

Date: 23 June 2010

To: Members of the Scrutiny Commission

Mr MR Lay (Chairman)
Mrs R Camamile (Vice-Chairman)
Mr PAS Hall (Vice-Chairman)
Mr JG Bannister
Mr PR Batty
Mr DM Gould
Mrs A Hall
Mr DW Inman

Mr CG Joyce
Mr C Ladkin
Mr K Morrell
Mr K Nichols
Mrs S Sprason
Mr BE Sutton
Ms BM Witherford

Copy to all other Members of the Council

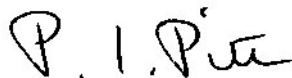
(other recipients for information)

Dear Councillor

There will be a meeting of the **SCRUTINY COMMISSION** in the Council Chamber, Council Offices, Hinckley on **THURSDAY, 1 JULY 2010** at **6.30pm** 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 'P. I. Pitt'.

Pat Pitt
Corporate Governance Officer

SCRUTINY COMMISSION - 1 JULY 2010

AGENDA

1. APOLOGIES AND SUBSTITUTIONS

RESOLVED 2. MINUTES

To confirm the minutes of the meeting held on 20 May 2010 attached marked 'SC8'.

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 AND PETITIONS

To hear any questions and to receive any petitions in accordance with Council Procedure Rules 10 and 11.

6. RESTRUCTURING OF CUSTOMER PAYMENT OPTIONS

Report of the Revenues and Benefits Manager attached marked 'SC9' (pages 1 - 10).

A maximum of 30 minutes has been allocated for this item.

7. PLANNING REPORTS

Reports of the Deputy Chief Executive (Community Direction):

- a) Developer Contributions, attached marked 'SC10' (pages 11 - 13);
- b) Planning and Enforcement Appeal Decisions, attached marked 'SC11' (pages 14 - 22);
- c) Coalition Government Announcements, attached marked 'SC12' (pages 23 - 27).

A maximum of 40 minutes has been allocated for this item.

8. PERFORMANCE & RISK MANAGEMENT REPORTS

Reports of the Chief Executive:

- a) Performance Management and Corporate Planning Framework, attached marked 'SC13' (pages 28 - 45);
- b) Risk Management Framework – end of year report 2009/10, attached marked 'SC14' (pages 46 - 56).

A maximum of 20 minutes has been allocated for this item.

9. CONSULTATION RESULTS – CITIZENS' PANELSURVEY WINTER 2009/10

Report of the Deputy Chief Executive, Corporate Direction attached marked 'SC15' (pages 57 - 82).

A maximum of 10 minutes has been allocated for this item.

RESOLVED 10. SCRUTINY REVIEW: REGISTERED SOCIAL LANDLORDS

Report of the Chief Officer (Corporate & Customer Resources, Scrutiny & Ethical Standards) to follow marked 'SC16'.

A maximum of 15 minutes has been allocated for this item.

RESOLVED 12. OVERVIEW & SCRUTINY WORK PROGRAMME 2010/11

To consider the work programme, attached marked 'SC17' (pages 83 - 110) and to discuss future work.

A maximum of 30 minutes has been allocated to this item.

13. FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS

Copy of the Forward Plan for July – October 2010 attached marked 'SC18' (pages 111 - 117).

14. MINUTES OF SELECT COMMITTEES AND WORKING GROUPS

For noting only:

- (i) Council Services Select Committee, 13 May 2010. Attached marked 'SC19' (pages 118 - 119);
- (ii) Finance & Audit Services Select Committee, 24 May 2010. Attached marked 'SC20' (pages 120 - 122).

15. ANY OTHER ITEMS OF BUSINESS WHICH THE CHAIRMAN DECIDES HAVE TO BE DEALT WITH AS MATTERS OF URGENCY

To: All Members of the Scrutiny Commission with a copy of agenda to all other Members of the Council.

NOTE: AGENDA ITEMS AGAINST WHICH THE WORD "RESOLVED" APPEARS ARE MATTERS WHICH ARE DELEGATED TO THE COMMISSION FOR A DECISION. OTHER MATTERS ON THIS AGENDA WILL BE THE SUBJECT OF RECOMMENDATIONS TO COUNCIL.

HINCKLEY & BOSWORTH BOROUGH COUNCIL

SCRUTINY COMMISSION

20 MAY 2010 AT 6.30 PM

PRESENT: Mr MR Lay - Chairman
Mrs R Camamile - Joint Vice-Chairman
Mr P Hall - Joint Vice-Chairman

Mr PR Batty, Mr DM Gould, Mrs A Hall, Mr DW Inman, Mr K Morrell, Mr K Nichols, Mrs S Sprason, Mr BE Sutton and Mrs BM Witherford.

Officers in attendance: Mr S Atkinson, Mr C Bellavia, Mr Michael Brymer, Ms E Grant, Miss L Horton, Miss R Owen and Mrs S Stacey.

In accordance with Council Procedure Rule 4.4 Mr R Ward also attended the meeting, and Messrs DC Bill and SL Bray were in attendance for item 8 on the invitation of the Commission.

Also in attendance: Sue Lock, Debbie Ridley and Helen Thompson of the Primary Care Trust.

14 **APOLOGIES AND SUBSTITUTIONS**

Apologies for absence were submitted on behalf of Mr Joyce.

15 **MINUTES (SC1)**

On the motion of Mrs Hall, seconded by Mr Hall it was

RESOLVED – the minutes of the meeting held on 8 April 2010 be confirmed and signed by the Chairman.

16 **DECLARATIONS OF INTEREST**

No interests were declared at this stage.

17 **COMMUNITY HEALTH SERVICES REVIEW**

Representatives of the PCT gave a presentation on 'Transforming Community Services', outlining the plans and consultation being undertaken. It was explained that there would be an out of hours minor injuries unit in Oadby which would operate between 8am and 8pm and would also offer routine procedures for example blood tests.

When discussing provision for Hinckley, it was stated that the intention was to encourage GP surgeries to extend their hours of opening. It was reported that consultation would be undertaken with regard to a minor injuries unit at Ashby Road hospital, and the Scrutiny Commission asked that they be included in that consultation.

A Member asked about the use of Section 106 monies, and it was agreed that the Local Health Board would be asked to respond to the Scrutiny Commission.

18 SCRUTINY REVIEW: WINTER GRITTING

Members were informed that a review of the gritting service was being undertaken by Leicestershire County Council and that an officer from the Borough Council (Michael Brymer, the relevant Chief Officer) would be involved in that review. Members were therefore asked to highlight issues of concern to be fed into the review. The following points were raised:

- The lack of co-ordination with Town and Parish Councils, who would be ideally placed to work with other authorities on the matter and would have storage space;
- The need for a protocol between parishes and districts;
- Concern that the supplies in grit boxes had been used within 24 hours of the poor weather starting and were not replenished;
- The need for clarification of responsibility for gritting certain areas, for example Castle Street, Hinckley;
- The need for a consistent approach to the management of gritting.

It was agreed that the progress of the review be reported back to the Scrutiny Commission every three months.

RESOLVED –

- (i) the abovementioned points be included in the review;
- (ii) the Scrutiny Commission be kept informed of the progress of the review on a three-monthly basis.

19 QUESTION AND ANSWER SESSION WITH THE LEADER AND DEPUTY LEADER

The Leader and Deputy Leader of the Council attended the meeting for a question and answer session. They spoke to a paper circulated at the meeting, giving details of achievements during 2009/10 and answered questions on several issues including the continued high performance of the Council, key capital projects, flexible working, successes in allocation of the Parish & Community Initiative Fund, affordable housing and disabled adaptations. The Scrutiny Commission thanked Mr Bray and Mr Bill for their attendance and responses.

Messrs Bill and Bray left at 8.05pm.

20 RURAL AREAS REVIEW (SC2)

The Scrutiny Commission received a report which informed Members of the outcomes of the annual rural areas review report 2009/10. Members were reminded that when they received the annual review the previous year, the majority of recommendations had been met and a revised approach had been requested.

Members expressed concern that whilst the actions in the report were positive for the rural areas, current planning laws and guidance were contrary to that and rural areas were suffering, for example with regard to transport.

It was suggested that the Head of Planning be invited to address these issues and rural members be invited to that meeting, and that a task and finish group be set up to look at rural planning issues.

RESOLVED – the Head of Planning be invited to the next meeting and subsequently a task and finish group be set up.

Messrs Crooks and Gould left the meeting at 8.38pm.

21 SCRUTINY REVIEW: REGISTERED SOCIAL LANDLORDS

The Chairman referred to the presentations made by the representatives of Housing Associations who attended the previous two Scrutiny Commission meetings and highlighted the main themes of the discussions, namely disabled adaptations, homelessness duties, linking with Neighbourhood Action Teams, accountability of the associations to their tenants and Member involvement.

Mr Gould returned at 8.42pm.

Members asked that this information be collated into a written report in order for recommendations to be agreed.

RESOLVED – a written report be brought to the next meeting.

22 PETITION SCHEME (SC3)

The Scrutiny Commission was provided with a report which outlined the new requirements for petitions and presented a proposed petition scheme.

Members expressed concern that the number of signatures required to call a Chief Officer to give evidence at a meeting of the Scrutiny Commission (750 signatures) or for the petition to be debated in Council (2,000 signatures) would prevent petitions relating to particular local issues benefiting from these provisions. It was recommended that the scheme be amended to state that for local issues (issues within a parish or town), the number of signatures required for an officer to give evidence at the Scrutiny Commission or for a petition to be debated in Council be proportional to the size of the electorate of that parish or town (calculated upon the same basis as recommended in the guidance and included in the draft scheme – 0.9% for an officer to give evidence and 2.34% for a debate in Council).

RECOMMENDED – Council approve the scheme with the abovementioned amendment to take account of smaller numbers of signatures in parishes.

23 DRAFT OVERVIEW AND SCRUTINY ANNUAL REPORT 2009/10 AND WORK PROGRAMME 2010/11 (SC4)

Members received draft Overview and Scrutiny Annual Report for 2009/10 and the draft Work Programme 2010/11. It was agreed that the reduction in waiting time for disabled adaptations and the agreement to carry forward the underspend in the Parish & Community Initiative Fund be included in the Annual report as successes of the Commission.

RESOLVED –

- (i) the work programme be agreed with the addition of items agreed at this meeting;
- (ii) the Annual Report be agreed with the abovementioned additions and RECOMMENDED for approval by Council.

24 FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS (SC5)

Members received the Forward Plan of Executive and Council decisions.

RESOLVED – the Forward Plan be noted.

25 MINUTES OF SELECT COMMITTEES

The minutes of the following meetings were received:

- (i) Council Services Select Committee, 1 April 2010 (SC6);
- (ii) Finance & Audit Services Select Committee, 12 April 2010 (SC7).

(The meeting closed at 9.10 pm)

SCRUTINY COMMISSION – 1 JULY 2010**REPORT OF REVENUES & BENEFITS MANAGER****RE: RESTRUCTURING OF CUSTOMER PAYMENT OPTIONS****1. PURPOSE OF REPORT**

To provide an update on the closure of the cash office and the implementation of the Allpay payment solution.

2. RECOMMENDATIONS

Members endorse the report.

3. BACKGROUND TO THE REPORT

Traditionally Councils have collected rent, council tax and other such payments via one central site, with opening hours limited to the normal 8:30am to 4:30pm of a standard working week. Recent years have seen a significant migration from such traditional over-the-counter payments to new and alternative payment channels, coming at a time when the public are demanding greater choice and freedom to make their payments at a time and in a place and way that suits them and their lifestyle.

CURRENT SITUATION

The easiest and most cost effective method for customers to pay Council bills is by Direct Debit. Our Direct Debit transactions have increased over the last 4 years.

	2005/6	2006/7	2007/8	2008/09
DIRECT DEBITS	271,683	276,585	291,231	300,547

Currently customers can only pay their Council bills in cash at the Cash Office, or if customers wish to pay cash at the Post Office there will be a charge to the customer.

There has been a general decline in both Face to Face and Postal transactions as alternative payment means such as Direct Debit and E-Payments have become more popular.

	2005/6	2006/7	2007/8	2008/9
FACE TO FACE PAYMENTS				
CASH	48,928	45,258	43,041	39,752
CHEQUE	24,585	21,960	19,394	17,744
CREDIT CARD	240	207	208	170
TOTAL	73,753	67,425	62,643	57,666

Customers can use the internet and telephone to pay single bills using both debit and credit cards. There has been an increase in e-payments and card payments over the same period of time.

	2005/6	2006/7	2007/8	2008/9
E-PAYMENTS (INTERNET/TELEPHONE)	16,282	23,432	25,107	26,183
DEBIT CARD	5,580	6,280	7,069	7,162
TOTAL	21,862	29,712	32,176	33,345

Peer Comparisons

In today's world it is important for any organisation collecting monies to maximise opportunities for payment by offering an increased number of payment methods and places and more flexible opening times to enhance customer convenience.

In recent years a number of Hinckley & Bosworth's peers have revised their customer payment options, withdrawing their counter service to become 'cashless' authorities while implementing alternatives to allow greater customer choice and ease of payment (predominantly Allpay payment solutions and extension of Direct Debits).

A number of neighbouring Councils have successfully implemented a similar solution and have shared their experience and learning from the process including Melton Borough Council, Charnwood Borough Council, North West Leicester District Council and North Warwickshire Borough Council.

Alternative Payment Options

The experiences of peer cashless Councils suggest that further promotion of Direct Debit and the introduction of the Allpay payment solutions are the most cost-effective, secure and appropriate options to follow. Further promotion of 24 hour electronic payment methods such as telephone and internet complete the suite of progressive, efficient and cost-effective payment options on offer.

Direct Debit – Direct Debit is possibly the easiest payment method available for the Customer. It is also the cheapest method of collecting cash for the council. Approximately 70% of Council Tax payers and 60% of businesses already pay by Direct Debit. Of the 3,500 Local Authority tenants, approximately 40% currently pay by Direct Debit.

Other services suitable for payment by Direct Debit include those with regular annual, quarterly or monthly billings, such as sundry debtors. Conversion to Direct Debit should continue to be sought wherever possible to ease the collection / payment process in preference to other payment options.

Allpay – Direct Debit is not suitable for everyone. Allpay offer a suite of payment mechanisms including swipe cards and bar coding solutions. They are well established and used by over 40 councils, 250 housing associations and a number of other organizations. Allpay offer a range of alternative payment products and solutions designed to provide the maximum

convenience and choice for people in how, where and when they pay their bills.

By using an Allpay swipe card or barcoded bill customers can make cash payments for free at any of the 33,000 UK outlets on the Allpay payment network, comprising 22,000 PayPoint outlets, and 12,000 Post Office branches across the UK (Post Offices also accept payments by cheque or debit card for free as well).

Within Hinckley & Bosworth there are currently 16 Post Offices and 23 PayPoint outlets where customers could pay. For most customers these outlets will be closer to home, so payments can be made locally while out shopping in the Borough but they can also be made at any of the other outlets across the UK, i.e. if away on holiday or if a relative makes the payments on a customer's behalf.

With many PayPoints located in newsagents, convenience stores, supermarkets and garages this network also offers customers greater accessibility and longer and more convenient opening hours.

