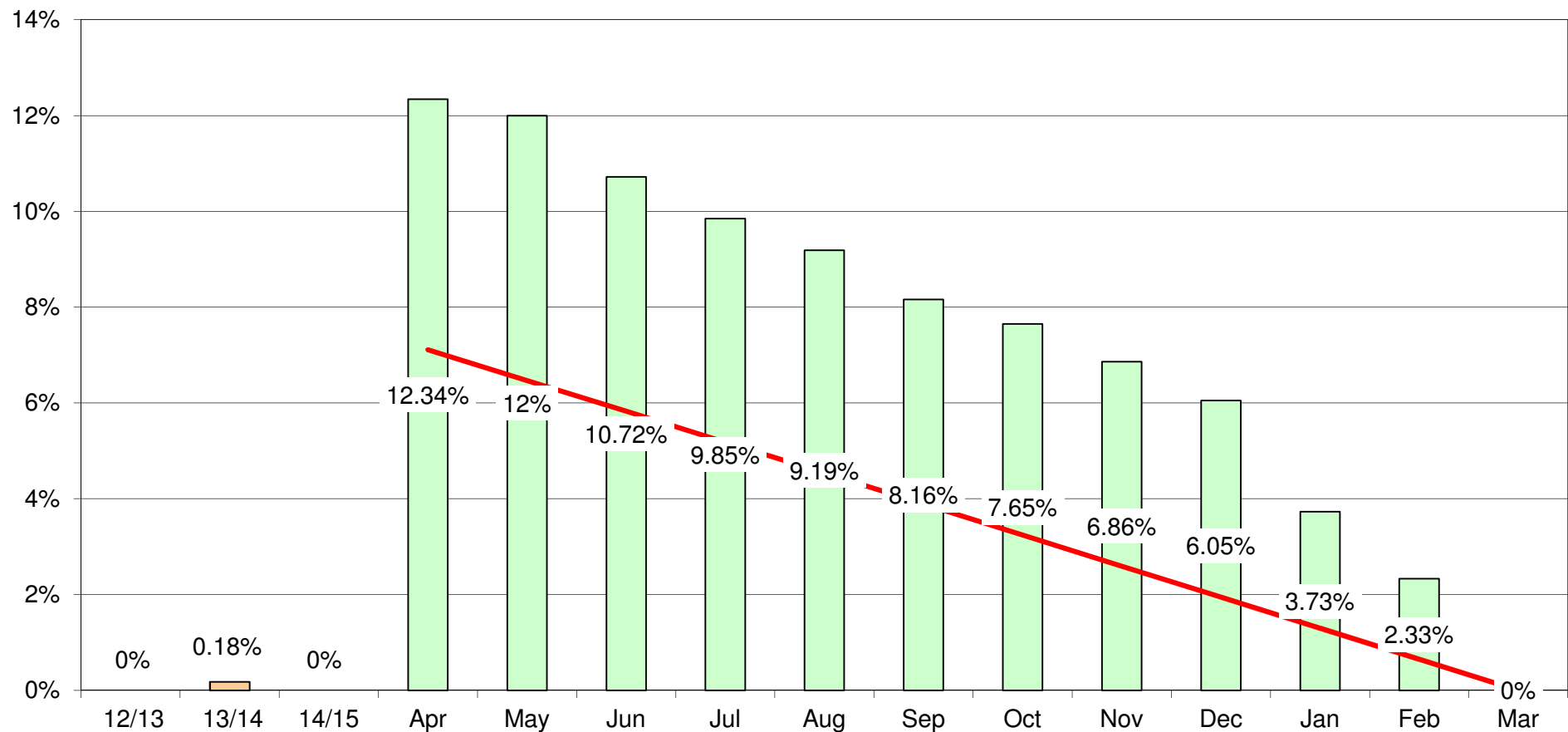
# Properties with valid gas certificate

<b>CBH target</b>	100%	<b>RAG</b>
<b>CBH outcome</b>	100%	<b>G</b>
<b>Benchmark performance comparison</b>	Upper quartile 100%	<b>G</b>
<b>Comment:</b>		



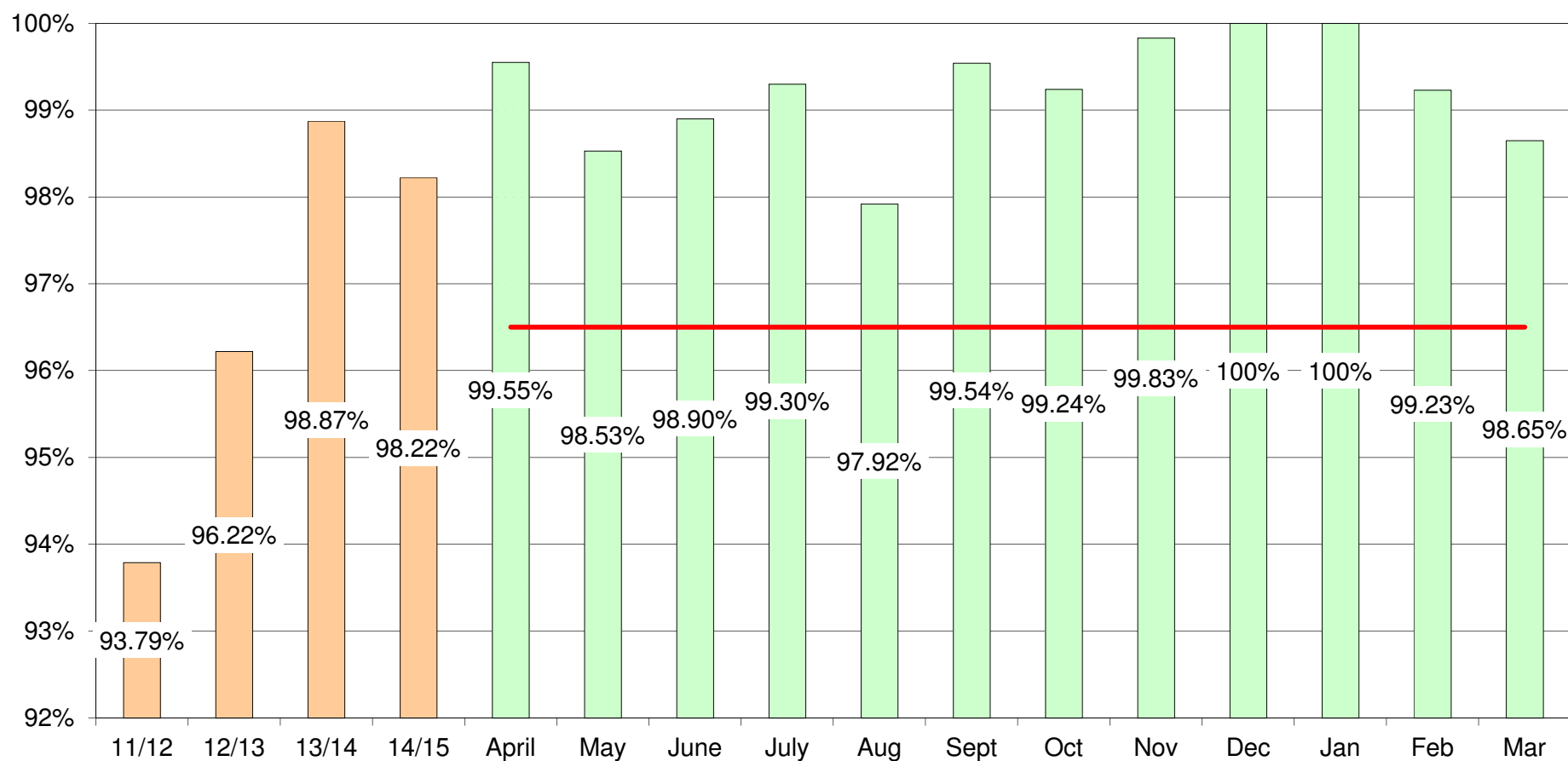
# Non-Decent Council homes

CBH target	0% (5-year target)	RAG
CBH outcome	0%	G
Benchmark performance comparison	Upper quartile 0%	G
<b>Comment:</b> Of the 5954 stock, there are 0 Non Decent Homes.		



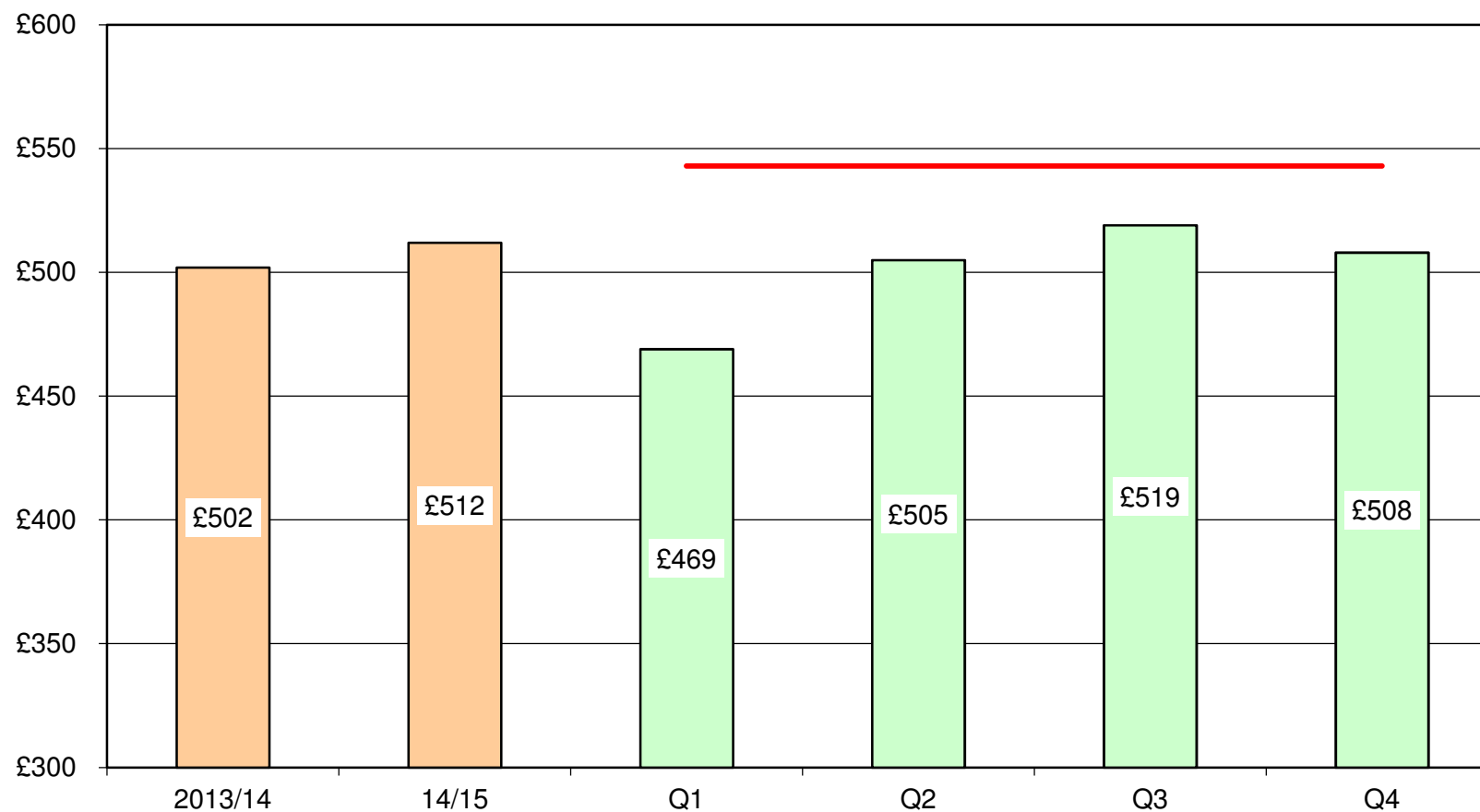
# Repairs satisfaction

<b>CBH target</b>	96.5%	<b>RAG</b>
<b>CBH outcome (latest cumulative)</b>	99.25% YTD	<b>G</b>
<b>Benchmark performance comparison</b>	Upper quartile 98.9%	<b>G</b>
<b>Comment:</b>		



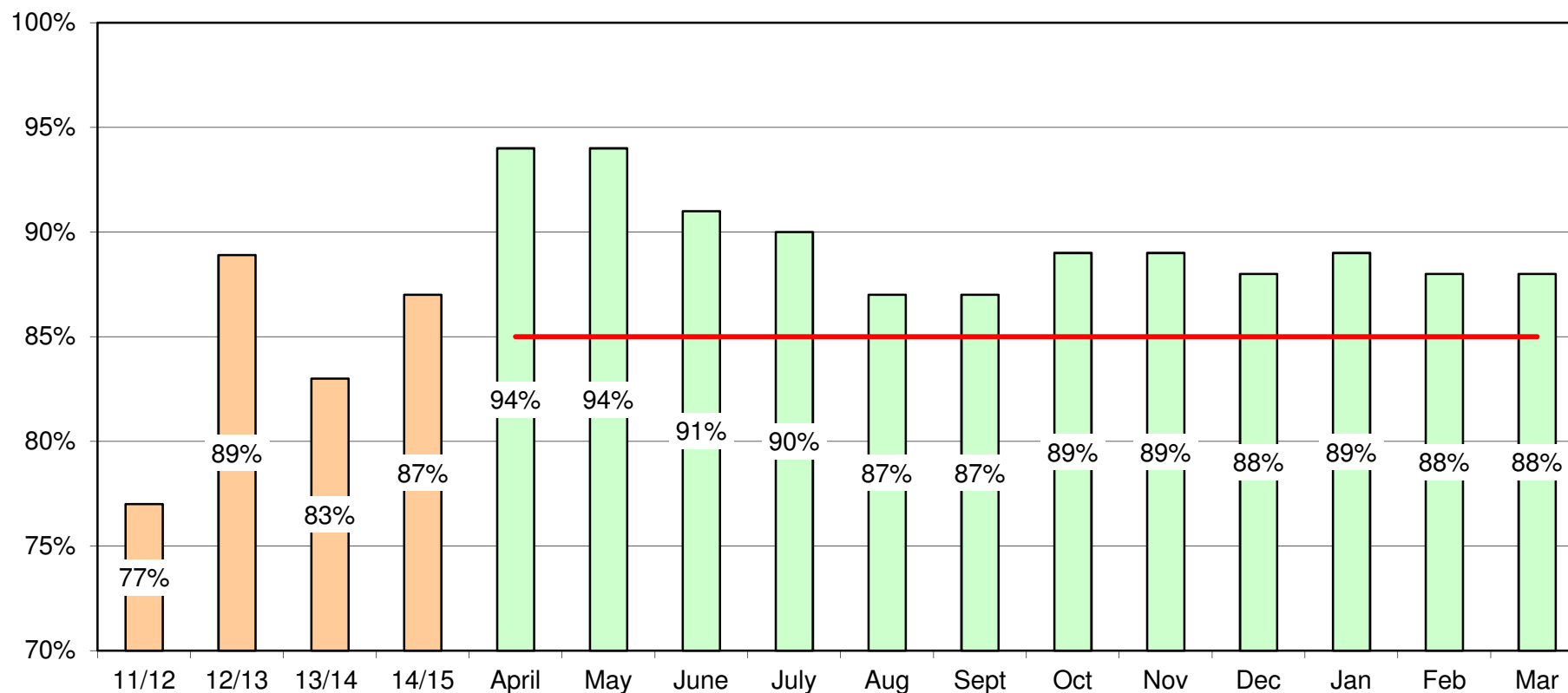
## Repair and void costs per property

<b>CBH target</b>	£543	<b>RAG</b>
<b>CBH outcome (year to date)</b>	£508	<b>G</b>
<b>Benchmark performance comparison</b>	£624	<b>G</b>
<b>Comment:</b> Final figures as a result of outturn figures.		



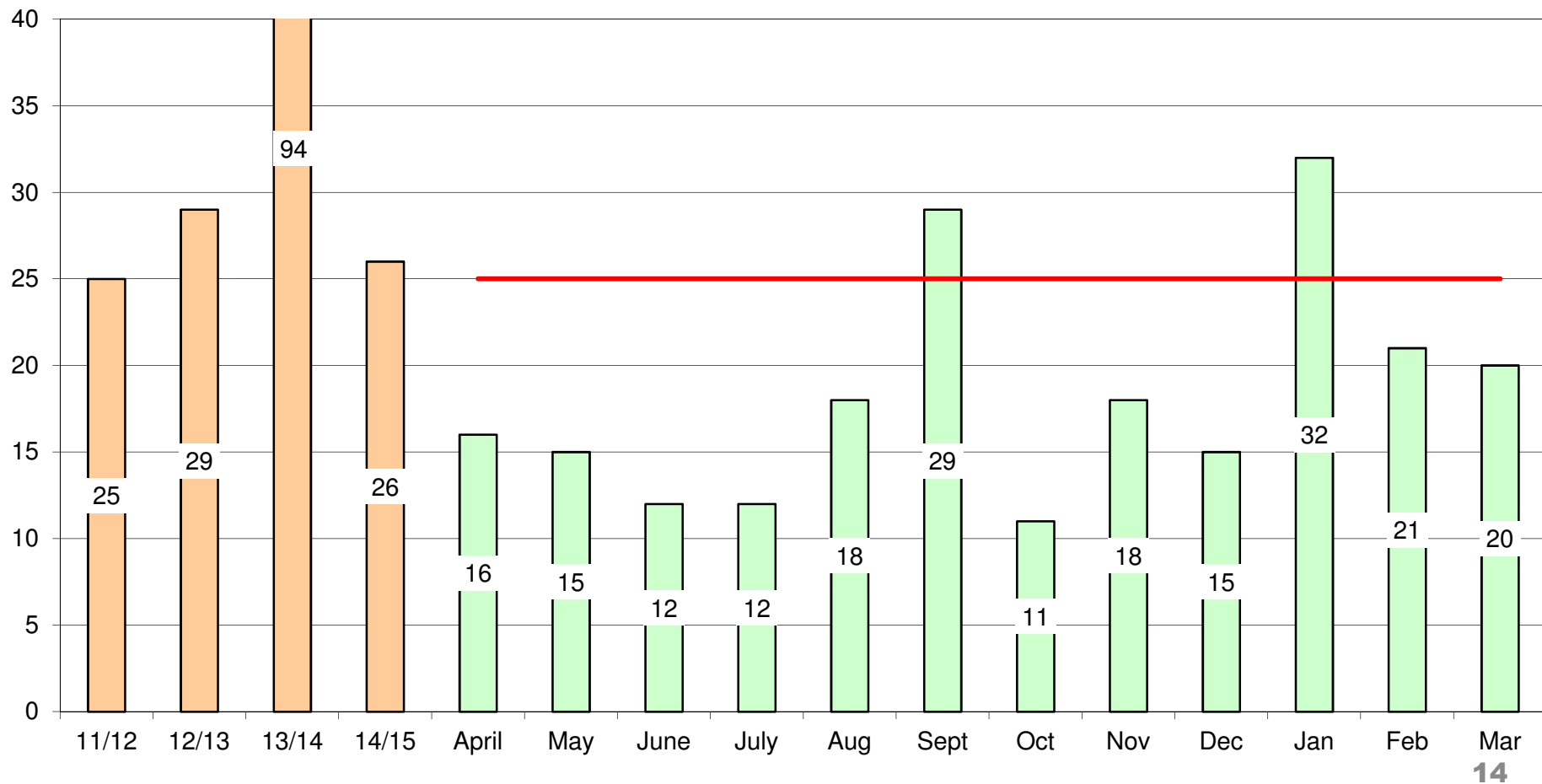
# First call resolution

<b>CBH target</b>	85%	RAG
<b>CBH outcome</b>	89% YTD	<b>G</b>
<b>Benchmark performance comparison</b>	96%	
<b>Comment:</b> Sustained performance above local target of 85%		



