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Hinckley & Bosworth
Borough Council

A Borough to be proud of

Bill Cullen MBA (ISM), BA(Hons) MRTPI
Chief Executive

Date: 15 September 2017

To: Members of the Finance & Performance Scrutiny

Mr KWP Lynch (Chairman)
Mrs R Camamile
Mr DS Cope
Mrs H Smith

Miss DM Taylor
Mr R Ward
Mr HG Williams
(2 vacancies)

Copy to all other Members of the Council

(other recipients for information)

Dear member,

There will be a meeting of the **FINANCE & PERFORMANCE SCRUTINY** in the De Montfort Suite, Hinckley Hub on **MONDAY, 25 SEPTEMBER 2017** at **6.30 pm** and your attendance is required.

The agenda for the meeting is set out overleaf.

Yours sincerely

A handwritten signature in black ink, appearing to read 'R Owen'.

Rebecca Owen
Democratic Services Officer

A G E N D A

1. APOLOGIES AND SUBSTITUTIONS
2. MINUTES OF PREVIOUS MEETING (Pages 1 - 2)
Minutes of the previous meeting.
3. ADDITIONAL URGENT BUSINESS BY REASON OF SPECIAL CIRCUMSTANCES
To be advised of any additional items of business which the Chairman decides by reason of special circumstances shall be taken as matters of urgency at this meeting.
4. DECLARATIONS OF INTEREST
To receive verbally from members any disclosures which they are required to make in accordance with the Council's code of conduct or in pursuance of Section 106 of the Local Government Finance Act 1992. **This is in addition to the need for such disclosure to be also given when the relevant matter is reached on the agenda.**
5. QUESTIONS
To hear any questions received in accordance with Council Procedure Rule 12.
6. FRONT LINE SERVICE REVIEW: HOUSING (Pages 3 - 16)
Report from the Director (Community Services) to form part of the programme of frontline service reviews.
7. DEBT WRITE OFFS (Pages 17 - 22)
This report seeks approval to write-off debts over £10,000 in respect of outstanding business rates and to provide the details of the sums written off under delegated powers.
8. FINANCIAL OUTTURN JULY 2017/18 (Pages 23 - 42)
To present the quarter one financial outturn position.
9. BUSINESS RATES AND POOLING QUARTER 1 - 2017/18 (Pages 43 - 46)
To inform members of business rates performance from 1 April – 30 June 2017 and to provide an update on pooling arrangements for 2017/2018.
10. PERFORMANCE & RISK QUARTER 1 2017/18 (To Follow)
11. FINANCE & PERFORMANCE SCRUTINY WORK PROGRAMME (Pages 47 - 50)
12. ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIRMAN DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY
As raised under item 3.

HINCKLEY AND BOSWORTH BOROUGH COUNCIL

FINANCE & PERFORMANCE SCRUTINY

17 JULY 2017 AT 6.30 PM

PRESENT: Mr KWP Lynch - Chairman

Mr RG Allen, Mrs R Camamile, Mr P Wallace and Mr HG Williams

Members in attendance: Councillors Mr SL Rooney

Officers in attendance: Ilyas Bham, Julie Kenny and Rebecca Owen

75 APOLOGIES AND SUBSTITUTIONS

Apologies for absence were submitted on behalf of Councillor Smith.

Councillor Hall, as Executive member for Finance, had also submitted apologies.

76 MINUTES OF PREVIOUS MEETING

It was moved by Councillor Allen, seconded by Councillor Camamile and

RESOLVED – the minutes of the meeting held on 22 May 2017 be confirmed and signed by the Chairman.

77 DECLARATIONS OF INTEREST

No interests were declared at this stage.

78 PERFORMANCE & RISK END OF YEAR 2016/17

Members received a report which provided the end of year outturn position for performance indicators, service improvement plans, corporate risks and service area risks.

A member referred to the indicator for net additional home and expressed concern that, whilst delivery may commence on the Barwell SUE in 17/18, it was unlikely in relation to the Earl Shilton SUE, in which case the target would not be met. In response, it was explained that the target covered the whole plan period but acknowledged that commencement of delivery in relation to the Earl Shilton SUE may not be realistic.

Concern was expressed in relation to the number of missed calls in Customer Services and a member suggested that this may be partly due to the nature and volume of the hold music. It was also noted that some callers may end the call after hearing the recorded message directing them to the website. It was acknowledged that customer satisfaction with the service remained high and that vacant positions had recently been filled so this would assist.

A member highlighted that satisfaction with sports and leisure facilities and satisfaction with street cleanliness was lower in the rural areas. It was acknowledged that the reasons for the former were understandable but members were concerned about the data for street cleanliness. It was agreed that the relevant officers would be asked for a commentary on the disparity.

In relation to the service improvement plans, Members asked that future reports include in the comments the officer's opinion on whether the target was reasonable and appropriate, what action would be taken to meet the target in future and the revised target date.

Recruitment and retention issues in the planning department were highlighted and it was acknowledged that this was a continuing challenge given the attraction of private sector roles to professionally qualified staff.

RESOLVED – the report be noted.

79 SUNDRY DEBTS QUARTER 1 2017/18

Finance & Performance Scrutiny was informed of the position in relation to sundry debts at the end of the first quarter of 2017/18.

A member drew attention to the reference in the report to charging interest on debt and asked whether that was realistic, given the company was already a debtor. In response it was explained that it would form part of legal agreements in future so the expectations would be clear at the outset of an agreement.

Members requested a report to a future meeting on housing rent arrears.

RESOLVED – the report be noted.

80 BUSINESS RATES RETENTION YEAR END 2016/17

A report on business rates performance and pooling arrangements was presented to members.

RESOLVED – the report be noted.

81 TREASURY MANAGEMENT QUARTER 1 2017/18

Consideration was given to the council's treasury management activity in the first quarter of 2017/18.

RESOLVED – the report be noted.

82 FINANCE & PERFORMANCE SCRUTINY WORK PROGRAMME

Members received the work programme for 2017/18.

RESOLVED –

- (i) The work programme be agreed;
- (ii) The March 2018 meeting be moved from 19 March to 12 March.

(The Meeting closed at 7.20 pm)

CHAIRMAN



Hinckley & Bosworth Borough Council

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

FINANCE & PERFORMANCE SCRUTINY

25 SEPTEMBER 2017

WARDS AFFECTED: ALL WARDS

FRONTLINE SERVICE REVIEW: HOUSING

1. **PURPOSE OF REPORT**

To report on the activities of the council's Housing service.

2. **RECOMMENDATION**

The report be noted.

3. **BACKGROUND TO THE REPORT**

- 3.1 The Council Housing Service sits in the wider Community Services Directorate and works alongside other key service areas such as community safety, private sector housing, cultural services and community planning. Reports on these areas of the Directorate can be provided at future meetings if requested by members. For the purpose of this report the following areas will be considered:

Housing Options service

Tenancy Management and rents

Anti social behaviour (housing)

Sheltered and Support Services

Housing Repairs and Investment

4. **Strategic context**

- 4.1 The council housing service is responsible for 3314 council properties and the Housing Revenue Account (HRA) holds the budget for the service. The HRA Business Plan forecasts over the next 30 years the investment requirements for the service, in particular in ensuring council properties are maintained to a decent standard.

- 4.2 In 2013 the financing regime for council housing changed from the subsidy system to one of self financing, where councils could keep rent raised to support services and for reinvestment.
- 4.3 The Council considered the national consultation on whether Housing authorities wanted to continue with the Housing Subsidy System (which was costing this council £4.1m per year and would have increased by inflation in future years) or to buy out of the subsidy system. Following specialist external advice the Council unanimously agreed to buy out of the Subsidy System. The cost of the one-off buy out was determined by the Government to be £67,652m.
- 4.4 The HRA Investment Plan 2013 – 2018 was approved by Council on 16th July 2013 and a detailed financial model was aligned to the Plan which allowed for investment in stock enhancements, service improvements and council house new build and acquisition. These priorities were agreed by Council following consultation with tenants and the financial model was based on the self financing settlement which enabled the council to cover the debt borrowed over a 25 year period, whilst also providing a budget for capital investment.
- 4.5 This financial model assumed that rents would be increased by the guidance figure over the time of the business plan, providing a surplus which formed a regeneration reserve to finance the additional enhancement to properties and the council house new build and acquisition programme.
- 4.6 The Government announced in the 2015 that from 2016/17 rent increases would not be allowed and social housing landlords would be required to reduce rents by 1% over the following four years.
- 4.7 This announcement led to a refresh of the HRA Business to incorporate the 1% rent reduction. Members should note that this was effectively a 3% reduction from the original Plan as the original rent increase assumption (as advocated by CLG) was CPI plus 1%. Therefore, prudent rent increases of 2% had been assumed.
- 4.8 The refreshed Business Plan did not allow for a continuation of the housing new build programme beyond the three schemes in the pipeline:
- Southfield Road, Hinckley – 30 council properties in a scheme of 68 affordable houses.
 - Martinshaw Lane, Groby – development of 9 new build bungalows
 - Ambion court, Markey Bosworth – upgrade to sheltered housing scheme
- 4.9 The Business Plan is being refreshed further to inform a new investment plan. This work will form part of a Council Housing Strategy which will also detail the council's asset management priorities, tenancy policy, support for tenants and support for tenants to access other forms of tenure where appropriate.
- 4.10 A further risk for the HRA Business Plan is the proposal in the Housing and Planning Act that local authorities will be required to sell their high value voids. Details on this are still not known but could have a massive impact on the HRA Business Plan and assumptions have been included in the refreshed plan.
- 4.11 The proposal at the moment is that following on from a valuation exercise that the government has undertaken, they will estimate the amount of money they would

expect an authority to receive each financial year from sale of high value voids and councils will be expected to pay that amount back to the Government; in effect creating another subsidy system. How councils fund the levy to be paid back is down to them, but it is inevitable that sale of properties would be required.

- 4.12 A further point to note with regard to the housing service is the changing customer base that officers are dealing with. Whilst the service is responsible for housing functions, it is rare that officers deal with customers who only have a housing need.
- 4.13 Officers are now faced with increasingly complex cases involving mental health, alcohol and drug dependency and the impacts of poverty. As other agencies thresholds have risen and services reduced officers in the housing service are often left dealing with these complex tenants and applicants, managing the risk to themselves and to the community.
- 4.14 There are also increased customer expectations due to the fact that the service is proactive in its preventative work, for example through housing options and Endeavour, and therefore this encourages more people to come forward for help and for other partners agencies to refer people to our services. This, along with the increased complexity of cases increases the caseload for officers and puts pressure on them in managing these highly complex, vulnerable people.

5 HOUSING OPTIONS

- 5.1 The Housing Options Service is responsible for the administration of the Housing Register, the allocation and lettings of social housing within the Borough and meeting the statutory homelessness functions. The Housing Options Service is managed by the Housing Options Manager and can be split into four main streams.

5.2 Housing Register

The Housing Register holds all of the applications for persons wishing to access social housing within Hinckley and Bosworth Borough Council and is regulated by Part VI of the Housing Act in addition to the Housing Allocations Policy.

The functions of the team are:

- Assessing applications for inclusion to the Housing Register against the Allocations Policy 2013.
- Assessing the housing need for the type and size of property required and award a banding to reflect their priority. This can be Priority, High, Medium or Low.
- In addition to registering the initial application, staff have to amend applications due to a change in circumstances or addresses and the application may have to be reassessed to reflect the change.
- Periodic review of bandings as they are awarded for certain periods of time and may be removed.
- Requesting proofs to support the application such as rent references for the previous 6 years, photo identification, bank statements, benefit proofs, immigration documents, proof of children and medical details. This is not an exhaustive list as everyone's situation is different and often unusual so further proofs may become evident as the application progresses and can be very complex. A high level of knowledge is required in a number of fields in order to offer correct and timely advice in addition to making appropriate referrals for specialist help.

Other functions within the team include:

- Termination of tenancies.
- Garage waiting lists, offers and terminations.
- Administering the mutual exchange register.
- Signing up new tenants.
- Offering a 08:30 to 17:00 customer service to be able to answer any queries relating to the service both face to face and over the telephone.