From the 17 May 2010 the opening hours of the cash office counter was reduced to 10:00am to 3:00pm prior to this the cash office was open for 39.5 hours per week, whereas the average PayPoint outlet is open for some 101 hours per week (evenings, weekends and public holidays as well), offering greater freedom of when as well as where to pay.

Such local shops and Post Offices were once the focal point of the community. By facilitating their greater usage and encouraging their patronage by Allpay customers we can also help support them and their position within the communities they serve, particularly in this very difficult economic climate.

With Allpay's barcoding solution, a barcode can be printed on a bill instead of issuing a swipe card. This gives the freedom to produce barcoded bills in-house as and when needed, i.e. house moves, lost / replacement bills etc. This also gives a greater degree of control than the swipe cards, which need to be reordered direct from Allpay, and without the ongoing card issuance costs associated with this (£1.10 a time for next-day despatch). This is particularly pertinent given Council Tax's relatively high "daily" billing numbers.

Following the implementation of the software we will have the ability to issue barcode bills for

- Council Tax
- Business Rates
- Benefit Overpayments
- Sundry Debts
- Business Improvement District levy

There is no charge to the customer for any payments made by cash, cheque or debit card at the Post Office via Allpay, but payments by credit card may incur a charge. Payments made at PayPoint outlets are free for cash

payments only - debit or credit card payments are taken at the discretion of the shop owner and so can incur a charge.

Please refer to Appendix A for the number of PayPoint outlets within the Borough and Appendix 2 for the number of Post Offices.

24-hour Electronic Payments - Electronic payment methods such as the automated telephone payment service and the internet are already available 24 hours a day, 7 days a week. Take up has increased in recent years with over 26,000 such payments in 2008/9. Payments which can already be made this way include Council Tax; Business Rates; Debtor Invoices; Housing Benefit Overpayment; and payments for Collection of Bulky Items.

Drivers for change

- To expand the locations across the District that customers can pay Council bills. This would increase the level of options available to customers, allowing them to pay Council bills at their local Post Offices and shops, thus supporting the local Post Office network. If our customers commute outside of the District for work, they can use any Post Office or PayPoint shop nationally by presenting their Council bill.
- To promote the availability of the Internet and Telephone payment facility allowing customers to pay a wider range of Council bills from the convenience of their own home, making multiple payments and the ability to pay 24 hours a day, 7 days a week.
- This project aims to improve the access and customer satisfaction by offering locality based solutions to paying Council bills. It expands the available locations from 1 to 40 within the District alone, this is particularly relevant for those customers paying cash, as currently they can only pay at the cash office. This project would enable customers to pay their Council bills in cash, or by debit/credit card at any Post Office or PayPoint retail outlet.

4. **FINANCIAL IMPLICATIONS (DM)**

The financial implication from the withdrawal of the cash office counter services and moving to an alternative payment method will have an impact on the current cash office revenue base budgets. The cash office revenue base budget available from 2010/2011 onwards is £87,630 and the move to the new payment method in 2010/2011 will incur ongoing costs of £70,950 and also additional one-off costs such as consultancy costs of £10,000 and pro-print costs of £4,755. The total budget required in the first year is therefore £85,705. This will generate potential savings in the first year of £1,925 based on the current costing information available or breakeven if further costs are identified. The ongoing base budget savings from the withdrawal of the cash office will be £16,680.

5. **LEGAL IMPLICATIONS (AB)**

There are no legal implications arising directly from the report.

6. CORPORATE PLAN IMPLICATIONS

Strong and distinctive communities - shaping our services around customer requirements as valued and respected individuals where service improvement puts the customer at the centre of everything we do.

Value for Money - delivering better value services through well considered alternative methods and beneficial service rationalization.

Thriving economy - creating, shaping and nurturing a desirable place to live and work through considered and effective community and business engagement.

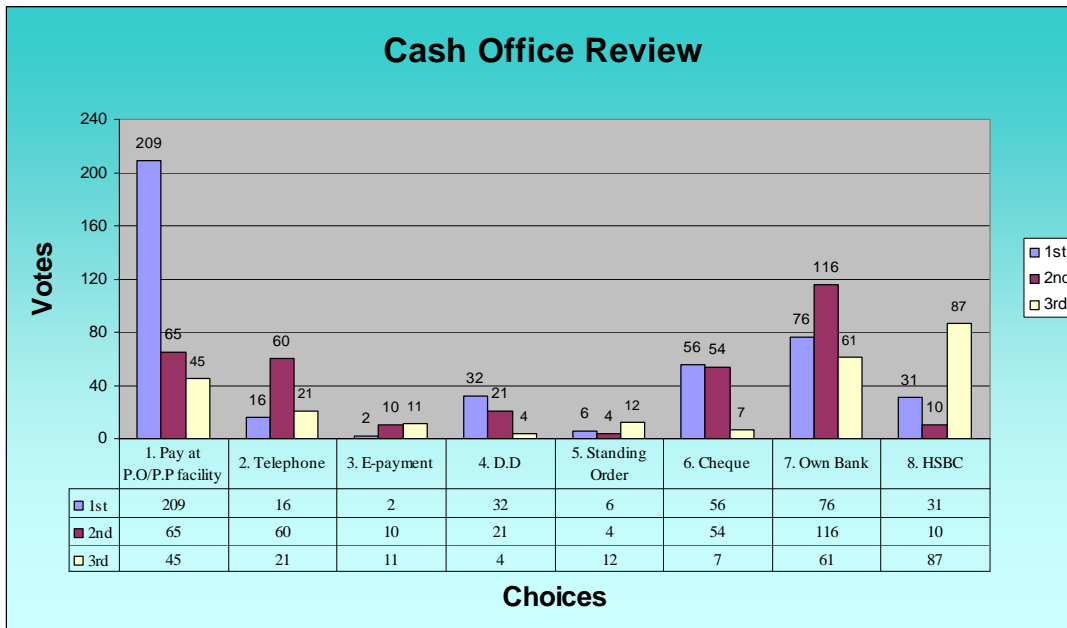
7. CONSULTATION

Over a six week period commencing November 2009 cash office users were asked to complete a survey as to the payment option they would prefer if the counter service was no longer available. They were asked to give their first, second & third choices. We also recorded the ages of those persons to enable us to profile the main users of the counter service.

Preferred Options
1. Pay at the Post Office/PayPoint facility
2. Pay by telephone
3. Pay via the Councils website (e-payment)
4. Set up a Direct Debit
5. Set up a Standing Order
6. Post a cheque to H&BBC
7. Pay at your own bank
8. Pay at the HSBC

Age Group	Male	Female	Total
20-29		6	6
30-39	8	23	31
40-49	14	25	39
50-59	18	28	46
60-69	30	47	77
70-79	47	30	77
80-89	17	13	30
90+	1	4	5
	135	176	311

The finding of the survey was that in the absence of a cashing service current users would overwhelmingly prefer to pay at the Post office or at a PayPoint facility.



There may be some residual demand from customers wanting to pay at the Council Offices, and communication with customers is vital to ensure they understand any changes in the way they pay their bills. Whilst customers will be encouraged to use the new payment options, those wishing to pay by credit/debit card or cheque will still be able to pay at the Council Offices. Only in exceptional circumstances will the authority accept a cash payment.

Prior to the closure of the cash office on the 27 August 2010 those customers who previously paid their bills through the cash office will be issued with a bar coded notice which will enable them to make cash payments for free at any Post Office or PayPoint outlet.

8. RISK IMPLICATION

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Adverse publicity arising from withdrawal of counter service	High	Low	Proactive communications campaign to be initiated. As well as encouraging take up of Direct Debit and alternative payment channels, it will also emphasise how Allpay offers customers a choice of new places where they can pay council bills in cash, that are more accessible and closer to home (including details of where these are), with longer opening hours to suit them and their lifestyles.
Inherent lag in receipt of funds from Allpay adversely affecting Council balances and cash flow	Medium	Low	Finance to determine whether the additional cost to receive funds in 5 days is proportionate to the impact on working balances and loss of interest from receiving funds on standard 10-day terms and guide

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
			the contract negotiations accordingly.
Adverse impact on collection rates (Business Rates Council Tax, rents) as former Cash Office cash payers refuse to pay by other methods	Low	Medium	Experience of peer 'cashless' councils suggests that collection rates remain high and in some cases have risen as a result of giving customers more options of where and when to pay. Services will need to continue to remain alert to any dips in collection rates and react accordingly.
Delay in readiness of barcoding.	Medium	High	It is our intention to issue Barcoded notices in July/August 2010 which will allow sufficient time to test and implement the software.

9. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

A number of the payment outlets within Hinckley & Bosworth are in the rural area. An Equality Impact Assessment has been undertaken.

10. **CORPORATE IMPLICATIONS**

There are ICT implications as the ability to print barcoded bills will require the implementation and testing of new software. The software was installed on the 23 June 2010.

Contact Officer: Storme Coop Ext 5706

Appendix 1



PayPoint outlets for Hinckley & Bosworth

TOTAL NUMBER OF OUTLETS = 23

Fascia	StreetName	District	TownCity	County	Postcode	Monday - Friday						Telephone
						Open	Close Mon_Fri	Open Sat	Close Sat	Open Sun	Close Sun	
Co-op Midlands	11 Leicester Road	Groby	Leicester	Leicestershire	LE 6 0DQ	0800	2200	0800	2200	0900	1800	0116 2879505
Co-op Midlands	Station Road	Ratby	Leicester	Leicestershire	LE 6 0JQ	0800	2100	0800	2100	1000	2100	0116 2393133
Spar	6 The Hollow	Earl Shilton	Leicester	Leicestershire	LE 9 7NA	0800	2200	0800	2200	0800	2200	01455843533
The Co-op	Wood Street	Earl Shilton	Leicester	Leicestershire	LE 9 7ND	0900	2200	0900	2200	1000	1600	01455841790
One Stop	65 Moore Road	Barwell	Leicester	Leicestershire	LE 9 8AF	0600	2300	0600	2300	0600	2300	01455842192
Mercury News	2 High Street	Barwell	Leicester	Leicestershire	LE 9 8DQ	0600	1900	0600	1930	0600	1600	01455846617
News & Food	142 Kirkby Road	Barwell	Leicester	Leicestershire	LE 9 8FS	0700	2230	0700	2230	0800	2230	01455843051
Co-op Midlands	23 Newbold Road	Desford	Leicester	Leicestershire	LE 9 9GT	0800	2000	0800	2000	0900	2000	01455822237
ESSO – Desford Cross Road	Hinckley Road	Desford	Leicester	Leicestershire	LE 9 9JE	0001	2359	0001	2359	0001	2359	01455828648
Nisa Local	90 Main Street	Newbold Verdon	Leicester	Leicestershire	LE 9 9NP	0700	2100	0700	2100	0700	2100	01455822536
Co-op Midlands	103 Main Street	Newbold Verdon	Leicester	Leicestershire	LE 9 9NP	0800	2100	0800	2100	0800	2100	01455 822249
Costcutter	1 Stoke Road	Hinckley	Hinckley	Leicestershire	LE10 0EA	0700	2230	0700	2230	0700	2230	01455619049
Sainsbury's	20 Clifton Way	Hinckley	Hinckley	Leicestershire	LE10 0XN	0001	2359	0001	2359	0001	2359	01455619429

The Co-op	47-49 Trent Road	Hinckley	Hinckley	Leicestershire	LE10 0YA	0600	2200	0600	2200	0600	2200	01455251209
Texaco - Bond Street	167 Upper Bond Street	Hinckley	Hinckley	Leicestershire	LE10 1RT	0001	2359	0001	2359	0001	2359	01455619116
H & S Food & Wine Centre	64-68 Ashby Road	Hinckley	Hinckley	Leicestershire	LE10 1SN	0700	2330	0700	2330	0830	2300	01455440195
Mercury News	1-3 Hinckley Road	Burbage	Hinckley	Leicestershire	LE10 2AF	0630	1930	0630	1930	0630	1930	01455239304
Co-op Midlands	83 Church Street	Burbage	Hinckley	Leicestershire	LE10 2DB	0800	2100	0800	2100	0800	2100	01455 239208
McColls	69 Boyslade Road	Burbage	Hinckley	Leicestershire	LE10 2RF	0600	1800	0600	1930	0600	1300	01455635950
Burbage Road Service Stn	Burbage Road	Burbage	Hinckley	Leicestershire	LE10 2TP	0600	2200	0600	2200	0600	2200	01455610085
Somerfield Service Stn	Watling Street	Hinckley	Hinckley	Leicestershire	LE10 3ED	0001	2359	0001	2359	0001	2359	01455620940
Snax 24	A5 Watling Street	Hinckley	Hinckley	Leicestershire	LE10 3ED	0001	2359	0001	2359	0001	2359	01455634647
Co-op Midlands	82 Main Street	Hinckley	Markfeild	Leicestershire	LE67 9UU	0700	2200	0700	2200	0900	2100	01530 242213

Appendix 2

Post Office Outlets For Hinckley & Bosworth TOTAL NUMBER OF OUTLETS = 17

Barlestone	Bagworth Road	Barlestone	Nuneaton	CV13 0EG
Market Bosworth	19 Main Street	Market Bosworth	Nuneaton	CV13 0JN
Stoke Golding	Church Walk	Stoke Golding	Nuneaton	CV13 6HB
Coventry Road	300 Coventry Road	Hinckley	Hinckley	LE10 0NQ
Hinckley	29-31 Castle Street	Hinckley	Hinckley	LE10 1DA
Derby Road	3-5 Derby Road	Hinckley	Hinckley	LE10 1QD
Burbage	69 Church Street	Burbage	Hinckley	LE10 2DA
Three Pots	98a Wolvey Road	Burbage	Hinckley	LE10 2JJ
Groby	32 Leicester Road	Groby	Leicester	LE6 0DJ
Ratby	30 Main Street	Ratby	Leicester	LE6 0JG
Stanton Under Bardon	162 Main Street	Stanton Under Bardon	Markfield	LE67 9TP
Kirby Muxloe	34 Main Street	Kirby Muxloe	Leicester	LE9 2AL
Earl Shilton	5 Station Road	Earl Shilton	Leicester	LE9 7GH
Belle Vue	65 Moore Road	Barwell	Leicester	LE9 8AF
Barwell	47 High Street	Barwell	Leicester	LE9 8DS
Desford	23 High Street	Desford	Leicester	LE9 9JF
Newbold Verdon	68 Main Street	Newbold Verdon	Leicester	LE9 9NP

SCRUTINY COMMISSION – 1 JULY 2010

REPORT OF THE DEPUTY CHIEF EXECUTIVE (COMMUNITY DIRECTION)
RE: DEVELOPER CONTRIBUTIONS

1. **PURPOSE OF REPORT**

To inform members of the Scrutiny Commission of the position in respect of the Section 106 contributions that have not been spent within the 5 year period and therefore may be clawed back, and those that are beyond 4 years but not beyond 5 years.

2. **RECOMMENDATION**

That the report be noted

3. **BACKGROUND TO THE REPORT**

Developers/applicants can be requested to make financial contributions to enable planning permission to be granted, where it would otherwise be refused, to pay towards infrastructure needed as a consequence of their development, i.e. towards play and open space, libraries, education facilities etc. The contribution request has to be in accordance with Circular 05/2005 Planning Obligations.