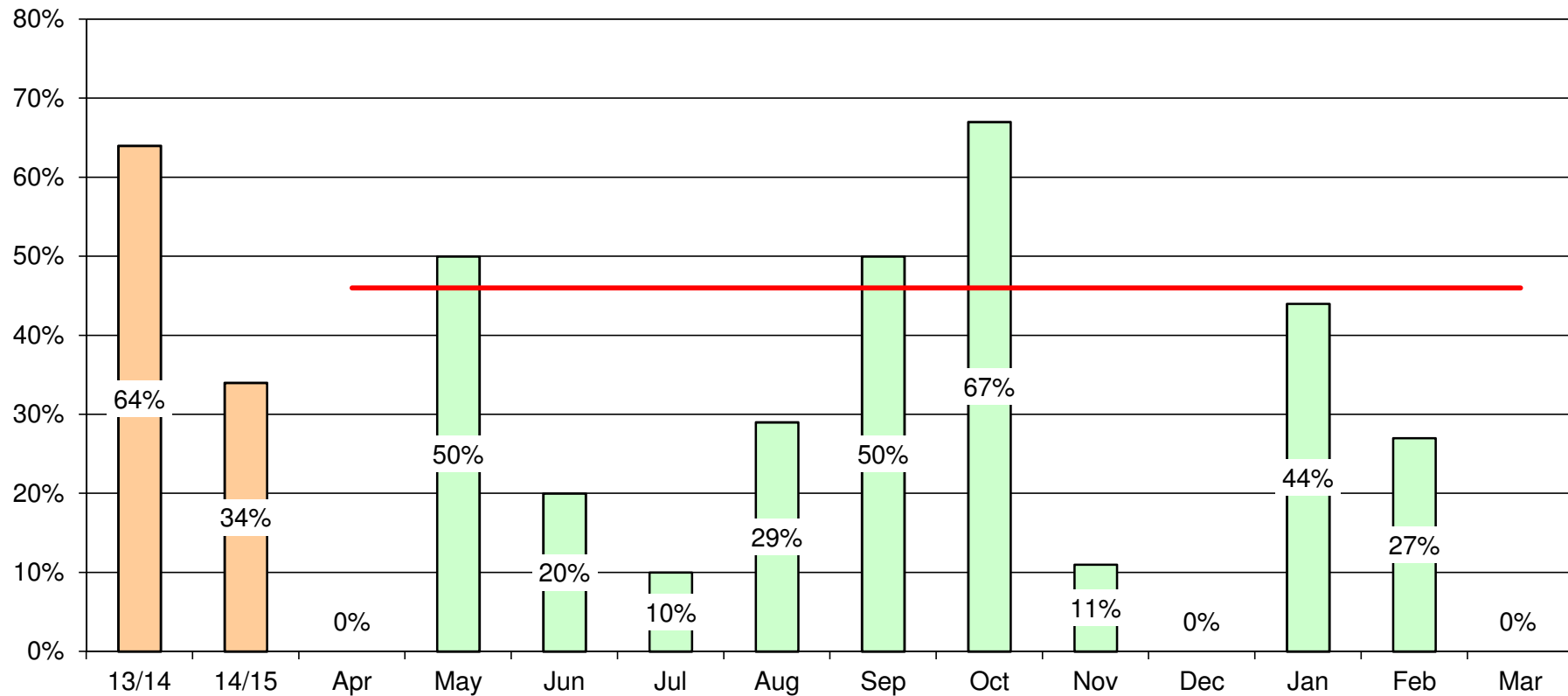
# Average call waiting time

CBH target	25 seconds	RAG
CBH outcome	21 seconds YTD	G
Benchmark performance comparison	Upper quartile 7.4 seconds	R
Comment:		



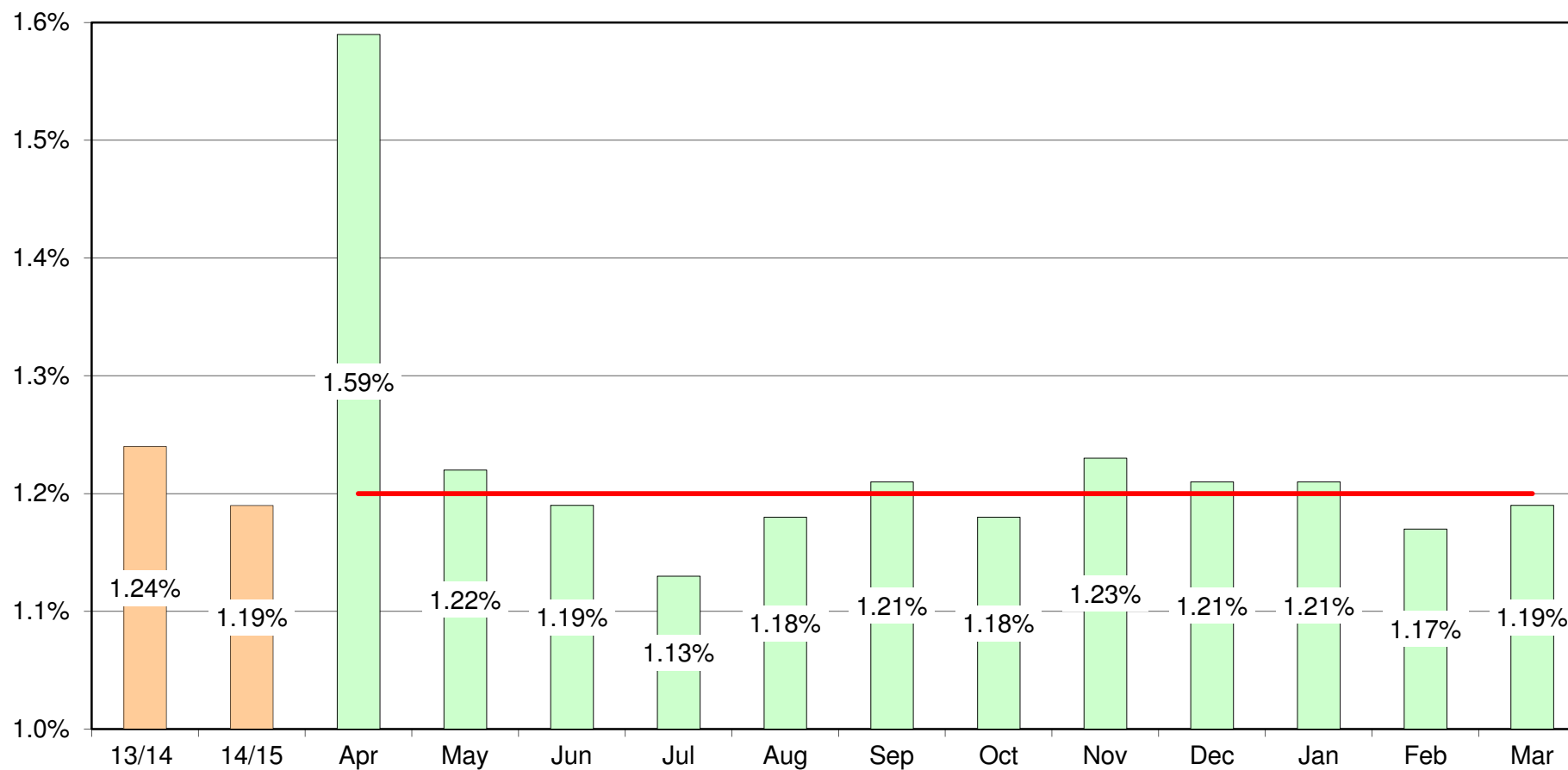
# Stage 1 complaints upheld

CBH target	46%	RAG
CBH outcome	25% YTD	G
Benchmark performance comparison	Upper quartile 36.5%	G
Comment:		



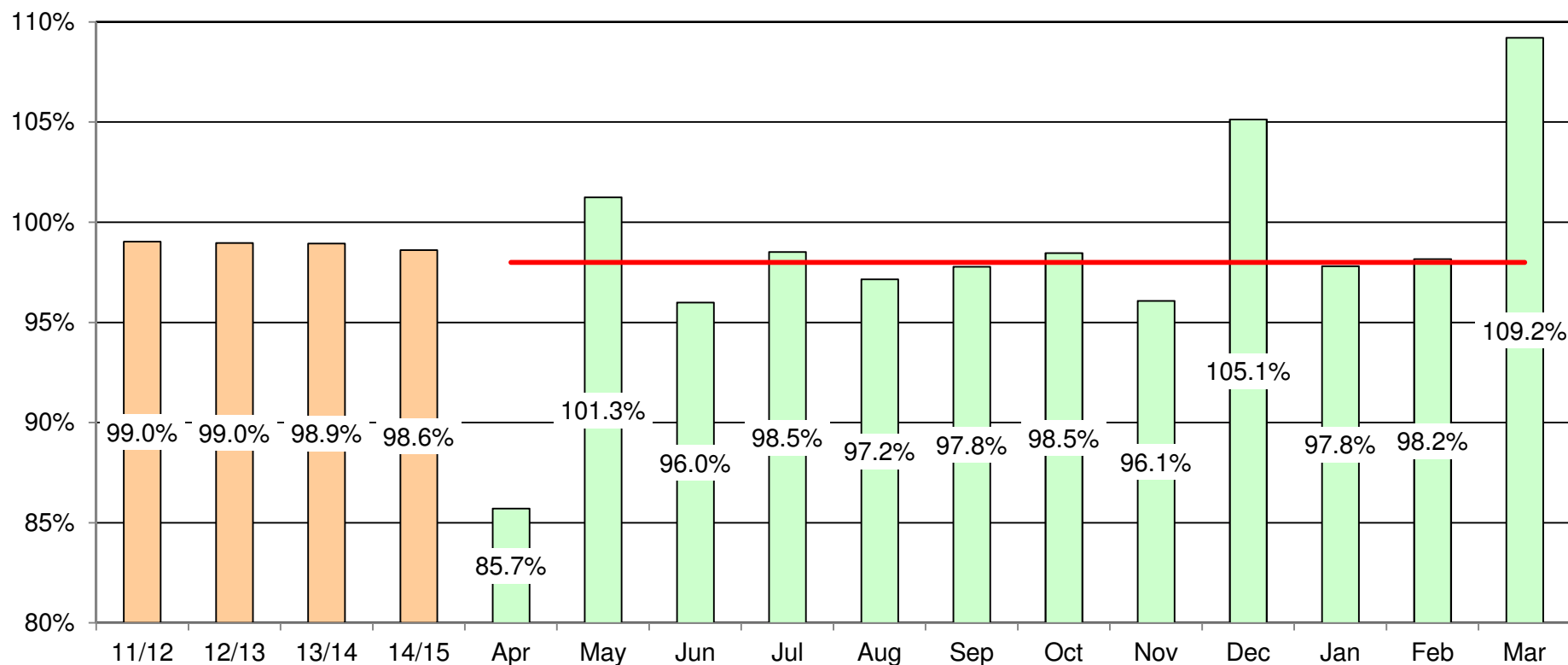
## Former tenant arrears (% of annual rent debit)

CBH target	1.20%	RAG
CBH outcome	1.19%	G
Benchmark performance comparison	Upper quartile = 0.53%	R
<b>Comment:</b> Value written off: £201,467.02    No of FTA accounts : 407    Debt outstanding £341,137.93		



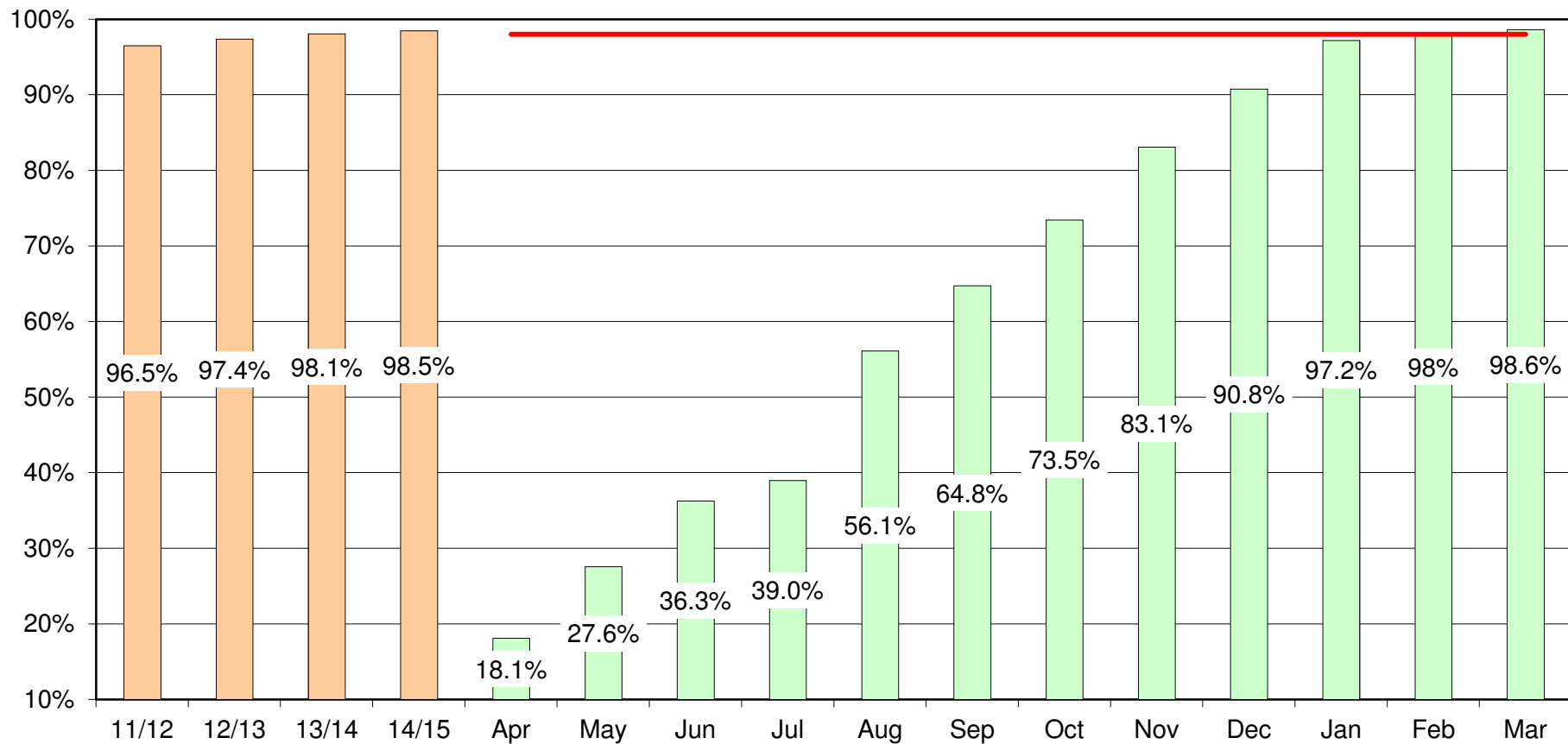
## Rent collection (incl. arrears brought forward)

<b>CBH target</b>	<b>98%</b>	<b>RAG</b>
<b>CBH outcome cumulative</b>	98.85% YTD	<b>G</b>
<b>Benchmark performance comparison</b>	N/A	
<b>Comment:</b> The teams have exceeded the expected target, this is a great achievement in the current welfare reform climate and the impact this has had on our tenants income.		



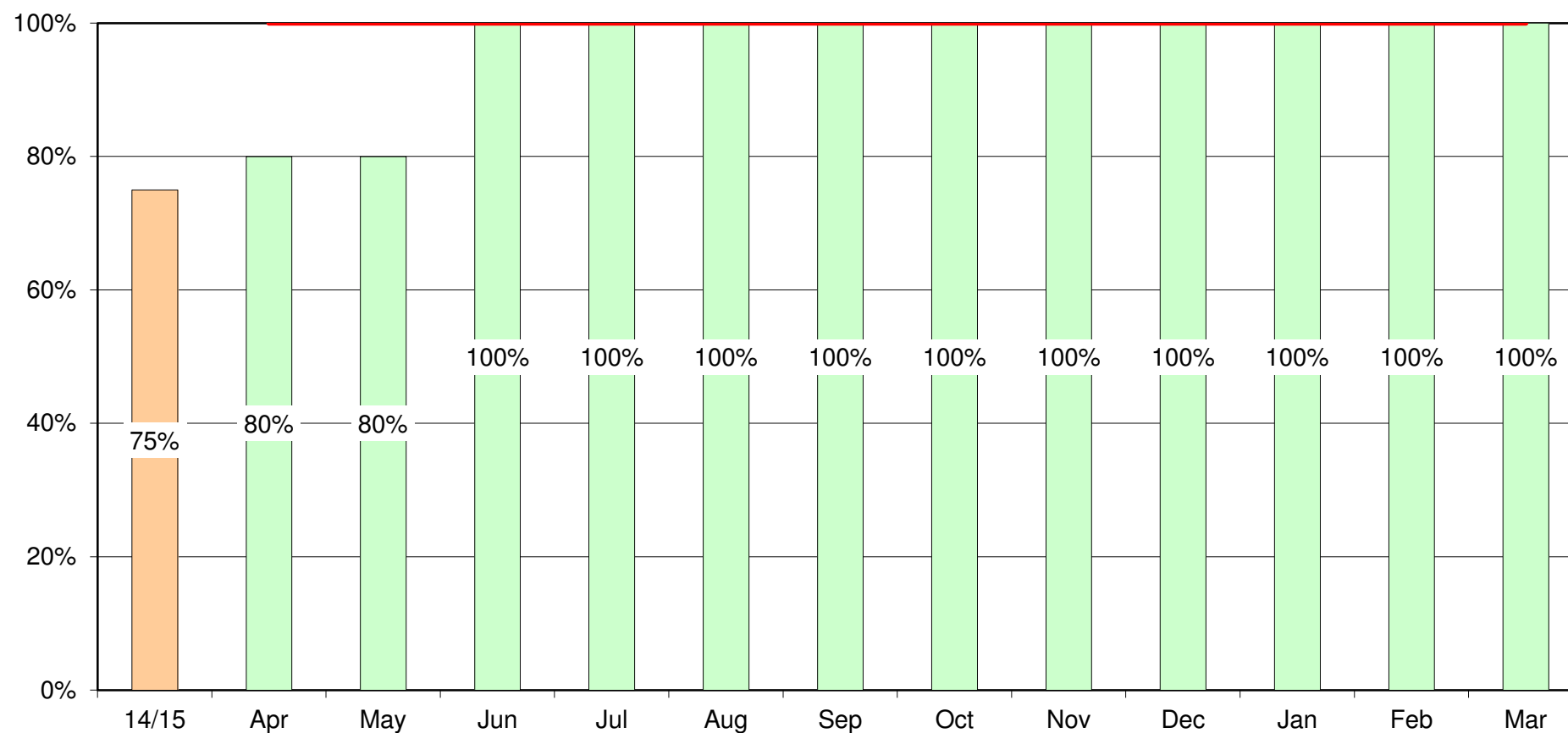
# Leasehold service charge collection

<b>CBH target</b>	<b>98%</b>	<b>RAG</b>
<b>CBH outcome</b>	<b>98.6%</b>	<b>G</b>
<b>Benchmark performance comparison</b>	N/A	
<b>Comment:</b> March target is 98% - Actual Income Collection 98.6% (equating to £334k in monetary terms); therefore achieved and surpassed the annual target set.		