5.3 Choice Based Lettings Function

This function is carried out by the Senior Allocations Officer and the Deputy Allocations Officer and includes:

- All properties belonging to Hinckley and Bosworth Borough Council and the majority of properties belonging to Registered Providers (Housing Associations) with stock in the area, are advertised through the Choice Based Lettings Scheme.
- Ensuring compliance with the Housing Allocation Policy.
- Accurately advertising properties on a weekly cycle. Adverts have to be checked to ensure details are correct so the correct applicants can bid on them.
- Ensuring compliance for new properties with any Section 106 agreement.
- Once the bidding cycle has closed allocating properties or nominating through to Registered Providers within the service level agreements on a tight deadline. The top seven applicants are nominated through for the RP to apply their own criteria.
- In relation to HBBC properties, applications will be checked again to ensure the application is accurate, that the property will meet their needs or be assessed for any adaptations required.
- Management of the offer process.
- Accompanied viewings.
- Overseeing the Void Process.
- Completing performance monitoring locally and nationally. The allocations policy is also subject to strict audit criteria.

5.4 The following figures show the numbers of applicants and number of allocations made by the team.

No. on housing register 2016/17	1166
No. on housing register 2017/18 (to date)	1273

HBBC allocations 2016/17	193
HBBC allocations 2017/18 (to date)	80

Nominations made (resulting in successful allocations) 2016/17	182
Nominations made (resulting in successful allocations) 2017/18 (to date)	31

5.5 Housing Options

The housing options function is carried out by 3 full time Housing Options Officers. Their functions include:

- Operating a 24/7, 365 day service.
- Preventing homelessness by using a number of tools such as the Prevention fund, the Housing Register, negotiation and liaison with parents or Landlords, referring to temporary accommodation.

- Should an applicant become homeless, working with them to relieve homelessness.
- Taking homelessness applications and making complex decisions based on Part VII of the Housing Act as amended 2002, in accordance with the Code of Guidance whilst applying other statutes and case law.
- Carrying out welfare visits in relation to awarding priority on the housing register.
- Ensuring accurate entry of information for reporting through government statistics and performance indicators.
- Awareness of legislation through partner agencies such as Social Care and Health, Tenancy Management, Anti-social behaviour, Mental Health and capacity, financial and welfare benefit regulations, medical knowledge.

The following table shows the number of homeless claims, advice and assistance cases and cases prevented for 16/17 and 17/18 to date. The level of prevention carried out by the team was used by the government when deciding on the allocation of additional prevention money earlier this year and due to its good performance the council has been awarded £101k, the highest award in Leicestershire.

Month	Claims 16/17	A&A 16/17	Total 16/17	Claims 17/18	A&A 17/18	Total 17/18
April	8	45	53	13	56	69
May	6	55	61	5	17	22
June	12	1	75	12	66	78
July	1	42	43	5	34	39
August	10	50	60	10	68	78
September	6	74	80			
October	9	44	53			
November	11	43	54			
December	6	37	43			
January	13	53	66			
February	5	48	53			
March	5	42	47			
TOTAL	92	534	626	45	241	286
	470 cases prevented.			In the first quarter of 17/18, there was 82 cases prevented		

5.6 Temporary Accommodation

The Housing Options Service manages a 35 unit family hostel. This is supervised daily by the Deputy Allocations Officer where functions include:

- Compliance with health and safety legislation.
- Fire safety checks and inspection.
- Hostel Inductions.
- Risk Assessments for new residents.
- Monitoring rent accounts.
- Issuing warning notices due to behaviour.
- Terminating licenses and serving Notice to Quits (NTQs).

5.7 Key Priorities

Key Priorities of the Housing Options service include:

- Ensuring customers are seen and receive timely advice.
- Legislative duties are met.
- Moral and safeguarding obligations are considered.
- Properties are allocated correctly in line with Policy.
- Ensure a range of Housing Options are available to our customers.
- Everyone receives a bespoke and tailored service where their needs have been listened to.
- Homelessness is kept to a minimum within the Borough and prevention is improved year on year.

5.8 Future Challenges

- Implementation of the Homelessness Reduction Act will change the focus of Housing Options and increase workload.
- Trying to engage Landlords in the private rented sector to offer a solution to our client group. The team are finding it increasingly difficult to access private rented accommodation for customers which is impacting on our prevention work.
- Reviewing SLAs with Registered Provider to ensure/encourage them to maintain their social obligations.
- Review of Allocations Policy to take into account welfare reforms and Homelessness Reduction Act ensuring the needs of the most vulnerable and in housing need are met whilst promoting social responsibility.
- Carry out a review of Temporary Accommodation to assess what is needed and how this can be achieved.
- Reporting on monitoring and performance will impact on IT therefore need to source software that will support the changes. Current software contract ends July 2018.
- Financial implications relating to the above and sourcing additional funding to ensure we can staff the new functions and meet our reporting obligations.

6 TENANCY MANAGEMENT AND RENTS

- 6.1 The Tenancy Management officers are responsible for the following functions: rent collection and arrears management, ensuring that tenancy conditions are complied with, supporting people to live independently and working in partnership with the Housing Repairs team to ensure that council properties and housing land are well maintained.

6.2 Rent collection rates

The information below details current and former rent collection rates. The information is updated quarterly. The current rent collection target is 98%.

Month	Percentage of rent collected
June 2017	91.47
March 2017	97.01
December 2016	97.40
September 2016	97.96

- 6.3 The rent function of the Tenancy Management role balances enforcement with support. The service recognises that in a changing financial climate increasingly

some tenants require personalised support to assist them in paying their rent and other essential household bills.

- 6.4 Within the Housing Service we are fortunate to have a Tenancy Support officer. This service provides bespoke support to some of our most vulnerable tenants. By identifying issues, providing advice and support and where necessary signposting and facilitating support from other agencies; such as social care, we are able to assist some tenants to live independently within their communities. The Tenancy Support officer assists with all aspects of tenancy support, including financial assistance.

6.5 Welfare Reform

- 6.5.1 Since 2010 a number of welfare reforms have been introduced. Many of these reforms have directly affected household income and housing benefits, which in turn affect a person's ability to meet their financial commitments; including payment of rent. One of the most significant reforms introduced in April 2013 which has had a direct impact on social housing rents is the removal of the spare room subsidy (RSRS), also known as the 'bedroom tax', which was introduced in April 2013.
- 6.5.2 The introduction of Universal Credit in March 2017 provided a further challenge to some of our tenants, which in turn has affected the council's ability to maximise its rental income. Universal Credit seeks to promote independence and encourage people back into work. The main changes to the way that benefits are paid are that claimants will receive a single household payment, which is paid once a month. The housing element is now paid directly to the claimant whom is then expected to pay their rent to Hinckley and Bosworth Borough Council.
- 6.5.3 Whilst rent collection rates have been relatively high, we are beginning to see the impact of welfare reforms on the rent collection rates experienced. With this in mind, the team continues to proactively respond to these changes by undertaking direct work with those claimants likely to be affected by welfare reforms.
- 6.5.4 Further work is being undertaken to understand the impact of welfare reform and particularly universal credit on rent arrears and collection and a further report can be presented to Members at a future meeting if this would be beneficial.

6.6 Anti-Social Behaviour, Housing and the Endeavour Partnership

- 6.6.1 The local authority plays a critical role in tackling anti-social behaviour and its underlying causes. Potential sanctions to prevent further anti-social behaviour are wide-ranging, and have been redefined by the introduction of the Anti-Social Behaviour Crime and Policing Act 2014.
- 6.6.2 Both Anti-Social Behaviour and Housing officers, throughout the service, are integral to the successful operation and delivery of the Endeavour Partnership. The Endeavour Team comprises numerous partner agencies and internal departments working collaboratively to address and resolve issues relating to anti-social behaviour, environmental nuisance, wider community safety and vulnerability concerns. Since its formation, the Endeavour team has successfully responded to many community protection concerns; perhaps, most notably the collaborative approach between the police and the Borough Council has seen an increase in the number of anti-social behaviour sanctions sought to prevent those committing anti-social behaviour from continuing.

6.6.3 Anti-Social Behaviour cases

Over the last two years an increase in Council led anti-social behaviour cases has been experienced, as detailed below. Changes to ASB legislations and the ease of gaining sanctions due to civil evidence thresholds being introduced has brought with it greater success in achieving legal sanctions to resolve anti-social behaviour.

Year	Total ASB reports across the Borough	HBBC only
1/4/14 – 31/3/15	1357	HBBC - 333
1/4/15 – 31/3/16	1167	HBBC - 461
1/4/16 – 31/3/17	1328	HBBC - 812

Intervention	2014/15	2015/16	2016/17
Injunction	6	4	3
Acceptable Behaviour Contract	7	19	14
Closure order	0	4	2
Community protection warning	0	1	19
Notice seeking possession (for ASB ground)	1	2	9
Eviction	0	1	4

7. SHELTERED AND SUPPORT SERVICES

- 7.1 The sheltered housing service provides 11 schemes across the borough offering independent living to older people. This support includes all sheltered properties having emergency pull cords and panic button pendants which connect, via an intercom, to an experienced member of staff 24 hours a day, who can raise the appropriate help. This may be simply offering reassurance; it may be requesting that a friend, neighbour or family member visit, a doctor, paramedic, the police or the fire service. The service is a safety net in effect, providing a comforting reassurance that someone is always there, which is particularly comforting to those who have no friends or family, or their loved ones live a distance away.
- 7.2 The service holds regular social activities which are very much tenant led and supported by staff. These activities range from movie nights, takeaway evenings with dancing, day trips to the coast and pancake breakfasts. Staff hold regular tenant involvement meetings at each site. These give tenants a voice to influence our service and residents offer a whole additional wealth of experience and ideas to support officers in responding to needs and interests.
- 7.3 Officers carry out needs and risk assessments, both for the tenant and their home, and are able to signpost concerns, risks and vulnerabilities to ensure each person is as supported as they can be to be able to remain safe and independent in their home. Officers regularly reinforce fire safety advice and put personal evacuation plans in place for each person, highlighting where perhaps they is a vulnerability in someone being able to hear a smoke alarm, and installing adaptations to overcome those difficulties.
- 7.4 The service has a set of standards that they will:

- Ensure that tenants have equal and fair access to sheltered housing services regardless of their gender, race, age, religion or sexual orientation. And that staff will at all times be sensitive and non-judgemental and actively encourage anti-discriminatory practices.
- Give all new tenants a full introduction to the scheme within five working days, including services available, role of the Scheme Manager/Support officer and fire safety procedures.
- Ensure that each sheltered housing scheme is covered by a Scheme Manager working Monday to Friday. Or when the Scheme Manager is off site that tenants have access to the emergency control centre, 24 hours a day, 365 days per year.
- Produce a support plan for all new tenants within six weeks of moving in, and review it on a regular basis but at least every twelve months and carry out the agreed actions within the agreed timescales.
- Carry out regular scheme checks including:
 - Inspections of the communal areas daily ensuring they are clean and free from hazards.
 - Weekly test of the fire alarm and fire alert points
 - Weekly test of communal pull cords and emergency points
 - Six monthly testing of tenants emergency alarm equipment including pendants, lifeline and door entry equipment.
 - Bi Annual health and safety inspection of sheltered housing schemes.
- Ensure that the communal areas are maintained to a high standard of cleanliness and that communal gardens are attractive and cultivated on a regular basis.
- Actively encourage, and provide opportunities for tenants to provide feedback on the services they receive, but more specifically, through regular scheme meetings, surveys, suggestion boxes.

7.5 The service is responsible for the 24hr call control and monitoring centre, providing services to predominately older residents via emergency pull cord alarms, lifeline alarms and assistive technology. The Control Centre also acts as the Councils out of hours service and deals with calls relating to homelessness, Environmental Health calls, and Housing Repairs.

7.6 Of the approximate 2,500 people receiving support from the Control centre service, over 1800 are over 60. A breakdown of the demography is below:

Age Range	60-69	70-79	80-89	90-99	100+
No. Of Clients	443	559	587	233	4
% Of Clients	15.1%	19.0%	19.9%	7.9%	0.1%

7.7 Assistive technology provided by the service offers a peace of mind service to private customers in their own home, again promoting safety and independence. A Lifeline, which is a small intercom installed in a client's home, is activated via a small panic button pendant. This can be worn all around the home and in the garden, and should a person have a trip or fall, a medical emergency, or any concern, they can activate the Lifeline from wherever they are, and speak to an operator in our 24 hour control centre.