This can be done in several ways. A Section 106 agreement can be prepared which identifies the amount of contribution and when the contributions need to be paid, i.e. on the commencement of development or first occupation.

There are legal costs in drafting and preparing the agreement, and to avoid this on smaller developments, the applicant can pay a contribution up front for the amount of contribution required without the cost of preparing an agreement.

The latter option has no claw-back period. However, the money must be used for the purposes identified otherwise the developer may be entitled to claw the money back.

Section 106 agreements have a claw-back period normally of 5 years, on the basis that if the infrastructure improvements are not in place by then, there is clearly no need for the facility.

The contributions are closely monitored through a database set-up on a parish basis and is available to the parish councils and on the Council's website. This enables parish councils to clearly see what funds may come forward, to help them plan for improvements in their area. Open invitations have been sent to all parish council clerks with regard to receiving a presentation on understanding the full S106 process.

Whilst the database is complex, owing to the amount of information held, it helps to identify what money the development may bring in, when development has commenced, and monies outstanding. It also indicates where money has been committed through the Green Space Strategy.

When analysing the database, there is one agreement greater than 5 years old which contains a claw-back totaling £298.75 – Barlestone PC and one agreement 4 – 5 years for the sum of £1.68 – Market Bosworth PC.

The Section 106 Forum was set up 4 years ago and also monitors the database. There have been cases in the past where the group has contacted the developer about using the monies on projects within the near vicinity where it is close to the 5 year period rather than lose the money.

4. **FINANCIAL IMPLICATIONS (AB)**

- 4.1 There is only one agreement for £298.75, which is over the 5 year claw-back period

5. **LEGAL IMPLICATIONS (AB)**

None raised directly by this report

6. **CORPORATE PLAN IMPLICATIONS**

This document contributes to Strategic aim of the Corporate Plan ‘Safer and Healthier Borough’

7. **CONSULTATION**

None

8. **RISK IMPLICATIONS**

It is the Council’s policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

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.

The following significant risks associated with this report/decision were identified from this assessment:

Risk	Mitigating actions	Owner
If monies are paid within the timescale but not used for the purpose identified or not used at all, then these may be clawed back by the developer/applicant.	Close monitoring of database.	Simon Wood / Sally-ann Cooper

9. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

None

10. **CORPORATE IMPLICATIONS**

By submitting this report, the report author has taken the following into account: [if you require assistance in assessing these implications, please contact the person noted in parenthesis beside the item]

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

Background papers: S106 Database & Circular 05/5

Contact Officer: Sally-ann Cooper ext 5654

SCRUTINY COMMISSION – 1 JULY 2010

REPORT OF DEPUTY CHIEF EXECUTIVE (COMMUNITY DIRECTION)
RE: PLANNING AND ENFORCEMENT APPEAL DECISIONS

1. **PURPOSE OF REPORT**

To inform Members of the Planning and Enforcement appeal determinations that have been made contrary to the decision of the Local Planning Authority.

2. **RECOMMENDATION**

The report be noted.

3. **BACKGROUND TO THE REPORT**

Since the last report to the Scrutiny Commission in January 2010 there have been 8 appeal decisions made by the Planning Inspectorate. 7 appeals allowed, of which 1 was a split decision. In addition, 1 has been withdrawn.

Of those allowed, two were delegated decisions by officers; and the others an officer recommendation to committee where members decided to overturn the officer's recommendation.

4. **APPEALS ALLOWED**

4.1.1 Appeals by Crest Nicholson Midland Ltd against the refusal of planning permissions under section 73 of the Town and Country Planning Act 1990 for the development of land without complying with conditions subject to which previous applications were granted on the following applications;

4.1.2 Appeal A- Against Condition 21 attached to 05/00615/FUL for the erection of ten commercial units states that 'No more than 2500 square meters of floor space shall be occupied until the improvements shown on TPK Drawing No 12088/14 Revision B, attached to planning permission 99/00048/OUT, or such other similar schemes have been submitted to and approved in writing by the Local Planning Authority in consultation with the Highways Agency and have thereafter been substantially completed (09/00340/CONDIT)

Appeal B- Against Condition 13 attached to 07/01150/FUL for a mixed commercial development comprising B1, B2, B8 and sui generis uses stated No more that 2500 square metres of floorspace shall be occupied until the improvements shown on TPK Drawing No 12088/14 Revision B, attached to planning permission 99/00048/OUT, or such other similar schemes have been submitted to and approved in writing by the Local Planning Authority in consultation with the Highways Agency and have thereafter been substantially completed (09/00343/CONDIT).

Both appeals relate to Land adjacent to 391 Coventry Road, Hinckley

- 4.1.3 Since the appeals related to the same issues, they were considered together. The Inspector considered that the main issue for each appeal is whether the condition complies with all the tests within Circular 11/95: *The Use of Conditions in Planning Permissions*.
- 4.1.4 The works to which the disputed conditions apply are at Dodwells Roundabout on the A5. The Inspector considered the increase in the flow of traffic that would be attributable to the development of the appeal site, especially at peak times, and how that would impact upon existing users of the highway in terms of an increase in journey time. The impact of the development on the Longshoot Junction was also considered.
- 4.1.5 The Inspector considered that the worst case scenario would see an increase in traffic flows through Dodwells Roundabout in 2019 of about 5% on the east bound approach and 6% on the west bound approach in the morning peak hour.
- 4.1.6 The Inspector concluded that the additional traffic from the development site would increase congestion onto local networks resulting in adverse impacts on the convenience of road users and associated impact on their safety. A means of addressing that potential was therefore considered necessary to any grant of planning permission.
- 4.1.7 In imposing the original condition in 1999, the financial contribution was split proportionately with the residential scheme on Coventry Road to reflect the flow of traffic each development would create. The residential scheme has not complied with the condition and, at the time of the appeal, there are questions regarding the enforceability of the scheme. Given this, the whole of the cost of the works would fall upon the commercial scheme alone, which would generate less than half of the traffic that justified the imposition of the condition in 1999. The Inspector therefore concluded that the conditions are not reasonably related to the effect of the development upon their surroundings and therefore fail the test within Circular 11/95.
- 4.1.8 The appellant has demonstrated that even without the contribution to Dodwells Roundabout the development may not be viable, this added weight to the Inspectors view that the condition would be unduly onerous and fail to reflect Planning Policy Statement 4: Planning for Sustainable Economic Growth, as well as failing the Circular 11/95 test of reasonableness and therefore does not comply with Policy IMP1 of the Hinckley and Bosworth Local Plan.
- 4.1.9 The Inspector concluded that although the condition was unreasonable, in granting planning permission there needed to be some method to address the effects of the traffic it would generate. The appellants put forward two means, the second of which was a Unilateral Undertaking to provide £250,000 towards the cost of works to Dodwells Roundabout. The Inspector considered that in value this was equivalent to the financial burden anticipated when the condition was first imposed, and therefore would reasonably relate to the development, satisfying the tests of Circular 05/2005. The Inspector concluded that the appeals should be allowed and each of the two planning permissions granted without the inclusion of the disputed conditions.

- 4.1.10 Cost implications are budgeted staff resources. No external costs.
- 4.2.1 Appeal by Mr C Klenk against the refusal of planning permission for a temporary occupational dwelling at Boarding Kennels at Stanmaur Farm, Breach Lane, Earl Shilton.
- 4.2.2 The Inspector considered that the main issue in this appeal was whether the proposed development satisfied the tests in Appendix A of Planning Policy Statement 7: Sustainable Development in Rural Areas, to justify the provision of a temporary occupational dwelling in the countryside.
- 4.2.3 The Inspector considered the extent of the holding including animals and recent planning permissions, including permission for boarding kennels.
- 4.2.4 The Inspector acknowledged that whilst the Council argued that it is not essential for a boarding kennels to be located within the countryside, that the Council considered kennels acceptable in planning terms in this location, by the granting of permission for this use. The Inspector went on to summarise the Environmental Health legislation in terms of Boarding Kennels, including the requirement for a reasonable person at all times to live at, or within reasonable distance from, the premises for the purpose of giving warning, or taking other necessary steps, in the event of a fire or emergency. The Inspector cited the Environmental Health departments' response, which suggested that a licence would not be granted unless there was a dwelling on site.
- 4.2.5 The Inspector considered that this, together with the need to be on hand to tend sick animals or those in need of medication, provided a clear need for a responsible person to be on site 24hrs a day. The Council considered that the need for a 24 hour presence could be met by means other than a dwelling. The Inspector considered this unreasonable and suggested that a small rural enterprise could not be expected to operate on a shift system.
- 4.2.6 The Inspector went on to justify how in his opinion the proposal met the functional and financial tests outlined in PPS7. It was also considered that there was a firm intention and ability to develop the business and that, based on the correspondence received from Environmental Health, that the granting of a licence for the kennels would be likely if residential accommodation was provided.
- 4.2.7 The applicant submitted a full costs claim. This was on the grounds that the Council acted unreasonably in ignoring the boarding kennel enterprise in assessing the proposal against the financial test in PPS7. The appellant provided evidence to demonstrate that he would be likely to be granted a licence by Environmental Health, if there was a dwelling on site, and that to exclude the income stream from the kennels was fundamentally wrong in methodology and led to a flawed assessment of the proposals.
- 4.2.8 In response to the costs application, the Council stated that they did not act unreasonably, and that there is clearly an argument that the income from the kennels should not be taken into account. The Council had sought advice on the matter and concluded that the proposal did not meet the financial test in

PPS7 as the kennels could not operate and therefore there would be no income.

- 4.2.9 The Inspector considered that the Council acted unreasonably in excluding the income from the boarding kennel element of the business, and suggested that had the kennels been considered, it would have been apparent that the financial and functional tests would be met. The Inspector likened this situation to that of many other rural enterprises where one or more other licences or permissions are required prior to a business operating. The Inspector instructed the Council to pay the full costs incurred by the appellants.
- 4.3.1 Appeal by Mr Robert Hodgetts (Senior) against an enforcement notice issued by Hinckley and Bosworth Borough Council. The Breach of planning control as alleged in the notice is without planning permission the change of use of land from use for stabling horses to a use as a residential caravan site, on land to the north of Bagworth Road, Nailstone, Leicestershire.
- 4.3.2 The requirements of the notice are (1) Cease using the land as a caravan site; Remove from the land all caravans, associated structures including latrines and all motor vehicles associated with the use of the land as a residential caravan site: (2) remove all hardstanding from the land; and (3) reinstate the land to its condition before the unauthorised development took place including grass seeding and topsoil.
- 4.3.3 The Inspector considered that the main issues to be: Highway safety; the character and appearance of the area; the need for and provision for gypsy and traveller sites; and the site occupiers' need for a site and availability of alternative sites.
- 4.3.4 In respect of Highway Safety the Inspector referred to County Council Guidance, the character of the road in general and at the point of access. Circular 01/2006 and other planning and appeal decisions in the vicinity were considered. Highway safety was considered paramount by the Inspector.
- 4.3.5 The second issue was the Character and Appearance of the Surrounding Area. The Inspector considered the views in the area from which the site was visible the materials used to create hardstanding and boundary treatments and compared that with the policy requirements, in particular core strategy Policy 18 and advice within Circular 01/2006, and considered if it would be possible to assimilate the site into the surroundings. The Inspector was not satisfied that the site could be satisfactorily assimilated into its surroundings, or that the concerns could be overcome by the imposition of landscaping. Thus there was conflict with Core Strategy policy 18.
- 4.3.6 The third issue for consideration was that of need and provision of gypsy and traveller sites. The provision required within Hinckley and Bosworth is identified within the Core Strategy as 42 residential pitches, 26 of which shall be provided by 2012. The Inspector considered there to be an immediate need for pitches and gave this issue considerable weight.
- 4.3.7 The Inspector identified that a primary objective of Circular 01/06 is to significantly increase the number of gypsy and traveller sites in appropriate

locations and noted that the Council is moving forward with identifying gypsy and traveller sites, but that the need for additional pitches remains immediate and pressing.

- 4.3.8 The Inspector identified that the appeal site provides 10 generously sized pitches. Despite being directed to empty sites by the Council, the Inspector was not satisfied that these sites were available at the current time and concluded that if the above mentioned sites are empty because they are no longer available; need for additional sites may be greater than currently identified. To conclude, the Inspector considered there to be a need for sites both generally, and for the individuals concerned. This consideration was attributed significant weight.
- 4.3.9 Finally the Inspector turned to matters raised by other interested parties. The issue of unsociable behaviour and crime was raised. In the absence of sufficient evidence, the Inspector considered that fear associated with the occupation of the appeal site was unjustified, and motivated by prejudice which, it has been confirmed in the courts, can never be a material planning consideration.
- 4.3.10 The Inspector noted concerns over the proliferation of sites within the vicinity. However she considered that the sites were not so close together, or of a scale that they would dominate surrounding settlements, or place undue pressure on existing services or infrastructure. The sites physical capacity was recognised as greater than the current density of occupation, but that a condition could control numbers of caravans that could occupy the site.
- 4.3.11 In conclusion the Inspector did find conflict with the development plan in respect of harm caused to the character and appearance of the countryside. The Inspector considered the unmet and immediate need for additional pitches did not outweigh the permanent harm that would persist.
- 4.3.12 The Inspector recognised that the granting of a temporary permission would interfere with the home and family life of the occupants; however this was weighed against the wider public interest. Based on the above, the Inspector was satisfied that the legitimate aim of ensuring the site does not unacceptably harm the character and appearance of the surrounding area and is satisfactorily assimilated with its surroundings, can only be adequately safeguarded by the refusal of a permanent permission. In the case of a temporary permission, the harmful visual impact would only be for the duration of temporary permission for three years, which is considered a proportionate response. Various conditions are attached to the decision.
- 4.3.13 The applicant submitted for a partial or full award costs against Hinckley and Bosworth Borough Council. The applicant suggested that it was not expedient for the Council to issue an enforcement notice.
- 4.3.14 The Inspector concluded that Circular 03/2009 advises that, irrespective of the outcome of the appeal, costs may only be awarded against a party who has behaved unreasonably, and thereby caused another party to incur waste or expense unnecessarily. The Inspector was satisfied that the Council's evidence in relation to the impact on the countryside was realistic and sufficiently precise, and that a consistent approach was taken in respect of the

policy change which occurred resultant of the adoption of the Core Strategy, and the introduction of policy 18. Thus the Inspector did not feel that the appeal would have been avoided in this regard.

4.3.15 In respect of the highways issued, the Inspector affirmed the duty of the planning authority to decide whether or not to approve or reject such proposals, having regard to the development plan and any other material considerations. The inspector did not consider the Councils reliance on policy T5 and the Htd as unreasonable, and despite reaching a different conclusion, was satisfied that the Council provided clear evidence to support its case.

4.3.16 In respect of the consideration of a temporary permission, the Inspector considered that as the Council applies equal weight to highways concerns irrespective of whether an application is temporary or permanent, that the decision would have remained the same if a temporary application was made, and thus did not consider that the Council acted unreasonably in failing to consider a temporary permission.

4.3.17 Finally, in respect of the lack of reference to Circular 01/2006 in the report to committee, the Inspector did not consider that the decision would have changed if reference was made, or that the applicant incurred unnecessary expense in having to pursue the matter at appeal. The application for costs was therefore refused.