# % of Corporate Buildings assets with condition surveys

CBH target	100%	RAG
CBH outcome	100%	G
Benchmark performance comparison	N/A	
Comment:		





# Resident satisfaction survey 2016

# 85%

tenants satisfied



up from  
83%



satisfied

neither

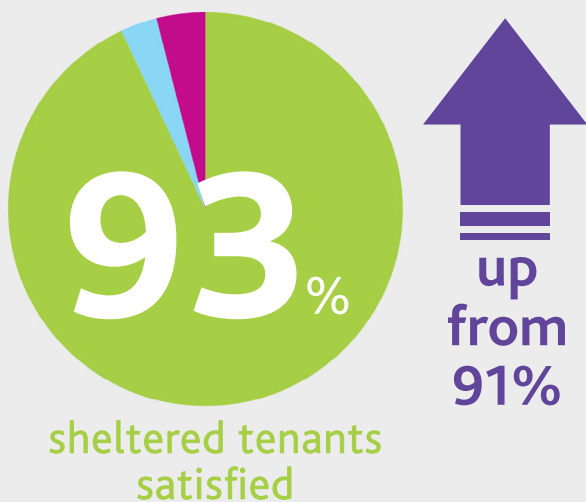
dissatisfied

We ran our resident satisfaction surveys between April and May 2016 using an independent research company. This survey was very important to us, and has helped us to understand what you think of your homes, neighbourhood and our services. We will use the information to improve our services in the future.

We are pleased that overall satisfaction with the service provided by Colchester Borough Homes (CBH) **has improved by two percentage points since 2014**, and by seven points since 2010.

Our sheltered housing tenants are particularly pleased with the services CBH provides, with 93% of those returning the survey being satisfied.

We are also delighted to see a significant improvement in satisfaction amongst our leaseholders, **going up by 12% since 2014**. The leaseholder score of 72% was also much higher than average when compared to other landlords (average 64%).



There is still more we can do to improve. Our satisfaction rate for tenants is still 3% away from the average for other landlords carrying out similar surveys.

The main issues that tenants seemed to be thinking about when they answered this question were:

1<sup>st</sup>

Quality of the home

2<sup>nd</sup>

Repairs and maintenance

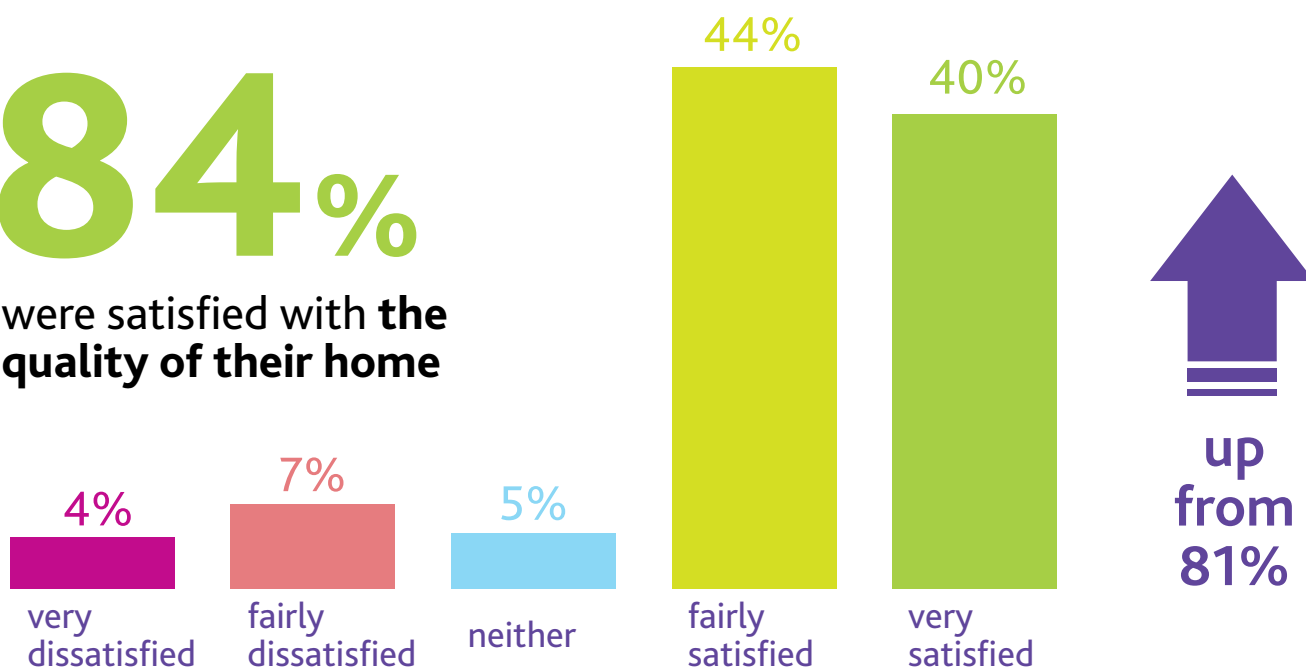
3<sup>rd</sup>

How we deal with enquiries

4<sup>th</sup>

How well we listen to our residents' views

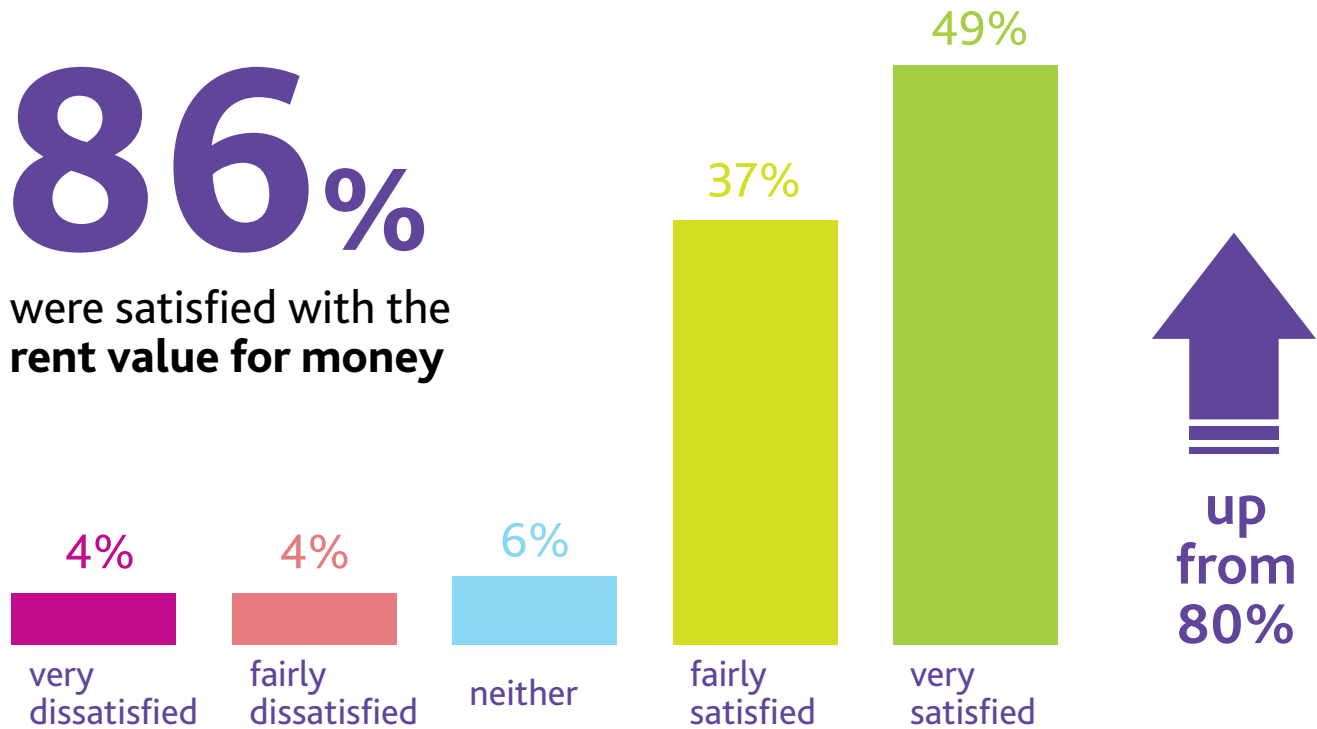
84%  
were satisfied with the  
quality of their home



We have been working hard on making improvements to your homes, resulting in a **significant increase** in the satisfaction score. There is still a bit more to do when compared against the average for other landlords (86%), but we are pleased that customers have noticed the progress that has been made already.

# 86%

were satisfied with the  
**rent value for money**

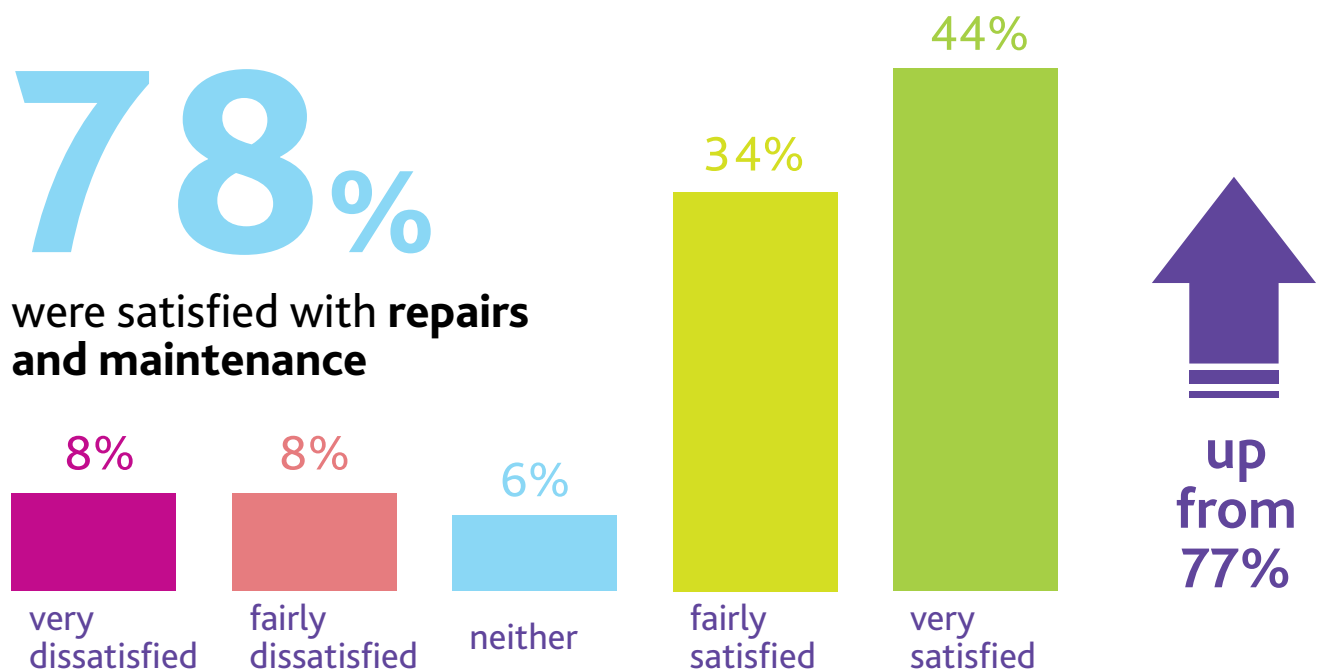


We know that many of our customers can sometimes find it hard to make ends meet, so it is very important for us that tenants get value for money for the rent that they pay.

This score gone up by 6% since 2014, and it is also now 3% **higher than the average** amongst other similar landlords. In addition, our leaseholders are also 7% more likely than before to feel that the service charges represent value for money (63% satisfied), which was also 15% higher than the average.

# 78%

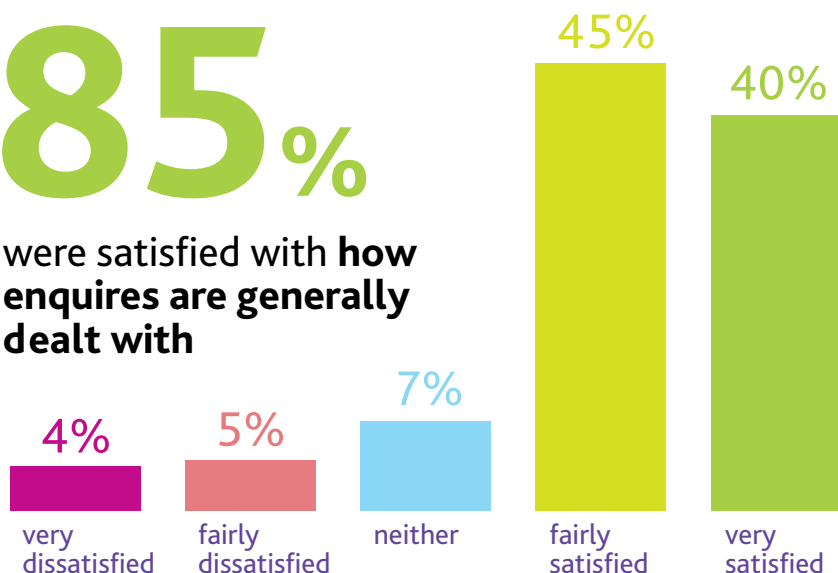
were satisfied with **repairs and maintenance**



Repairs and maintenance is very important to our residents, and we have maintained a similar level of overall satisfaction with the service since 2014 (78% of tenants). In fact, satisfaction with the most recent repair was higher again at 83%, having improved slightly since 2014. Our biggest improvement was in the speed of repairs, with a **5% increase in satisfaction** for both the time it took to start work (80% satisfied), and the time it took to complete (84% satisfied).

# 85%

were satisfied with **how enquires are generally dealt with**



The customer service experience was closely linked to how satisfied residents were with CBH overall. The results in this section were close to the average for other landlords. About a third of respondents used CBH's online services, such as reporting a repair or paying rent via the website.

## About the survey

This survey was similar to one we carried out in 2014, and also used many questions from a standard national questionnaire. This meant that we were able to compare many of the results with the 2014 survey, as well as against other similar housing providers across the country.

The survey was sent to a sample of 1,600 general needs tenants, and all those living in sheltered housing. A separate version was sent to all our leaseholders. Residents could also take part online. We were pleased that many of you took part, with response rates similar to those for other landlords.



see the full report online at  
[www.cbhomes.org.uk/star](http://www.cbhomes.org.uk/star)

# Thank you!

We would like to thank all of you who took the time to take part in the survey.

The information that you provided will play an important role in improving our services in the future.

Congratulations to our survey prize draw winners: Mrs Ketteringham, Mr Hayes, Mr Harkin, Mrs Chamberlain and Miss Treweek.

# 40%

tenant response rate


# 883

tenants took part

# 29%

leaseholder response rate

8<sup>th</sup> November 2016

<b>Report of</b>	<b>Matthew Sterling</b> <b>Assistant Chief Executive</b>	<b>Author</b>	<b>Karen Paton</b>  <b>282275</b>
<b>Title</b>	<b>Homelessness Strategy Progress report 2016</b>		
<b>Wards affected</b>	All wards		

**The Panel is invited to review The Homelessness Strategy Progress report 2016**

## 1. Action required

- 1.1 The panel is asked to consider progress on implementing Colchester's Homelessness Strategy 2014-2019.

## 2. Reason for scrutiny

- 2.1 The panel is being asked to review the annual progress report and delivery plan 2015/2016 at the request of the Portfolio Holder for Housing and Public Protection. The Panel are invited to comment and provide feedback on the progress made on the actions in the Homelessness Strategy Delivery Plan in the light of challenging national and local housing and welfare reform circumstances.

## 3. Background information

- 3.1 The Homelessness Act 2002 requires all local authorities to carry out a homelessness review, develop a Homelessness Strategy for their area to prevent homelessness, and provide accommodation and/or support for people who are or may become homeless.
- 3.2 There are a significant number of single homeless people including those that are sleeping rough in Colchester that the Council does not owe a duty to house. This is because they are not in priority need as set out by Homelessness legislation.

Colchester Borough Council works in partnership with, and supports a number of voluntary sector organisations in Colchester that provide valuable advice, support and accommodation for the growing number of single homeless people.

- 3.3 Colchester's Homelessness Strategy 2014-19 was adopted in March 2014. The 5 year Strategy and Delivery Plan set out the way in which Colchester Borough Council and its partner organisations will work together to prevent homelessness in the borough.

Key Priorities were identified for the Homelessness Strategy:

1. Preventing homelessness by sustaining tenancies
2. Mitigating the negative impacts of welfare reform
3. Improving the Health and Wellbeing of homeless people
4. Changing the perception and culture of social housing through education – managing expectations
5. Rough Sleepers

#### **4. Progress on delivering the Homelessness Strategy.**

4.1 In order to monitor the Homelessness Strategy and Delivery plan it was agreed that a report on the progress of the actions would be produced on an annual basis and circulated to the relevant stakeholders.

4.2 A meeting was held in May 2016 with the Project Group that developed the strategy to reflect on the past year and some of the achievements that have been made in homelessness prevention across the borough. It was also an opportunity for organisations to share experiences and identify gaps and improve partnership working. The Project Group includes representatives from:

Colchester Borough Council  
Colchester Borough Homes  
Beacon House  
Colchester Emergency Night Shelter  
One Support  
Supported Housing Providers including the YMCA and Family Mosaic  
Colne Housing  
Essex Probation  
Homeless Link  
The Job Centre Plus.

Following the meeting, the Delivery Plan was sent out to all the organisations that developed the strategy in order to capture all the progress that had been made towards the actions, since the strategy was written.

4.3 Some of the key actions that have been progressed include:

**Action: *Provide advice and support to tenants/residents potentially affected by the welfare reforms.***

##### **Progress:**

- Colchester Borough Council has responded to the next stage of welfare reform by forming a specialist team to provide proactive intervention to support residents affected by various welfare reforms. The team will be based within Customer Services but will collaborate with various services across CBC and CBH and with external partners.
- Voluntary sector organisations in Colchester are also providing services to residents to help mitigate some of the impacts of welfare reform. (Details included in the Progress report).

**Action: *Explore the possibility of extending the opening times of agencies to reduce the amount of time that rough sleepers spend on the street.***

##### **Progress:**

- Colchester Emergency Night Shelter now provide longer daytime opening hours to ensure that their service users are engaging with support. Clients who have been rehoused but were previously at the Night Shelter can benefit from the service. (50+ a week use the service).
- During the winter months, St Peters Guest House in conjunction with Beacon House provided shelter and food. The service was run by a paid Co-ordinator and volunteers. Between 14<sup>th</sup> December 2015 – end of February 2016 (Over 66 nights) the centre provided for 26 guests and received donations from local businesses.

- 4.3 The Homelessness Strategy Progress Report 2016 contains highlights of the actions that have been achieved or have moved forward in 2015-16. A copy of the progress report can be found at Appendix 1. A full copy of the Delivery Plan is shown at Appendix 2.
- 4.4 Key information from the Evidence base for both the Housing and Homelessness strategies has been combined into one document and includes recent data and identifies trends to support the strategies.