7.8 Resident involvement

7.8.1 Resident Involvement involves the co-ordination of a range of projects including the Councils tenant participation forum 'Together for Tenants', working groups, setting up and supporting residents groups, Garden projects including 'Garden Buddies' and

'Tool Share Schemes', consultation exercises. The Resident Involvement Officer also supports the Evaluation Team an independent team consisting of tenants who scrutinise housing services.

7.8.2 Draft local offers to tenants for 2017-19 have been compiled using feedback from the housing satisfaction survey, the tenant Evaluation Team, Together for Tenants and the repairs and sheltered housing working groups and older persons' focus group. They are:

- Continue to increase tenant satisfaction with the quality of homes through effective delivery of the planned maintenance and investment programme and day-to-day repairs service and by monitoring tenant satisfaction on moving in.
- Improve satisfaction with the gas servicing and repairs contract by undertaking close monitoring of the new contractor.
- Improve marketing of sheltered housing properties to maximise opportunities and reduce re-let times, taking on board Evaluation Team recommendations.
- Work to increase value for money satisfaction by providing comparative information in newsletters and with rent letters and statements.
- Review involvement options and information for those struggling to sustain tenancies.
- Review the pets policy for sheltered housing residents.
- Undertake a survey and/or focus group to improve involvement of supported housing residents.
- Facilitate the delivery of a good neighbour scheme in a viable location.
- Enable tenants to take part in community gardening activities encouraging shared knowledge and resources.

8 HOUSING REPAIRS AND INVESTMENT

8.1 The Housing Repairs and Investment Team are responsible for the repairs, maintenance and investment for the Council's housing Stock. The service has five main work-streams:

1. Responsive and void repairs
2. Cyclic contracts
3. Aids and adaptations
4. Investment works
5. Asset Management

8.2 Responsive Repairs and Void Work

Responsive repairs are completed by the Council's 'In-house Repairs Team' (IRT) and to our four priorities:

- Emergency repairs within 24 hours (including Out of Hours repairs within 4 hours)
- Urgent repairs within 5 working days
- Routine repairs within 20 working days
- Programmed routine repairs 60 working days

We currently also have two contractors supporting the IRT in completing work to bring our empty homes up to our lettable standard ready for the next tenant to move in. These are SPS Groundworks and G W Throops.

During 2016/17 we completed 11,880 General repairs reported by tenants including repairs such as leaking taps and gutters, roof leaks, electrical faults, plastering repairs etc. We also brought 220 empty properties up to our agreed standard to get them ready for re-letting

8.3 Cyclic Maintenance

This is work of a recurrent nature that is undertaken at regular intervals, and includes:

- Annual Gas and solid fuel servicing - HBBC currently has a 3 star agreement with "Vinshires" to deliver the servicing and repairs to gas and solid fuel appliances. Last year Liberty Gas (Previous contractor) completed servicing to 97.4% of our Gas and solid fuel properties.
- Undertaking monthly inspections and repair of fire prevention equipment within sheltered schemes and blocks of flats
- 7 Year Painting programme - This work is completed by the IRT who last year painted the outside of 486 properties. We also had a contractor repaint the Communal areas to 6 Blocks of flats, 3 community centres and one of our sheltered schemes.
- 5 year Electrical testing programme - This work is currently completed by Tomlinson, who completed over 600 tests last year including emergency lighting in sheltered schemes and communal areas.

8.4 Aids and Adaptations

The Council undertakes work to enable tenants to remain independent in their homes as long as possible. This could be by way of installing grab rails, ramps or Level access shower rooms or in extreme cases extending properties. The IRT complete the smaller works whilst our contractor SPS completes larger jobs and tenders are undertaken for extensions.

In 2016/17:

- we converted 32 bathrooms in to Level Access shower rooms
- Improved the access to 18 properties for tenants with reduced mobility
- Created a downstairs internal WC in one property
- Adapted 3 kitchens to be accessible for wheelchair users
- Fitted stair lifts to 5 properties
- fitted 130 support aid rails

8.5 Planned Investment Works

- 8.5.1 These works are completed to enable the Council to reach and remain at, the Governments Decent Home Standard for its housing stock. The works are completed as planned programmes, ensuring value for money by replacing components just before the end of their predicted life span. They are also completed in groups of properties requiring work of the same type and by specialist contractors. Last year we delivered:

- 245 upgrades to electrical installations, renewed battery smoke alarms with hard wired smoke alarms at 238 properties and rewired 79 homes. This work was completed by our current contractor - J Tomlinsons
- 227 boilers/heating system renewals with A Rated boilers which was completed by our current Contractor – Vinshires plumbing and Heating Ltd
- Replacement of a solid fuel heating system with renewable technology in a ‘non gas’ area by the installation of an Air Source Heat Pump
- Replacement of Communal Boiler and plant room at Tom Eatough Court (Sheltered scheme)
- Renewals of Windows/Doors to 81 homes completed by our current Contractor – Onyx windows Ltd
- Replacement of 36 Roofs which was completed by Archer Roofing who have been replaced this year with a new contractor – Jarvis Roofing Ltd
- 148 Kitchen replacements and 56 Bathrooms renewals which were completed by J Tomlinson who have this year been replaced by Matthews

8.6 **Asset Management**

The Service has a team of Surveyors who undertake the inspection of properties to authorise required works or dilapidation reports. In addition to this they help manage major work projects funded by the Housing Revenue Account, such as the remodelling of existing properties and the building of new homes. In support of this we also engaged Savills plc to undertake Stock Condition Surveys on 40% of our housing Stock.

8.7 **Working with Tenants and Residents**

The service does a great deal of work at both operational and strategic levels, with the Evaluation Panel, Together for Tenants and the newly formed Tenants’ Repairs Working Groups. We work with tenants/residents on all aspects of the service including:

- Providing views of the Housing service from a resident’s perspective
- Shaping policy review work
- Shaping asset management
- Contributing to procurement processes – Tender evaluation and awards
- Recommending and agreeing standards of service
- Monitoring performance, finances, governance and continuous improvement activity
- Tenant Inspectors – Repairs Voids and investment works

8.8 The service is facing the following future challenges

- Retention of staff and difficulties in the recruitment of replacement staff due to the national shortage of skilled trade operatives and low salaries.
- Continued sharp increase in the cost of materials affecting delivery across all areas of the service.
- Potential shortfall in budget if Government change standards/requirements in terms of Health and safety and fire prevention management.

9. **PERFORMANCE INFORMATION**

9.1 The following performance indicators are reported through the Corporate TEN system

RELETS	2016/17 end of year	2017/18 end of quarter (June)	2017/18 Target
Minor Voids	54.0	53.1	54.0
Major Voids	75.5	54.0	75.5
Re-let Time (All Voids)	62.9	53.3	62.9

REPAIRS	2016/17 end of year	2017/18 end of quarter (June)	2017/18 Target
Priority 1	100%	100%	100%
Priority 2	99.95%	100%	100%
Priority 3	98.48%	99.57%	90%
Priority 4	99.54%	98.08%	90%
Satisfaction	92.29%	94.62%	95%

RENT	2016/17 end of year	2017/18 end of quarter (June)	Target
Rent	97.01%	91.47%	98%
Evictions	0.03%	0.06%	0.03%
Homelessness	86%	70%	80%
Temp Accommodation	9	7	12

9.2 The Housing Satisfaction survey was sent out at the end of 2016. All Council tenants were sent a copy of the survey, 1,057 were returned, a return rate of 32%. Questions were included to give feedback on areas of work identified as service improvements over the last 3 years.

9.3 Key results were:

- Satisfaction with the overall housing service received by tenants was up to 83% from 75%, dissatisfaction down to 4% from 6%.
- Satisfaction with the overall quality of the home was up to 74% from 60%, dissatisfaction was down from 11% to 8%.
- Satisfaction with the way the Council deals with housing enquiries was up to 79% from 68%, dissatisfaction up from 4% to 5%.
- Satisfaction with the way the housing service listens to tenants views and acts on them was up to 75% from 40%, dissatisfaction down to 6% from 10%. This was identified as an area for improvement in the last survey.

The above results show that work done to increase the responsiveness of the service to tenants' needs, through a more focused tenancy management team, introduction of a housing administration team and an improved strategy to involve and communicate with tenants, has achieved significant improvements in satisfaction levels.

9.4 The full results of the Tenant Survey will be reported to the next Scrutiny commission meeting.

10. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES
- 10.1 Open session
11. FINANCIAL IMPLICATIONS (IB)
- 11.1 Budgets for the repairs service, the HRA and the HRA capital programme are reported to this committee on a quarterly basis.
- 11.2 The financial impact resulting from the challenges mentioned in the report will need to be approved in accordance with financial procedure rules.
12. LEGAL IMPLICATIONS (AR)
- 12.1 None arising directly from this report.
13. CORPORATE PLAN IMPLICATIONS
- 13.1 The housing service contributes to all three Corporate Plan priorities of People, Place and Prosperity.
14. CONSULTATION
- 14.1 None
15. RISK IMPLICATIONS
- 15.1 None arising from the report.
16. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS
- 16.1 the service regularly consults with tenants through the various structures detailed in 7.8
11. CORPORATE IMPLICATIONS
- 11.1 By submitting this report, the report author has taken the following into account:
- Community Safety implications
 - Environmental implications
 - ICT implications
 - Asset Management implications
 - Procurement implications
 - Human Resources implications
 - Planning implications
 - Data Protection implications
 - Voluntary Sector

Background papers: None

Contact Officer: Sharon Stacey ext 5636
Executive Member: Councillor P Wallace



Hinckley & Bosworth
Borough Council

A Borough to be proud of

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

FINANCE & PERFORMANCE SCRUTINY 25 SEPTEMBER 2017
EXECUTIVE 18 OCTOBER 2017

WARDS AFFECTED ALL WARDS

COUNCIL TAX, NON DOMESTIC RATES AND OVERPAID HOUSING BENEFIT WRITE-OFFS

Report of the Director (Corporate Services)

1. PURPOSE OF REPORT

- 1.1 This report seeks approval to write-off debts over £10,000 in respect of outstanding Business Rates and to provide the details of the sums written off under delegated powers.

2. RECOMMENDATION

- 2.1 The Executive approve the two Business Rates write offs detailed in part 3.5 of this report and note the amounts written off under delegated powers.

3. BACKGROUND TO THE REPORT

3.1 Write off limits

The write off limits for Council Tax, Business Rates and Housing Benefit Overpayments are contained within the Financial Procedure Rules 2013.

- For debts up to but not exceeding £100 (including aggregated debts for one debtor), the delegated authority rests with the Council Tax or Business Rates Team Leader.
- For debts greater than £100 but not exceeding £1,000 (including aggregated debts for one debtor), the delegated authority rests with the Authority's Partnership Manager.
- For debts greater than £1,000 but not exceeding £10,000 (including aggregated debts for one debtor) (and for all credit balances), the delegated authority rests with the Senior Partnership Manager.
- For debts greater than £10,000 (including aggregated debts for one debtor) the request for write-off must be made in a report to the Executive.

3.2 Writing off debts is only considered where appropriate recovery and enforcement options have been taken, or, where the council are legally prohibited from pursuing the debt.

These include:

- Bankruptcy or a Debt Relief Order is in place
- Deceased – No assets within the estate.
- Debtor Absconded / No Trace
- Company in liquidation/dissolved or ceased trading with no assets
- Severe hardship and/or serious health Issues
- Statute barred i.e. we cannot legally pursue the debt as there has been six years since the debt fell due and no action has been taken to collect the debt.
- Uneconomical to collect i.e. it is not financially viable to take further action for example due to the low level of the debt or they have gone abroad.

3.3 In respect of outstanding Business Rates and Council Tax the following action is taken:

- If payment is not received by the instalment due date a reminder notice is issued.
- If payment is received within seven days the tax payer may continue with their original instalment plan. If they default again within the year, then one further reminder notice is issued. If they do not pay, the following steps are taken.
- If payment is not received by the date on the reminder notice, a court Summons is issued. The Summons advises them of the date and time that the council will attend the Magistrates Court in order to apply for a Liability Order.
- Once a Liability Order is obtained, the council has a number of enforcement options available to recover the sum due.

3.4 Options available to recover the debt

Once a Liability Order has been obtained each debt is reviewed and the most appropriate course of action determined. It is only after all of these have been considered and/or pursued that the debt is put forward for write off.