4.4.1 Appeal by Mr and Mrs Davies against the refusal of a certificate of lawful proposed development (LDC) for extensions and alterations (09/00802/CLU) at 49 Wykin Road, Hinckley.

4.4.2 The Inspector considered that the main issue in this case was whether the proposed development required planning permission or constituted permitted development under the terms of the Town and Country Planning (General Permitted Development) Order 1995, as amended. The relevant standard of proof is the balance of probability, and the burden of proof is on the appellant. The appellant must show that the development would have been lawful at the date of the application.

4.4.3 The appellants' case was that the proposed development would be permitted under the terms of Classes B and G in Part 1 of Schedule 2 to the GPDO. The dormer extension was permitted by Class B, relating to additions or alterations to the roof, while the removal of the chimney and installation of the flues was covered by Class G, relating to the installation, alteration or replacement of a chimney, flue or soil and vent pipe on a dwelling-house. It was claimed that the development would not exceed the permitted development limitations in Class B or G in Part 1 of Schedule 2 of the GPDO.

4.4.4 The Council refused to grant a LDC on the grounds that the proposal would not be permitted under the restrictions in Class B.1 (d)(ii) which states that development is not permitted by Class B if it would consist of the installation, alteration or replacement of a chimney, flue or soil and vent pipe. The proposed rear dormer, which included the installation of three flues on the roof of the proposed extension was therefore not, in the Council's view, development permitted under Class B and a specific grant of planning permission would therefore be required. Class B of the Order specifically

excludes from permitted development a development which enlarges the property by an addition or alteration to the roof and which also installs, alters or replaces a chimney, flue or soil and vent pipe. In the Council's opinion it cannot have been the intention of the Secretary of State when drafting the Order to allow this exclusion to be circumvented by the application of a second parasitic class of the Order (Class G) to the primary class (Class B).

- 4.4.5 The Inspector considered that the Council's decision to refuse the LDC was against the intention of the 2008 amendments to the GPDO. He took the view that if development is not permitted by Class B but it is permitted under Class G, as in this case, it should not be ruled as not permitted overall just because of the restrictions at Class B.1(d)(ii), since Class G grants permitted development rights for flues, chimneys etc.
- 4.5.1 Appeal by Crest Nicholson Operations Ltd against the refusal of planning permission for residential development of 84 dwellings, including provision of public open space, new access arrangements and other associated works at Former Greyhound Stadium, Nutt's Lane, Hinckley (09/00660/FUL)
- 4.5.2 Members will recall that an addendum to the 16th March Planning Committee reported that the Highways Authority had withdrawn their objection to the proposal leaving the Council with no evidence to support the planning merits of their case or reason for refusal. The Inspector considered the reasons for refusal, giving a summary of the evidence submitted, and how the points were resolved.
- 4.5.3 The Inspector then considered the discussions regarding S106 contributions and Unilateral Undertaking. A Section 106 Agreement with the Council and separate Unilateral Undertaking with Leicestershire County Council were submitted as part of the appeal.
- 4.5.4 The S106 related to the provision of affordable housing on the site and play and open space. A viability appraisal was submitted with the application demonstrating why the applicants are unable to meet the full requirement for affordable housing. This was accepted by both the Council and the Inspector and it was found that the provision of affordable housing and monies relating to play and open space comply with the relevant Core Strategy and Local Plan Policies and Supplementary Planning Guidance.
- 4.5.5 The Unilateral Undertaking makes provision for payments towards education and transportation which were found to be requests proportionate to the scale of the development and required to offset the effect of the development on these facilities and therefore found to be in accordance with . The undertaking also makes provision for local health care, police authority, civic amenity site provision and library facilities all of which indicate that a standard charge has been levied based upon dwelling numbers. The Inspector therefore concluded that the Council had failed to establish a need that is directly related to the impact of the proposed development. It was concluded that the requests for health, civic amenities, police and libraries do not meet the statutory tests set out in CIR and therefore these elements carry no weight.
- 4.5.6 A costs application was submitted by Crest Nicholson claiming that they undertook unnecessary work to address reasons for refusal that were

subsequently withdrawn. Despite the council claiming that the application was against the Council and not the Highway Authority the Inspector awarded the costs application and ordered the Council to pay the costs incurred by Crest Nicholson in defending reasons for refusal 1 and 2.

5. **SPLIT DECISIONS**

5.1.1 Appeals by Mr Gill against the refusal of consent to carry out works to protected trees at Rotherwood, Station Road, Desford (09/00758/TPO).

5.1.2 The works proposed the felling of two sycamores T2 and T3. The Inspector considered the main issues to be; the impact the proposals would have on the appearance and character of the locality and whether the reasons given for felling the sycamores are sufficient to justify that course of action.

5.1.3 The Inspector first considered the existing tree cover in the vicinity of the site and the visual amenity the trees offer. The Inspector noted that the trees subject to the appeal form part of a group that provides a woodland feel to this area of Station Road and is therefore an important feature within the landscape. The canopy of T2 is constrained by surrounding trees. T3 is only constrained to the east and southeast leaving scope for future growth to the west and northwest. The Inspector concluded that due to its position in the centre of the wood the removal of T2 would cause minimal erosion to the landscape value of the woodland belt. The removal of T3 due to its position on the edge of the canopy was considered to detrimentally reduce the size of the canopy, harming the landscape value of the group. The Inspector considered that to remove both trees would cause significant harm to the wood's landscape value.

5.1.4 The Inspector then considered whether the reasons given for the removal of the trees was sufficient justification for their removal. The appellants stated that the removal of both trees were required to allow a nearby early-mature beech tree to grow into a better shaped tree. The Inspector considered that the removal of T2 would allow this to occur. Due to the location of T2 between T3 and the beech tree the removal of T3 was not considered to have a beneficial impact at this time.

5.1.5 The Inspector agreed with the Local Authority that a replacement tree should be sought and suggested a suitable species and a location in which it should be planted.

6 **WITHDRAWN APPLICATIONS**

6.1.1 Appeal by Mr N Dham against the refusal of permission for the change of use of existing dwelling house to place of worship and teaching, day centre, living accommodation and formation of parking area at Stretton House, Watling Street, Burbage has been withdrawn.

7. **FINANCIAL IMPLICATIONS (AB)**

7.1 It is anticipated that the award of costs for the appeals and any other associated costs will be funded from existing revenue budgets.

8. **LEGAL IMPLICATIONS (AB)**

None raised directly by the report. Although the decisions set out in the report do not form a binding precedent it would be prudent for the sale of consistency to take them into account when deciding similar issues in the future

9. **CORPORATE PLAN IMPLICATIONS**

9.1 The Council needs to manage its performance through its Performance Management Framework in relation to appeals.

10. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

None.

11. **RISK IMPLICATIONS**

It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

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.

The following significant risks associated with this report/decision were identified from this assessment:

Management of Significant (Net Red) Risks		
Risk Description	Mitigating Actions	Owner
Financial implications to the Authority in defending appeals	Take into account the risk in refusing planning applications and the likely success of an appeal	

12. **RURAL IMPLICATIONS**

None.

13. **CORPORATE IMPLICATIONS**

None.

Background Papers: Application files and appeal documentation

Contact Officer: Simon Wood, Head of Planning, ext 5692

SCRUTINY COMMISSION – 1 JULY 2010

REPORT OF DEPUTY CHIEF EXECUTIVE (COMMUNITY DIRECTION)

RE: COALITION GOVERNMENT ANNOUNCEMENTS

1. PURPOSE OF REPORT

- 1.1 To inform Members of the recent announcements by the Coalition Government in relation to planning, and advise Members on the approach which should be adopted to assist decision making in relation to planning applications and the implications for the LDF process.

2. RECOMMENDATION

- 2.1 It is recommended that;

- i) The Scrutiny Commission notes the key changes in the Planning system announced by the Coalition Government recently;
- ii) Members continue to consider the implications of the Coalition Government changes as they emerge.

3. BACKGROUND TO THE REPORT

Introduction

- 3.1 There have been a series of announcements since late May 2010 relating to changes to the existing planning system. These emphasise a commitment to local determination and the adoption of a robust and sensible approach to the planning framework at the local level. Outlined below are the current headlines of the changes which have either emerged or are intended. This is followed by the approach which the borough is advised to adopt and the justification for this approach.

Announcements

- 3.2 The Secretary of State for Communities and Local Government (SoS) announced by way of a letter to Chief Executives and Chief Planning Officers on the 27 May 2010 that Regional Spatial Strategies would be abolished (at the time of writing this report the formal abolition has not taken place). A note was presented by the Head of Planning to Planning Committee on 8 June 2010 on the contents of the letter and the implications for decision making on planning applications.
- 3.3 On 9 June 2010 Government amended Planning Policy Statement 3: Housing (PPS3). This was confirmed on the 15 June when Local Authorities received a letter from Steve Quartermain the Chief Planning Officer for Local Planning Authorities in England. The following changes have been made to PPS3:

- private residential gardens are now excluded from the definition of previously developed land in Annex B of PPS3, and
- the national indicative minimum density of 30 dwellings per hectare has been deleted from paragraph 47

The letter from Steve Quartermain goes on to say that;

“Together these changes emphasise that it is for local authorities and communities to take the decisions that are best for them, and decide for themselves the best locations and types of development in their areas.

The amended policy document sets out the Secretary of State’s policy on previously developed land and housing density. Local Planning Authorities and the Planning Inspectorate are expected to have regard to this new policy position in preparing development plans and, where relevant, to take it into account as a material consideration when determining planning applications.”

Advised Approach and Justification

- 3.3 The RSS covers many subject areas such as the Charnwood Forest, green wedge, housing etc and all those topics are embedded within the boroughs adopted Core Strategy. The policies within the Core Strategy were supported by a sound evidence base which was not only tested through the East Midlands Regional Plan Examination but also by the Core Strategy Inspector at a local level. Whilst the East Midlands Regional Plan is soon to be abolished the evidence bases upon which it is based are still relevant and current.
- 3.4 As background to the housing provision put forward by the Borough to the ‘Review of the East Midlands Regional Plan to 2026: Options for Change Consultation Paper’ the Borough Council formally approved Option 2B which was for trend based population growth with urban concentration plus regeneration and amounted to the provision of 430 dwellings per annum within the borough. The final figure, which was contained within the East Midlands Regional Plan (RSS) adopted in March 2009 for Hinckley and Bosworth Borough, was 450 dwellings per annum, which is a difference of 400 additional dwellings over the plan period 2006 to 2026. The housing figures used were based on the population trend of the borough put forward through the Service Level Agreement with the County Council.
- 3.5 Option 2B was selected by the Borough as it would allow sustainable growth within the borough up to 2026. This approach was seen as the most balanced in terms of providing adequate affordable housing and appropriate development in urban areas. If lower growth was adopted this would result in artificially suppressing housing supply which would in turn inflate house prices as demand would be greater than supply. In addition the level of affordable housing required to meet the need would also not be able to be met.
- 3.6 With reference to housing density, the revised PPS3 states that Local Planning Authorities may wish to set out a range of densities across the plan area rather than one broad range. The adopted Core Strategy Policy 16 does specify different densities for urban and rural areas, however the policy is flexible in its approach to dealing with local circumstances, see extract below;

“Proposals for new residential development will be required to meet a minimum density of:

- *At least 40 dwellings per hectare within and adjoining Hinckley, Burbage, Barwell and Earl Shilton*
- *At least 30 dwellings per hectare within and adjoining the Key Rural Centres, Rural Villages and Rural Hamlets*

In exceptional circumstances, where individual site characteristics dictate and are justified, a lower density may be acceptable.”

- 3.7 The other amendment to PPS 3 was in relation to ‘garden grabbing’ which is not dealt with in ‘local’ planning policy, however if a garden is within the settlement boundary it would be considered deliverable and developable within the Strategic Housing Land Availability Assessment despite being classed as Greenfield land. It is recommended that this issue be dealt with on a case by case basis having regard to policy and the impact of development upon the character of an area. This latter point was the rationale behind the change of definition within PPS3.
- 3.8 The amendments to PPS3 did not include the removal of the requirement to maintain a 5 year housing land supply, therefore the LDF documents such as the Barwell and Earl Shilton Area Action Plan and the Site Allocations Development Plan Document must progress in order to secure the supply, as these documents will dramatically improve this position. The resources to deliver the LDF have been aligned.

Retaining the Core Strategy

- 3.9 By retaining the Core Strategy and pursuing the more local Development Plan Documents which are currently underway, the following can be secured;
- 5 year housing land supply which is still a requirement within PPS3
 - The regeneration aims throughout the borough
 - Delivery of essential infrastructure to support rural and urban areas.
 - Additional affordable housing to meet the identified needs of the borough
 - Employment opportunities as the framework is in place to deliver employment on a strategic level as the infrastructure required to attract businesses to the borough has been put in place through the Core Strategy.
 - A strategic approach to development to avoid speculative development which could miss out on the benefits it could have otherwise delivered if the policy framework were in place.

4. **FINANCIAL IMPLICATIONS [DB]**

- 4.1 There are none arising directly from this report.

5. **LEGAL IMPLICATIONS [AB]**

- 5.1 At present there have been only minor changes made to PPS3 and the RSS has not been abolished, although this is clearly the intention of Central

Government. It is therefore considered that at present and until new primary legislation is in place it remains legally sound to retain the Core Strategy and give it the appropriate weight in planning decisions.

6. **CORPORATE PLAN IMPLICATIONS**

6.1 The report has implications on the following corporate aims:

- Thriving economy
- Strong and distinctive communities
- Decent, well managed and affordable housing.

7. **CONSULTATION**

7.1 The Government Office for the East Midlands has been contacted during the preparation of this report.

8. **RISK IMPLICATIONS**

8.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

8.2 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.

8.3 The following significant risks associated with this report/decision were identified from this assessment:

Management of Significant (Net Red) Risks		
Risk Description	Mitigating actions	Owner
Not endorsing the Adopted Core Strategy would result in a policy void and subsequent appeals which could put a strain on resources.	Endorse the Core Strategy	Head of Planning & Strategy and Regeneration Manager
Developers will decide where development is delivered (speculative applications) if the Core Strategy is not upheld. And the benefits to the community of new development will not be realised.	Endorse the Core Strategy	Head of Planning & Strategy and Regeneration Manager
Cost of reviewing the Core Strategy.	Endorse the Core Strategy	Head of Planning & Strategy and Regeneration Manager

<p>Reviewing the Core Strategy could result in higher housing figures as they can go up as well as down and they have to be evidence based. This approach could also be very costly to the Council. It will have an impact on the 5 year housing land supply.</p>	<p>Endorse the Core Strategy</p>	<p>Head of Planning & Strategy and Regeneration Manager</p>
---	----------------------------------	---

9. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

9.1 This document has borough wide implications.

10. **CORPORATE IMPLICATIONS**

- | | |
|---------------------------------|-------------------------------------|
| • Community Safety Implications | None relating to this document |
| • Environmental Implications | None relating to this document |
| • ICT Implications | None relating to this document |
| • Asset Management Implications | None relating to this document |
| • Human Resources Implications | None relating to this document |
| • Planning Implications | Have been considered in this report |
| • Voluntary Sector | None relating to this document |

Background papers: Mr Pickles Letter dated 27th May 2010
Steve Quartermain Letter dated 15th June 2010
Head of Planning Note to Planning Committee dated 8th June 2010

Contact Officer: Sally Smith x5792

SCRUTINY COMMISSION – 1 JULY 2010

REPORT OF CHIEF EXECUTIVE

RE: PERFORMANCE MANAGEMENT AND CORPORATE PLANNING FRAMEWORK

1. PURPOSE OF REPORT

- 1.1 To provide the Council's performance end of year position for 2009/10.