## **5. Strategic Plan references**

The Homelessness Strategy links to the Council's Strategic Plan 2015-18 under the objective: Thriving - Be clear about the major opportunities to work in partnership with public, private and voluntary sectors to achieve more for Colchester than we could on our own

- 5.2 There is also a specific action to 'Work with statutory and voluntary sector partners to prevent homelessness and rough sleeping in the borough.'

## **6. Consultation**

- 6.1 During the development of the Homelessness Strategy, consultation in the form of focus groups and questionnaires took place with service users.
- 6.2 Key stakeholders were consulted on all the Homelessness Strategy documents and continue to be involved in the delivery of the strategy.

## **7. Publicity considerations**

The Homelessness Strategy documents including the progress reports are published on Colchester Borough Council's website. The Progress report and Delivery Plan 2015-16 will be circulated to all key stakeholders.

## **8. Financial implications**

- 8.1 Any resources required to implement the actions in the Homelessness Strategy is delivered from existing budgets. Partner organisations use the Homelessness Strategy to assist in aligning their financial resources to support the delivery of the actions in the Delivery Plan.
- 8.2 Colchester Borough Council receives an annual grant from the Department of Communities and Local Government to work with partner organisations to prevent homelessness in the borough. This is also used to help towards the implementation of some of the actions identified in the strategy.

## **9. Equality, Diversity and Human Rights implications**

An Equality Impact Assessment on the Homelessness Strategy has been completed and a link to the document can be found [here](#)

## **10. Community Safety implications**

The implementation of the Homelessness Strategy Delivery Plan will be a positive benefit for Community Safety.

## **11. Health and Safety implications**

There are no health and safety implications.

**12. Risk Management implications**

There are no risk management implications.

**13. Other Standard References**

There are no other standard references

**Appendices**

Appendix 1.Homelessness Strategy Progress report 2016

Appendix 2.Homelessness Strategy Delivery Plan 2015-16

**Background papers**

Housing and Homelessness Strategy Evidence Base 2015-16

# Colchester's Homelessness Strategy 2014-19

## Progress Report 2016

Colchester's Homelessness Strategy 2014-19 was adopted in March 2015. The 5 year Strategy and Delivery Plan set out the way in which Colchester Borough Council and its partner organisations will work together to prevent homelessness in the borough.

Key Priorities were identified for the Homelessness Strategy:

1. Preventing homelessness by sustaining tenancies
2. Mitigating the negative impacts of welfare reform
3. Improving the Health and Wellbeing of homeless people
4. Changing the perception and culture of social housing through education – managing expectations
5. Rough Sleepers

The Homelessness Strategy Progress Report 2016 contains some highlights of the actions in the Strategy that have been achieved or have moved forward in the second year of the strategy.

A Delivery Plan set out the actions to deliver the priorities and this has been updated along with the Evidence base.

<b>Priority 1: Preventing homelessness by sustaining tenancies</b>
--

**Action: *Increase the provision of tenancy support including floating support***

**Progress:**

- One Support has increased the number of referring agencies to the service. Additional drop in services have been created at the Job Centre and the Library – there are approximately 260 referrals per month to the service.

**Action: *Provide support and advice to tenants on managing debt and welfare benefits including organisations working with single homeless.***

**Progress:**

- During 2015-16 the Financial Inclusion Officer visited 152 Colchester Borough Council tenants to provide support and debt advice including; opening bank accounts, applying for welfare benefits and preventing homelessness, evictions and court action.
- Open Road are developing money and work mentors to assist service users to maintain accommodation.

- Beacon House – has set up ‘Bridging a gap’ to help clients with getting valid evidence of their identity, moving support, financial support and skills to maintain tenancies

**Action: *Develop early intervention programmes for young people under 25 including pre eviction panels/pre tenancy workshops.***

**Progress:**

- The Youth Enquiry Service (y.e.s.) continues to run pre tenancy workshops with young people in supported housing. The focus for the workshops is on dealing with priority debts to help prevent homelessness by maintaining move – on accommodation.

**Action: *Set up a system to monitor and analyse the demand for TA, repeat homelessness applications and the reasons for homelessness including where tenancies have broken down.***

**Progress:**

- The Temporary accommodation (TA) position statement has been reviewed and updated. The demand for TA is being monitored including the use of Bed and Breakfast.

<b>Priority 2: Mitigating the negative impacts of welfare reform</b>
--

**Action: *Provide advice and support to tenants/residents potentially affected by the welfare reforms.***

**Progress:**

- Colchester Borough Council has responded to the next stage of welfare reform by forming a specialist team to provide proactive intervention to support residents affected by various welfare reforms. The team will be based within Customer Services but will collaborate with various services across CBC and CBH and with external partners.
- Voluntary sector organisations in Colchester are also providing services to residents to help mitigate some of the impacts of welfare reform, these include:
  - Colchester Emergency Night Shelter (CENS) is assisting clients with welfare benefits claims.
  - y.e.s. are based at the Job Centre once a fortnight to advise young people who have been subject to a benefits sanction to help prevent rent arrears getting out of control and leading to homelessness.
  - The y.e.s. pre tenancy workshops include mitigating the impact of Universal Credit for young people.

- Beacon House provides food parcels for rough sleepers/single homeless people and provides financial support including helping homeless clients to open bank accounts.

### Priority 3: Improving the Health and Wellbeing of homeless people

**Action: *Promote the integration between health and housing to meet the actions identified in the Public Health Outcomes Framework: Improving the wider determinants of Health for homeless acceptances and households in temporary accommodation***

#### **Progress:**

- A new role in Private Sector Housing - Public Health Improvement Coordinator, will help to build links between health and housing.
- Projects have been established to improve the health and wellbeing of homeless households including:
  - y.e.s now offer a counselling service for clients up to the age of 25.
  - y.e.s. Teenage Pregnancy Midwife, has a new role as the Vulnerable Women's Midwife so as well as providing a service to teenage mums it also opens up the service to women in need who are pregnant and considered vulnerable.
  - Beacon House has received a grant from Reaching Communities to provide aspirational activities for their clients including Kayaking, Climbing and Coracle (small roundish lightweight boat) making.
  - Beacon House has 2 barbers and also provides podiatry services and occupational therapy support.
  - One Support now has a mental health crisis team. The team also have a weekly drop in at Beacon House.

### Priority 4: Changing the perception and culture of social housing through education – managing expectations

**Action: *Provide wider communication of Colchester Borough Council's Housing and Homelessness services***

#### **Progress:**

- Successful Homelessness Information event held in March 2016 – 45 people attended excluding organisers – very good feedback.
- CBC and CBH websites are being updated to improve information provided on housing and homelessness.
- In May 2016 the Housing Options Team achieved the DCLG Silver Standard award for their housing and homelessness service.

**Action: *Develop early intervention and prevention options for Young People at risk of becoming homeless in the Borough.***

**Progress:**

- y.e.s. are working in partnership with Social Care to prevent homelessness for 16/17 year olds.

**Action: *Identify, support and promote alternative housing options.***

**Progress:**

- y.e.s. are exploring private rented options with young people to promote the idea that social housing is not the only housing route available to them.

<b>Rough Sleepers</b>
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**Action: *Identify the support needs of different types of rough sleepers including entrenched rough sleepers, young people that are ‘new’ to the streets and people suffering from mental health to help engage with different groups.***

**Progress:**

- Due to the closure of the April Centre the street outreach project (grant funding provided by CBH for the project) is now being run by Beacon House. The project signpost rough sleepers to services and is ‘catching’ people that are new to the streets. The project also helps to move people on from a street lifestyle once they are housed and feeds into the Colchester Homelessness Agencies Service Users Panel (CHASUP).
- Open Road are providing a street based worker to support rough sleepers and street drinkers and drop in activities for those with alcohol or drug issues.
- CENS – “Meaningful use of time” programme offers volunteering opportunities including Mersea conservation.

**Action: *Explore the possibility of extending the opening times of agencies to reduce the amount of time that rough sleepers spend on the street.***

**Progress:**

- CENS now provide longer daytime opening hours to ensure that their service users are engaging with support. Clients who have been rehoused but were previously at the Night Shelter can benefit from the service. (50+ a week use the service).
- During the winter months, St Peters Guest House in conjunction with Beacon House provided shelter and food. The service was run by a paid Co-ordinator

and volunteers. Between 14<sup>th</sup> December 2015 – end of February 2016 (Over 66 nights) the centre provided for 26 guests and received donations from local businesses.

**Action: *Identify move-on opportunities for rough sleepers to help with transition from living on the street***

**Progress:**

- Anglia Care Trust (ACT) was awarded funding by the group of local authorities who secured the money under the DCLG's Help for Single Homeless funding. 70 referrals to the intensive brokerage part of the service have been made to ACT since it began. Referrals have been made from CBH, Open Road, One Support, Beacon House, Community Rehabilitation Centre (CRC) and the National Prison Service (NPS).
- Open Road are working with Dimensions (an organisation which provides personalised social care services for people with learning disabilities and autism, including challenging behavior and complex needs) to help support single homeless people with drug & alcohol issues into settled accommodation.
- CBH, CBC and partner agencies conducted a rough sleepers count in November 2015 and 9 rough sleepers were identified. 5 were referred to supported accommodation or Anglia Care Trust for assistance into private rented accommodation. The remaining 5 were referred to CHASUP and the Outreach Worker at Beacon House to help them engage with services.



## **Homelessness Strategy Delivery Plan 2014 – 2019**

### **2015-16 update**

<b>Priority 1: Preventing homelessness by sustaining tenancies</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Increase the provision of tenancy support including floating support to tenants in social rented sector	1.1 Encourage the take up of tenancy floating support through One support to vulnerable tenants moving into accommodation 1.2 Tenancy support Officers to identify and support clients in accommodation	Increased take up of One support service – increase in tenants sustaining their tenancy – reduction in number of evictions for rent arrears and ASB	Throughout the lifetime of the strategy	Customer Service Centre/Colchester Borough Homes/Registered Providers  Colchester Borough Homes – Tenancy Support Officers		One Support has increased the number of referring agencies to the service. Additional drop in services have been created at the Job Centre and the Library – there are approximately 260 referrals per month to the service.

Priority 1: Preventing homelessness by sustaining tenancies						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Prevent Homelessness by helping people sustain their tenancies, through the increased provision of debt and welfare rights advice.	<p>1.3 Provide support and advice to tenants on managing debt and welfare benefits including organisations working with single homeless</p> <p>1.4 Increase the availability and provision of debt advice in the Borough and promote existing services including the Citizens Advice Bureau (CAB).</p> <p>1.5 Continue to raise awareness of the Credit Union to avoid clients using expensive</p>	<p>Reduction in the number of evictions for rent arrears</p> <p>Increase take up of welfare benefits</p> <p>Increase in number of people using the Credit Union</p>	Throughout the lifetime of the strategy	Colchester Borough Homes – Financial Inclusion Officer/CAB/Credit Union/Beacon House/Night Shelter	<p>19 CBC tenants were evicted in 2014/15 for rent arrears. CBH Financial Inclusion Officer continues to support tenants to manage budgets. The Night Shelter has appointed a Tenancy Sustainment worker and is holding pre tenancy workshops – 100% success rate.</p>	<p>20 CBC tenants were evicted in 2015/16 for rent arrears.</p> <p>During 2015-16 the Financial Inclusion Officer visited 152 tenants to provide support and debt advice including; opening bank accounts, applying for welfare benefits and preventing homelessness, evictions and court action. Colchester Emergency Night Shelter (CENS) Tenancy Sustainment Officer continues to have 100% success with all clients supported into the</p>

Priority 1: Preventing homelessness by sustaining tenancies						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
	doorstep credit providers				<p>A Housing Benefit Officer is working within the front facing office with housing staff at CBH; this allows for crisis resolution at the front end of the service.</p> <p>The CAB has been grant funded to provide an enhanced money management advice service which housing options</p>	<p>PRS and general needs accommodation.</p> <p>Beacon House – has set up ‘Bridging a gap’ to help clients with ID, moving support, financial support and skills to maintain tenancies</p> <p>Beacon House – awarded CBC Homelessness Prevention Grant Funding to provide homelessness prevention and support for single homeless.</p> <p>Open Road are developing money and work mentors to assist service users to</p>

Priority 1: Preventing homelessness by sustaining tenancies						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
					services staff can refer their clients into directly.	maintain accommodation.
Reduce the number of owner occupiers losing their properties through mortgage arrears	1.6 Provide advice and support services to home owners threatened with repossession at an early stage so that homelessness can be prevented in a sustainable way 1.7 Promote the Governments Mortgage Rescue Scheme	Reduction in homeless applications due to repossession	Throughout the lifetime of the strategy	Colchester Borough Homes - Housing Options Team	Mortgage rescue scheme has now ceased and no longer exists.	CBH Housing options Team continue to provide advice and support to homeowners to help prevent homelessness through repossession.

Priority 1: Preventing homelessness by sustaining tenancies						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Provide services that will support young tenants to maintain their tenancy and prevent unnecessary evictions through ASB and Arrears	1.8 Develop early intervention programmes for young people under 25 including pre eviction panels/pre tenancy workshops 1.9 Joint working with Supported Housing Schemes for under 25's on Notice to Quit Panels to	Reduction in Young People being evicted from their tenancy including Temporary Accommodation and Supported Housing	October 2014	Colchester Borough Homes – Housing Options Team/Supported Housing Network, CBH TSO's	Pre tenancy workshops now mandatory. 15 young people attend per workshop. 5 Young people evicted for rent arrears by CBH in 2014/15. Tenancy Support Team now supporting	Youth Enquiry Service (y.e.s.) - Pre tenancy workshops with young people in supported housing – focus on priority debts to help prevent homelessness by maintaining move – on accommodation.  3 young people were evicted for rent arrears/ASB from CBC properties  Bernard Brett House

Priority 1: Preventing homelessness by sustaining tenancies						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
	prevent evictions				new young tenants for 6 months. DWP quarterly Liaison meetings set up - helping to engage young people that are hard to reach.	track and support their clients for 2 years after being rehoused to support them in maintaining a tenancy.
Improve release programmes for people leaving Care and Institutions' such as Prison and Armed Forces	1.10 Set up monitoring of release programmes from Prisons and Armed Forces 1.11 Work with Prisons, Armed Forces and Social Services on planned move-on routes - The April Centre	Data collected to inform policy  Release programmes in place	Monitoring set up by April 2015  October 2015	Colchester Borough Homes	'Help for single homeless' funding secured by CBC, Tendring DC and Ipswich BC to provide early intervention for prison leavers.	Referrals to ACT since the service began from Colchester is 59. Referrals predominantly from CBH, Colchester probation and the Community Rehabilitation Company.

Priority 1: Preventing homelessness by sustaining tenancies						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
	is conducting visits to prisons to help those ready to be released			The April Centre has now closed.	Anglia Care Trust to provide Early Intervention Service for 18 months.	
Increase prevention of homelessness caused by domestic violence	1.12 continue to support the multi-agency partnership work with local domestic abuse agencies through the Domestic Violence Forum 1.13 Monitor the take up of the Sanctuary Scheme	A reduction In homelessness caused by domestic violence	Throughout the lifetime of the strategy	Community Initiatives Team/Housing Options Team	Domestic Abuse protocol being set up by ECC.	The Colchester Sanctuary Scheme received 62 high risk domestic violence security reports from Essex Police between 1/4/15 – 31/3/16, to which CBC have responded.  CBC and CBH have worked in partnership with ECC on the Domestic Abuse Joint Commissioning Strategy for Essex. This included the commissioning of the Independent

Priority 1: Preventing homelessness by sustaining tenancies						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						Domestic Violence Advisor (IDVA) service to support households experiencing domestic violence (100% of high risk victims known by Essex Police are now supported by an IDVA)
Set up a system to monitor and analyse the demand for TA, repeat homelessness applications and the reasons for homelessness including where tenancies have broken down	Identify what data is already being collected and where there are gaps.	Set up a template to collate and monitor the demand and supply for temporary accommodation.	Set up system to capture data on a quarterly basis from April 2016	CBH- Housing Options Team/CBC- Housing Strategy Officer		Temporary accommodation (TA) position statement reviewed and updated. Demand for TA being monitored including use of B&B.

Priority 2: Mitigating the negative impacts of welfare reform						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Provide advice and support to tenants/residents potentially affected by the welfare reforms	2.1 Promote the availability of Discretionary Housing Payments (DHP) 2.2 Work with the Job Centre Plus to help assist tenants to access employment 2.3 Promote mutual exchange to encourage tenants to move including via Mutual Exchange fairs 2.4 Review existing policies to encourage tenants to move and make better use of housing	Reduction in tenants /residents affected by welfare reforms	April 2017	Colchester Borough Council/Colchester Borough Homes/Job Centre Plus	DHP used predominately to assist families in the PRS. There has been a 43% reduction in the budget for 2015/16 from the previous year. On 1 <sup>st</sup> April 2015 the number of families affected by the benefit cap was 54 which is a reduction from 228 families in 2012. CBC is working in partnership with JCP which includes an Officer being seconded from the JCP to provide job search advice to clients. CBH has changed its Transfer	DHP funding for 2015/16, fully spent. £50,000 CBC / £239,924 DWP. CBC DHP budget for 2016/2017 is £50,000 CBC and £292,170 DWP. A Welfare Reform project has been set up at CBC. Specialist team being recruited within the Customer Service Team for 3 year project. This will include

Priority 2: Mitigating the negative impacts of welfare reform						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
	stock 2.5 Identify and support tenants with managing budgets – Financial Inclusion officer				<p>Incentive Scheme and now offers tenants £500 for help with moving costs and £500 per bedroom given up, to a maximum of £2,000. A CBH enabling team support tenants to make decisions and take care of practicalities, to help them move.</p> <p>Since April 2013 the number of residents affected by the spare room subsidy has been reduced by 36%; this has been achieved by proactive support, early intervention and partnership working. Universal Credit was rolled out 16<sup>th</sup> March</p>	<p>proactive work on the impact of the benefit cap. Customer Service – new DHP online form to go live June/July 2016. Successful Joint working with the DWP and the JCP. CENS – assisting clients with welfare benefits. y.e.s. – now based at the Job Centre once a fortnight to offer support to young people who have been sanctioned – to stop rent</p>

Priority 2: Mitigating the negative impacts of welfare reform						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
					<p>2015 for single people making new 'simple' claims only. Supported Housing is exempt. Colchester council has entered into a delivery partnership agreement with DWP to deliver four key elements of support for claimants inc: support with housing costs; triage with debt and budgeting advice; using PCs; and informing landlords of the changes. Within this agreement Colchester will deliver personal budgeting support (PBS) and digital inclusion support through a dedicated customer</p>	<p>arrears getting out of control and leading to homelessness. y.e.s. – pre tenancy workshops includes mitigating the forthcoming impact of UC for young people. Beacon House provides food parcels for rough sleepers and helping with opening bank accounts for this group. Financial Inclusion Officer continues to support tenants</p>

Priority 2: Mitigating the negative impacts of welfare reform						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
					<p>support team. Financial Inclusion Officer continues to support tenants to manage budgets including helping 15 tenants with children to secure DHP to clear arrears and avoid eviction and secure DHP awards for 29 tenants living in an adapted property to cover under occupation charges. The Financial Inclusion Strategy is being updated.</p>	<p>with budgeting: In 2015/16, 152 tenants were visited. DHP awarded to tenants to clear rent arrears to avoid homelessness amounted to £94,051. 50 Tenants had joint debt advice/solution home visits with the CAB. 25 tenants supported to open basic bank accounts. 64 DHP awards were made to CBC tenants who had council tax arrears with</p>

Priority 2: Mitigating the negative impacts of welfare reform						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						some facing court action, total amounted to £6846.81.