- Apply to the debtor's employer for an Attachment of Earnings.
- Apply to the DWP for a deduction from the debtor's benefits
- Instruct an external enforcement company (bailiffs) to collect the debt on the council's behalf.
- If the bailiff company are unsuccessful, the council could commence committal proceedings against the debtor.
- If the debtor owns their own home a Charging Order could be placed on the property.
- If the debt is over £5000, bankruptcy proceedings could be commenced against the debtor.

3.5 Business Rate Write offs

There are two cases over £10,000 which approval is sought for write off. One limited company is in administration so we are legally prohibited from taking any further action to recover the debt. The other limited company has ceased trading and has been dissolved with Companies House, so we are unable to take further action regarding the debt.

Company	Address	Status on Account	Amount to be Written Off
Limited Company	Hinckley	In Administration 25.03.2017	£15,737.26
Limited Company	Mancetter	Company dissolved 13.06.2017	£11,282.13
TOTAL			£27,019.39

3.6 Summary of Business Rates Debts Written off under delegated authority

Reason	Amount
Debtor Absconded / No Trace	£3,328.57
Company in liquidation/dissolved or ceased trading with no assets	£7,733.70
Uneconomical to Pursue	£7,942.03
Total	£19,004.30

3.7 Summary of Council Tax Debts Written off under delegated authority

Reason	Amount
Bankruptcy or a Debt Relief Order	£0
Debtor Absconded / No Trace	£0
Deceased – No assets in the estate	£0
Severe Hardship and/or Serious health Issues	£0
Statute Barred	£0
Uneconomical to collect / insufficient recovery data	£0
Total	£0

3.8 Summary of Housing Benefit Overpayments Written off under delegated authority

Reason	Amount
Bankruptcy or a Debt Relief Order	£0
Debtor Absconded / No Trace	£0
Deceased – No assets in the estate	£0
Uneconomical to collect	£0
Total	£0

4. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES
- 4.1 The report can be taken in open session as the individuals' details have been omitted from this report.
5. FINANCIAL IMPLICATIONS [FM/AG]
- 5.1 The bad debt provisions for 2017/18 are:
- Business Rates £197,533.00
Council Tax £1,033,725.00
Housing Benefits £201,665.74
6. LEGAL IMPLICATIONS (AR)
- 6.1 Set out in the report
7. CORPORATE PLAN IMPLICATIONS
- 7.1 This report supports the Corporate Plan objective for supporting individuals
8. CONSULTATION
- 8.1 None required in respect of this update report.
9. RISK IMPLICATIONS
- 9.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.
10. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS
- 10.1 There are no implications as the decision to write-off is debt is dealt with consistently and in accordance with adopted policies and procedures across the Borough.
11. CORPORATE IMPLICATIONS
- 11.1 By submitting this report, the report author has taken the following into account:
- Community Safety implications
 - Environmental implications
 - ICT implications
 - Asset Management implications
 - Procurement implications
 - Human Resources implications
 - Planning implications
 - Data Protection implications

- Voluntary Sector

Background papers: None

Contact Officer: Ms S Williams-Lee Ext 8148
Executive Member: Cllr M Surtees

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Hinckley & Bosworth Borough Council

FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

Finance and Performance Scrutiny

25 September 2017

WARDS AFFECTED: ALL WARDS

FINANCIAL OUTTURN JULY 2017/18

Report of Head of Finance

1. PURPOSE OF REPORT

1.1.1 Present the quarter one financial outturn position.

2. RECOMMENDATION

2.1 The reported is noted

3. BACKGROUND TO THE REPORT

3.1 In February 2017 Council approved the budget for 2017/18. The financial reports attached to this report are based on the approved budget and take into account budget movements for the first quarter and carry forward of budgets from the prior year that were approved by Council in July 2017.


3.1 Attached to this report are the monthly outturn reports including the following information for the period ending July 2017:

- General Fund budget monitoring summary
- General Fund detailed variance analysis
- Capital Programme outturn by scheme

General Fund

3.2 When the budget was approved by Council in February 2017 it was anticipated that £103,715 would contributed to General Fund balances and a net £1,016,874 transferred to earmarked reserves. Since that date, the budget has been increased by £122,428, representing supplementary budgets that have been approved in line

with financial procedures rules. As at the end of July 2017, the forecast is for the General Fund to increase by an additional £260,572. This means an estimated £364,287 will be transferred to balances compared against the budgeted position of £103,715. The position as at January 2017 compared to the original budget is summarised below:

	Budgeted	Actual	Movement	Direction
Contribution to General Fund Balances	£103,715	£364,287	£260,572	

The table below shows summarise the movements between Original Budget and the estimated outturn position as at the end of July 2017.

	Outturn variances £000	Explanation
Additional budgets	(122)	To take into account latest contractual commitments
Forecast Outturn movement	361	Estimated forecast variance from Services. (See General fund attachments)
Business Rates	272	Estimated additional income from additional growth
Estimated additional Contribution to Reserves	(250)	Additional funds to be set aside to fund future expenditure (Waste Fleet)
Change in Outturn	261	Additional amount to be put into General Fund balances

- 3.3 Explanations for variances against both profiled budget and estimated outturn have been detailed in the monthly outturn reports appended. The major service variations in excess of £50,000 have be summarised as follows:

	Outturn variances £000	Explanation
General Grants	179	The Council is awarded a "section 31 grant" to reimburse the cost of offering a number of business rate exemptions.
Salary savings	147	Arising from vacant posts and staff turnover.

- 3.4 Additionally, It is estimated that an additional £272,000 will be from growth in Business Rates. As a result and additional £250,000 has been set aside to go into reserves for vehicle lease commitments.

Capital

- 3.4 £ 2,794,853 has been spent on capital schemes to the end of July 2017 against a budget for that period of £4,769,772. This represents an under-spend of £ 1,974,300. The major service variations in excess of £50,000 have been summarised as follows:

Scheme	£000's Under spend/ (Overspend)	Explanation
Leisure Centre	68	Outstanding invoices and retentions
Green Deal	484	Balance of prior years externally funded scheme. Project budget to be rephased.
The Greens	50	New play provision - Waiting for site adoption before works can commence.
Community Development Fund	221	Budget to be rephrased based on grant award.
Private Sector Housing Enforcement	81	Budget to be profiled. Budget will only be required if enforcement works required.
Housing Repairs (Cumulative repairs schemes)	447	Difference represents the value of "Work in Progress" (WIP) currently sat within the Council's Orchard system. This will be transferred to the financial ledger following completion of works. The value of this WIP is being monitored on a periodic basis to ensure that the outturn on these budgets is accurately forecast.
Affordable Housing Schemes	334	Budgets to be rephrased to take into account estimated commencement dates for Martinshaw Lane and Ambion Court

Housing Revenue Account

- 3.3 As at July 2017 it is anticipated that the HRA outturn will be £107,415 against a latest budget of £ 55,415. Major variances are explained below:-

	Outturn variances £000	Explanation
Rents	(64)	Estimated under recovery or rent due to vacant properties and additional right to buy sales.
Salary savings	22	Estimated salary savings.

- 3.4 The Housing Repairs Account is currently forecasted to spend £275,408 compared against the Latest budget of £255,408.

4. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

Report taken in open session.

5. FINANCIAL IMPLICATIONS [IB]

Contained in the body of the report

6. LEGAL IMPLICATIONS [AR]

None

7. CORPORATE PLAN IMPLICATIONS

The Budget and outturn contributes to the achievement of all Corporate Plan Priorities.

8. CONSULTATION

8.1 No direct consultation

9. RISK IMPLICATIONS

Management of significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
That the Council has insufficient resources to meet its aspirations and cannot set a balanced budget	A budget strategy is produced to ensure that the objectives of the budget exercise are known throughout the organisation. The budget is scrutinised on an ongoing basis to ensure that assumptions are robust and reflective of financial performance. Sufficient levels of reserves and balances are maintained to ensure financial resilience	Julie Kenny

10. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

10.1 There are no direct implications arising from this report

11. CORPORATE IMPLICATIONS

11.1 By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Procurement implications
- Human Resources implications
- Planning implications
- Data Protection implications
- Voluntary Sector

Background papers: Civica reports

Contact Officer: Ilyas Bham Accountancy Manager.
Executive Member: Cllr M Hall



Hinckley & Bosworth Borough Council

Monthly Outturn Reports

For the period April 2017 to July 2017

CONTENTS

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7-11	Capital Programme
12-15	HRA

July 2017 Budget Monitoring Summary 2017/18											
Service	Budget as per Feb 16 budget Book	Supplementary Budgets/virements approved to date	Latest Budget used for Monitoring ledger	recharges	Budget per Monitoring Report	Estimated Outturn Variations	Estimated Outturn	Estimated Outturn (June)	Variance	Change in Budget	Change in Outturn
Community Services	2,258,384	233,563	2,491,947	(815,700)	1,676,247	21,000	2,512,947	2,289,251	223,696	223,696	0
Corporate Services	2,742,559	282,205	3,024,764	(939,340)	2,085,424	(244,000)	2,780,764	2,569,689	211,075	256,075	(45,000)
Support Services	173,370	101,258	274,628	3,699,580	3,974,208	0	274,628	213,269	61,359	61,359	0
Environment and Planning	6,446,696	242,827	6,689,523	(1,944,540)	4,744,983	9,000	6,698,523	6,567,943	130,580	201,580	(71,000)
Estimated Salary (Savings)/Overspend						(147,000)	(147,000)	(120,000)	(27,000)		(27,000)
TOTAL SERVICE EXPENDITURE	11,621,009	859,853	12,480,862	0	12,480,862	(361,000)	12,119,862	11,520,152	599,710	742,710	(143,000)
Special Expenses	(588,870)		(588,870)	0	(588,870)		(588,870)	(588,870)	0	0	0
Capital Accounting	(1,751,250)		(1,751,250)	0	(1,751,250)		(1,751,250)	(1,751,250)	0	0	0
External Interest - Net	315,320		315,320	0	315,320		315,320	315,320	0	0	0
IAS 19 Adjustment	(473,330)		(473,330)	0	(473,330)		(473,330)	(473,330)	0	0	0
Unfunded benefits and curtailments	0		0	0	0		0	0	0	0	0
Transfer to Pension Reserve	3,880		3,880	0	3,880		3,880	3,880	0	0	0
Accumulated Absence Account	0		0	0	0		0	0	0	0	0
Use of UG&C Reserves	0	(411,993)	(411,993)	0	(411,993)		(411,993)	0	(411,993)	(411,993)	0
Carry fwd 31/3/17		(266,012)	(266,012)	0	(266,012)		(266,012)	0	(266,012)	(266,012)	0
Carry forwards 1/4/16			0	0	0		0	0	0	0	0
Transfer to Reserves	1,479,120		1,479,120	0	1,479,120	250,000	1,729,120	1,479,120	250,000	0	250,000
Use of Reserves	(462,246)	(59,420)	(521,666)	0	(521,666)		(521,666)	(462,246)	(59,420)	(59,420)	0
BUDGET REQUIREMENT	10,143,633	122,428	10,266,061	0	10,266,061	(111,000)	10,155,061	10,042,776	112,285	5,285	107,000
					1,441,023						
Financing											
Council Tax	3,905,823		3,905,823	0	3,905,823		3,905,823	3,905,823	0	0	0
Council Tax Freeze Grant	0		0	0	0		0	0	0	0	0
Revenue Support Grant	753,927		753,927	0	753,927		753,927	753,927	0	0	0
Council Tax Support Grant	0		0	0	0		0	0	0	0	0
National Non-Domestic Rate	2,941,699		2,941,699	0	2,941,699	272,000	3,213,699	3,213,699	0	0	0
New Homes Bonus	2,793,740		2,793,740	0	2,793,740		2,793,740	2,793,740	0	0	0
Collection Fund Surplus	(147,841)		(147,841)	0	(147,841)		(147,841)	(147,841)	0	0	0
TOTAL RESOURCES (HBBC BUDGET)	10,247,348	0	10,247,348	0	10,247,348	272,000	10,519,348	10,519,348	0	0	0
Movement in General Fund Balances	103,715	(122,428)	(18,713)	0	(18,713)	383,000	364,287	476,572	(112,285)	(5,285)	(107,000)
Special Expenses											
Expenditure	588,870	0	588,870	0	588,870	0	588,870				
Council Tax Income	655,703	0	655,703	0	655,703	0	655,703				
Special Expenses to /(from) Reserves	1,140	0	1,140	0	1,140	0	1,140				
Special Expenses mvt in Balances	65,693	0	65,693	0	65,693	0	65,693				
BUDGET REQUIREMENT	655,703	0	655,703	0	655,703	0	655,703				
Total Movement in Balances	169,408	(122,428)	46,980	0	636,990	383,000	1,019,990		0	0	0
Balance at 1st April 2016	1,443,976	0	1,443,976	0	1,443,976	0	1,443,976				
draft movement in out turn		0	0	0	0	0	0				
Revised Balance 1st April 2017		0	1,443,976	0	1,443,976	0	1,443,976				
Balance at 31 March 2017	103,715	(122,428)	1,490,956	0	2,080,966	383,000	2,463,966				
NBR	10,903,051	122,428	10,921,764	0	10,921,764	(111,000)	10,810,764				