2. RECOMMENDATION

The Scrutiny Commission:

- (i) Review the Council's performance against national and local priorities for 2009/10
- (ii) Note progress against the Council's Value for Money Strategy

3. BACKGROUND TO THE REPORT

- 3.1 The Council reports quarterly on progress against its Performance Management Framework.
- 3.2 The Scrutiny Commission has requested an annual report detailing the Council's performance against national and local and priorities

4. OVERALL SUMMARY

- 4.1 The position with regard to performance against local and national indicators is:
- Of those local indicators which are comparable against national best value audited quartile data for 2007/08, 65% achieved top quartile position at year end.
 - Of all indicators reported, more (68%) performance indicators have met their target at year end than have not
 - Of all indicators that are comparable more indicators (60%) have improved than underperformed compared to the end of year position for 2008/09

5. PERFORMANCE OUTTURN – YEAR END POSITION

- 5.1 The Council benchmarks itself against the latest available data to compare performance against the best of other Councils.

Local Indicators: Performance against all District Councils (national data 2007/08)

- 5.2 For retained Best Value indicators the latest National Audited data available relates to year end 2007/08. Performance of local indicators that are comparable against this data is provided below.

Quartile position	HBBC 09/10 year end position v's National 07/08 data
Green	15 (65%) Are in Top Quartile
Amber	6 (26%) Are above average but below Top Quartile
Red	2 (9%) Are performing below average

- 5.3 In view that Best Value indicator data is no longer collected nationally, the Council has made its own arrangements to secure more up-to date comparison data to benchmark itself going forward.
- 5.4 The Council initiated a benchmarking exercise to obtain 2008/09 comparable data for the then “Excellent” District Councils as categorised by the Comprehensive Performance Assessment. Eighteen authorities returned data for this exercise and there are currently 16 comparable retained indicators.

Quartile position	HBBC 09/10 year end position v's “Excellent Councils” quartile information for 2008/09
Green	12 (75%) Are in Top Quartile
Amber	3 (19%) Are above average but below Top Quartile
Red	1 (6%) Are performing below average

Indicators performing below average (retained Best Value Indicators)

- 5.5 Local indicators performing below average at year end against comparable data sets is provided below:

Local Indicators predicting below average performance 09/10 v's	
a. 2007/08 National Audited Data	
b. 2008/09 Excellent Council Data	
c. 2008/09 Combined Excellent/Leic. District 08/09 Data	
BV204	Planning Appeals
BV10	Percentage of non-domestic rates collected (only below average for 07/08 national data. TQ performance achieved against 08/09 Excellent Council data – effect of economic downturn possible reason for reduced collection rates in 08/09 and lowering of TQ figure)

Benchmarking information has been established for National Indicators in the absence of National Audited data. 56% of comparable national indicators

achieved top quartile position. Details of comparable national indicators performing below average at year end are detailed below.

National Indicators showing below average performance 09/10 where comparison is equitable and below average performance is noted in 2 or more comparison groups	
NI195b	Improved street and environmental cleanliness (levels of detritus)
NI196	Improved street and environmental cleanliness "fly tipping"
NI184	Food establishments in the area which are broadly compliant with food hygiene law

Performance against set targets

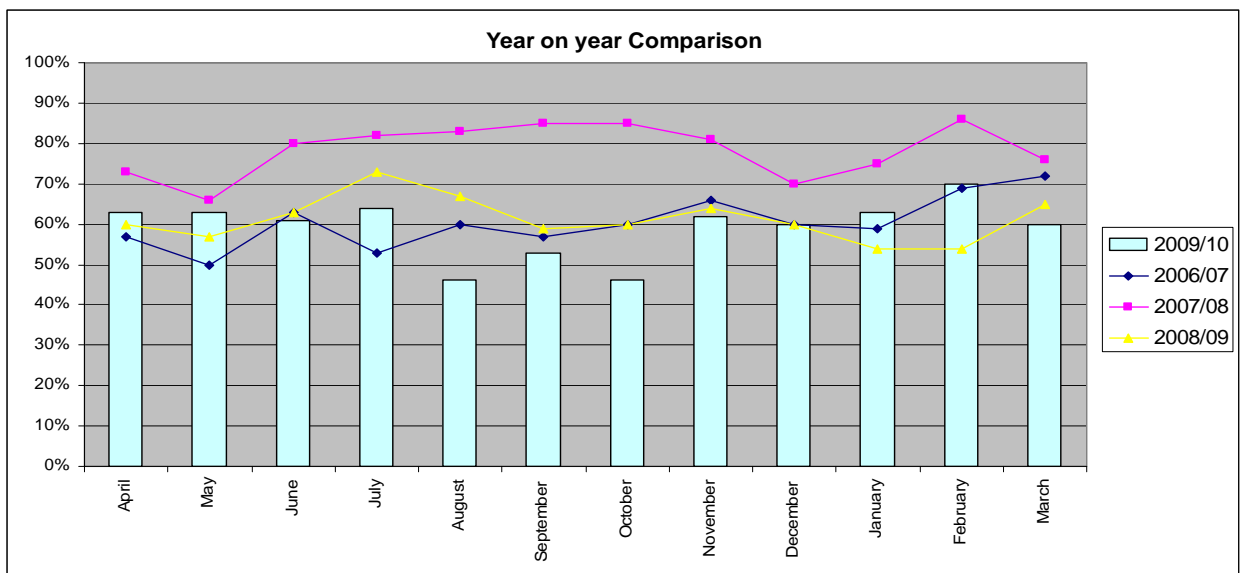
5.6 A summary of the Council's year end outturn against set target for local and national indicators is provided below:

Year end estimate prediction	Local indicators	National indicators
Predicting to meet target	64 (68%)	20 (69%)
Predicting not to meet target by <15%	22 (23%)	6 (21%)
Predicting not to meet target by >15%	8 (9%)	3 (10%)

5.7 The Joint Boards reviewed those indicators not meeting their target (appendix 1) at their meeting on 10 May 2010 and agreed appropriate actions.

Rate of Improvement year on year

5.8 The Council's ambition is to sustain continuous improvement. The graph below shows the rate of improvement year on year (i.e. % indicators improved in 2006/07 on 2005/06 position, 2007/08 on 2006/07 etc.)



- 5.9 The chart shows a reduction in the rate of improvement based on prior years. Accelerated performance was achieved in 2007/08. The Council continues to retain a high percentage of indicators in top quartile. This is the current focus in view the rate of improvement will slow down as more indicators achieve higher levels of performance.

Action Plans

- 5.10 Action Plans are produced for those indicators performing below average compared to all comparison groups. The purpose of action plans is to provide a focus to improve the quality of service provided to residents of the borough and the Council's position in comparison to other organisations. Action plans for Community Safety related indicators are reported to and managed by the Hinckley & Bosworth Community Safety Partnership.

The Action Plan produced for BV204 Planning Appeals is provided at appendix 2.

Performance Indicators achieving high performance

- 5.11 Performance indicators that achieved high levels of performance for 2009/10 are detailed below:

Number	Narrative	Result
BV90a and 90b	Satisfaction with waste and recycling service	Waste 87% satisfaction Recycling 80% satisfaction
BV218b	Abandoned vehicle removal	100% (25) removed within 24hrs
SC3	Satisfaction with neighbourhood Warden Service	80% satisfaction
NI195a	Improved street and env cleanliness (litter)	2% (Top Quartile)
NI195d	Improved street and env cleanliness (levels of fly-posting)	0% (Top Quartile)
NI191	Residual household waste per household - District spatial level	464kg per household (Top Quartile)
NI192	Percentage of household waste sent for reuse, recycling and composting - KPI & LAA	49.23% (Top Quartile)
QOL2	% of residents who think that for their local area, over the past three years, that parks and open spaces have improved or stayed the same	80% satisfied
NI182	Satisfaction of business with LA regulatory services	81% satisfied
NI181	Time taken to process Housing Benefit/ Council Tax Benefit new claims and change events	7.82 days
LIB070bi	% of enforcement complaints acknowledged within 3 days	98.64%
LIB070bii	% of enforcement complaints responded to within 15 working days	97.43%
LCD60	B.C. Completion Certificates sent within 7 working days of final completion	98.98%

LCD61	B.C. Full plan applications checked and returned within 5 weeks from deposit	100.00%
LCD62	B.C. Receipts sent out within 4 working days from deposit	99.64%
LCD63	Percentage of site visits carried out on the date requested	100.00%
NI142	Percentage of vulnerable people who are supported to maintain independent living LAA	97.25%
NI170	Previously developed land that has been vacant or derelict for more than 5 years- District spatial level	0.10% (Top Quartile)
LHE32a	% Licenses issued in 30 days (excluding hackney carriage driver licenses)	99.2%
LHE32b	% Hackney Carrage Driver Licences issued within 60 days	96.6%
BV219b	Preserving the Special Character of Conservation Areas: Character Appraisals	76.92% (Top Quartile)
NI157a-c	Processing Planning applications (major, minor and other)	92%, 99% and 99% (all Top Quartile)
BV012	Monthly - Working Days Lost due to Sickness Absence	7.8 days (Top Quartile)
BV003	Overall satisfaction with the Council	82% satisfied
BV009	% of domestic rates collected	98.58%
BV008	% Invoices paid on time	98.75% (Top Quartile)
BV78a	Speed of Processing: New HB/CTB Claims	15.2 days (Top Quartile)
BV78b	Speed of Processing: Change in Circumstances for HB/CTB Claims	6 days (Top Quartile)

Key Performance Indicators

- 5.12 21 Key Performance Indicators (KPI) have been agreed which underpin outcomes and targets agreed in the Corporate Plan for specific management.
- 5.13 The Joint Boards reviewed performance of KPI's at their meeting on 10 May 2010. There were no issues highlighted other than those already referenced at 5.5 above.

6. DATA QUALITY MANAGEMENT

- 6.1 The performance information provided is in compliance with the council's data quality management strategy:

“ensure that data is managed to the highest quality”

When providing performance information data owners agree that they are managing data quality in accordance with the Data Quality Management Policy. In addition, the Corporate Performance service provides a 'help desk' facility and scrutinise Performance Indicator outturn returns for compliance. Head of service 'sign off' of performance outturn is carried out electronically via the TEN system.

- 6.2 The data quality guidance for the council is available on the intranet using the following link:

<http://intranet/svc/shpep/performance/corporate%20planning%20%20performance%20management/HBBC%20Data%20Quality%20Policy%20and%20Guidance.pdf>

7. **DELIVERY OF THE CORPORATE PLAN 2009-14**

The new national performance framework focuses on outcomes for local people (improving quality of life) rather than processes and outputs. The Strategic Leadership Board agreed on 28 April 2008 a move to outcome-based reporting to manage progress to deliver the Corporate Plan 2008-13.

A presentation will be provided at the meeting detailing the key outcomes achieved against the Corporate Plan 2009-14.

8. **VALUE FOR MONEY SERVICES**

- 8.1 The Council's value for money strategy is to provide services that:

- Are **economic** with spending in proportion to the communities priorities
- **Perform well** in comparison to other organisations
- **Satisfy the needs** of the community

The Council compares its performance to both national data for all Councils and within benchmarking groups to learn from the best and improve its services.

A summary of progress to deliver value for money in local priority areas is provided at appendix 3.

9. **FINANCIAL IMPLICATIONS [DB]**

None arising directly from this report.

10. **LEGAL IMPLICATIONS [AB]**

None arising directly from this report.

11. **CORPORATE PLAN IMPLICATIONS**

The report provides an update on the achievement of the Council's vision and revised Corporate Plan 2009 – 2014. The issues covered in this report relate to, and support the achievement of all the Council's Strategic Aims:

- Cleaner and greener neighbourhoods
- Thriving economy
- Safer and healthier borough

- Strong and distinctive communities
- Decent, well managed and affordable housing.

and values:

- Life quality and the environment within our community is further improved
- Improved effectiveness working in partnership at a competitive price
- Vulnerable people are safeguarded
- Equality and fair treatment for all

12. **CONSULTATION**

Each Service Manger has contributed information to the report and the performance outturn reports will be available on the Intranet via the TEN system

13. **RISK IMPLICATIONS**

It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives.

The Strategic Risk Register identifying the significant risks for the council is considered alongside the reporting of performance and financial management.

14. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

Equality and Rural implications are considered as part of the implementation of the Corporate Plan. The Corporate Plan 2010-15 priorities are informed by a borough wide consultation exercise completed in summer 2009.