Priority 3: Improving the Health and Wellbeing of homeless people						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Work in partnership with	3.1 Work with ECC and other	Meetings set up and work plan	October 2013	ECC/CBC/One Support/Beacon	Health Needs Audit completed and report	<b>Action completed</b>

Priority 3: Improving the Health and Wellbeing of homeless people						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
the Public Health Team at Essex County Council (ECC) on the Homelessness Health Needs Audit to gather local information on the health needs of homeless people.	Local Authorities in North Essex to progress the Health Needs Audit – Project Group set up for Colchester to complete audit - CBC, One Support and Beacon House	agreed  Representatives for Project Group agreed		House	published.	
Collate the information from the Health Needs Audit to identify services to meet the health needs of homeless people in Colchester. The results will inform ECC's Joint Strategic Needs assessment	3.2 ECC and Colchester Project Group to work in partnership to collate information from the audit	Information Collated  Services to meet the health needs of homeless people identified	April 2014	ECC/CBC/One Support/Beacon House	Beacon House have been awarded a contract from the CCG for 3 years to provide health provision for street homeless clients and outreach including a mental health drop-in service	
Promote the	3.3 Work in	Identified	April 2016	ECC/CBC/CCG	CBC attending	New role in

Priority 3: Improving the Health and Wellbeing of homeless people						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
integration between health and housing to meet the actions identified in the Public Health Outcomes Framework Improving the wider determinants of Health for homeless acceptances and households in temporary accommodation	partnership with ECC Public Health Team to progress the actions in the framework	outcomes in the framework met			meetings set up to improve partnership working between Housing Health and Social Care.	Private Sector Housing - Public Health Improvement coordinator will help to build links between health and housing. Projects to improve health and wellbeing of homeless household includes: y.e.s – offer a Counselling service for clients up to the age of 25. y.e.s. Teenage Pregnancy Midwife, has a new role as the Vulnerable

Priority 3: Improving the Health and Wellbeing of homeless people						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						<p>Women's Midwife so as well as offering a service to teenage mums also opens up the service to women who are pregnant and considered vulnerable. Beacon House – received a grant from Reaching Communities to provide aspirational activities for their clients including Kayaking, Climbing and Coracle making. Beacon House</p>

Priority 3: Improving the Health and Wellbeing of homeless people						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						has 2 barbers and also provides Podiatry services and Occupational therapy support. One Support now has a mental health crisis team. The team also have a weekly drop in at Beacon House.
Progress work with ECC and North and Mid Essex on the actions from the ECC Mental	3.4 Colchester represented at meetings with North and mid Essex Locality Group.	Actions from strategy implemented  Hospital discharge	November 2015	ECC/CBC/CBH	Mental Health Accommodation Pathway set up in September 2014 which included a MH JRP introduced to	

<b>Priority 3: Improving the Health and Wellbeing of homeless people</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Health Accommodation Strategy including the hospital discharge process	3.5 Priorities identified Project groups set up to progress actions.	process in place			improve access to accommodation and support for this group.	

<b>Priority 4: Changing the perception and culture of social housing through education – managing expectations</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Provide wider	4.1 Improve	Statutory and	Throughout the	Community	2 successful	A successful

<b>Priority 4: Changing the perception and culture of social housing through education – managing expectations</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
communication of Colchester Borough Council's Housing and Homelessness services	communication of services provided by the Council to statutory and voluntary sector organisations through Information days 4.2 Identify gaps in information and publish and promote leaflets on the Council's homelessness and housing service for partner organisations and young people, and distribute widely at key Service Locations.	Voluntary organisations and Service Users more aware of services provided by Colchester Borough Council	lifetime of the strategy	Initiatives/Housing Options –Young Persons Housing Forum	homelessness events held in 2014.  Pocket Guide to Homelessness and Young Persons Guide updated and published. COYOHO – a website providing housing and homelessness advice for young people set up and publicised in 2014.	Homelessness Information event was held in March 2016 – 45 people attended excluding organisers – very good feedback. CBC and CBH websites are being updated to improve information provided on housing and homelessness.  In May 2016 the Housing Options Team achieved the DCLG Silver

<b>Priority 4: Changing the perception and culture of social housing through education – managing expectations</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						Standard award for their housing and homelessness service.
Develop early intervention and prevention options for Young People at risk of becoming homeless in the Borough through the Young Persons Housing Forum	4.3 Work with the Homeless Response Team to raise awareness of family breakdown and provide basic strategies and signposting to support families to resolve conflict 4.4 Continue to work in partnership with Schools in the Borough to educate young people and their parents of the risks of leaving	An increase in homelessness prevention for young people  A decrease in homeless applications for young people	Throughout the lifetime of the strategy	Community Initiatives/Housing Options – Young Persons Housing Forum	Feasibility study for a Peer Educator programme for schools has been carried out. Project being developed.	y.e.s. – working in partnership with Social Care to prevent homelessness for 16/17 year olds.

<b>Priority 4: Changing the perception and culture of social housing through education – managing expectations</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
	home in an unplanned way.				COYOHO – a website providing housing and homelessness advice for young people set up in 2014	
Increase and support housing options for single people and vulnerable groups including Move-on options from supported Housing	4.5 Identify, support and promote alternative housing options including Solo Housing Scheme, YMCA Supported Lodgings Scheme and Genesis Leasing Scheme	Increase in alternative housing options and planned move on routes	Throughout the lifetime of the strategy	Young Persons Housing Forum/Supported Housing Network	Improvement in culture for young people in Supported Housing with less reliance on social housing as a move on option.	y.e.s. – exploring private rented options with young people to promote the idea that social housing is not the only housing route available to them.

<b>5: Rough Sleepers</b>		
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How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
Establish a multi-agency group of support services for single homeless and rough sleepers	5.1 Re establish the Co-ordinated Welfare Meeting with organisations that support single homeless and rough sleepers – will help to identify duplication in services	Multi Agency Group established	April 2014	Beacon House/Night Shelter/CBC	CHASUP set up for organisations to work collaboratively with entrenched rough sleepers to help them access accommodation and support. Meetings held monthly. Currently have 22 active cases and a watching brief.	Since July 2015 CHASUP has worked with 65 clients of which 25 have been rehoused.
Set up a protocol between voluntary sector organisations to enable data on rough sleepers to be shared	5.2 Set up protocol through the CHASUP meeting	Protocol established	November 2014	CHASUP	Joint working agreement set up through CHASUP	<b>Action Completed</b>
Identify the support needs of different types of	5.3 Work to be progressed through the Street	Support needs identified	November 2015	Beacon House/Night Shelter/CBC	Support needs being identified through	One Support now has a mental health

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
rough sleepers including entrenched rough sleepers, young people that are 'new' to the streets and people suffering from mental health to help engage with different groups	Outreach Service set up for 2 years from November 2013 with funding from the DCLG and provided by the April Centre				Outreach and CHASUP.	crisis team. The team also have a weekly drop in at Beacon House. Due to the closure of the April Centre the street outreach project (grant funding provided by CBH for the project) is now being run by Beacon House – the project signposts rough sleepers to services and is 'catching' people that are new to the streets. The project also helps to move

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						<p>people on from a street lifestyle once they are housed and feeds into CHASUP.</p> <p>Foundation 66 – Support and Mentoring Services programme – Provides a peer mentoring service for people over 18 recovering from drug and alcohol addiction across Essex.</p> <p>Open Road are providing a street based worker to support rough sleepers and</p>

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						street drinkers and drop in activities for those with alcohol or drug issues CENS – Meaningful use of time – programme offering volunteering opportunities and Mersea conservation – weekly.
Explore the possibility of extending the opening times of agencies to reduce the amount of time that rough sleepers spend on	5.4 To be progressed through the Co-ordinated Welfare meeting	Opening times extended – more places for rough sleepers to go during the day	November 2014	Beacon House/April Centre/Night Shelter		CENS – now provide longer daytime opening hours to ensure that their service users are engaging with

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
the street						support. Clients who have been rehoused but were previously at the Night Shelter can benefit from the service. (50+ a week use the service) During the winter months, St Peters Guest House in conjunction with Beacon House provided shelter and food. The service was run by a paid Co-ordinator and volunteers. Between 14 <sup>th</sup> December 2015 – end of February 2016

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						(Over 66 nights) the centre provided for 26 guests and received donations from local businesses. Beacon House looking to increase capacity at the centre by refurbishing the ground floor.
Identify move-on opportunities for rough sleepers to help with transition from living on the street	5.5 To be progressed through the Street Outreach Service 5.6 Monitor and promote the Solo Lodgings Scheme set up in July 2013 with funding from the DCLG	Move-on options identified Increase in number of Landlords signing up to the scheme Decrease in number of rough sleepers	November 2015  Monitored quarterly	Beacon House	Solo housing scheme no longer exists.  The April Centre was funded by the Greater Haven Gateway to provide an Outreach	Due to the closure of the April Centre the street outreach project (grant funding provided by CBH for the project) is now being run by Beacon House

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
					<p>response to rough sleepers across the sub region. The April Centre were able to provide a fast response to rough sleepers identified by members of the public as well as partner agencies and help them to access accommodation and support.</p> <p>Action being progressed through Help for single homeless bid - Breaking the</p>	<p>– the project links service users to services that provide support and accommodation and is ‘catching’ people that are new to the streets. The project also helps to move people on from a street lifestyle once they are housed and feeds into CHASUP.</p> <p>Anglia Care Trust (ACT) was successful in bidding for the Help for Single Homeless</p>

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
					cycle of rough sleeping though Intensive Brokerage and Increasing the range of accommodation with support.	funding. 70 referrals have been made to ACT since the service began from CBH, Open road, One Support, Beacon House, CRC and the National Prison Service (NPS). Open Road are working with Dimensions to help Support single homeless people with Drug & alcohol issues into settled accommodation. CBH, CBC and partner agencies conducted a

<b>5: Rough Sleepers</b>						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
						rough sleepers count in November 2015 and 9 rough sleepers were identified. 5 were referred to supported accommodation or Anglian Care Trust for assistance into private rented accommodation. The remaining 5 were referred to CHASUP and the Outreach Worker at Beacon House to help them engage with services.
Set up an	To produce	A reduction in the	Estimated start	Essex Police, CBC,	Initial funding	<b>Action</b>

5: Rough Sleepers						
How this priority will be achieved	Key Actions	Smart target	By When	By Whom	Update 2015	Update 2016
<p>'Alternative Giving Campaign' to discourage members of the public from giving money to beggars.</p> <p>To educate the public so that their donations get spent on charitable work to help those in need to reduce street begging in Colchester.</p>	<p>leaflets and media publicity to raise awareness of perpetuating street begging.</p> <p>To encourage residents to give donations to charities for homeless clients instead of street beggars.</p> <p>Signpost street beggars that need support to organisations that provide the service required.</p>	<p>number of street beggars.</p> <p>Increase in funds for local charities for those who really need it.</p> <p>Increase in street beggars accessing services.</p>	<p>date August 2015.</p>	<p>CBH, Beacon House and the Safer Colchester Partnership.</p>	<p>identified for leaflets/media publicity through Police Crime Commissioner for Essex.</p>	<p><b>completed.</b> Anecdotal evidence suggests that the campaign has reduced the amount of begging in the town.</p>



## Scrutiny Panel

8 November 2016

Item  
**14**

<b>Report of</b>	<b>Head of Customer Services</b>	<b>Author</b>	<b>Sean Plummer Strategic Finance Manager / Jason Granger Customer Interventions Manager 508824</b>
<b>Title</b>	<b>Local Council Tax Support 2017/18</b>		
<b>Wards affected</b>	<b>All Wards</b>		

**The Panel is invited to review and comment on recommendations in respect of the Local Council Tax Support Scheme for 2017/18**

### 1. Action required

- 1.1 The panel is invited to review and comment on the proposed Local Council Tax Support scheme commencing 2017/18.

Such review and comment will be considered ahead of the Cabinet meeting of 30 November 2016 and Full Council meeting of 8 December 2016 where approval of the scheme will be requested.

### 2. Reason for scrutiny

- 2.1 Colchester Borough Council implemented a Local Council Tax Support scheme from 1 April 2013.
- 2.2 Legislation requires that following public consultation, amendments to the scheme for 2017/18 need to be agreed by Full Council before 31 January 2017.
- 2.3 It is recommended to bring the scheme in line with national legislative amendments and to propose the following changes:
- Amend backdating to one calendar month
  - Reducing the period for which a person can be absent from Great Britain and still receive Local Council Tax Support from 1 April 2017.
- 2.4 All other fundamental features of the scheme, other than those described under 2.3, are proposed to remain unaltered.

### 3. Background information

- 3.1 Local Council Tax Support currently helps 10,100 residents reduce their Council Tax bill – 4,300 of state pension age and 5,800 working age residents. The value of Local Council Tax Support granted in 2015/16 was £8.05 million. For 2016/17 it is estimated to be £8.10 million.
- 3.2 All working age recipients of Local Council Tax Support have to pay a minimum contribution of 20% towards their Council Tax bill. National regulations still require local

schemes to 'protect' those residents of state pension credit age from any reduction to their level of support as a result of the localisation of the scheme.

3.3 A summary of the 2016/17 key scheme points are outlined below:

- Back to Work Bonus – additional 4 weeks support for those who find work
- Award based on 80% of Council Tax liability
- £6000 capital /savings limit
- Flat rate £12 non-dependent deduction
- Disregard of child maintenance as income
- Include Child Benefit as income
- £25 flat rate earnings disregard
- £1.00 per week minimum level of entitlement.

## 4. Proposals

### 4.1 Amend backdating to one calendar month

It is proposed to amend backdating to one month. This is a minor correction to our policy which currently states 28 days. This has negligible financial impact but aligns the scheme to other Welfare Benefit frameworks. Amending backdating has no adverse impact in relation to entitlement.

### 4.2 Reducing the period for which a person can be absent from Great Britain and still receive Local Council Tax Support from 1 April 2017

Within the current scheme, applicants can be temporarily absent from their homes for 13 weeks (or 52 weeks in certain cases) without it affecting their claim. This replicated the rule within Housing Benefit.

It is proposed that the Local Council Tax Support scheme is amended to reflect the changes in Housing Benefit. There will be exceptions for certain occupations such as mariners and the armed forces or where you have to go abroad due to the death of a close relative.

The limitation of temporary absence rules will require residents to reapply for Local Council Tax Support upon their return, yet provide consistency with the Housing Benefit scheme.

## 5. Alternative Options

### 5.1 Removal of the family premium for new working age Local Council Tax Support awards from 1 April 2017.

Consultation proposals included an option to remove the family premium for new working age Local Council Tax Support awards from 1 April 2017

Applicants to Local Council Tax Support have a maximum amount of weekly income they can receive before their income starts to affect their level of entitlement. This figure is called the applicable amount. Where one member of a family is a child or young person a Family Premium can be awarded adding £17.45 to the applicant's weekly applicable amount. The Government has removed the family premium for new claims for Housing Benefit from May 2016. This change would not affect those on Universal Credit, Income Support, Income Related Employment and Support Allowance or Income Based Jobseeker's Allowance. Modelling indicates this would reduce scheme provision by £137,380.

The removal of the family premium would reduce the applicable amount for new applicants with dependent children yet will provide consistency with the Housing Benefit scheme.

5.2 The option of removing the family premium for new working age Local Council Tax Support awards from 1 April 2017 received support in consultation. However this would not be recommended, taking into account the following considerations:

- Maintaining the current assessment basis for families would provide further stability for this resident basis in terms of wider welfare adjustments
- The removal of the family premium would have a disproportionate effect on families on a low income.

5.3 Respondents were also asked to provide wider comment on alternative options for scheme funding including increasing the level of Council Tax, accrue savings from reducing other Council Services or using Council's reserves.

5.4 The alternative options did not receive support through consultation.

5.5 If Colchester Borough Council keeps the current scheme, it will be administratively more complex as it will not align with Housing Benefit which is also administered by the Colchester Borough Council and this will have a cost implication.

## **6. Strategic Plan references**

6.1 The Council's Strategic Plan sets out several priorities including a commitment to ensure Colchester is a welcoming and safe place for residents, visitors and businesses with a friendly feel that embraces tolerance and diversity.

6.2 Precepting authorities contributed additional funding to assist with the collection of Council Tax, recognising the additional number of residents we had to collect from and the potential difficulties we would experience collecting from residents who have either not previously paid Council Tax or who are paying an increased amount.

This additional money has helped fund a proactive intervention programme which provides a range of services including flexible payment plans, debt and back to work advice as well as administration an Exceptional Hardship fund. This work helps to protect the interests of our more vulnerable residents whilst focusing on the maintenance of collection.

## **7. Consultation**

7.1 The Local Government Finance Act 2012 sets out that Billing Authorities have to hold a public consultation on any potential changes to their existing Local Council Tax Support scheme. To comply with this and to understand the impact on residents of the scheme a 6 week consultation was held from 22 August to 3 October 2016.

7.2 Historically response rates to consultation have been low. Ahead of, and during this year's consultation considerable efforts were made to generate responses. A robust communications plan was formed and included the following:

- Design of consultation media, fixing the brand and providing consistency of message
- Bespoke web page promoting consultation
- Colchester Borough Council landing page advert running throughout consultation

- Press release
- Social media campaign - Colchester Borough Council and Colchester Borough Homes
- Enews articles and Members Information Bulletin
- Poster and screen promotion - internally and externally
- Phone prompts on call centre telephony channels
- Consultation advert on all Council Tax notifications issued during consultation period. In excess of 8,000 notifications were issued carrying this message at no additional cost
- Key message for Customer Services officers to encourage response.

7.3 Outcomes of the public consultation are set out in Appendix A. The majority of respondents agreed with the terms presented.

## 8. Publicity considerations

8.1 Local Council Tax Support is publicised via a website and we continue to provide information within our annual Council Tax bills and other mailings.

## 9. Financial implications

9.1 The Government funding for Local Council Tax Support was originally provided as a specific grant.

The funding is no longer separately identified in Local Authority settlements yet forms part of the Revenue Support Grant and baseline retained business rates, together known as the Settlement Funding Allocation.

The Settlement Funding Allocation has reduced each year and therefore it could be assumed that the funding for Local Council Tax Support has also reduced.

The table below shows how the cost of Local Council Tax Support compares to the assumed Government grant.

Grant	Settlement Funding Allocation Reduction	Colchester Borough Council Assumed Grant (£'000)	Local Council Tax Support Costs (£'000)	Colchester Borough Council Share (£'000)	Difference (£'000)
2013/14		1,321	9,085	1,081	240
2014/15	13%	1,149	8,497	1,011	138
2015/16	15%	977	8,047	958	19
2016/17	17%	811	8,113	933	-122
2017/18	17%	673	8,121	934	-261

9.2 The cost of the scheme is influenced by both caseload and the Council Tax rate set. The cost in 2016/17 has therefore increased due to the 3.4% Council Tax rise and further increases are likely in 2017/18.

This table shows that in 2016/17 there is an estimated net cost of the scheme for Colchester Borough Council. Looking ahead to 2017/18 and beyond, the Settlement Funding Allocation will reduce further and Council Tax rises are likely and therefore this could lead to a net cost of the Local Council Tax Support scheme in later years. However, the actual position will depend on caseload numbers.