Under/overspend	£	£
Mvt to/(from) Balances Orig Budget		103,715
Mvt to/(from) Balances Latest Budget	(18,713)	
Mvt to/(from) Balances Outturn	364,287	
Outturn change	(383,000)	(260,572)

General Fund Service Area 2017/18 Monthly Outturn to July 17

			Estimate to Date	Actual to Date	Variance to Date	Timing Differences	Variance excluding timing Differences	Est 2017/18	Forecast Outturn	Forecast Variation to Year End	
cm01	Community Services	DSO Housing Repairs	-20,450	142,600	-163,050	-137,000	-26,050	-17,920	2,080	-20,000	1.1
cm02		Contribution to Housing Rev Ac	7,414	0	7,414	7,000	414	22,230	22,230		
cm04		Forest Road Garages	-1,736	-2,808	1,072		1,072	-5,200	-5,200		
cm05		Homelessness	91,745	-74,447	166,192	6,000	160,192	229,197	222,197	7,000	1.2
cm06		Housing Advances	260	0	260		260	260	260		
cm07		Housing Strategy	15,970	16,798	-828		-828	49,480	49,480		
cm08		Private Sector Housing	91,117	81,232	9,885	7,000	2,885	703,570	703,570		
cm09		Children and Young People	23,213	25,410	-2,197		-2,197	119,296	119,296		
cm10		CCTV	43,308	37,711	5,597	7,000	-1,403	128,550	128,550		
cm11		Community Safety	152,424	126,508	25,916	19,000	6,916	359,670	359,670		1.3
cm12		Creative Communities	24,994	23,668	1,326		1,326	74,700	74,700		
cm13		Leisure Centre	-42,335	-46,607	4,272		4,272	-343,530	-343,530		1.4
cm14		Leisure Promotion	5,428	7,920	-2,492		-2,492	37,500	37,500		
cm15		Sports Development	37,440	38,990	-1,550		-1,550	205,244	205,244		
cm16		Highways Miscellaneous	36,048	35,841	207		207	106,730	106,730		
cm17		Markets	18,266	24,510	-6,244		-6,244	6,470	14,470	-8,000	1.5
	Community Services		483,106	437,326	45,780	-91,000	136,780	1,676,247	1,697,247	-21,000	
cp01	Corporate Services	Corporate Management	293,356	278,864	14,492	14,000	492	950,072	950,072		
cp02		Corporate Management (Civic)	10,754	7,667	3,087		3,087	28,070	28,070		
cp03		Corporate Management - Director Costs	189,602	193,176	-3,574		-3,574	595,420	595,420		
cp03		Council Tax / NNDR	188,956	183,191	5,765	4,000	1,765	346,810	346,810		
cp04		Council Tax Support	29,829	1,585	28,244	3,000	25,244	343,912	322,912	21,000	2.1
cp05		General Grants	22,796	-206,606	229,402	-62,000	291,402	652,200	473,200	179,000	2.2
cp06		Register and Borough Elections	65,754	63,859	1,895		1,895	224,596	219,596	5,000	2.3
cp07		Benefits Fraud	1,810	1,044	766		766	3,040	3,040		
cp07		Rent Allowances	-56,374	-570,191	513,817	446,000	67,817	-61,053	-61,053		2.4
cp08		Public Conveniences	12,467	11,444	1,023		1,023	29,080	29,080		
cp09		Industrial Estates	-196,687	-183,025	-13,662	-10,000	-3,662	-634,550	-634,550		
cp10		Misc Property	143,099	230,219	-87,120	-112,000	24,880	-392,173	-431,173	39,000	2.6
	Corporate Services		705,362	11,227	694,135	283,000	411,135	2,085,424	1,841,424	244,000	
cp11	Support Services	Asset Management	51,984	49,751	2,233		2,233	240,310	240,310		
cp12		Communications & Promotion	101,586	99,969	1,617		1,617	296,162	296,162		
cp13		Council Offices	377,723	376,878	845		845	1,322,050	1,322,050		
cp14		Finance Support	209,126	197,693	11,433	19,000	-7,567	620,273	620,273		3.1
cp15		Health & Safety	15,012	15,170	-158		-158	46,310	46,310		
cp16		I.T. Support	508,441	627,629	-119,188	-115,000	-4,188	1,258,500	1,258,500		
cp17		Legal /Administration	452,869	424,891	27,978		27,978	1,356,353	1,356,353		3.2
cp18		Performance & Scrutiny	14,810	15,082	-272		-272	47,550	47,550		

		HRA element of Support Services	-404,834	-413,928	9,094		9,094	-1,213,300	-1,213,300		3.3
	Support Services		1,326,717	1,393,136	-66,419	-96,000	29,581	3,974,208	3,974,208	0	
ep01	Environment & Planning	Emergency Planning	28,286	28,120	166		166	32,630	32,630		
ep02		Local Land Charges	386	-1,201	1,587		1,587	21,270	21,270		
ep03		DSO Grounds Maintenance	10,797	19,925	-9,128	-2,000	-7,128	-131,780	-131,780		4.1
ep04		Allotments	-236	-1,127	891		891	4,680	4,680		
ep05		Cemeteries	46,380	42,526	3,854		3,854	150,750	150,750		
ep06		Countryside Management	46,284	34,393	11,891		11,891	113,300	102,300	11,000	4.2
ep07		Dog Warden Service	10,783	8,984	1,799		1,799	36,440	36,440		
ep08		Environmental Health	167,441	181,304	-13,863		-13,863	506,795	506,795		4.3
ep09		Land Drainage	6,620	8,177	-1,557		-1,557	22,460	22,460		
ep10		Licences	7,478	9,957	-2,479		-2,479	26,150	26,150		
ep11		Parks	233,656	220,040	13,616	14,000	-384	697,580	697,580		
ep12		Pest Control	26,319	27,196	-877		-877	64,729	64,729		
ep13		Recycling	-396,025	-348,990	-47,035	-54,000	6,965	365,675	353,675	12,000	4.4
ep14		Refuse Collection	354,387	266,888	87,499	40,000	47,499	1,034,990	1,000,990	34,000	4.5
ep15		Street Cleansing	249,972	250,670	-698	(9,000)	8,302	729,380	707,380	22,000	4.6
ep16		Waste Business Improvements	-5,750	-7,318	1,568		1,568	-35,670	-30,670	-5,000	4.7
ep17		Building Inspection	9,788	13,395	-3,607		-3,607	38,820	58,820	-20,000	4.8
ep18		Car Parks	43,501	56,904	-13,403	(1,000)	-12,403	-186,160	-143,160	-43,000	4.9
ep19		Community Planning	65,316	47,244	18,072	20,000	-1,928	195,390	195,390		
ep20		Development Control	-74,142	-172,658	98,516	18,000	80,516	-36,035	-16,035	-20,000	4.10
ep21		Economic Development	101,410	108,208	-6,798	-18,000	11,202	312,398	312,398		4.11
ep22		Environmental Initiatives	660	647	13		13	37,050	37,050		
ep23		Planning Policy	290,479	142,517	147,962	114,000	33,962	739,331	739,331		4.12
ep24		Sustainable Development	1,148	434	714		714	4,810	4,810		
	Environment & Planning		1,224,938	936,234	288,705	122,000	166,705	4,744,983	4,753,983	-9,000	
	Position as at 31/7/2017		3,740,123	2,777,922	962,201	218,000	744,201	12,480,862	12,266,862	214,000	
	Estimated year end salary overspend (-)								-147,000	147,000	
	Pay award pressure (Chief Officers)										
	Pay award pressure										
								12,480,862	12,119,862	361,000	

	Outturn Explanations April 2017 to July 2017		
	Key : () = overspend		
	Forecasted year end variations	Variation To Date	Forecasted Year End
		£	£
1	Community Services	165,000	(21,000)
1.1	DSO Housing Repairs - Estimated overspend on Materials due to increase in material costs	(26,000)	(20,000)
1.2	<ul style="list-style-type: none"> Homelessness - £26K underspend on homelessness prevention due to demand levels at this time of year, £6K underspend for Contribution to homelinder 15-16 still awaiting invoice, £19K underspend on Mortgage prevention fund due to lack of demand, £7K underspend on universal credit preparation, £102K additional income received due to additional burden for new flexible homelessness support grant therefore use of this fund is being investigated and a report is expected Year end - £7K estimated underspend on homelessness prevention due to demand levels 	160,000	7,000
1.3	Community Safety - £4K underspend on salaries due to vacant post, £3K minor variations	7,000	
1.4	Leisure Centre - £4k Salary savings	4,000	0
1.5	<ul style="list-style-type: none"> Markets - (£1k) Salary variance due to vacancy factor and cost incurred in covering sickness , (£4k) shortfall in market income, (£1k) - Additional cleaning costs Year end - (£8k) predicted under recovery of market income 	(6,000)	(8,000)
2	Corporate Services	409,000	244,000
2.1	<ul style="list-style-type: none"> Council Tax Support - £21k additional admin grant relating to Local Council Tax Support, £4k Other Minor underspends Year End - £21k Additional admin grant relating to Local Council Tax Support 	25,000	21,000
2.2	<ul style="list-style-type: none"> General Grants - Additional £290k S31 grant income in respect of Business Rates Retention Scheme. £1k Minor Underspends Year End - £179k S31 grant income in respect of Business Rates Retention Scheme. Retained element will depend on actual reliefs provided 	291,000	179,000
2.3	Elections - Year end - £17k provisional grant advised re: IER funding. £12k set aside for additional costs		5,000
2.4	<ul style="list-style-type: none"> Rent Allowances - £52k additional Income from Benefits Overpayments, £11k New Burdens income to cover costs relating to the implementation of welfare reform, £5k Income received to cover costs associated with Data Sharing 	68,000	
2.5	<ul style="list-style-type: none"> Miscellaneous Properties - (£21k) additional NNDR cost relating to the former Coop Site, (£5k) additional premises Insurance Costs, £13k Rental Income on the Crescent Site higher than anticipated as a result of backed dated rent being invoiced, £7k underspend on utility costs, (£2k) Additional rental costs for the Hub due to a larger rental increase than anticipated, £10k additional service charge income received relating to the Atkins building, £20k Adjustment to 2016/17 service charge following YE reconciliation, £3k minor underspends Year End - (£6k) Increase in Hub Rent due to higher than anticipated increase following annual rent review, £20k Adjustment to 2016/17 service charge following YE reconciliation, £25k additional service charge income relating to the Atkins building following changes to method of allocating charges 	25,000	39,000
3	Support Services	30,000	0
3.2	<ul style="list-style-type: none"> Finance support - (£4k) Accountancy salary overspend, (£3k) overspend due to increased insurance premium, (£1k) Other minor variation. 	(8,000)	
3.3	<ul style="list-style-type: none"> Legal & Admin - £5k legal salaries underspend, (£4k) overspend on reprographic equipment maintenance, £2k underspend on committee services computer software maintenance, £18k underspend on customer contact centre full time salaries, (£1k) overspend on customer contact centre equipment maintenance, (£3k) overspend on human resources full time salaries, £7k underspend on human resources corporate training, £4k underspend on human resources medical exam fees. 	28,000	
3.4	HRA Element of support services	10,000	
4	Environment and Planning	174,000	(9,000)
4.1	Grounds DSO - (£15k) income shortfall, £6k underspend equipment purchase, £3k underspend repairs & maintenance, (£1) minor variances	(7,000)	0
4.2	<ul style="list-style-type: none"> Countryside Management - £11k forecast saving on cesspit emptying costs at Burbage Common. This relates to the period 2014/15 - 2016/17. Invoices for the service have been requested but never received. HBBC has now swapped supplier for 2017/18 onwards. £1k minor variances. Year end - £11k forecast saving on cesspit emptying costs at Burbage Common. This relates to the period 2014/15 - 2016/17. Invoices for the service have been requested but never received. HBBC has now swapped supplier for 2017/18 onwards. 	12,000	11,000
4.3	<ul style="list-style-type: none"> Environmental Health - (£9k) salary overspend due to vacancy factor, (£5k) other minor variances 	(14,000)	
4.4	<ul style="list-style-type: none"> Recycling - (£5k) shortfall green bin income, £11k Kerbside recycling savings on palm contract, (£6k) shortfall recycling income from LCC, £3k hired & contracted underspend, £2k fuel underspend, £3k additional misc income, (£4k) agency staff overspend , £3k minor variances Yr. end - £22k Kerbside recycling savings on palm contract, (£3k) shortfall recycling income from LCC, (£7k) agency staff overspend 	7,000	12,000
4.5	<ul style="list-style-type: none"> Refuse - £34k additional trade waste income, £5k additional misc income, £2k additional bulky waste income, £2k fuel underspend, £9k leasing underspend, (£2k) staff overtime overspend, (£6k) overspend trade waste disposal costs, £4k minor variances Yr. end - £65k additional trade waste income, £3k additional tipping away income as a result of being directed to Coventry for quarter 1, (£28k) overspend trade waste disposal costs, (£8k) agency staff overspend, £2k additional misc income 	48,000	34,000
4.6	<ul style="list-style-type: none"> Street Cleansing - £2k additional bulky item collections, £2k additional fixed penalty notice income, (£8k) salaries overspend due to vacancy factor, £2k underspend repairs & maintenance vehicles, £3k fuel underspend, £4k equipment purchase underspend, £2k overtime underspend, £1k minor variances. Yr. end - £10k additional income from bulky item collections, £5k additional fixed penalty notice income, £7k fuel underspend 	8,000	22,000
4.7	<ul style="list-style-type: none"> Waste Business Improvements Yr. end - income shortfall from new occupancy bins 		(5,000)
4.8	<ul style="list-style-type: none"> Building Control Yr. End - (£20K) Forecast reduction in income from development slowdown. 		(20,000)
4.9	<ul style="list-style-type: none"> Car Parks - (£32k) shortfall pay and display income partly due to stolen machines, £12k additional season ticket income, (£6k) shortfall in penalty notice income from LCC, £2k underspend penalty notice processing costs, £1k NNDR underspend, £4k grounds additional works underspend, £1k equipment purchase underspend, £6k minor variances Yr. end - (£51k) shortfall pay and display income, £15k additional season ticket income, (£13k) shortfall in penalty notice income from LCC, £5k underspend penalty notice processing costs, £1k NNDR underspend 	(12,000)	(43,000)
4.10	<ul style="list-style-type: none"> Development Control - £7K underspend on hired & contract services, £5K underspend on advertising of planning applications, £74K additional plan fees due to large application being received in advance of profile, (£7K) additional income from pre app advice due to new pricing structure, £1K minor variations Development Control Yr. End - (£40K) Forecast reduction in income from development slowdown, £15K Underspend on hired and contract services, £5K Underspend on agency staff due to full staffing 	80,000	(20,000)
4.11	Economic Development - £8K underspend on salaries due to vacant post, £2K underspend on consultancy costs, £1k minor variations	11,000	
4.12	Planning policy - £34K underspend on salaries	34,000	
	Total (over)/under spend	778,000	214,000
Estimated Year end salary (over)/under spend		0	147,000
Forecasted year end saving		778,000	361,000