15. **CORPORATE IMPLICATIONS**

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

- Community Safety implications - Performance is reported within the report
- Environmental implications - Performance is reported within the report
- ICT implications – None directly relating to this report
- Asset Management implications - None directly relating to this report
- Human Resources implications – None directly relating to this report

16. **APPENDICIES**

Appendix 1 - Indicators not meeting target at year end

Appendix 2 - Action Plan for BV204 Key Performance Indicator Outturn

Appendix 3 - Value for Money Strategy progress summary

Background papers:- National Indicators for Local Authorities and Local Authority Partnerships: Handbook of Definitions

Contact Officer: Darren Moore ☎5962

Appendix 1 – Indicators not met target

Reference	Name	Year End Actual	Outturn Mar 09/10	Mar 09/10 (Above Target)	Good Performance ?	Mar 09/10 (Row Comment)	Baseline
-----------	------	-----------------	-------------------	--------------------------	--------------------	-------------------------	----------

Cleaner and Greener Neighbourhoods

Business Development & Street Scene Services - Cleaner & Greener Quarterly Indicators

BV119e	Satisfaction with Cultural and Recreational activities: Parks/Open Space	64.39%	68.41%	74.00%	High	Outturn taken from winter 2009/10 Citizens Panel Survey	383
BV89	Satisfaction with cleanliness	75.22%	75.59%	76.00%	High	From CP winter survey 2009/10	721
R&R1	Total Number of justified missed bins	379	571	500	Low	Missed collections have increased on the previous year. In essence, the reason for the increase relates to a change in personnel / absence of regular crew members. The number of missed collections reduced during the final six months of the year.	11250 average number of refuse/garden bins emptied per day assuming 45,000 properties in Borough
NI196	Improved street and environmental cleanliness fly tipping - KPI	1	4	2	LOW	Although the number of collections have been a 100% there has been an increase in the type and size of fly tipping couple with less enforcement action that has impacted negatively on this performance indicator. An improvement plan has been put in place to improve performance during 10/11.	N/A

Corporate & Scrutiny Services - Cleaner & Greener Quarterly Indicators

QOL3	% of residents who think that for their local area, over the past three years, that access to nature has got better or stayed the same	82.73%	75.46%	81.00%	High		383
------	--	--------	--------	--------	------	--	-----

Thriving Economy

Community and Planning Services - Thriving Economy Quarterly Indicators

NI182	Satisfaction of businesses with local authority regulation services- District spatial level	82%	81%	83%	High	Only 2 respondents (0.9%) indicated they had not been treated fairly by the service and 4 (1.75%) indicated that the visit had not been useful ,all other respondents were satisfied with the service to higher/lesser degrees. The negative responses have been analysed,but no one theme emerged which could be implemented to negate these perceptions	Approx 30 surveys per month
-------	---	-----	-----	-----	------	--	-----------------------------

Appendix 1 – Indicators not met target

Reference	Name	Year End Actual	Outturn Mar 09/10	Mar 09/10 (Above Target)	Good Performance ?	Mar 09/10 (Row Comment)	Baseline
-----------	------	-----------------	-------------------	--------------------------	--------------------	-------------------------	----------

Thriving Economy

Finance & ICT - Thriving Economy Quarterly Indicators							
NI152	Working age people on out of work benefits LAA	N/A	8.60%	6.00%	Low	Return is from the HUB and entry date is 15/08/2009	

Safer and Healthier Borough

Community and Planning Services - Safer & Healthier Borough Quarterly Indicators							
BV204	Planning Appeals	18.50%	57.10%	25.00%	Low	6 Butt Lane Rear of Lychgate Lane, allowed as inspectors stated that developments were fitting with the surrounding. Common Farm - Inspector took view that rebuilding part of the barn did not affect the countryside. Pinewood - Inspector considered that the appeals represented minor development on site. 2 Hawthorn Rise - Split Decision - Mast 2 allowed - would not harm the character and appearance of the area or outlook on neighbouring properties. Stanaur Farm - inspector allowed temporary occupational consent for a period of 3 years.	8 Allowed/6 Dismissed April - March
LCD60	B.C. Completion Certificates sent within 7 working days of final completion	100.00%	98.98%	99.00%	High		293/296 completed within specified timescale April - March
Corporate & Scrutiny Services - Safer & Healthier Borough Quarterly Indicators							
LI20	Total recorded crime offences - KPI	N/A	6,699	6,342	Low	Increase in travelling criminals due to improved transport links. Also poor sentencing increases no of offenders - Magistrates have been approached to amend sentencing for prolific offenders	
NI16	Serious acquisitive crime rate	11.5	12.2	11.1	Low		1,000

Strong and Distinctive Communities

Community and Planning Services - Strong & Distinctive Communities Quarterly Indicators							
NI142	Percentage of vulnerable people who are supported to maintain independent living LAA	98.78%	97.25%	99.00%	High		% of the 362 households in sheltered housing who have maintained independent living

Appendix 1 – Indicators not met target

Reference	Name	Year End Actual	Outturn Mar 09/10	Mar 09/10 (Above Target)	Good Performance ?	Mar 09/10 (Row Comment)	Baseline
-----------	------	-----------------	-------------------	--------------------------	--------------------	-------------------------	----------

Decent Well Managed and Affordable Housing

Community and Planning Services - Decent, Well Managed & Affordable Housing Quarterly Indicators							
BV212	Average Time to Re-let Local Authority Housing	16	26	16	Low	The outturn for the year is one day below our revised target of 25 days. Sheltered housing has been split from General Needs Housing which has brought our average relet time to 20 days compared to Sheltered Housing relet time of 55 days.	Number of voids 263 Number of days 6773
NI154	Net additional homes provided - KPI & LAA	474	353	558	High	The number of dwelling completions in the period October 2009 - March 2010 was lower than expected leading to a poor annual performance for this indicator. The low return can be attributed to the downturn in the economy, with some sites being mothballed leading to a low number of dwelling starts and completions.	Total number of households in the Borough is 42,105 (2001 census as per guidance)
NI156	Number of households living in Temporary Accommodation- District spatial level	13	12	11	Low	6 households in hostel 1 accepted with offer, 4 pending decision, 1 intentional pending review; 1 License in own stock intentional reasonable period; 4 womens refuge 2 pending decision, 2 accepted with offers; 0 B&B 1 Supported Lodgings accepted making arrangements to stay on as a lodger on a permanent basis.	30 as at Qtr 4 2004 Need to halve this figure by Qtr 4 2010
NI159	Supply of ready to develop housing sites- District spatial level	122.70%	94.40%	100.00%	High	Although the return is below target it could be met with an improvement in the economy leading to a higher number of planning applications being received and thus additional dwellings being granted planning permission.	The five year supply is based on the Housing Trajectory in the 2009 Annual Monitoring Report (AMR) submitted to GOEM in December 2009

Value For Money

Community and Planning Services - Values Quarterly Indicators							
NI157a	Processing of planning applications as measured against targets for major application types - District spatial level	97.61%	92.00%	97.00%	High	09/00141/DEEM - agreed at the joint project board that we would resolve issues prior to taking to Planning Committee. 09/00358/FUL - One of signatories out the country when decision was due, but this was not discovered till the day before decision expired. It was decided that we could let this application go out of time without affecting our figures.	23/25 April - March

Appendix 1 – Indicators not met target

Reference	Name	Year End Actual	Outturn Mar 09/10	Mar 09/10 (Above Target)	Good Performance ?	Mar 09/10 (Row Comment)	Baseline
-----------	------	-----------------	-------------------	--------------------------	--------------------	-------------------------	----------

Value For Money

Corporate & Scrutiny Services - Values Quarterly Indicators							
LHE41	Number of local authority parks with a green flag award	0	0	1	High		potential green sites = 1
L114b	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer (Business Development & Street Scene Services) - District spatial level	57.60%	56.70%	55.00%	LOW	This service will always receive a high percentage of avoidable contact. Every domestic property within Hinckley and Bosworth receives a service from this department. This is 46,177 aprox. (Figure provided by Council Tax)	1629 Customer records analysed
LCS2	Net Balance of Positive and Negative Press Articles per sq inch	96.16%	71.10%	73.00%	High	Less positive stories compared to March 09. 2009 included new bypass, new college campus announcement, free swimming and events. We have also entered the pre-election period	7730.06 Sq inches
LCS3	Net balance of positive and negative press articles per square inch - High Impact	100.00%	50.69%	67.00%	High		2185 Sq inches
LCUS1	Answer 85% of telephone enquiries within 15 seconds	82.93%	52.40%	85.00%	High	March An increase over the year in the number of calls completed 'end to end' by the team and continued issues with staff numbers has impacted on our ability to answer calls	186345
LCUS13b	Satisfaction with front line services - Waste & Recycling (WEB)	N/A	38.46%	40.00%	High	The majority of poor feedback received via Govmetric is against the Website rather than the service. All feedback received is forwarded to the relevant web page owner for review and action as required	130 customers choose to give web feedback
LCUS16b	Satisfaction with front line services - Planning & Bld Control (WEB)	N/A	35.00%	40.00%	High	The majority of poor feedback received via Govmetric is against the Website rather than the service. All feedback received is forwarded to the relevant web page owner for review and action as required	120 customers choose to give web feedback

Appendix 1 – Indicators not met target

Reference	Name	Year End Actual	Outturn Mar 09/10	Mar 09/10 (Above Target)	Good Performance ?	Mar 09/10 (Row Comment)	Baseline
-----------	------	-----------------	-------------------	--------------------------	--------------------	-------------------------	----------

Value For Money

Corporate & Scrutiny Services - Values Quarterly Indicators

LCUS17b	Satisfaction with front line services - Council Information (WEB)	N/A	34.64%	40.00%	High	The majority of poor feedback received via Govmetric is against the Website rather than the service. All feedback received is forwarded to the relevant web page owner for review and action as required	153 customers choose to give web feedback
LCUS19b	Satisfaction with front line services - Sport, Leisure & Culture (WEB)	N/A	37.58%	40.00%	High	The majority of poor feedback received via Govmetric is against the Website rather than the service. All feedback received is forwarded to the relevant web page owner for review and action as required	165 customers choose to give web feedback
LCUS20	% of telephone enquiries answered within 15 seconds - Corporate & Scrutiny Services	86.99%	82.96%	85.00%	High		26181 calls
LCUS21	% of telephone enquiries answered within 15 seconds - Business Development & Street Scene Services	86.43%	84.53%	85.00%	High		7159 calls
LCUS23	% of telephone calls answered within 15 seconds - Community & Planning Services	86.36%	82.24%	85.00%	High		47646 calls
LCUS3	Ensure an appropriate person will see the customer within 10 minutes	91.57%	80.60%	100.00%	High	An increase in face to face enquiries including Benefits and continued issues with staff numbers has impacted on our ability to ensure all customers seen within 10 minutes	estimated 19,200 customers per year. Actual 21,188 customers seen

Appendix 1 – Indicators not met target

Reference	Name	Year End Actual	Outturn Mar 09/10	Mar 09/10 (Above Target)	Good Performance ?	Mar 09/10 (Row Comment)	Baseline
-----------	------	-----------------	-------------------	--------------------------	--------------------	-------------------------	----------

Value For Money

Corporate & Scrutiny Services - Values Quarterly Indicators

LCUS4	Acknowledge or respond to all written correspondence (letters, faxes, e-mails, complaints) within 10 working days of receipt	100.00%	99.99%	100.00%	High	Letter identified as missing acknowledgement date	6,984 pieces of correspondence were received and 6,983 were actioned within the timescale
LCUS6c	Provide a courteous response to enquiries and sustain 85% customer satisfaction - Web services	32.50%	40.57%	85.00%	High	The majority of poor feedback received via Govmetric is against the Website rather than the service. All feedback received is forwarded to the relevant web page owner for review and action as required	2,716 customers chosen to give feedback via Gov Metric
NI14	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer - District spatial level	22.70%	18.00%	16.50%	LOW		10,875 Customer records analysed

Finance & ICT - Values Quarterly Indicators

BV009	Percentage of Council Tax Collected	98.53%	98.58%	98.60%	High	Collection has exceeded last years collection figure.	£46.6m
BV008	Percentage of Invoices Paid on Time	98.36%	98.75%	99.00%	High		8001 invoices paid, of which 7901 paid within 30 days
BV010	Percentage of Non-domestic Rates Collected	98.45%	98.71%	99.36%	High		£29.4m
BV066a	Rent Collection and Arrears Recovery	98.30%	98.66%	99.00%	High		£9.9m
BV079b (i)	Percentage of Recoverable Overpayments Recovered (HB)	75.27%	79.84%	90.00%	High		Total value of overpayments recovered in period as % of overpayments identified in period -
LI008	Percentage of Invoices (local businesses) Paid on Time (Within 10 Days)	N/A	80.00%	99.00%	High		687 of 854 invoices paid within 10 days

Appendix 2 - Appeal Stats and Outline Action Plan

Planning Inspectorate Figures 2009/10

Total No. Of Appeals: 16

No. Allowed: 8 (50%)

No. Dismissed: 6 (37.5%)

Split Decisions: 2 (12.5%)

N:B Planning Inspectorate count split decisions as being allowed so headline figures are;

Allowed 62.5%

Dismissed 37.5%

Our Figures 2009/10

Total No. Of Appeals: 21. 20 of which were officer decisions – (No date on spreadsheet for early appeals so likely to be slippage from fourth quarter of 08/09)

No allowed: 10 (48%) – (9 officer – 1 Councillor)

No Dismissed: 8 (38%) – (all officer)

Split Decisions: 3 (14%)

N:B Planning Inspectorate count split decisions as being allowed so headline figures are;

Allowed 62%

Dismissed 38%

National Average 2009/10

Allowed: 33%

Dismissed: 67%

This shows that nationally our performance is well below average, however there is no National Indicator for planning appeal performance. Notwithstanding that, there is a service issue in terms of either:

- the quality of our decision making and/or
- our ability to defend decisions

as this is not a situation we can necessarily blame on decisions made contrary to officer recommendation.

Actions:

Action	Task	Owner
Review Quality of Decision Making	<ul style="list-style-type: none"> • Set up Appeals working team • Review last twelve months appeal decisions against decision to establish issues • Ensuring officers aware of importance of development plan • Training in applying policies • Training in balancing policy against other material considerations • Establish criteria against which applications are assessed (are we applying standards too rigorously and losing appeals because decisions are unjustified or are decisions correct but losing appeals because we are not defending them properly?) • DM Manager and Head of Service to regularly review decisions on a random basis e:g every 10th decision and meet with PPOS every month to review decisions, delegated and committee. Findings to be transmitted to officers at monthly meeting. 	SW/TM/SS 4-6 weeks
Establish proper procedure for administering appeal process.	<ul style="list-style-type: none"> • Named officer responsible for each appeal • Specialist Admin Officer for processing and administrating appeals • Case conference with DM Manager on minor applications when appeal received • Case conference with Head of Planning & DM Manager on major applications when appeal received 	AW/SW/TM 4-8 weeks
Review ability to defend appeals	<ul style="list-style-type: none"> • Ensure appropriate officer deals with an appeal • Ensure appropriate level of advocacy at Inquiries • Proper and appropriate checking by managers of appeal statements (PPO Written Reps, DM Manager IH and Head of Service for Inquiries) • Attendance by appropriate line manager at case conferences • Regular meetings and updating of managers by case officer during • Training in statement writing • Training in giving evidence 	SW/TM/CH/PM 4-12 weeks
Monitoring and reporting of decisions	<ul style="list-style-type: none"> • Analysis of decision and preparation of briefing note by appropriate line manager • Indication in briefing note of lessons learnt and actions to be carried forward • De-brief between case officer and appropriate line manager • Discussion and reporting of decision at internal DM officers meeting 	SW/TM/CH/PM

SW 9/5/10

Value for Money in local priorities

The council's value for money strategy is to provide services that:

- Are **economic with spending** in proportion to the communities priorities
- **Perform well** in comparison to other organisations
- **Satisfy the needs of the community**

The Council has invested in its public priority services to sustain high levels of performance and outcomes for the community whilst representing good value for money against a Council Tax which is the 10th Lowest Nationally. The Council exceeded its efficiency targets for 2008/09 by £373,000 (Target £531,000 actual outturn £904,000) and expects to meet or exceed its target for 2009/10. Satisfaction overall with Council services has increased from last year despite reduced resources as a result of the economic downturn.

CATEGORY	SATISFIED WITH SERVICE annual trends		
	2009/10	2008/09	2007/08
Service provided by the Council	82%	78%	84%

Source Citizens Panel

Street Cleansing – The Council has led the Leicestershire Cleaner and Greener Theme for the Local Area Agreement and has met the targets set for levels of litter and detritus, both as a Council and (as lead) for the seven Districts in Leicestershire. Investment was made in 5 additional sweepers to ensure all areas of the borough were adequately cleansed (particularly rural areas). Innovative partnering with the Probation Service has provided additional staffing resources to improve street cleaning in rural areas, at minimal cost to the Council. Cleaner streets have been attained via more frequent sweeping operations and investing in steel brushes to reduce levels of detritus. The Council has been awarded the Clean Britain Silver Award for Street Cleansing. Satisfaction with the Street Cleansing Service has increased year on year for the past 3 years.

CATEGORY	SATISFIED WITH SERVICE annual trends		
	2009/10	2008/09	2007/08
Cleanliness standard in your area	76%	75%	70%

Source Citizens Panel

Top Quartile performance has been achieved in respect of Improved Street & Environmental Cleanliness for litter (NI195a) and fly-posting (195d) against the latest comparable benchmarking data.