The 2017/18 Council budget already assumes the above reduction in Government funding and therefore the impact of this has already been factored in to the budget gap. It should be remembered that the cost of LCTS and funding is shared with the major preceptors (County, Fire and Police) and as such the overall net cost of the scheme will vary depending on how funding has reduced for different authorities.

Whilst we have seen a reduction in the caseload (approximately 1500 since the introduction of LCTS) volatility in the economic outlook could create future pressure on caseloads and subsequently the cost of the scheme. Furthermore fundamental changes to the current criteria could potentially affect the collection fund position. These factors have been taken into consideration when providing options for consultation.

Local Council Tax Support scheme proposals attempt to balance the ongoing pressures of Local Authority settlement for both billing authorities and preceptors whilst acknowledging potential for escalating scheme costs due economic volatility. These factors are placed in contrast for the need to support and protect those on a low income. Furthermore, the Council needs to consider the risks to collection rates from changes in the scheme.

## **10. Equality, Diversity and Human Rights implications**

- 10.1 An updated Equality Impact assessment (EQIA) was carried out and published on 18 August 2016. It is available on the Colchester Borough Councils Website or by clicking [here](#)

## **11. Community Safety implications**

- 11.1 The proposals contain provision for dealing with welfare concerns of residents, particularly vulnerable people. It is intended to limit hardship to avoid giving rise to crime and disorder.

## **12. Health and Safety implications**

There are no health and safety implications.

## **13. Risk Management implications**

- 13.1 Fundamental changes to the current criteria could potentially affect the collection fund position.
- 13.2 The absence of an adopted Local Council Tax Support Scheme for 2017/18 by 31 January 2017 would lead to introduction of a prescribed default scheme which broadly represents the former Council Tax Benefit scheme with an additional funding requirement of circa £1.2 million.
- 13.3 Help and assistance is available to any resident affected by the proposed changes by the Customer Support Team. This team is currently supporting residents affected by the Governments Welfare Reform Agenda. This dedicated team are ready to provide a wide range of advice in relation to Welfare Benefits, money management and back to work support.

## **Background Papers**

- Draft Local Council Tax Support 2017/18 policy document – access by clicking [here](#)
- Appendix A – Local Council Tax Support Public Consultation – overview, analysis and free text comments



### Local Council Tax Support Consultation

#### Introduction

The Local Government Finance Act 2012 sets out that Billing Authorities have to hold a public consultation on any potential changes to their existing Local Council Tax Support Scheme. To comply with this and to seek public opinion on the scheme a 6 week consultation took place between 22<sup>nd</sup> August and 3<sup>rd</sup> October 2016.

There were a total of 164 respondents. However this did not relate to 164 fully completed questionnaires as they were a high level of respondents that did not fully complete the questionnaire, this was through abandoning the completion of the questionnaire at different points.

#### Overview

The questionnaire was divided into the following sections:

- Background to the Consultation

Within this section supporting information was provided to explain the broad principles of the Consultation.

- Paying for the Scheme

Within this section the views were sought on whether the current scheme should continue.

- Proposed changes to the scheme

Within this section views were sought on specific changes proposed.

- Alternative methods

Within this section views were sought on alternative options to fund the current scheme in contrast to the proposed changes with free text sections allowing wider comment to be provided.

- About you

Equality and Diversity responses.

## Responses

Rounding has been applied to results. Free type comments reported verbatim.

**I have read the section 'Background to the Consultation' at the start of this Questionnaire.**

		Response Total	Response Percent
Yes		61	100
No		0	0

## Paying for the scheme

**Should Colchester Borough Council keep the current Local Council Tax Support Scheme? (Should it continue to provide the same level of support as it does at the moment?)**

		Response Total	Response Percent
Yes		29	62
No		12	26
Don't know		6	12

**Please use the space below to make any comments you have in regards to maintaining the Local Council Tax Support Scheme:**

- With the exception of the £12 non means tested regardless of savings element for non dependent. This should reflect the non dependents income - either up or down
- no comment
- If the council allocated money to the essential work needed in the borough then there would surely be enough funds to cover costs.
- I have serious concerns about the level of poverty fostered on to the most vulnerable with the benefit cap as well a change in this could mean children not eating
- there should be some provision for those on a low income
- Why change a system that is already in place for something that won't save money
- People of working age on benefits cannot afford to pay as we are given the minimum to live on which is then made less by various payments such as this and bedroom tax putting us in poverty. DLA and PIP are Not incomes but grants to allow us to live as others.
- Should be supporting vulnerable people and those on low incomes

## Proposed changes to the scheme

**Option 1 – Removing the family premium for all new working age applicants**  
The removal of the family premium from 1st April 2017 for new claims will bring the Local Council Tax Support Scheme in line with Housing Benefit. The family premium is part of how we assess the 'needs' (Applicable Amounts) of any applicant, which is compared with their income. The family premium (currently £17.45 per week) is normally given when an applicant has at least One dependant child living with them. This change would not affect those on Universal Credit, Income Support, Income Related Employment and Support Allowance or Income Based Jobseeker's Allowance.

**The benefit of doing this:**

- It brings the working age Local Council Tax Support Scheme in line with Housing Benefit changes and provides efficiency in administration.
- The change has already been introduced for pension age applicants by Central Government.

**The drawbacks of doing this:**

- New working age applicants may see a reduction in the amount of support they receive.
- Some households with children may pay more

**Do you agree with the option 1?**

		Response Total	Response Percent
Yes		29	72
No		7	18
Don't know		4	10

**If you disagree what alternative would you propose?**

- Entire scheme should be means tested.
- The affected parties would be those who are trying to meet their obligations by working. Those who don't work would benefit and make it easier for them to not consider getting a job. Many of those who do not work are capable of working and should be utilised in local community projects so that the borough does not need to fund minor projects such as litter picking and tidying of community areas. That way they are affectively earning their benefits thus saving the council money.
- I would propose continuing with this and find another way
- To avoid a 2 tier system, every claimat should be on the same as everybody else. Either keep the system we have now or if a new system is needed, then a completely new system that saves the council money and pass the savings on, where the money should be.

- People on benefits should not pay as it places us in poverty
- Continue with the family element as it is being removed for other benefits

### **Option 2 - Amending Backdating to 1 month**

Currently claims for Local Council Tax Support from working age applicants can be backdated for 28 days where an applicant shows they could not claim at an earlier date. Central Government has reduced backdating for Housing Benefit claims to 1 month. It is proposed that the Council's Local Council Tax Support Scheme should be in line with the changes to Housing Benefit.

The benefit of this:

- It brings the working age Local Council Tax Support Scheme in line with Housing Benefit and provides efficiency in administration
- The change will provide a small increase to the maximum period of backdating

The drawback of this:

- There are no drawbacks

Do you agree with the option 2?

		Response Total	Response Percent
Yes		35	88
No		1	2
Don't know		4	10

If you disagree what alternative would you propose?

- This could be implemented provided it is looked into by then council benefits dept and listening to everyone on the tax benefit and drawn out so everybody is happy knowing money will be saved and passed on.
- People on benefits can not afford to lose money from the minimum they receive

### **Proposed changes to the scheme**

**Option 3 - Reducing the period for which a person can be absent from Great Britain and still receive Local Council Tax Support to 4 weeks**

Within the current scheme, applicants can be temporarily absent from their homes for 13 weeks (or 52 weeks in certain cases) without it affecting their Local Council Tax Support. This replicated the rule within Housing Benefit. Housing Benefit has now been changed by the Central Government so that if a person is absent from Great Britain for a period of more than 4 weeks their benefit will cease.

**It is proposed that Colchester Borough Council's Local Council Tax Support Scheme is amended to reflect the changes in Housing Benefit. There will be exceptions for certain occupations such as Mariners and the Armed Forces or where an applicant has to go abroad due to the death of a close relative.**

**The benefit of doing this:**

- **It brings the working age Local Council Tax Support Scheme in line with Housing Benefit and provides efficiency in administration**

**The drawback of this:**

- **If a person is absent from Great Britain for a period which is likely to exceed 4 weeks, their Local Council Tax Support will cease from when they leave Great Britain. They will need to re-apply on return**

**Do you agree with the option 3?**

		<b>Response Total</b>	<b>Response Percent</b>
<b>Yes</b>		<b>33</b>	<b>83</b>
<b>No</b>		<b>3</b>	<b>7</b>
<b>Don't know</b>		<b>4</b>	<b>10</b>

**If you disagree what alternative would you propose?**

- **This doesnt make sense! Is it temporarily absent abroad? If so then i agree! if it is temporarily absent as in gone into hospital for 13 weeks then i dont**
- **Good idea in princable, it needs a full debate between the benefit dept and claimants and amendments must be implimented so obody looses out.**
- **If someone is out of Great Britain for reasons other than those exceptions mentioned above they should not receive benefit for this period.**

**Alternative methods**

**Alternatives to reducing the amount of help provided by the Local Council Tax Support Scheme**

**If Colchester Borough Council keeps the current scheme, it will be administratively more complex (as it will not align with Housing Benefit which is also administered by the Colchester Borough Council) and it will cost taxpayers more.**

**If this happens we will need to find savings from other services to help meet the increase in costs.**

**The proposals set out in this consultation could deliver savings. The alternatives are set out in the background information.**

**Do you think we should choose any of the following alternative options rather than the proposed changes to the Local Council Tax Support Scheme?**

**Please select one answer for each source of funding**

	<b>Yes</b>	<b>No</b>	<b>Don't know</b>	<b>Response Total</b>
<b>Increase the level of Council Tax</b>	10.26%(4)	64.1% (25)	25.64% (10)	<b>39</b>
<b>Reduce the funding available for other Council Services</b>	10.26% (4)	69.23% (27)	20.51% (8)	<b>39</b>
<b>Use the Councils savings</b>	17.95% (7)	56.41% (22)	25.64% (10)	<b>39</b>

**If the Council were to choose these other options to make savings, what would be your order of preference?**

**Please rank in order of preference by selecting a number from 1 – 3 in the boxes below, where 1 is the option that you would most prefer and 3 is the least.**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>Response Total</b>
<b>Increase the level of Council Tax</b>	20.51% (8)	7.69% (3)	71.80% (28)	<b>39</b>
<b>Reduce the funding available for other Council Services</b>	20.51% (8)	28.21 (11)	51.28% (20)	<b>39</b>
<b>Use the Councils savings</b>	28.21% (11)	38.46% (15)	33.33% (13)	<b>39</b>

**Please use the space below to make any other comments on the scheme**

- Please see my comments previously
- I think the reliance on food banks is a disgrace and the loss of council tax benefit was shocking and understand that the councils have to make up the shortfall which is also wrong. Some families simply cant have any more outgoings without going hungry- its 2016 its disgraceful.
- I think Cllr Paul Smith and his coalition colleagues are doing a great job under trying circumstances, with good support from Adrian Pritchard and other CBC officers. This public consultation is a good example of their commitment to democracy and open government
- consider the million pound council tax and the high earner tax, so the higher the cost of the home, the more you pay and the more you earn over £60,000, the more you pay.

**Please use the space below if you would like Colchester Borough Council to consider any other options**

- Include prison as absent from home
- I think those who are capable of work should be asked to work in the community to receive their benefits. It would give them a sense of earning their money and pride in themselves.

- What might help to a point is VAT on things, see what can be saved there also, cutting back on perks for council employees/managers

**If you have any further comments regarding the Local Council Tax Support Scheme, please use the space below**

- Local council tax support should be assessed by the amount of money going into a household regardless of whether that money is worked for or by benefits. If the amount of benefit is higher than a working persons income then it should be taken into account and not automatically given just because the person is already receiving other benefits by not working. A working person should not be treated differently to a benefit reliant person, when that person is struggling to pay their own bills by working but a benefit reliant person does not get means tested on their benefits. It makes no sense.
- They should have 100% reduction for people on DLA/PIP
- People on benefits should not have to pay from the minimum we are given. DLA & PIP are not incomes and should not be included in calculations. Pushing disabled and sick in to poverty should not happen.

**Equality and Diversity Questions**

**Are you, or someone in your household, claiming Local Council Tax Support?**

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>4</b>	<b>12</b>
No		<b>27</b>	<b>82</b>
Don't know		<b>2</b>	<b>6</b>

**Are you**

		<b>Response Total</b>	<b>Response Percent</b>
Male		<b>12</b>	<b>36</b>
Female		<b>17</b>	<b>52</b>
Prefer not to say		<b>4</b>	<b>12</b>
Other, please specify		<b>0</b>	<b>0</b>

**Age**

		<b>Response Total</b>	<b>Response Percent</b>
18-24		<b>2</b>	<b>6</b>
25-34		<b>5</b>	<b>15</b>
35-44		<b>7</b>	<b>21</b>
45-54		<b>7</b>	<b>21</b>
55-64		<b>4</b>	<b>12</b>
65-74		<b>4</b>	<b>12</b>
75-84		<b>1</b>	<b>3</b>
85+		<b>0</b>	<b>0</b>
Prefer not to say		<b>3</b>	<b>10</b>

## Do you consider yourself to have a physical impairment?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>3</b>	<b>10</b>
No		<b>24</b>	<b>80</b>
Not sure		<b>1</b>	<b>3</b>
Prefer not to say		<b>2</b>	<b>7</b>

## Do you consider yourself to have a sensory impairment?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>2</b>	<b>7</b>
No		<b>25</b>	<b>86</b>
Not sure		<b>0</b>	<b>0</b>
Prefer not to say		<b>2</b>	<b>7</b>

## Do you consider yourself to have a learning difficulty or disability?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>2</b>	<b>7</b>
No		<b>23</b>	<b>85</b>
Not sure		<b>1</b>	<b>4</b>
Prefer not to say		<b>1</b>	<b>4</b>

## Do you consider yourself to have any mental health needs?

		<b>Response Total</b>	<b>Response Percent</b>
Yes		<b>4</b>	<b>12</b>
No		<b>24</b>	<b>76</b>
Not sure		<b>0</b>	<b>0</b>
Prefer not to say		<b>4</b>	<b>12</b>

## Ethnicity

		<b>Response Total</b>	<b>Response Percent</b>
White British		<b>24</b>	<b>75</b>
White Irish		<b>1</b>	<b>3</b>
White Other		<b>2</b>	<b>6</b>
Gypsy / Roma		<b>0</b>	<b>0</b>
Traveller of Irish Heritage		<b>0</b>	<b>0</b>
Black or Black British African		<b>0</b>	<b>0</b>
Black or Black British Caribbean		<b>0</b>	<b>0</b>
Mixed White/Black African		<b>0</b>	<b>0</b>
Mixed White/Black Caribbean		<b>0</b>	<b>0</b>
Black Other		<b>0</b>	<b>0</b>
Asian or Asian British Pakistani		<b>0</b>	<b>0</b>
Asian or Asian		<b>0</b>	<b>0</b>

British Indian			
Asian or Asian British Other		<b>0</b>	<b>0</b>
Mixed White/Asian		<b>0</b>	<b>0</b>
Asian Other		<b>0</b>	<b>0</b>
Chinese		<b>0</b>	<b>0</b>
Mixed Other		<b>0</b>	0
Not Known		<b>0</b>	<b>0</b>
Prefer not to say		<b>5</b>	<b>16</b>
Other, please specify		<b>0</b>	<b>0</b>

**END**



# Scrutiny Panel

8 November 2016

Item  
**15**

<b>Report of</b>	<b>Assistant Chief Executive</b>	<b>Author</b>	<b>Sean Plummer</b> ☎ 282347 <b>Darren Brown</b> ☎ 282891
<b>Title</b>	<b>Financial Monitoring Report – April to September 2016</b>		
<b>Wards affected</b>	Not applicable		

**The Panel is invited to review the financial performance of all General Fund services and the Housing Revenue Account for the first six months of 2016/17**

## 1. Action required

- 1.1 The Panel is asked to consider the financial performance of General Fund Services and the Housing Revenue Account (HRA) for the first six months of 2016/17.

## 2. Reason for scrutiny

- 2.1 Monitoring of financial performance is important to ensure that:
- Service expenditure remains within cash-limited budgets.
  - Potential variances at year-end are identified early so that remedial action can be taken to recover the position or 'recycle' any surplus budgets.
  - Performance targets are being met.
- 2.2 This report also gives the panel the opportunity to hold Service Managers and Portfolio Holders accountable for their budgets.

## 3. Background and Summary Position

- 3.1 This report reviews the Council's overall position based on profiled income and expenditure for the six months to 30 September 2016, and also shows a projection of the outturn figures for the full year. All the information presented in respect of General Fund Services shows the position based on net 'direct costs'. The review of the Housing Revenue Account is different in that it shows all costs, both direct and indirect.
- 3.2 The projected outturn for the General Fund is currently a net overspend of £240k. The Housing Revenue Account forecast outturn position is currently to be on budget.
- 3.3 The General Fund position is set out in more detail in the following paragraphs and the HRA position explained in section 6. Budgets carried forward from 15/16 are now included in the schedules within this report, and as such will be monitored as part of the overall position.

#### 4. General Fund – Position to 30 September 2016

##### *Service Budgets*

- 4.1 Appendix A shows the current budget variances and forecast outturn variances by Service Group. The net position shows a variance against profiled budget for General Fund Services (excluding Benefits, NEPP & JMC) of £617k (favourable). This comprises total expenditure being £630k lower than expected and total income being £13k lower than expected. Appendix B breaks these variances down by subjective group.

##### *Income*

- 4.2 As reported at Quarter 1 to Government and Audit Committee, income is below targets in a number of areas to date but most notably within Community Alarms, although it should be noted that some of the shortfalls are small in monetary terms. We have however achieved more income in Planning, Parking and Trade Waste. As one of our main risk areas, income will continue to be closely monitored by officers on a monthly basis.

##### *Expenditure*

- 4.3 There are underspends against profiled budgets in most services areas, predominantly within employee, premises and transport costs. This can be a result of profiling of budgets as well as timing of expenditure. Panel members will be aware from previous reports that as part of the 2017/18 budget setting process, we are undertaking a further outturn review which takes into account the 2015/16 outturn position.
- 4.4 Benefits payments are not shown in Appendix A & B to avoid distorting the reported position for Service Groups. It is currently projected that this area will be on budget at year end, when the final subsidy claim is paid. Furthermore, NEPP and JMC variances are not included in the Appendix A & B totals, given these areas are ring-fenced and are reported to the relevant joint committee.

#### 5. Outturn Forecast / Risk Areas

- 5.1 This is the second review this year of the 2016/17 budget position, and the current forecast outturn is a net overspend of £240k.

	£'000	
Service budgets	190	See paras. 5.2 – 5.3 and Appendix C
Technical Items	-	See paras 5.6 – 5.8
C/Fwd identified	50	See para 5.9
<b>Potential net overspend</b>	<b>240</b>	

##### *Service Budgets*

- 5.2 The following table sets out the forecast outturn for all service areas with outturn variances. This shows a net forecast overspend of £190k. As the table shows, this mainly reflects less income in a number of areas, but primarily in Commercial Services.

Service	Forecast outturn		
	<i>Expenditure</i>	<i>Income</i>	<i>Net</i>
	£'000	£'000	£'000
Corporate & Financial Management	31	(5)	26
EMT	21	-	21
Community Services	65	75	140
Commercial Services	(98)	456	358
Customer Services	(85)	(92)	(177)
Operational Services	(174)	70	(104)
Professional Services	(17)	(57)	(74)
<b>Total all services</b>	<b>(257)</b>	<b>447</b>	<b>190</b>

- 5.3 Appendix C sets out details of all forecast variances against service budgets at the year-end totalling £190k.
- 5.4 There are other risks, both positive and negative, to the outturn position that are not currently shown in the forecast. These and other areas will be closely monitored over the coming months and if appropriate the outturn forecast will be revised.