Summary of Timing Differences in Variations

Monthly Outturn Report 1st April 2017 to 31st July 2017

Under spends/(Overspends) caused by timing differences

		£	£
DSO Housing Repairs	Painting works to be processed in August WIP to be processed and estimated under recovery of costs leasing budget to be reprofiled awaiting material invoices	(15,000) (140,000) (3,000) 21,000	(137,000)
Contribution to Housing Rev Ac	Contribution to other funds budget to be reprofiled	7,000	7,000
Homelessness	£5K Bond repayment to be adjusted for cash element in March 2017	6,000	6,000
Private Sector Housing	Minor renovations works budget to be reprofiled Subscriptions budget to be reprofiled Energy conservation budget to be reprofiled	1,000 2,000 4,000	7,000
CCTV	Awaiting processing of June and July 2017 invoice CCTV income to be reprofiled	11,000 (4,000)	7,000
Community safety	Endeavour tactical projects be profiled later in year. Community safety partnership projects be profiled later in year. Beacon Scheme Award projects be profiled later in year. Community house projects be profiled later in year. PCC income budget to be reprofiled Sentinel expenditure budget to be reprofiled	1,000 12,000 1,000 16,000 (8,000) (3,000)	19,000
Corporate Management	Awaiting External Audit Fee invoice	14,000	14,000
Council Tax/ NNDR	Delay in payment of contributions to the Revenues & Benefits Partnership, due to costs not yet having been incurred by the Partnership	4,000	4,000
Council Tax Support	Delay in payment of contributions to the Revenues & Benefits Partnership, due to costs not yet having been incurred by the Partnership	3,000	3,000
General Grants	S31 grant income in respect of Business Rates Retention Scheme - 2016/17 Income to be received during	(62,000)	(62,000)
Rent Allowances	July benefit payments reflected in August Additional benefit subsidy Income received to date / any additional income received will be repaid after the mid year subsidy figures are submitted to the DWP Income for Benefits overpayments relating to July processed in August DHP relating to 2016/17 to be repaid Invoice for External Audit Fee - paid in August	225,000 239,000 (41,000) 20,000 3,000	446,000
Industrial Estates	Rent on Greenfields unit not yet invoices	(10,000)	(10,000)
Miscellaneous Properties	Outstanding Cleaning costs at the Atkins Building & Hub - Invoices not yet received for June 2017 Service charges payable on the Crescent paid in August Income for Atkins Service Charges processed in August Hub Rental Income relating to Q2 not yet invoiced Hub Service Charge Income relating to Q2 not yet invoiced	6,000 17,000 (15,000) (41,000) (79,000)	(112,000)
Finance Support	Internal Audit - Awaiting invoices for Q1 and Q2 Awaiting Revs and Bens partnership journal for Q1	23,000 (4,000)	19,000
ICT Support	Steria Invoices relating to Transitional costs for April to June - still outstanding Steria Invoices accrued at year end relating to Transitional costs - still outstanding Maintenance contracts paid in advance to be accrued at year end Invoices relating to the ICT Partnership - to be raised to Oadby & Wigston	21,000 21,000 (27,000) (130,000)	(115,000)
DSO Grounds Maintenance	Grounds Maintenance variation income for July to be processed in August Outstanding 2016/17 accrual - equipment purchase	(3,000) 1,000 -	(2,000)

Summary of Timing Differences in Variations

Monthly Outturn Report 1st April 2017 to 31st July 2017

Under spends/(Overspends) caused by timing differences

		£	£
Cemeteries	Outstanding 2016/17 accrual - cemetery feasibility study July burial fees income received in August	1,000 (1,000)	0
Parks	Outstanding accrual 2016/17 STW effluent service costs for Wykin Road plus April-July 2017 charges Outstanding accrual 2016/17 STW water charges for Hollycroft Park & Clarendon Park plus April-July 2017	8,000 6,000	14,000
Recycling	July dry recycling charges to be paid in August (Palm contract) Awaiting LCC confirmation before May, June & July recycling credit settlement invoices are raised May - July green waste income not yet invoiced - awaiting agreement with LCC July green waste disposal costs (J & F Pownier Ltd) to be paid in August	41,000 (57,000) (58,000) 20,000	(54,000)
Refuse Collection	Quarter 1 Trade Waste disposal costs	40,000	40,000
Street Cleansing	Street Cleansing variation income for July to be processed in August	(9,000)	(9,000)
Car Parks	July Car parking income banked in August Quarter 1 parking enforcement processing invoice from LCC to be paid in August July ticket machine cash collection invoice to be paid in August Electricity charges April-July	(5,000) 2,000 1,000 1,000	(1,000)
Community Planning	Contributions to other bodies reprofile budget Hired & contract service reprofile budget	15,000 5,000	20,000
Development control	Viability costs budget to be reprofile Agency staff budget to be reprofile Consultancy staff budget to be reprofile Legal fees budget to be reprofiled	3,000 2,000 7,000 6,000	18,000
Economic Development	Consultancy budget to be reprofiled Contribution for staffing to be invoiced in August CCTV income to be reprofiled Economic development initiative budget to be reprofiled	(4,000) (20,000) 4,000 2,000	(18,000)
Planning Policy	Local plan 2026 Invoice to be received for accrual from 15-16 Local plan 2026 budget to be reprofile Strategic growth plan budget to be reprofiled Neighbourhood development plans budget to be reprofiled Consultancy fees to be reprofile	34,000 38,000 20,000 31,000 (9,000)	114,000
TOTAL TIMING DIFFERENCES			218,000

Capital Programme Summary
31st Jul 2017

Description	Latest Budget	Budget to Date	Actual	Variance
	£	£	£	£
General Fund				
Corporate and Support Services	1,548,662	371,317	321,430	49,887
Environment and Planning	1,893,048	578,709	38,981	539,728
Community Services	1,749,387	879,374	327,089	552,285
	5,191,097	1,829,400	687,500	1,141,900
HRA	8,154,908	2,940,372	2,107,354	833,018
Grand Total	13,346,005	4,769,772	2,794,854	1,974,918

31st Jul 2017

Community Direction

Description	Latest Budget £	Budget to Date £	Actual £	Variance £	
Leisure Centre	274,000	274,000	205,740	68,260	Scheme complete.
Argents Mead - Enhanced lighting	9,164	9,164	8,404	760	
New Squash Facility	34,490	34,490	16,490	18,000	Awaiting final invoices for works
Major Works Grants	280,143	5,211	24,793	(19,582)	Committed and expected to be complete in the year
Disabled Facilities Grant	627,000	71,919	71,662	257	
Minor Works Grants	40,000	0	0	0	
Green Deal Fuel Poverty	108,952	108,952	0	108,952	Scheme to commence later in year and the budget will be reprofiled.
Green Deal Capital Fund	375,638	375,638	0	375,638	Scheme to commence later in year and the budget will be reprofiled.
	1,749,387	879,374	327,089	552,285	

31st Jul 2017
Community Direction

Description	Latest Budget £	Budget to Date £	Actual £	Variance £	
Burbage Common Septic Tank	9,950	3,318	0	3,318	
Memorial Safety Programme	5,160	1,720	-228	1,948	
Hollycroft Park	39,260	13,096	0	13,096	Project not commenced. Potentially rephased into following year
Preston Road	2,754	2,754	0	2,754	
Clarendon Park	153,292	0	0	0	
Queens Park	10,900	4,360	4,141	219	
Richmond Park Phase 2	19,140	0	0	0	
The Greens	150,000	50,040	0	50,040	Project not commenced. Potentially rephased into following year
Harrowbrook corridor	5,000	1,668	0	1,668	
Recycling Containers	145,537	48,548	22,323	26,225	£30k underspend forecast
Incab System (Tracker System)	35,110	0	0	0	
Unit upgrade for Hansom Cab	28,000	9,340	0	9,340	
Parks : Major Works	32,146	1,608	1,362	246	
Parish & Community Initiatives	164,756	56,119	8,588	47,531	Budget committed awaiting evidence of works before payments are released
Hinckley Community Initiative Fund -	13,735	0	0	0	
Community Development Fund	661,987	220,840	0	220,840	£38k vired to PCIF. Bids being assessed
Borough Improvements	50,000	16,680	5,480	11,200	Scheme to commence later in year and the budget will be reprofiled.
Shop Front Improvements Barwell	6,698	2,234	0	2,234	
Resurfacing Car Parks	69,376	23,140	0	23,140	Works still not commenced. Budget to be reprofiled
Private Sector Housing Enforcement	78,860	78,860	-2,685	81,545	Scheme to commence later in year and the budget will be reprofiled.
Argents Mead Phase 1 Upgrade	15,880	0	0	0	
Argents Mead Phase 2	26,683	0	0	0	
Langdale Park	35,767	0	0	0	
Waterside Open Space (SEA)	50,000	16,680	0	16,680	Awaiting adoption of land before project can commence
Waterside Play Area	72,754	24,268	0	24,268	Awaiting adoption of land before project can commence
Ashby Road Cemetery	10,303	3,436	0	3,436	
	1,893,048	578,709	38,981	539,728	