Community Safety – The Council has achieved two beacon awards in respect of the Community Safety Service 1) Managing the Night-time Economy and 2) Re-offending. The Council agreed to the mainstreaming of Community Safety posts to ensure that priority of service was maintained. Community Safety posts that were previously funded by Leicestershire County Council have been mainstreamed from 2008/09 to the Council's establishment as a result. The following figures represent an overall positive picture of improved performance for the year ending 2009/10 compared to 2008/09:

- Racial aggravated crime – down 24%
- Criminal damage – down 4.88%
- ASB – down 9% (In view of the publicity around the Pilkington case this is considered very positive)
- Serious Violent Crime – down 34.31%
- Assault with less serious injury – down 14.84%
- Robberies – down 35.14%
- Domestic burglary – increase of 95 instances – action plan in place and lobbying of magistrates regarding repeat offenders and sentencing.

An increase in perceptions of the Police and LA in dealing with ASB has also been evident which correlates with the overall reduction of 4.88% in reports of these incidents.

How much would you agree disagree that police and other local public services are successfully dealing with ASB and crime in your local area?(NI21)

	Respondents in agreement 2009/10a	Respondents in agreement 2008/09b
% agree	32.7%	22.10%

a – Citizens Panel b- Place Survey

Refuse - Increased high levels of satisfaction have been achieved within the refuse service year on year. The Council has commissioned Worklink to collect white goods at a lower cost than the in-house cost whilst supporting vulnerable people to gain employment.

CATEGORY	SATISFIED WITH SERVICE annual trends		
	2009/10	2008/09	2007/08
Household collection of waste	87%	80%	73%

Source Citizens Panel

Top Quartile performance has been achieved in respect of residual household waste per household (NI191) against the latest comparable benchmarking data (464kg per household)

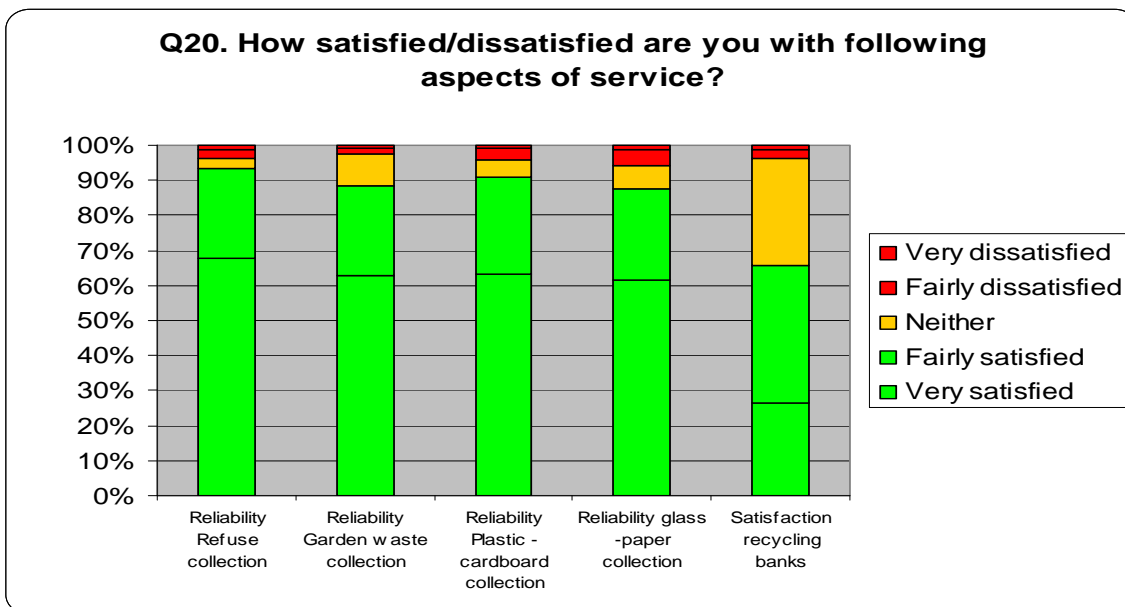
Recycling - The number of 'bring' sites where people can recycle their refuse has increased, particularly in rural areas. The Council has provided a borough-wide plastics recycling collection in response to public demand and through partnership with the County Council has introduced Food Waste trials in priority neighbourhoods. New reusable bags for recycling cardboard were purchased in response to feedback from residents and a specific request from the visually impaired (who could not differentiate between existing bags which were the same colour – yellow bags purchased)

Satisfaction with the recycling service has increased year on year:

CATEGORY	SATISFIED WITH SERVICE annual trends		
	2009/10	2008/09	2007/08
Waste recycling facilities (local)	80%	72%	70%

Source Citizens Panel

High levels of satisfaction are also evidence for individual elements of the service:



Source Citizens Panel Winter 2009 Survey

Top Quartile Performance has been achieved against the latest comparable benchmarking data with a recycling rate of 49.23% (NI192) for 2009/10.

Maintaining Jobs, improving skills and promoting employment opportunities – Outcomes in respect of this public priority include:

- Establishment of a Credit Union in Earl Shilton and Hinckley to provide a safe and secure means of borrowing and providing banking and investment facilities for those citizens who would otherwise be financially excluded. This service was commissioned with "Clockwise" and financial contributions have been secured from Orbit Housing.
- First Response Team – providing advice and support to local businesses who are facing redundancies
- Introduced payment of local suppliers within 10 days to improve their cashflow – end of year performance 80% paid within the 10 days.
- Participatory budgeting – devolving funding to the 3 local Community Forum areas
- Provision of a new Enterprise Centre and College in the borough creating employment and education opportunities
- Securing £2.75m of matched EMDA funding to commence delivery of 40,000 sq ft of sustainable industrial units, known as the Greenfields development.
- Agreement between 3 political leaders on preferred partner for the major development to the Bus Station
- Provision of £95,000 funding for 20 projects under the Council's Parish and Community Initiative Fund arrangements
- Maintaining jobs and skills within the Council through agreement with staff over the temporary hour reduction in the working work.

SCRUTINY COMMISSION – 1 JULY 2010

REPORT OF DEPUTY CHIEF EXECUTIVE (CORPORATE DIRECTION)

RE: RISK MANAGEMENT FRAMEWORK – END OF YEAR REPORT 2009/10

1. PURPOSE OF REPORT

- 1.1 To advise on progress to manage strategic and operational risks during 2009/10 and the development of the Council's risk management arrangements.

2. RECOMMENDATION

The Scrutiny Commission:

- (i) Endorse the Strategic Risk Register Summary as an accurate account of the current main strategic risks facing the authority and the action being taken to mitigate the risks (appendix A)
- (ii) Notes the positive assurance provided by internal and external auditors in respect of the Council's risk management arrangements (3.2)

3. BACKGROUND TO THE REPORT

- 3.1 Risk Management is a key management tool to focus attention on those risks that could prevent the successful delivery of the Council's Strategic Aims.
- 3.2 The Council has gained independent validation consistently from external review that its risk management arrangements are robust (Use of Resources Assessment 2008 and 2009 level 3 - performing well). The Council in addition has consistently received "substantial assurance" for its risk management arrangements since 2006/07 from Internal Audit. A strong risk management culture is evident within the authority.
- 3.3 Risk Management provides accountability and assurance to stakeholders that the Council is managing its business operations responsibly and can deliver its strategic Aims. As part of the Council's agreed Risk Management Strategy, quarterly management reports are produced showing progress to manage identified risks. The Finance and Audit Services Select Committee review this information on a six-monthly basis.

4. INTRODUCTION

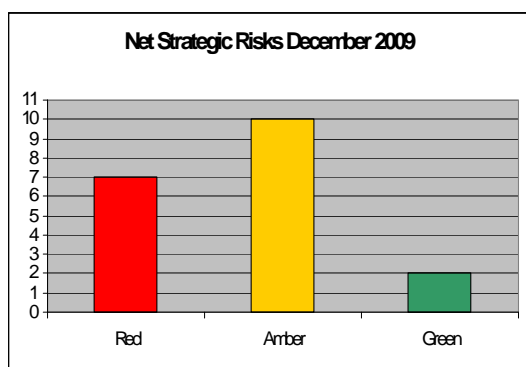
- 4.1 The report presents information on:

Progress to manage strategic and operational risks associated with business operations and delivery of the authorities strategic aims.

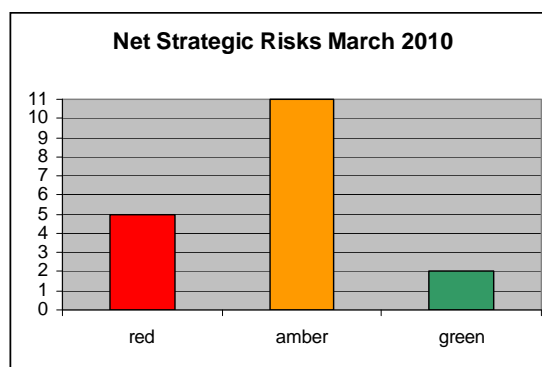
5.

STRATEGIC RISK REGISTER

- 5.1 The overall summary of the Strategic Risk Register as at 31 March 2010 is enclosed at appendix A. This is the main tool the Council uses to record and manage its strategic business risks.
- 5.2 Risks recorded in the Strategic Risk Register have been subject to continued management in accordance with the Council's agreed approach.
- 5.3 The table below summarises the current assessment of our 18 **net** strategic risks (i.e. taking account of currently operating mitigating actions to reduce likelihood and impact). The position for the previous quarter is displayed adjacent for comparison purposes:



19 Net Risks



18 Net Risks

- 5.4 In summary there are 13 risks currently tolerable (amber/green) accounting for current mitigating actions and 5 which are significant (red) requiring Additional Mitigating Action Plans (AMAP's) to reduce them to an acceptable level.
- 5.5 The current net red risks reflect significant risks requiring long-term management.
- 5.6 The presence of net red risks does not indicate that the authority is failing to manage its risks effectively. The colouring is merely an effective method of prioritising our current risks in accordance with the Council's agreed risk appetite so a focus of resource and management can be targeted where they are most needed. Conversely, the absence of significant risks for an organisation often indicates an unwillingness to accept the "real position" or that there are problems with the criteria which sets the risk appetite.

Net Red Risks (5)

- 5.7 Net red risks are reviewed monthly by risk owners. Additional Mitigating Action Plans (AMAP's) must be produced for net red risks since they cannot be tolerated. AMAP's must be SMART (Specific, Measurable, Achievable, Realistic, and Time specific) and recorded in the Risk Register.
- 5.8 The Risk Management Strategy requires SLB members to monitor net red strategic risks monthly due to their potential high likelihood and/or significant impact should they occur.

Net Amber Risks (11)

5.9 Net Amber risks are reviewed quarterly by risk owners and managed quarterly through the Performance Management reporting framework. These risks are generally tolerable but their likelihood and impact should be reduced as low as reasonably practicable.

Net Green Risks (2)

5.10 Net Green risks are managed six-monthly through the Performance Management reporting framework. These are tolerable and are monitored less frequently due to their low likelihood/impact should they occur.

Opportunities (1)

5.11 The Council also considers opportunities arising from the management of negative risks that help deliver our strategic aims and underlying outcomes.

Summary of Movements in Risks between 1 October 2009 and 30 March 2010

5.12 Deletion of risks no longer threatening delivery of the Council's Aims

Risk	Commentary
Deletion of risk 26 "Failure to manage resource/capacity implications of National Indicator 14 – Avoidable Contact"	DCLG have deleted this indicator from the National Performance Framework wef 01/04/2010

5.13 Addition of risks to the Strategic Risk Register

Risk	Commentary
None	

A detailed account of movements in net risk levels for the year 2009/10 is provided at Appendix A.

6. SERVICE RISK REGISTERS

6.1 Each Chief Officer together with their Management Team is responsible for managing identified operational risks for their service areas. Service Risk Registers were created from risks identified in Business Delivery Plans (BDP's) as potential threats to the delivery of planned outcomes.

6.2 Service Risk Registers have been refreshed for Business Delivery Plans (BDP's) 2010-13 as part of the business planning process to identify any new or emerging risks associated with revised business activities.

7. FINANCIAL IMPLICATIONS [DB]

7.1 None arising directly from this report. The Risk Management Framework helps to minimise the financial risks to the authority.

8. **LEGAL IMPLICATIONS [AB]**

- 8.1 None arising directly from this report. Individual legal risks are identified within the risk register.

9. **CORPORATE PLAN IMPLICATIONS**

- 9.1 The report provides an update on progress to develop the Council's Risk Management arrangements. The issues covered in this report relate to, and support the achievement of all the Council's Strategic Aims:

- Cleaner & greener neighbourhoods
- Thriving Economy
- Safer and Healthier Borough
- Strong and distinctive communities
- Decent well managed & affordable housing

and the following Values:

- Life quality and the environment within our community is further improved
- Improved effectiveness working in partnership at a competitive price
- Vulnerable people are safeguarded
- Equality and fair treatment for all

10. **CONSULTATION**

- 10.1 Each Risk Owner has reviewed their risks in accordance with the agreed corporate risk management approach. The report has been presented to the Strategic Leadership Board.

11. **RISK IMPLICATIONS**

- 11.1 It is the Council's policy to proactively identify and manage significant risks which may prevent delivery of business objectives. 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.

- 11.2 The Strategic Risk Register Summary is attached at Appendix A.

12. **KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS**

- 12.1 None directly associated with this report.