*Corporate / Technical Items*

- 5.5. The budget includes a number of corporate and technical budget areas such as net interest earnings, the provision to repay debt, pension costs and some non-service specific grants.
- 5.6. It is currently forecast that net interest costs will be £30k more than the budget, due to the combination of less interest rechargeable to the HRA due to a reduction in the level of HRA borrowing required this year, and the low interest rates currently available on cash balances. With the growing prospect of short term interest rates reducing following the EU referendum result, there is potential for a further pressure on achieving investment income targets.
- 5.7. A saving of £95k is forecast for the year, resulting from a revised methodology agreed with external audit for calculating our MRP (Minimum Revenue Provision).
- 5.8. A saving of £75k from the insurance re-tender is anticipated in 16/17, which has been used to contribute towards the procurement target for the current financial year. This leaves a balance of £65k to find, and is included in the technical items forecast.
- 5.9. As part of the period 6 review, it has been identified that there may be a possible delay in the delivery of some LDF project work. We have therefore assumed £50k of this will be the subject of a carry forward request at year-end, and have excluded it from the overall forecast underspend.

*Summary position and action proposed*

- 5.10. The forecast outturn shows a potential net overspend of £240k. Further more detailed work will be undertaken during Quarter 3 to ensure forecast outturn positions are robust, including where underspends to date have not been reflected in the forecast outturn position.
- 5.11. SMT continues to monitor the budget position on a monthly basis. The next report to the Panel will consider the draft outturn position, with the 9 month position being reported to Governance and Audit Committee in March. This will provide a better opportunity to assess progress against budget targets and income levels.

**6. Housing Revenue Account**

- 6.1 The Housing Revenue Account (HRA) is a ring-fenced account which is affected by a number of variable factors. At the end of June 2016, the HRA is showing a net underspend of £761k compared to the profiled budget for the same period. This is primarily due to lower expenditure on Premises costs (£437k), Supplies & Services costs (£143k), and £139k more income than budgeted.

*Position to date*

- 6.2 Premises related costs are showing an underspend of £437k as at the end of September 2016. Overall, there is a net underspend of £170k on Repairs and Maintenance, which primarily relates to the timing of expenditure on repairs and maintenance of pumping stations, Homeless Persons Units and other delegated areas. There are further

underspends of £140k on Grounds Maintenance budgets, £46k on Council Tax on void properties and £22k on Utility and Water costs which relate to the timing of expenditure.

- 6.3 Supplies & Services costs are underspent by £143k at the end of September. There is a general underspend across most budget headings, which primarily relate to the timing of expenditure, the main factor being IT costs of £47k.
- 6.4 We have received £139k more income at the end of September 2016. This primarily reflects the late amendment by the Government to those properties which the 1% rent reduction is applied to. At the time of setting the 16/17 budget, it was assumed that the Government's rent reduction applied to all properties. However, the Government then stated after the budget had been set, that it was their intention that temporary accommodation would be subject to a permanent exception, whilst sheltered housing accommodation would benefit from a one year exception whilst the Government are carrying out a review of supported accommodation. This has resulted in us receiving more income than originally assumed. Furthermore, the additional income also reflects the net impact of less rental & service charge income being lost from dwellings and garages than assumed within the budget, through a combination of voids and the level of Right to Buy sales, as well as additional income from rechargeable repairs.

#### *Forecast Outturn*

- 6.5 The HRA forecast outturn is to be on budget. Any underspend that occurs in the year will be used to fund a greater proportion of our Housing Capital Programme through an increased Revenue Contribution to Capital, thus minimising new borrowing and maximising our available headroom.

## **7. Strategic Plan references**

- 7.1. The priorities within the Strategic Plan are reflected in the Medium Term Financial Forecast. This makes assumptions regarding government grant and Council Tax income, and identifies where necessary savings will be found in order to achieve a balanced budget. The 2016/17 revenue budget was prepared in accordance with the Strategic Plan's priorities, in the context of the Council facing growing financial pressures. Budget monitoring enables the financial performance against these priorities to be assessed.

## **8. Financial implications**

- 8.1. As set out above.

## **9. Risk management implications**

- 9.1. Risk management is used throughout the budget cycle, and this is reflected in the strategic risk register. The 2016/17 revenue budget report that was approved by Council in February 2016 detailed a number of potentially significant risk areas that had been identified during the budget process. In addition, Heads of Service identify a number of both positive and negative risk areas during the year.

## **10. Other Standard References**

- 10.1 Having considered consultation, publicity, equality, diversity and human rights, community safety, and health and safety implications, there are none that are significant to the matters in this report.

## **Background Papers**

None

**Current Budget Variances and Forecast Outturn Variances by Service Area**

		Position to date			Forecast Outturn		
	Area	Spend	Income	Net	Spend	Income	Net
		£'000	£'000	£'000	£'000	£'000	£'000
<b>Corporate &amp; Democratic Core</b>		6	-	6	-	-	-
	<b>Total</b>	<b>6</b>	<b>-</b>	<b>6</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Corporate &amp; Financial Management</b>							
	Assistant Chief Executive	89	-	89	64	-	64
	Finance	5	-	5	18	-	18
	ICT and Communications	(89)	(6)	(95)	(46)	(4)	(50)
	People and Performance	(7)	(1)	(8)	(9)	(1)	(10)
	Governance	(3)	7	4	4	-	4
	<b>Total</b>	<b>(5)</b>	<b>-</b>	<b>(5)</b>	<b>31</b>	<b>(5)</b>	<b>26</b>
<b>Executive Management Team</b>							
	EMT	1	(11)	(10)	21	-	21
	Partner Projects	2	-	2	-	-	-
	<b>Total</b>	<b>3</b>	<b>(11)</b>	<b>(8)</b>	<b>21</b>	<b>-</b>	<b>21</b>
<b>Community Services</b>							
	Head of Community Services	-	-	-	(1)	-	(1)
	Cultural Services	(2)	(9)	(11)	5	1	6
	Community Zones	(135)	35	(100)	110	55	165
	Community Development	(50)	(12)	(62)	(36)	6	(30)
	Colchester Museums	(3)	20	17	(13)	13	-
	<b>Subtotal</b>	<b>(190)</b>	<b>34</b>	<b>(156)</b>	<b>65</b>	<b>75</b>	<b>140</b>
	Colchester & Ipswich Museums	17	(3)	14	55	1	56
	<b>Total</b>	<b>(173)</b>	<b>31</b>	<b>(142)</b>	<b>120</b>	<b>76</b>	<b>196</b>
<b>Commercial Services</b>							
	Head of Commercial Services	44	-	44	(29)	-	(29)
	Place Strategy	(5)	(56)	(61)	(48)	(57)	(105)
	Economic Growth	87	56	143	183	211	394
	Corporate Asset Management	63	10	73	32	-	32
	Commercial - Trading	(237)	119	(118)	(224)	302	78
	Commercial - Housing	52	(2)	50	(12)	-	(12)
	<b>Total</b>	<b>4</b>	<b>127</b>	<b>131</b>	<b>(98)</b>	<b>456</b>	<b>358</b>

		Position to date			Forecast Outturn		
	Area	Spend	Income	Net	Spend	Income	Net
		£'000	£'000	£'000	£'000	£'000	£'000
<b>Customer Services</b>							
	Head of Customer Services	34	-	34	(1)	-	(1)
	Customer Operations	(102)	(6)	(108)	(66)	-	(66)
	Customer Demands & Research	(4)	(4)	(8)	32	(16)	16
	Customer Solutions	(114)	(77)	(191)	(68)	24	(44)
	Local Taxation & NNDR	(13)	(2)	(15)	18	(100)	(82)
	<b>Subtotal</b>	<b>(199)</b>	<b>(89)</b>	<b>(288)</b>	<b>(85)</b>	<b>(92)</b>	<b>(177)</b>
	Benefits - Payments & Subsidy	(109)	45	(64)	-	-	-
	<b>Total</b>	<b>(308)</b>	<b>(44)</b>	<b>(352)</b>	<b>(85)</b>	<b>(92)</b>	<b>(177)</b>
<b>Operational Services</b>							
	Head of Operational Services	9	-	9	13	-	13
	Sport & Leisure	3	19	22	(4)	96	92
	Recycling & Fleet	(279)	(6)	(285)	(165)	74	(91)
	Car Parking	(52)	(50)	(102)	(18)	(100)	(118)
	<b>Subtotal</b>	<b>(319)</b>	<b>(37)</b>	<b>(356)</b>	<b>(174)</b>	<b>70</b>	<b>(104)</b>
	Parking Partnership (NEPP)	(13)	(144)	(157)	-	-	-
	<b>Total</b>	<b>(332)</b>	<b>(181)</b>	<b>(513)</b>	<b>(174)</b>	<b>70</b>	<b>(104)</b>
<b>Professional Services</b>							
	Head of Professional Services	68	-	68	64	-	64
	Licensing & Food Safety	(37)	6	(31)	(22)	-	(22)
	Environmental Health Services	(11)	9	(2)	(2)	7	5
	Electoral Services	17	(5)	12	-	-	-
	Prof Support Units	51	5	56	(31)	-	(31)
	Land Charges	14	12	26	23	(24)	(1)
	Planning	(32)	(38)	(70)	(49)	(40)	(89)
	<b>Total</b>	<b>70</b>	<b>(11)</b>	<b>59</b>	<b>(17)</b>	<b>(57)</b>	<b>(74)</b>
	<b>Total (excluding Benefits, NEPP &amp; JMC)</b>	<b>(630)</b>	<b>13</b>	<b>(617)</b>	<b>(257)</b>	<b>447</b>	<b>190</b>

**Current Budget Variances and Forecast Outturn Variances by Subjective Group**

		Position to date			Forecast Outturn		
		Actual	Budget	Variance	Actual	Budget	Variance
	Subjective	£'000	£'000	£'000	£'000	£'000	£'000
	<b>Expenditure</b>						
	Employees	11,770	12,135	(365)	23,595	24,287	(692)
	Premises Related	4,091	4,270	(179)	6,759	6,715	44
	Transport Related	1,188	1,290	(102)	2,941	2,959	(18)
	Supplies & Services	4,841	4,857	(16)	10,757	10,448	309
	Third Party Payments	1,072	1,143	(71)	2,305	2,205	100
	Transfer Payments	153	50	103	100	100	0
	Capital Financing Costs	110	110	0	110	110	0
	<b>Total</b>	<b>23,225</b>	<b>23,855</b>	<b>(630)</b>	<b>46,567</b>	<b>46,824</b>	<b>(257)</b>
	<b>Income</b>						
	Government Grant	(494)	(517)	23	(976)	(1,006)	30
	Other Grants & Reimbursements	(1,070)	(1,063)	(7)	(2,286)	(2,505)	219
	Customer & Client Receipts	(11,054)	(11,040)	(14)	(20,303)	(20,501)	198
	Income-Interest	(53)	(64)	11	(129)	(129)	0
	Inter Account Transfers	0	0	0	0	0	0
	<b>Total</b>	<b>(12,671)</b>	<b>(12,684)</b>	<b>13</b>	<b>(23,694)</b>	<b>(24,141)</b>	<b>447</b>
	<b>Net</b>	<b>10,554</b>	<b>11,171</b>	<b>(617)</b>	<b>22,873</b>	<b>22,683</b>	<b>190</b>

**Forecast Outturn Variances**

Service Area	Variance			Comment
	Spend £'000	Income £'000	Net £'000	
Corporate and Financial Management (incl. CDC)				
Assistant Chief Executive	64	0	64	Vacancy factor savings will be partially offset against underspends in other budgets within the service.
Finance	18	0	18	Forecast overspend relating to employee costs.
ICT and Communications	(46)	(4)	(50)	Underspends across employee costs and supplies & services for ICT.
People & Performance	(9)	(1)	(10)	Underspend across employee costs, small overspend on training costs being offset by extra income.
Governance	4	0	4	Overspend on post room equipment purchase and new member induction.
Executive Management Team				
EMT	21	0	21	Overspend on employee costs forecast due to agency costs to cover maternity leave.
Community Services				
Head of Community Services	(1)	0	(1)	Small salary underspend.
Cultural Services	5	1	6	Small overspend on supplies and services.
Community Zones	110	55	165	Forecasting a cost pressure of £115k due to sunken boat recovery works. Savings of £12k on security in Castle park to offset salary overspend within the area. Sweepers forecasting £5k underspend on fuel, and £18k overspend forecast relating to tree maintenance. Less Market Income of £55k.
Community Development	(36)	6	(30)	Forecasting £38k underspend on salaries. £6k less income generated by school visits and parking in Highwoods Country park.

Service Area	Variance			Comment
	Spend £'000	Income £'000	Net £'000	
Colchester and Ipswich Museums	55	1	56	There has been an agreed use of reserves by the Joint Museums Committee. There is therefore additional expenditure of £24k on salaries across the service, mainly due to the Collection Information Programme, and £30k on Supplies and Service costs. £1k more income is being forecast in Ipswich for Fees and Licences.
<b>Commercial Services</b>				
Head of Commercial Services	(29)	0	(29)	Forecast saving on vacant Head of Service post.
Place Strategy	(48)	(57)	(105)	Small variances across the service including employees and a £50k forecast underspend on LDF work which will be the subject of a carry forward request at year end. A £23k surplus of Pre-Planning Application income has been forecast by year end. Extra £34k Travel Plan income has been forecast but will be offset by extra expenditure.
Economic Growth	183	211	394	Cost pressures have been forecast in the following areas:- Employees pressure of £64k incl. some temporary agency cover; North Colchester cesspool issues £15k; St James / Roman House security and pest control issues £34k. East Colchester legal fees £40k; IT costs £12k. Income shortfalls forecast on North Colchester Leisure site £100k; Charter Court £90k and Digital Income £20k.
Corporate Asset Management	32	0	32	Town Hall Building works £17k and Rowan House service charge £15k.

Service Area	Variance			Comment
	Spend £'000	Income £'000	Net £'000	
Commercial - Trading	(224)	302	78	Events team forecasting a net shortfall of £115k against budget for their first year which is a mixture of underspends and lower income levels than budget. Monitoring & Response services forecasting a shortfall in income £100k (Helpline) although this will be offset by £100k underspend on employees. Building Control forecast a £26k saving on employees
Commercial - Housing	(12)	0	(12)	£12k employee saving forecast.
<b>Customer Services</b>				
Head of Customer Services	(1)	0	(1)	Small underspend forecast.
Customer Operations	(66)	0	(66)	Forecast short term underspends on employee costs due to the implementation of a new structure. The underspend is offset by forecast overspends on print and postage costs. There has been a £50K budget reduction in this area due to efficiency savings that were expected to be made over the course of the next year. This is reliant on new technology which is currently being evaluated, which is hoped will be in place by January 2017.
Customer Demands & Research	32	(16)	16	Small overspend on employee costs relating to the development of new commercial websites and digital challenge work, which is partially offset by extra income from consultancy work.
Customer Solutions	(68)	24	(44)	Forecast short term underspends on employee costs due to the implementation of a new structure. This is partially offset by forecast overspends on IT costs and training. Less claim income receivable

Service Area	Variance			Comment
	Spend £'000	Income £'000	Net £'000	
				reflecting lower expenditure due to vacant posts.
Local Taxation & NNDR	18	(100)	(82)	Forecast overspend relates to search fees within Council Tax. £100k more income from Court Fees Recovered is estimated for the year.
<b>Operational Services</b>				
Head of Operational Services	13	0	13	Overspend on employee costs due to maternity leave cover.
Sport and Leisure	(4)	96	92	Less income from Lifestyle Memberships despite the removal of induction Fees, which has resulted in further income shortfalls in the Fitness Centre. There are controllable variances across most cost centres as you would expect in a business operating in this sector.
Recycling and Fleet	(165)	74	(91)	Savings on staff vacancies across the service, and less income from Glass Sales due to falling prices, has been forecast by year end.
Car Parking	(18)	(100)	(118)	Underspends relate to NNDR costs for car parks either closed for repairs or being developed. Pay and display income is forecast to be £100k more than the budget based on the income received for the first half of the year.
Parking Partnership	0	0	0	NEPP budgets are expected to run within budget.
<b>Professional Services</b>				
Head of Professional Services	64	0	64	Vacancy factor savings will be offset against underspends in other budgets within the service.
Licensing & Food Safety	(22)	0	(22)	Underspends across employee costs.
Environmental Health Services	(2)	7	5	Underspend on works in default costs offset by less related income. Less income for environmental annual subsistence charges.

Service Area	Variance			Comment
	Spend £'000	Income £'000	Net £'000	
Professional Support Units	(31)	0	(31)	Underspend across employee costs, offsetting overspends for pension late submission penalty charge and payroll bureau extension.
Land Charges	23	(24)	(1)	Overspend relating to Arcus software, to be offset by additional income.
Planning	(49)	(40)	(89)	Underspends across employee costs. More planning income is forecast.

September 2016  Account Description	Current Period - September 2016			Forecast Year-End Position		
	Profiled Budget to Period 6 £'000	Actual to Period 6 £'000	Variance (under) / over £'000	Annual Budget £'000	Projected Outturn £'000	Variance (under) / over £'000
<b>HRA - Direct &amp; Non-Direct</b>						
<b>EXPENDITURE</b>						
Employees	54	49	(5)	108	108	-
Premises Related	3,468	3,031	(437)	6,721	6,721	-
Transport Related	-	1	1	-	-	-
Supplies & Services	374	231	(143)	972	972	-
Third Party Payments	1,996	1,986	(10)	3,435	3,435	-
Transfer Payments	49	22	(27)	166	166	-
Support Services	1,771	1,771	-	3,808	3,808	-
Capital Financing Costs	34	34	-	15,273	15,603	330
<b>TOTAL EXPENDITURE</b>	<b>7,746</b>	<b>7,125</b>	<b>(621)</b>	<b>30,483</b>	<b>30,813</b>	<b>330</b>
<b>INCOME</b>						
Other Grants & Reimbursements	(11)	(11)	-	(145)	(145)	-
Customer & Client Receipts	(15,806)	(15,945)	(139)	(29,968)	(30,298)	(330)
Income-Interest	(1)	(1)	-	(32)	(32)	-
Inter Account Transfers	-	-	-	(160)	(160)	-
<b>TOTAL INCOME</b>	<b>(15,818)</b>	<b>(15,957)</b>	<b>(139)</b>	<b>(30,305)</b>	<b>(30,635)</b>	<b>(330)</b>
<b>TOTAL NET - HRA</b>	<b>(8,072)</b>	<b>(8,832)</b>	<b>(760)</b>	<b>178</b>	<b>178</b>	<b>-</b>





## Scrutiny Panel

8 November 2016

Item  
**16**

Report of	Assistant Chief Executive	Author	Graham Coleman ☎ 282741
Title	Capital Expenditure Monitor 2016/17		
Wards affected	Not applicable		

**The Panel is invited to review the progress against all capital schemes during the first six months of 2016/17**

### 1 Action required

- 1.1 To review the level of capital spending during the first six months of 2016/17, and forecasts for future years.

### 2 Reason for scrutiny

- 2.1 Monitoring capital spending is important to ensure that spending on projects is within agreed scheme budgets, and the overall programme is delivered within budget.
- 2.2 This report also gives the Panel the opportunity to hold Service Managers and Portfolio Holders accountable for their budgets.