31st Jul 2017
Corporate Direction

Description	Latest Budget £	Budget to Date £	Actual £	Variance £	
Microsoft Hardware	107,000	0	0	0	
Asset Management Enhancement Works	71,789	38,469	9,367	29,102	Remaining work to be completed later in the year.
Council Office Relocation	0	0	(3,642)	3,642	
Leisure Centre Demolition	0	0	(2,380)	2,380	
Barwell Improvements	13,353	4,452	0	4,452	
General Renewal -Extensions	15,000	5,000	12	4,988	
Garden Waste Direct Debit Scheme	5,630	5,630	1,200	4,430	
Web Development	12,000	4,000	5,900	(1,900)	
Rolling Server Review	40,000	0	0	0	
Channel Shift	0	0	(34,364)	34,364	awaiting invoices for prior year works
Data Centre	40,000	0	0	0	
Shared Revenue and Benefits	0	0	175	(175)	
Benefits Replacement Server	0	0	29,000	(29,000)	The expenditure on this project is being funded by a contribution from Revs & Bens partnership.
Crescent Development	1,240,165	310,041	314,192	(4,151)	
E Budget	3,725	3,725	1,970	1,755	
	1,548,662	371,317	321,430	49,887	

	Latest Budget	Budget to date	Actuals	Variance	
Major Void Works	600,000	200,156	160,587	39,569	After allowing for work in progress and recharges for overhead recovery an overall break even position is expected at the year end
Adaptation Of HRA Dwellings-Social Serv	400,000	133,436	55,408	78,028	
Property Enhancements	106,321	35,461	17,082	18,379	
Asbestos Removals	90,000	30,024	28,425	1,599	
Electrical Upgrades/Rewires	235,558	78,580	(47,463)	126,043	
Windows : Single to Double Glazing	83,900	27,988	8,948	19,040	
Re-Roofing	154,780	102,155	91,783	10,372	
Orchard System Upgrade	30,000	20,001	10,000	10,001	
Insulation and wraps	0	0	(2,528)	2,528	
Void Electrics	197,000	65,716	48,128	17,588	
Kitchen Upgrades	730,850	243,808	249,318	(5,510)	
Boiler Replacement	738,300	277,883	274,917	2,966	
Low Maintenance Doors	118,800	39,628	0	39,628	
Sheltered Scheme Enhancements	100,000	33,360	15,002	18,358	Budget to rephased based on latest contractual commencement dates for Martinshaw Lane and Ambion Court
Enhancement Works - Bathroom Upgrades	336,378	112,212	43,111	69,101	
Affordable Housing	4,146,873	1,487,136	1,153,374	333,762	
Legionella	50,000	16,680	0	16,680	Works to commence in September
Control Centre Relocation	36,148	36,148	1,262	34,886	Scheme to commence later in year and the budget will be reprofiled.
	8,154,908	2,940,372	2,107,354	833,018	

Housing Revenue Account

Key : () = overspend

	2017/18 LATEST ESTIMATE £	2017/18 BUDGET to July £	2017/18 ACTUAL to July £	VARIANCE to July £	TIMING £	VARIANCE Excl TIMING £	F'CASTED OUTTURN £	F'CASTED VARIATION TO YEAR END £	REF	June VARIATION TO YR END £	MONTH ON MONTH CHANGE £
SUMMARY HOUSING REVENUE ACCOUNT											
INCOME											
Dwelling Rents	(12,941,480)	(4,325,636)	(4,268,613)	(57,023)	(35,000)	(22,023)	(12,877,480)	(64,000)	1	(61,000)	(3,000)
Non Dwelling Rents (garages & land)	(83,200)	(35,630)	(34,757)	(873)	-	(873)	(83,200)	-		-	-
Contributions to Expenditure	(17,020)	-	-	-	-	-	(17,020)	-		-	-
	(13,041,700)	(4,361,266)	(4,303,370)	(57,896)	(35,000)	(22,896)	(12,977,700)	(64,000)		(61,000)	(3,000)
EXPENDITURE											
Supervision & Management (General)	2,131,826	812,447	751,583	60,864	(7,000)	67,864	2,076,826	55,000	2	43,000	12,000
Supervision & Management (Special)	588,844	188,105	213,637	(25,532)	(36,000)	10,468	631,844	(43,000)	3	(9,000)	(34,000)
Lump Sum LCC pension contribution	25,030	-	8,347	(8,347)	-	(8,347)	25,030	-		-	-
Contribution to Housing Repairs A/C	3,192,165	-	-	-	-	-	3,192,165	-		-	-
Depreciation (Item 8 Debit)	1,582,000	-	-	-	-	-	1,582,000	-		-	-
Capital Charges : Debt Management	4,200	1,400	1,722	(322)	-	(322)	4,200	-		-	-
Increase in Provision for Bad Debts	160,000	-	-	-	-	-	160,000	-		-	-
Interest on Borrowing	2,098,800	-	-	-	-	-	2,098,800	-		-	-
	9,782,865	1,001,952	975,289	26,663	(43,000)	69,663	9,770,865	12,000		34,000	(22,000)
Net (Income)/Cost of Services	(3,258,835)	(3,359,314)	(3,328,081)	(31,233)	(78,000)	46,767	(3,206,835)	(52,000)		(27,000)	(25,000)
Interest Receivable	(13,350)	-	-	-	-	-	(13,350)	-		-	-
IAS19 Adjustment	(59,870)	-	-	-	-	-	(59,870)	-		-	-
Net Operating (Income)/Cost	(3,332,055)	(3,359,314)	(3,328,081)	(31,233)	(78,000)	46,767	(3,280,055)	(52,000)		(27,000)	(25,000)
CONTRIBUTIONS											
Contribution to Piper Alarm Reserve	10,400	-	-	-	-	-	10,400	-		-	-
Contribution to Pension Reserve	3,520	-	-	-	-	-	3,520	-		-	-
Transfer to Major Reserves	1,458,550	-	-	-	-	-	1,458,550	-		-	-
Transfer to Regeneration Reserve	1,915,000	-	-	-	-	-	1,915,000	-		-	-
(Surplus) / Deficit	55,415	(3,359,314)	(3,328,081)	(31,233)	(78,000)	46,767	107,415	(52,000)		(27,000)	(25,000)

Explanations for Variances

Income

£35k 1 day income received in July processed in August
(£27K) reduction rental receipts in month due to refurbishment of property. £5K
income for homeless rental flats

Year End - (£81K) reduction in rents on vacancy in property to be
refurbishment and sale of several properties, £17K additional
sheltered accommodation rents

Expenditure

See next page for Supervision and Management variances
See next page for Supervision and Management variances

	TIMING	VARIANCE	VARIANCE AT YEAR END	REF
	£000's	£000's	£000's	
	(35)	(22)		1
			(64)	1
	(7)	68	55	2
	(36)	10	(43)	3
	(78)	56	(52)	
			-	
			(52)	

Housing Revenue Account

Key : () = overspend

	2017/18 ORIGINAL ESTIMATE £ BUDGET BOOK	2017/18 LATEST ESTIMATE £	2017/18 BUDGET to July £	2017/18 ACTUAL to July £	VARIANCE to July £	TIMING	VARIANCE Excl TIMING	F'CASTED OUTTURN	F'CASTED VARIATION TO YR END	REF	June VARIATION TO YR END £	MONTH ON MONTH CHANGE £
SUPERVISION & MANAGEMENT (GENERAL)												
Employees	932,352	947,376	366,293	309,923	56,370	-	56,370	886,376	61,000	2.1	61,000	-
Premises Related Expenditure	150,940	150,940	93,284	90,890	2,394	-	2,394	150,940	-	2.2	-	-
Transport Related Expenditure	16,830	16,830	5,614	4,924	690		690	16,830	-		-	-
Supplies & Services	221,860	253,180	92,578	80,687	11,891	1,000	10,891	259,180	(6,000)	2.3	(10,000)	4,000
Central & Administrative Expenses	837,330	837,330	279,306	285,066	(5,760)	(6,000)	240	837,330	-	2.4	-	-
Gross Expenditure	2,159,312	2,205,656	837,075	771,490	65,585	(5,000)	70,585	2,150,656	55,000		51,000	4,000
Revenue Income	(65,830)	(65,830)	(21,960)	(19,907)	(2,053)	(2,000)	(53)	(65,830)		2.5	(8,000)	8,000
Recharges	(8,000)	(8,000)	(2,668)		(2,668)	-	(2,668)	(8,000)				
Total Income	(73,830)	(73,830)	(24,628)	(19,907)	(4,721)	(2,000)	(2,721)	(73,830)	-		(8,000)	8,000
Net Expenditure to HRA	2,085,482	2,131,826	812,447	751,583	60,864	(7,000)	67,864	2,076,826	55,000		43,000	12,000
SUPERVISION & MANAGEMENT (SPECIAL)												
Employees	564,720	554,876	170,026	185,606	(15,580)	-	(15,580)	588,876	(34,000)	3.1	-	(34,000)
Premises Related Expenditure	389,198	399,042	125,193	110,716	14,477		14,477	388,042	11,000	3.2	11,000	-
Transport Related Expenditure	15,340	15,340	5,134	5,086	48		48	15,340	-		-	-
Supplies & Services	146,380	146,380	63,358	84,948	(21,590)	(36,000)	14,410	146,380	-	3.3	-	-
Central & Administrative Expenses	129,950	129,950	43,462	41,287	2,175	-	2,175	129,950	-		-	-
Gross Expenditure	1,245,588	1,245,588	407,173	427,644	(20,471)	(36,000)	15,529	1,268,588	(23,000)		11,000	(34,000)
Revenue Income	(602,824)	(602,824)	(201,084)	(212,738)	11,654	17,000	(5,346)	(582,824)	(20,000)	3.4	(20,000)	-
Recharges	(53,920)	(53,920)	(17,984)	(1,269)	(16,715)	(17,000)	285	(53,920)	-	3.5	-	-
Total Income	(656,744)	(656,744)	(219,068)	(214,007)	(5,061)	-	(5,061)	(636,744)	(20,000)		(20,000)	-
Net Expenditure to HRA	588,844	588,844	188,105	213,637	(25,532)	(36,000)	10,468	631,844	(43,000)		(9,000)	(34,000)

Explanations for Variances	TIMING £000's	VARIANCE £000's	VARIANCE AT YEAR £000's	REF
SUPERVISION & MANAGEMENT (GENERAL)				
Employees				
£6k Salaries underspend due to vacancy factor, £5k Holiday Pay/Flexi, £42K Underspend on severance budget,£3K minor variations		56		2.1
£61K Severance budget not to spend in year.			61	
Premises Related Expenditure				
Supplies & Services				
(£2K) subscription budget to be reprofiled, £3K contributions to be reprofiled	1			2.2
(£3K) Overspend to Computer Software Maintenance, £4K Underspend on Consultancy fee, £1K Underspend on RTB Survey fees not spent due to lower demand, £2K overspend on Adevertising sale of assets, £1K underspend on other miscellaneous costs, £2K underspend on other tenant association support, £3K underspend on Right to move		11		
(£6K) Overspend to Computer Software Maintenance			(6)	2.3
Central & Admin Expenses				
Timing - (£6k) IT and Corporate management recharge still to be posted	(6)			2.4
Revenue Income				
(£2K) insurance premiums budget to be reprofiled	(2)			2.5
	(7)	67	55	

Explanations for Variances	TIMING £000's	VARIANCE £000's	VARIANCE AT YEAR END	REF
SUPERVISION & MANAGEMENT (SPECIAL)				
Employees				
(£7K) salary overspend due to fully staffed service, (£11k) Salary overspend due to national insurance contribution and tax for overtime, (£4K) overspend on overtime, £9k Holiday Pay/Flexi to be processed at year end, (£2K) Minor variation		(15)		3.1
(£11K) salary overspend due to fully staffed service, (£17k) Salary overspend due to national insurance contribution and tax for overtime, (£6K) overspend on overtime			(34)	
Premises Related Expenditure				
£13K Electricity underspend due to adjust in charge for previously estimated bills, £3K Gas underspend due to adjust in charge for previously estimated bills, (£4K) Overspend on caretaking contracts due to caretakers now employed externally, £3K Minor variations		15		3.2
£11K Gas underspend due to more energy efficient boilers and windows			11	
Supplies & Services				
(£36K) Piper alarm system budget to be reprofiled	(36)			3.3
£12K Underspend in equipment purchases & maintenance, £2K Other minor variations		14		
Central & Admin Expenses				
Timing - £3K Minor Variances which should be fully recharged by year end				3.4
Revenue Income				
£16K - Lifeline alarm income budget to be reprofiled	17			3.4
(£7k) - Sheltered Scheme Service Charge income lower than expected due to high void rates and refurbishment plans for scheme, £2K minor variations		(5)		
(£20k) - Sheltered Scheme Service Charge income lower than expected due to high void rates and refurbishment plans for scheme			(20)	
Recharges				
Timing - (£17k) recharge still to be reprofiled	(17)			3.5
		(36)	9	(43)

HOUSING REPAIRS ACCOUNT	2017/18 LATEST BUDGET £	2017/18 BUDGET to July £	2017/18 ACTUAL to July £	VARIANCE to July £	TIMING £	VARIANCE Excl TIMING £	F'CASTED OUTTURN £	F'CASTED VARIATION YEAR END £	REF
Administration									
Employee Costs	375,100	110,264	102,268	7,996	0	7,996	375,100	-	
Transport Related Expenditure	8,000	2,668	974	1,694	0	1,694	8,000	-	
Supplies & Services	338,979	139,334	71,324	68,010	64,000	4,010	338,979	-	1
Central Administrative Expenses	237,100	79,088	83,781	(4,693)	0	(4,693)	237,100	-	
							-	-	
Total Housing Repairs Administration	959,179	331,354	258,347	73,007	64,000	9,007	959,179	-	
Programmed Repairs	659,704	231,982	89,979	142,003	141,000	1,003	659,704	-	2
("Major Works" e.g. Central Heating Service)								-	
Responsive Repairs	1,202,660	396,102	352,973	43129	83,000	(39,871)	1,222,660	20,000	3
GROSS EXPENDITURE	2,821,543	959,438	701,299	258,139	288,000	(29,861)	2,841,543	20,000	
Contribution from HRA	(3,192,165)			-		-	(3,192,165)	-	
Other Income	(8,000)	(2,668)	(1,680)	(988)		(988)	(8,000)	-	
Accumulated Absences/ IAS 19	(15,970)	-	-	-		-	(15,970)	-	
TOTAL INCOME	(3,216,135)	(2,668)	(1,680)	(988)	0	(988)	(3,216,135)	-	
							-	-	
Contribution to HRA Reserves	650,000	-	-	-		-	650,000		
NET EXPENDITURE	255,408	956,770	699,619	257,151	288,000	(30,849)	275,408	20,000	

Variances**TIMING
£000's****VARIANCE
£000's****Outturn**

- 1 Asbestos survey budget to be reprofiled
Software maintenance budget to be reprofiled

89,000
(25,000)
64,000

- 2 Electrics Budget to be reprofiled
External Painting works budget to be reprofiled
June heating service invoices procesed in July
Cental Heating Budget to be profiled

34,000
38,000
31,000
38,000
141,000

- 3 Work in Progress and estimated charge for overhead
Additional costs due to fire safety costs

83,000

20,000

288,000

-

20,000



Hinckley & Bosworth
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FORWARD TIMETABLE OF CONSULTATION AND DECISION MAKING

FINANCE & PERFORMANCE SCRUTINY 25 SEPTEMBER 2017

WARDS AFFECTED: All Wards

BUSINESS RATES AND POOLING UPDATE QUARTER 1 - 2017/18

Report of Head of Finance

1. PURPOSE OF REPORT

- 1.1 To inform the committee of business rates performance from 1st April – 30th June 2017 and to provide an update on pooling arrangements for 2017/2018.

2. RECOMMENDATION

- 2.1 That the committee notes the contents of the report.

3. BACKGROUND TO THE REPORT

- 3.1 Before 1st April 2013, business rates were collected by local authorities from businesses, before being paid into a central pool to be redistributed as part of grant funding. From 2013/14, billing authorities paid over 50% of collected business rates to government. The remaining 50% is split between the billing authority (80%) and the precepting authorities (20%).
- 3.2 Following these payments, the retained business rates of billing authorities are subject to a tariff set out in the respective Local Government Finance Settlement. Any growth in business rates over the set baseline will be subject to a “levy” payment of 50%, with the remaining half retained by the host Council. Correspondingly, if a Council loses 7.5% of their set threshold, a “safety net” payment will be triggered to compensate for the loss.
- 3.3 The Council will receive £729,971 of “section 31 grant” income. The allocated grant was based on the level of reliefs that were forecast to be granted in 2017/2018 in the submitted business rates budget form (the NNDR1). The actual grant that can be “banked” as retained rates will be determined based on the actual reliefs awarded by 31st March 2018. Therefore in order to be prudent, this income has been placed into the Business Rates reserve pending until this level is known.

- 3.4 The budgeted business rates performance for this council, along with the forecast as at March 2018 is summarised below.

	Rates Forecast 2016/17	Localism Autumn Statement Reliefs	Cost of SBRR Extension	Tariffs	Retained Rates Income	Funding Baseline	Total Growth	Levy & Retain Growth	Mvt
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
NNDR1	12,622	110	619	-9,063	4,288	2,427	1,861	931	
Jun-17	12,673	103	649	-9,063	4,362	2,427	1,935	968	37

- 3.4.1 The above table shows that as at 30th June 2017, the council is forecasting £968,000 of retained growth for 2017/2018 which will be set aside in the Business Rates Reserve. This compares to £514,784 in the MTFS for 2017/18.

- 3.5 Although this is a positive position, it is important to acknowledge the volatility of business rates which can be impacted negatively by many factors including:

- Companies going out of business or moving from the area
- Empty properties – The redevelopment of the town centre for instances may have an impact on the rates for the council whilst development takes place
- Awards of reliefs; most significantly charitable reliefs for schools which are awarded Academy status
- Results of appeals lodged by businesses against their liabilities
- Due to these factors we have not included the current relatively small growth movement in budget changes.

Pooling

- 3.5.1 There are changes planned to the business rates retention scheme due to proposals by government for the implementation of 100% business rates retention by local authorities by 2020. Central Government. The Local Authority bodies in Leicestershire are no considering applying to be a pilot area as part of the development and implementation of 100% business rates retention by the end of the current parliament.

- 3.5.2 The Government propose that 100% business rates retention will have some strong similarities with the existing system. For example, there will continue to be a level of redistribution between authorities similar to the current system of tariffs and top-ups. In addition, there will continue to be protection in the system to insulate authorities from shocks or significant reductions in their income. However, they do want to provide incentives to encourage growth and will want pilot arrears to demonstrate a holistic approach to dealing with area wide.

4. EXEMPTIONS IN ACCORDANCE WITH THE ACCESS TO INFORMATION PROCEDURE RULES

- 4.1 Report to be taken in open session

5. FINANCIAL IMPLICATIONS [AW]

- 5.1 Contained in the body of the report.

6. LEGAL IMPLICATIONS (MR)

- 6.1 Section 59A of the Local Government Finance Act 1988 allows local authorities to pool business rates. The pooling between the Leicestershire Council's will be governed by a legal agreement between the parties.

7. CORPORATE PLAN IMPLICATIONS

- 7.1 To ensure the Council's governance arrangements are robust.

8. CONSULTATION

- 8.1 All members of the Business Rates Pool were included in decisions made on its future operation from 2016/17 onwards. The Pool was agreed to be extended for 2016/17 and the contingency held with the pool increased from £0.7m to £2m. This is created from amounts not returned to DCLG, but held within the pool to guard against future appeals. There is no reduction on the council's share of retained rates.

9. RISK IMPLICATIONS

- 9.1 It is the council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.
- 9.2 It is not possible to eliminate or manage all risks all of the time and risks will remain which have not been identified. However, it is the officer's opinion based on the information available, that the significant risks associated with this decision / project have been identified, assessed and that controls are in place to manage them effectively.
- 9.3 The following significant risks associated with this report / decisions were identified from this assessment:

Management of significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
None		

10. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

Various reliefs are available for businesses and charities under the business rate regulations.

11. CORPORATE IMPLICATIONS

By submitting this report, the report author has taken the following into account:

- Community Safety implications
- Environmental implications
- ICT implications
- Asset Management implications
- Human Resources implications
- Planning Implications
- Voluntary Sector

Background Papers: Revenues and Benefits Monitoring Reports

Author: Ashley Wilson, Head of Finance ext 5609

Executive Member: Cllr M Hall

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Hinckley & Bosworth
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Overview and Scrutiny Work Programme 2017/2018

SEPTEMBER 2017

FINANCE & PERFORMANCE SCRUTINY

Date	Issue	Reason	Outcomes	Lead Officer	Supports corporate aims
25 September 2017	Financial Outturn July 2017/18	Monitor budgets and capital programme	Ensure effective use of resources	Ashley Wilson	All
25 September 2017	Frontline service review – Housing	Programme of performance reviews	Monitor performance	Sharon Stacey	All
25 September 2017	Performance & risk quarter 1 2017/18	To monitor performance in-year	Identify improvements	Cal Bellavia	All
25 September 2017	Business rates and pooling quarter 1 2017/18	Monitor levels of retention and pooling arrangements	Ensure appropriate arrangements and value for money	Ashley Wilson	3
25 September 2017	Debt write offs	Scrutiny prior to decision by Executive		Ashley Wilson	2, 3
6 November 2017	Frontline service review – Planning	Programme of performance reviews	Monitor performance	Nic Thomas	All
6 November 2017	Revenue & capital outturn quarter 2 2017/18	Monitor budgets and capital programme	Ensure effective use of resources	Ashley Wilson	All
6 November 2017	Aged debts quarter 2 2017/18	Monitor levels of debt	Ensure recovery processes are robust	Ashley Wilson	3
6 November 2017	Business rates retention quarter 2 2017/18	Monitor levels of retention and pooling arrangements	Ensure appropriate arrangements and value for money	Ashley Wilson	3
6 November 2017	Customer Services – 6 month progress update	Monitor performance in relation to call waiting times/calls lost and face to face enquiries	Ensure performance is maintained	Julie Stay	2
29 January 2018	Frontline service review – Environmental Health	Programme of performance reviews	Monitor performance	Rob Parkinson	All
29 January 2018	Performance & risk quarter 2 2017/18	To monitor performance in-year	Identify improvements	Cal Bellavia	All
29 January 2018	Treasury management quarter 2 2017/18	Inform of treasury management activity	Ensure compliance with policy	Ashley Wilson	3
29 January 2018	Business rates retention quarter	Monitor levels of	Ensure appropriate	Ashley	3

Date	Issue	Reason	Outcomes	Lead Officer	Supports corporate aims
	2 2017/18	retention and pooling arrangements	arrangements and value for money	Wilson	
29 January 2018	Aged debts quarter 3 2017/18	Monitor levels of debt	Ensure recovery processes are robust	Ashley Wilson	3
19 March 2018	Performance & risk quarter 3 2017/18	To monitor performance in-year	Identify improvements	Cal Bellavia	All
19 March 2018	Business rates retention quarter 3 2017/18	Monitor levels of retention and pooling arrangements	Ensure appropriate arrangements and value for money	Ashley Wilson	3
21 May 2018	Aged debts quarter 4 2017/18	Monitor levels of debt	Ensure recovery processes are robust	Ashley Wilson	3
21 May 2018	Treasury management quarter 4 2017/18	Inform of treasury management activity	Ensure compliance with policy	Ashley Wilson	3
16 July 2018	Performance & risk year end 2017/18	To monitor performance in-year	Identify improvements	Cal Bellavia	All
16 July 2018	Business rates retention quarter 4 2017/18	Monitor levels of retention and pooling arrangements	Ensure appropriate arrangements and value for money	Ashley Wilson	3
10 September 2018					
5 November 2018					

To programme

Key to corporate aims

- 1 – People
- 2 – Places
- 3 – Prosperity

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