### 3 Background information

- 3.1 This report sets out details of spending in the first six months of the financial year 2016/17 (April to September) and revised forecasts for future years, including new capital funding and changes to the capital programme. The report includes capital expenditure in respect of the Housing Investment Programme, including expenditure on the Council's housing stock. It also includes the capital resources that form part of the Revolving Investment Fund (RIF).
- 3.2 Accrued capital spending for the first six months of the year totalled £8.2 million. This represents 31% of the projected spend for 2016/17. **Appendix A** sets out details of spending on all schemes, along with expenditure forecasts provided by budget managers to provide an indication of progress against their expectations for schemes in monetary terms.
- 3.3 It should be noted that the Capital Programme mainly consists of schemes where spending is planned across more than one year. Any apparent variances from the forecast position for the year are unlikely to indicate any over or under spending against projects as a whole, but tend to relate to timing differences between anticipated payments and actual payments to contractors. Any significant divergences from planned activity would be brought to the Panel's attention in the following paragraphs.
- 3.4 The table below provides a summary of the capital programme by service area:

	Total Prog.	2016/17 Spend Qtr 2	2016/17 Forecast	Future Years Forecast	(Surplus) / Shortfall
Service / Scheme	£'000	£'000	£'000	£'000	£'000
Operational Services	3,083	351	2,116	967	0
Professional Services	2,166	290	980	1,186	0
Commercial Services (excl. RIF)	502	37	305	197	0
Community Services	2,923	182	1,683	1,240	0
Revolving Investment Fund (RIF)	15,937	3,406	8,523	7,413	0
Completed Schemes	349	264	348	0	(1)
Capitalised Maintenance Schemes	236	7	236	0	0
Housing Revenue Account	12,460	3,628	12,375	86	0
<b>Total Capital Programme</b>	<b>37,656</b>	<b>8,165</b>	<b>26,566</b>	<b>11,089</b>	<b>(1)</b>

- 3.5 Changes to the Capital Programme are regularly made to reflect changes in funding and the addition of new schemes. The Capital Programme has decreased by £132k since the previous report, and now stands at £37.7 million. This decrease includes the removal of £195k of unused ICT strategy monies. £130k of this is being used to support the agreed new strategy, which is now shown in the revenue budget, with the remaining £65k being available to support new capital projects. The other changes to the Capital Programme over the last quarter are shown in **Appendix B**.
- 3.6 The most significant areas of planned expenditure for the year are detailed in **Appendix C**, along with the actual expenditure and updated commentary from budget holders.
- 3.7 **Appendix A** includes a RAG (Red, Amber, Green) status of overall project performance against capital schemes. Although there are no 'Red' schemes, a total of six schemes were classed as 'Amber' by the budget managers. The current position against these schemes is detailed in **Appendix D** to this report.
- 3.8 There is currently a small underspend of £0.6k against completed capital schemes that will be referred to a future meeting of Cabinet for consideration.

#### 4 Strategic Plan references

- 4.1 The Council's Capital Programme is aligned to the Strategic Plan.

#### 5 Financial implications

- 5.1 As set out above.

#### 6 Risk management implications

- 6.1 Risk management issues are considered as part of all capital projects.

#### 7 Other standard references

- 7.1 Having considered consultation, publicity, equality, diversity and human rights, community safety, and health and safety implications, there are none that are significant to the matters in this report.

**Background papers** - None

## Changes to the Capital Programme 2016/17

<b>Qtr 2 £'000</b>	<b>Detail</b>
<b>Revenue Contributions</b>	
15	Wivenhoe Lower Lodge Adult Gym
(8)	Financial Systems Migration - remove unused funding
40	Colchester Business Centre (capitalised maintenance)
<b>47</b>	<b>Subtotal Revenue Contributions</b>
<b>Section 106</b>	
10	Abberton Community Fund
<b>10</b>	<b>Subtotal Section 106</b>
<b>External Funding</b>	
6	Wivenhoe Lower Lodge Adult Gym
<b>6</b>	<b>Subtotal External Funding</b>
<b>63</b>	<b>Total Change</b>

In addition to the above, £195k for ICT has been removed from the capital programme. £130k of this is being used to support the agreed new strategy which is now shown in the revenue budget. The remaining £65k will be included in the next capital programme report for Cabinet and will be available to support new projects.

## Capital Programme – Significant areas of spend 2016/17

Scheme	2016/17 Forecast £'000	Spend to Qtr 2 £'000	Commentary
<b>Operational Services</b>			
Shrub End Depot	841	0	Options for Shrub End Depot continue to be developed, including options on the viability of refurbishment or relocation to a new site.
Priory Street Car Park	534	114	Work has commenced on site and the planned completion date is end of December 2016, although latest estimates by the contractor indicate that this may be earlier. No major issues have been identified in the construction works to date and regular meetings and inspections are being undertaken by the Council's engineering agents.
<b>Professional Services</b>			
Disabled Facilities Grants	900	286	This budget funds the mandatory support for adaptations for disabled people to enable them to remain living independently in their home. Colchester Borough Homes currently assist in this process with access to their contractors. Expenditure is determined by customer demand. The Better Care Fund allocation this year is double that of previous years. Discussions are ongoing with health and social care partners to provide an enhanced DFG service and to use the DFG budget more innovatively. This work is likely to focus around providing adaptations for acute care patients to enable rapid hospital discharge and works to contribute toward reducing avoidable hospital admissions. DFGs approved/commitments yet to be paid stands at £325k. Cases in progress to approval likely to be completed and paid this year value approx a further £300k. In addition, cases at very early stages which may be committed and will c/f to 2017/18 total approx £400k.
<b>Revolving Investment Fund</b>			
Sheepen Road	3,292	686	Contractor appointed and work now onsite to bring forward phase 1 office development which has been pre let. Work progressing on budget and on programme currently.
Creative Business Centre	1,287	1,071	Contribution to Creative Business Centre to be formed in the St Botolphs Quarter (old police station). Construction due to be completed by the end of October. The project now includes the provision of ultrafast broadband. An operator has been secured for the centre and legal documents are being finalised. Expenditure against this project is currently projected to be up to £200k higher than the original budget. This has been funded from resources that had been allocated for land acquisitions within the Revolving Investment Fund.

## Capital Programme – Significant areas of spend 2016/17

<b>Scheme</b>	<b>2016/17 Forecast £'000</b>	<b>Spend to Qtr 2 £'000</b>	<b>Commentary</b>
Land Acquisition	1,350	2	RIF have agreed to purchase circa 30 acres at North Colchester as part of a strategic land purchase. The purchase was completed in early October.
Town Centre	1,467	1,324	Enabling monies to support regeneration projects in the Town Centre. Expenditure includes the acquisition of a group of properties in Osborne Street and Arthur Street as part of the Council's long term plans to deliver a scheme in Vineyard Gate.
<b>Housing Revenue Account</b>			
Housing Improvement Programme	8,753	2,571	Scheme to maintain council housing stock at the Decent Homes standard together with other works to improve and maintain council homes. The programme is devised using information from the Council's 30 year asset management strategy. The profile of expenditure throughout the year is dependent on when works are completed to properties by contractors, and subsequently submitted to the Council for reimbursement. The expenditure is in line with the programme and is forecast to be fully expended during the course of this financial year.
Sheltered Accommodation Review	2,818	834	Improvements made to Council's sheltered housing accommodation. Refurbishment works started on Enoch House in August 2015; phases 1 & 2 are complete and residents have moved into their new homes with high levels of satisfaction. Works are due to start in phase 3 & 4, the project is running to programme and is expected to be completed on time.
Adaptations to Housing Stock	604	223	Improvements made to Council housing stock to meet specific tenants needs. The programme is on target and is expected to be fully expended in the course of the year.

## Capital Programme – ‘Amber’ schemes Qtr 2 2016/17

Scheme	Spend to Qtr 2 £'000	Commentary
<b>Operational Services</b>		
Shrub End Depot	0	See <b>Appendix C</b>
Leisure World – Health & fitness extension	6	Extension of Aactiva Gym & Redevelopment of offices to provide additional Studio space. During the detail design stage a number of issues have been raised causing a delay of 6 months to the project. The tender process will now start at the end of November 2016, with building work potentially starting on site in March 2017 and project completion by September 2017.
<b>Community Services</b>		
Improving Life Opportunities	0	This project is classified as amber because some monies are not currently committed. Opportunities include a second fully accessible disabled toilet scheme and feasibility and location is being reviewed. £15k has been allocated to the repair of the Oak Tree Centre roof along with Section 106 funding - this scheme is now shown on a separate budget line in Appendix A.
Garrison Gymnasium Rebuild	47	This project is classified as amber whilst confirmation of the insurance settlement remains unresolved. Weather tight works have been completed and the final account is being determined. A Portfolio Holder decision is to be made on the funding that is to be made available to complete the refurbishment in a way that meets community delivery requirements. The Abbeyfields Church Group, the anticipated tenant, has withdrawn from the project following a decision reached at their AGM in June 2016. The facility is to be advertised for expressions of interest for community use by which time the CBC contribution towards the tenants fitting out costs should be confirmed. A number of informal expressions of interest have been received following the release of information of the withdrawal of Abbeyfields Church Group. Discussions are progressing on the building works specification to bring building in to community use.
<b>Revolving Investment Fund</b>		
Surface Water Flooding - Distillery Lane/Haven Road	0	Joint project with Anglian Water and ECC to try to resolve the issue of surface water flooding at Haven Road. This project is classified as amber due to the prolonged discussions to resolve the matter. Anglian Water have now fitted a valve in the quay in an effort to prevent tidal water from the river flooding Haven Road. CBC has committed to undertaking dredging at a cost of £4k, and contribute to a feasibility study at £5k. Future works and use of the remaining funding will depend on the results of the feasibility study.
Creative Business Centre	1,071	See <b>Appendix C</b>

Service / Scheme	Total Programme £'000	Accrued spend to Q2 £'000	2016/17 £'000	Forecast		(Surplus) / Shortfall £'000	RAG Status	
				2017/18 £'000	2018/19 £'000		Q2	Q1
SUMMARY								
Operational Services	3,082.8	351.0	2,115.8	967.0	0.0	0.0		
Professional Services	2,166.0	289.6	980.0	912.5	273.5	0.0		
Commercial Services (excluding RIF)	502.0	37.0	305.1	196.9	0.0	0.0		
Community Services	2,922.6	182.5	1,682.5	1,240.1	0.0	0.0		
Revolving Investment Fund (RIF)	15,936.7	3,405.8	8,523.2	2,268.5	5,145.0	0.0		
Completed Schemes	348.6	264.2	348.0	0.0	0.0	(0.6)		
Capitalised Maintenance Schemes	236.4	7.5	236.4	0.0	0.0	0.0		
<b>Total (General Fund)</b>	<b>25,195.1</b>	<b>4,537.6</b>	<b>14,191.0</b>	<b>5,585.0</b>	<b>5,418.5</b>	<b>(0.6)</b>		
Housing Revenue Account	12,460.4	3,627.7	12,374.9	85.5	0.0	0.0		
<b>Total Capital Programme</b>	<b>37,655.5</b>	<b>8,165.3</b>	<b>26,565.9</b>	<b>5,670.5</b>	<b>5,418.5</b>	<b>(0.6)</b>		
OPERATIONAL SERVICES								
Shrub End Depot - new baler and shed	840.5	0.0	840.5	0.0	0.0	0.0	A	A
Priory Street Car Park	534.4	114.2	534.4	0.0	0.0	0.0	G	G
LWC - Health & Fitness Extension	994.0	6.1	27.0	967.0	0.0	0.0	A	G
LWC - Aqua Springs Refurbishment	250.0	2.5	250.0	0.0	0.0	0.0	G	G
LWC - Leisure Pool Refurbishment	270.0	123.8	270.0	0.0	0.0	0.0	G	G
LWC - Coffee Shop Extension	80.0	33.0	80.0	0.0	0.0	0.0	G	G
St Johns Car Park	90.0	71.4	90.0	0.0	0.0	0.0	G	G
Shrub End Pitch Replacement	23.9	0.0	23.9	0.0	0.0	0.0	G	G
<b>TOTAL - Operational Services</b>	<b>3,082.8</b>	<b>351.0</b>	<b>2,115.8</b>	<b>967.0</b>	<b>0.0</b>	<b>0.0</b>		
PROFESSIONAL SERVICES								
Mandatory Disabled Facilities Grants	1,973.5	285.8	900.0	800.0	273.5	0.0	G	G
Private Sector Renewals - Loans and Grants	192.5	3.8	80.0	112.5	0.0	0.0	G	G
<b>TOTAL - Professional Services</b>	<b>2,166.0</b>	<b>289.6</b>	<b>980.0</b>	<b>912.5</b>	<b>273.5</b>	<b>0.0</b>		
COMMERCIAL SERVICES								
Assistance to Registered Housing Providers	91.9	0.0	0.0	91.9	0.0	0.0	G	G
CCTV Monitoring	115.0	5.6	100.0	15.0	0.0	0.0	G	G
Local Authority Carbon Management (LACM)	190.0	0.0	100.0	90.0	0.0	0.0	G	G
Cemetery Extension	43.7	8.0	43.7	0.0	0.0	0.0	G	G
Cemetery Exterior Lighting	50.0	16.8	50.0	0.0	0.0	0.0	G	G
Replacement of Cremators	11.4	6.6	11.4	0.0	0.0	0.0	G	G
<b>TOTAL - Commercial Services</b>	<b>502.0</b>	<b>37.0</b>	<b>305.1</b>	<b>196.9</b>	<b>0.0</b>	<b>0.0</b>		
COMMUNITY SERVICES								
Improving Life Opportunities	38.3	0.0	0.0	38.3	0.0	0.0	A	A
Oak Tree Community Centre Roof	50.0	0.0	0.0	50.0	0.0	0.0	G	G
Lion Walk Activity Centre	40.0	0.0	0.0	40.0	0.0	0.0	G	G
Garrison Gym Rebuild	88.2	46.6	88.2	0.0	0.0	0.0	A	A
Mersea Pontoon	10.6	7.8	10.6	0.0	0.0	0.0	G	G
Castle Park Sensory Garden S106	60.6	2.1	60.6	0.0	0.0	0.0	G	G
Cook's Shipyard Playsite Wivenhoe S106	11.6	0.0	11.6	0.0	0.0	0.0	G	G
Old Heath Recreation Ground Improvements	132.1	95.2	132.1	0.0	0.0	0.0	G	G
Wivenhoe Adult Gym	21.0	0.0	21.0	0.0	0.0	0.0	G	G
Market Development	2.7	0.0	2.7	0.0	0.0	0.0	G	G
Walls - new merged scheme	521.8	30.8	410.0	111.8	0.0	0.0	G	G
Mercury Theatre Redevelopment	1,430.7	0.0	430.7	1,000.0	0.0	0.0	G	G
Relocation of Museum Resource Centre	515.0	0.0	515.0	0.0	0.0	0.0	G	A
<b>TOTAL - Community Services</b>	<b>2,922.6</b>	<b>182.5</b>	<b>1,682.5</b>	<b>1,240.1</b>	<b>0.0</b>	<b>0.0</b>		
REVOLVING INVESTMENT FUND								
Northern Gateway North	445.2	127.0	445.2	0.0	0.0	0.0	G	G
Northern Gateway South	493.2	76.1	118.2	375.0	0.0	0.0	G	G
Town Centre	6,551.6	1,324.4	1,466.6	240.0	4,845.0	0.0	G	G
Creative Business Centre	1,286.5	1,070.9	1,286.5	0.0	0.0	0.0	A	G
Jacks - St Nicholas St	915.0	14.9	100.0	815.0	0.0	0.0	G	G
Sheepen Road	3,492.3	685.6	3,292.3	200.0	0.0	0.0	G	G
District Heating Project North	26.8	0.0	26.8	0.0	0.0	0.0	G	G
District Heating Project East	10.0	0.0	10.0	0.0	0.0	0.0	G	G
East Colchester Enabling Fund	285.0	0.0	50.0	235.0	0.0	0.0	G	G
Breakers Park	75.0	1.7	25.0	50.0	0.0	0.0	G	G
Surface Water Flooding - Distillery Lane/Haven Road	77.4	0.0	10.0	67.4	0.0	0.0	A	A
Site Disposal Costs	4.8	0.0	4.8	0.0	0.0	0.0	G	G
Moler Works Site	40.7	0.0	0.0	40.7	0.0	0.0	G	G
CMP Phase 3 - PV Systems	95.4	0.0	0.0	95.4	0.0	0.0	G	G
Business Broadband	337.8	103.5	337.8	0.0	0.0	0.0	G	G
Land Acquisition	1,800.0	1.7	1,350.0	150.0	300.0	0.0	G	G
<b>TOTAL - RIF</b>	<b>15,936.7</b>	<b>3,405.8</b>	<b>8,523.2</b>	<b>2,268.5</b>	<b>5,145.0</b>	<b>0.0</b>		

Service / Scheme	Total Programme £'000	Accrued spend to Q2 £'000	2016/17 £'000	Forecast		(Surplus) / Shortfall £'000	RAG Status	
				2017/18 £'000	2018/19 £'000		Q2	Q1
<b>HOUSING REVENUE ACCOUNT</b>								
Housing Improvement Programme	8,752.9	2,571.0	8,752.9	0.0	0.0	0.0	G	G
Adaptations to Housing Stock	604.0	223.2	604.0	0.0	0.0	0.0	G	G
Sheltered Accommodation Review	2,818.0	833.5	2,818.0	0.0	0.0	0.0	G	G
Housing ICT Development	285.5	0.0	200.0	85.5	0.0	0.0	G	G
<b>TOTAL - Housing Revenue Account</b>	<b>12,460.4</b>	<b>3,627.7</b>	<b>12,374.9</b>	<b>85.5</b>	<b>0.0</b>	<b>0.0</b>		
<b>COMPLETED SCHEMES (OR WHERE RETENTION ONLY OUTSTANDING)</b>								
Town Hall DDA Sensory Project	0.6	0.0	0.0	0.0	0.0	(0.6)		
Leisure World Skatepark	112.8	111.8	112.8	0.0	0.0	0.0		
Wivenhoe Pontoon	25.0	25.0	25.0	0.0	0.0	0.0		
Jet Washer	102.0	102.0	102.0	0.0	0.0	0.0		
Abberton Community Fund S106	10.0	10.0	10.0	0.0	0.0	0.0		
Town Station Square	42.8	0.0	42.8	0.0	0.0	0.0		
Castle Museum - Castle Bridge	1.0	0.0	1.0	0.0	0.0	0.0		
Moot Hall Organ	39.0	0.0	39.0	0.0	0.0	0.0		
ICT Strategy	15.4	15.4	15.4	0.0	0.0	(0.0)		
<b>TOTAL - Completed Schemes</b>	<b>348.6</b>	<b>264.2</b>	<b>348.0</b>	<b>0.0</b>	<b>0.0</b>	<b>(0.6)</b>		
<b>CAPITALISED MAINTENANCE</b>								
Crematorium - Gutters & Fascias	13.4	0.0	13.4	0.0	0.0	0.0	G	G
LWC - Dryside Changing Rooms	48.0	0.0	48.0	0.0	0.0	0.0	G	G
Town Hall - Bell Tower Repairs	135.0	7.5	135.0	0.0	0.0	0.0	G	G
Colchester Business Centre	40.0	0.0	40.0	0.0	0.0	0.0	G	G
<b>TOTAL - CAPITALISED MAINTENANCE</b>	<b>236.4</b>	<b>7.5</b>	<b>236.4</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>		