13 **CORPORATE IMPLICATIONS**

The Council's risk management approach takes account of the following: -

- Community Safety Implications
- Environmental Implications
- ICT Implications
- Asset Management Implications
- Human Resources Implications

14 **Appendices**

Appendix A: Overall Summary of Strategic Risk Register at 31 March 2010

Background Papers: Risk Management Strategy
Annual Audit and Inspection Letter

Contact Officer: Darren Moore ☎ 5962

Appendix A – Summary of Strategic Risk Register as at 31 March 2010

Risk	M	A	M	J	J	A	S	O	N	D	J	F	M	Review Commentary
	ar	pr	ay	un	ul	ug	ep	ct	ov	ec	an	eb	ar	
1. Failure to focus on priorities and initiatives	5	-	-	5	-	-	5	-	-	5	-	-	5	The Council has continually reviewed its vision, values and long-term targets to ensure priorities are current. The Strategic Leadership Board retained this risk following the Joint Boards January 09 Performance meeting. The Audit Commission identified challenges for the Council in their final CPA report to "ensure that it has a complete strategic planning framework to underpin its ambitions and ensure focus and clarity of purpose". In view of these challenges it was considered prudent to continue to manage this risk despite an overall positive CPA report for corporate planning and performance. The Corporate Plan was refreshed in accordance with public priorities and the review of the Medium Term Financial Strategy taking account of the current economic climate and available resources. The 2010 Corporate Plan will go to Council 20 April 2010 and a 6 month refresh will take place in conjunction with the MTFS.
4. Damage to Reputation/ adverse publicity	9	9	9	9	9	9	9	9	9	9	9	9	9	At the time of review there was considered to be no change in the net risk level. Strong mitigating actions have been implemented and the Council's reputation/public perception has improved generally. The first quarter of 09/10 was positive overall other than the month of April where only 69% of coverage was positive. The second quarter was again positive other than for September where the determination of a recent inquest impacted. This continued in October but reverted in November (82%) and December (78%) when positive balance was restored. Reputation is considered to be a key significant risk for close management and at the time of review the net risk level remains unchanged to facilitate this. The direction of travel for February positively increased to (92%). An overall figure for positive articles per sq inch for 2009/10 of 71% has been achieved. The recent partnership recovery risk arrangements have been introduced to address the social and reputational impact of the outcome of an inquest and continue to be managed in conjunction with risk 13. The arrangements for the partnership are now becoming embedded with a view to handing over the responsibility to Community Safety Partnership in 2010.
6. Failure to Implement the Masterplan	6	-	-	6	-	-	6	-	-	6	-	-	6	The risk register for the Atkins Site continues to be managed as a dedicated Major Project. A risk register has been established for management in respect of the Bus Station project. The Executive have agreed and signed off the development principals / Specification for development. A review of the scheme against the current economic climate was completed in June and endorsed by Executive. The completion date for the Atkins Building is now brought forward to June 2010 (originally brought fwd to April but due to weather in January and February and infrastructure connections this has been delayed). Additional EMDA support has been secured in December of circa £185k for the development of the Atkins Site to address delivery of new carparks. The scheme is currently being delivered within budget. The College has secured funding and has now contractually committed to development of the college on the Atkins site. The work on the college site commenced February 2010 with a target completion date Spring 2011.
11. Failure to successfully deliver	8	8	8	8	8	8	8	8	8	8	8	8	8	The implications of the CSR 2010 settlement have been considered and options have been included in the revised MTFS approved by Council on 26 January 2010. Mitigating actions have been added to consider implications of delivering the Capital Programme as requested at the April 09 SLB/COB meeting. The Capital Programme was reviewed at the Member workshop on 22 July 2009. The draft

(*)= risk not added at review date (-) No review this month as risk Amber/Green and subject to quarterly/6 monthly review

Appendix A – Summary of Strategic Risk Register as at 31 March 2010

Medium Term Financial Strategy													<p>Capital Programme was considered by the Executive on the 19th November 2009 with recommendations for amendments with the revised capital programme considered by the Executive on 7 January 2010 and by full council on 25th February 2010. The Capital Programme approved by Council identifies a borrowing need over the 3 year period of £1.4m and an additional requirement to generate capital receipts through disposal of land. A number of mtgs have been held with the Executive and wider administration to consider and reach a decision on the enhancement of Argents Mead and set a target for the potential capital receipt (now agreed at £5m). The outcome of these meetings have been built in the MTFs and the Capital Programme. A report was considered and approved by Executive 28th Oct, by Scrutiny 29th Oct 2009 and by full Council 3rd November 2009. Joint Scrutiny of the Concessionary Fare scheme has been completed and considered by the Leicestershire Internal Audit Group. A scoping document has been drawn up (and agreed by HBBC, Blaby, Harborough and Melton) and by Bentley Jennisson to conduct an independent review. The Flexible working programme is progressing and a preferred site for Council Office accommodation has been selected. A project plan to link timescales to the Atkins and Bus Station Development has been completed to ensure the transition of staff from Argents Mead. Transfer of staff will commence May/June with Argents Mead fully vacated by end of October 2010. Options for Council Offices beyond 2014 are being considered by Asset Management and the re-location group. A full options appraisal including alternative option to moving to Atkins Building will be presented to Executive by mid-April. The alternative consideration may result in delay of 4 to 6 weeks in vacating to the Atkins building if this is the outcome of the options appraisal.</p>			
12. Insufficient Business Continuity Management (incl Disaster recovery) arrangements	8	8	8	8	8	8	8	8	8	8	8	8	6	-	6	<p>All Business Continuity Plans have been re-written to reflect the requirements of the new BS25999 standard. The BCRG group determined priority services to which business impact assessments have been carried out. 11 plans for 11 key critical services were completed and audited during 2008/09. These plans will be tested/audited further by the Business Continuity Officer in 2009/10. A plan for dealing with Pandemic Flue also covering Swine Flu is in place. SLB/COB confirmed at their meeting on 3rd August 2009 that this risk should be retained at its current net risk level and that specific reference to Swine Flu be made in the risk title. At the SLB/COB meeting 8th February 2010 it was agreed the likelihood for this risk be reduced to low in view of current mitigating actions and circumstances (reduced risk of Swine Flu).</p>
13. Failure to Manage Partnership working	5	-	-	5	-	-	8	8	8	8	8	8	8	8	8	<p>HBBC's partnership working and engagement of partners received a positive assessment for the Use of Resources Assessment. The local Strategic partnership was reviewed by the IDeA and an action plan was produced to implement areas for improvement noted. The Council's partnerships continue to be performance managed through the Corporate Performance Framework. Some improvement actions have been implemented following the review of the Inspace partnership by Internal and External Auditors.</p> <p>A new outcome based reporting template has been introduced to report quarterly to the Joint Boards and Executive focussing on what the partnership has delivered (tangible improvements). The impact of the decision of a recent inquest has led to the development of a Recovery Group to address the issues arising from the original event. The level of the risk has been raised to facilitate monthly review of this and provide a focus of action. The Gold and Silver Command have reduced</p>

(*)= risk not added at review date (-) No review this month as risk Amber/Green and subject to quarterly/6 monthly review

Appendix A – Summary of Strategic Risk Register as at 31 March 2010

														frequency of meetings to monthly due to actions becoming and embedded with the aim of handing over responsibility to Community Safety Partnership during 2010.
14. Dealing with numerous Public Enquiries	9	9	9	9	9	9	9	9	9	9	9	2	2	The likelihood and impact for this risk was raised to high at the April review in view of the unauthorised traveller encampment at Barleston. Stop notices were issued together with planning contravention notices/injunction for the land where further development may take place. The Planning Inspectorate heard appeals on the 26th January in respect of the illegal encampment. The planning legal costs to deal with the appeal have been met within existing budgets and there have been no costs awarded against the Council. In view of this the likelihood and impact will be reduce to facilitate a 6 monthly review.
15. Failure to successfully adopt and deliver the LDF	5	-	-	5	-	-	5	-	-	5	-	-	5	A scrutiny Task Panel has been established and completed a review of the Local Development Scheme and Site Allocations and reported recommendations to Scrutiny Commission and to the Executive. At the time of review there was considered to be no change in Net Risk Level. A revised LDS scheme was approved by Council at the beginning of 2010. The Site Allocations Policy incorporating the outcomes from previous public consultation will be put out to further consultation October / November 2010 in order to consider fuller options. The Scrutiny Commission endorsed the LDS timescale. The Core Strategy was adopted in December by Council. A consultation on the Town Centre Area Action Plan is planned for June/July 2010.
16. Failure to adhere to Health and Safety Legislation/ Regulations	6	-	-	6	-	-	6	-	-	6	-	-	6	A risk based approach to deliver the revised strategic H&S arrangements concentrating on high risk areas has been devised via a project plan. A consultant has been commissioned to ensure risk assessments at the depot are in place as a high risk location. Following completion of this work systems and procedures put in place were audited against the corporate Health and Safety Policy. As a result of an Internal Audit report providing substantial assurance in respect of the Council's Health and Safety policies, the likelihood for this risk was reduced to low 3rd qtr 2007/08. During the last quarter of 07/08 it was highlighted by the Council's Health and Safety officer that risk assessments in respect of legionella for Council premises required review. The net likelihood was thus raised to Medium. The net likelihood risk level was further increased due to capacity in view of long-term absence of the Health and Safety Officer. A review of the Health and Safety function was completed to ensure the required level of capacity is in place. The H&S audits are now finalised and minor non-compliances identified now actioned. A further work program to review H&S procedures is in place and is audited on a continuous programme. The net likelihood was reduced in view of this at the 3rd quarter of 08/09. Capacity will be scrutinised going forward with the introduction of flexible-working and any additional demands this may have on the function along with a review of whether expert advice and a realignment of responsibility can increase resilience and capacity. It has been agreed that the Health and Safety Officer will move to another service area with specialist knowledge of Health and Safety in the near future to offer greater technical support.
17. Benefits Subsidy overspend impacts on Medium Term Financial	8	8	8	8	8	8	8	8	8	8	9	9	9	Performance for processing new claims and change in circumstances remained within target for 2009/10. An additional Claims Assessor was appointed and recruitment of a Benefits Assistant has provided further capacity to the assessor team (via internal promotion). Homeworking is playing a very positive role in meeting target for 2009/10 despite the increase in caseloads. Targets were exceeded for NI180 and 181 (time taken to process changes in circumstances and new claims). An overall increase of 14% is evident for all benefit claims in 2009/10. A notification was received from the DWP stating that they were to recover £172k as a result of overpaid subsidy for 2007/2008 in relation to a

(*)= risk not added at review date (-) No review this month as risk Amber/Green and subject to quarterly/6 monthly review

Appendix A – Summary of Strategic Risk Register as at 31 March 2010

Strategy														claim of 15.5m. Because of the potential for a conflict of interest the auditors who dealt with the claim are unlikely to undertake further testing on our behalf. The DWP have advised that we should not undertake any further testing on the claim for 2007/2008 as the Secretary of States decision to recover the sum is unlikely to change. COB agreed on 22/2/10 to the employment of additional resources to cover maternity leave. 2 temporary posts are being recruited to as t April 2010. A new checking regime intended to reduce errors relating to subsidy is effective from April 2010. The net risk level remains unchanged at the time of review to facilitate monthly scrutiny of this risk.
19. Failure to improve sickness absence	6	-	-	6	-	-	6	-	-	6	-	-	6	Mandatory training for Middle Managers/Supervisors in respect of absence management has been completed. A further round of training was delivered in November 2009. The average number of days lost per employee at the end of 2006/07 was 12.47 and this figure was reduced to 8.83 at the end of 2007/08. The figure at March 2009 was 8.31. At the time of review the net risk level was not reduced despite strong mitigating actions and resulting positive performance due to the potential impact of this risk. The Chief Executive reviewed the position at the first quarter 2009/10. Whilst performance is comparable to the same period last year it was noted long-term absence should be closely monitored going forward to retain/improve the Council's position. As at December 2009 performance for sickness absence was on track to meet target of 8.5 average number of days lost. The year end outturn of 7.8 days was received positively by the Chief Executive and reflects the mitigating actions now embedded. At the time of review the net risk level remains unchanged to facilitate continued management on a quarterly basis.
20. Non-compliance with Financial Regulations	3	-	-	-	-	-	3	-	-	-	-	-	3	This risk was reduced to Net Amber in February 08 following a favorable Internal Audit report in respect of compliance with Financial Regulations. At the year end review Mar 09 it was considered the net likelihood of this risk occurring should be reduced to low facilitating 6-monthly review. This position remains unchanged as at Sept 09. The position at the end of March 2010 remains unchanged. No significant issues arose during the year and this has been supported by the Internal Audit reviews and will be confirmed shortly in the Annual Audit Report.
21. Use of Rolling Revenue Budget Reports for movement of resources results in improved performance and service delivery	6	-	-	6	-	-	6	-	-	6	-	-	6	Any savings available will be used to reduce identified overspends on balances resulting from the current economic climate. The likelihood for this opportunity has therefore been reduced to low. The opportunity will be managed/reviewed going forward with a view to reintroduction when budgets allow. The focus for the present time is to focus available funds on priorities and these reports will inform the movement of resources to priority areas based on consultation to inform the budget-setting process. As at end of year 2009/10 the provisional position remains unchanged.
22. Failure of	5	-	-	5	-	-	5	-	-	5	-	-	5	The evolvement of Comprehensive Area Assessment, establishment of Leicestershire SCS, the new

(*)= risk not added at review date (-) No review this month as risk Amber/Green and subject to quarterly/6 monthly review

Appendix A – Summary of Strategic Risk Register as at 31 March 2010

County Council Support/engagement for the Local Strategic Partnership														national performance framework and how this impacts on local priorities are considered as part of this risk. HBBC needs to ensure there is engagement through LAA Lead Officers and County Theme groups in terms of priority and target setting. The County Council have confirmed HBBC are advanced in preparing for delivery of LAA2 compared to other districts and aligned their strategic priorities to LAA2 priorities well. HBBC are informing the 'Places' refresh of the Sustainable Community Strategy to ensure it is reflective of local priorities for Hinckley & Bosworth as a place which will be considered as part of the review of the Community Plan priorities by the LSP Board in February. The Council has reviewed its own Community Plan priorities which have been agreed by Council 20 April 2010.
23. Failure to mitigate our impact on climate change and educate borough residents on how to mitigate climate change	6	-	-	6	-	-	6	-	-	6	-	-	6	It was agreed in view of the adoption of the Eco-Management and Audit Scheme that the likelihood for this risk should be reduced to low Aug 08/09. The Climate Change Action Plan was approved by Council in April 2009. Actions have been incorporated into Business Delivery Plans and services producing the highest levels of CO2 emissions have been prioritised. Through National Indicator 185 the Council has established a baseline for CO2 reduction from the Council's operations of 4% for 2009/10. The Council is working with the Carbon Trust to produce a carbon Management Programme which was signed-off by 13 December 2009. The Executive approved the Carbon Management Programme on 20 January 2010 following consideration by Finance and Audit Committee and Scrutiny Commission. This should lead to further initiatives to help reduce Carbon emissions. Sign-off by the Carbon Trust is expected May 2010. Accreditation for the Environmental Management and Audit Scheme (EMAS) will be sought September 2010.
24. Failure to reduce future possibility of over-spend on HRA Capital spend and ensure continuous improvement of housing maintenance partnership leads to inefficiencies and damage to reputation	8	8	8	6	-	-	6	-	-	6	-	-	6	The Joint Boards at their August meeting endorsed the reduction of net likelihood for this risk to Medium to reflect the positive action in mitigating/clarifying the projected overspend which has been managed to an underspend. A independent financial forensic examination of Wilmott Dixons financial management has been commissioned by the Council. A review of the current partnership governance arrangements will take place.
25. Failure to provide a fit for purpose	9	9	8	8	8	8	8	5	-	5	-	-	5	The SLM contract was extended for another 3 + 2 years for the ongoing management of the Leisure Centre in 2009. Works to refurbish the Leisure centre (£0.5m) to make it fit for purpose for the next 5 years are in process. A further £0.5M has been received from DCMS following an additional bid to

(*)= risk not added at review date (-) No review this month as risk Amber/Green and subject to quarterly/6 monthly review

Appendix A – Summary of Strategic Risk Register as at 31 March 2010

Leisure Centre														provide additional refurbishment works. Consultation on the design of a potential new sporting hub will be carried out to reflect public requirements. The Executive agreed to hold plans for development of the sporting hub in view of the current economic climate with plans to review the position with the Capital Programme. The Strategic Leadership Board has agreed a timetable to review and report leisure centre options arising from budget pressures/the economic downturn. A initial report on options has been considered by SLB in march 2010 and further woerk has been commissioned internally to assess implications of the options (Estates & Asset mngmnt) in order for recommendations to be made to Executive and Council in 2010/11.
26. Failure to manage resource/capacity implications of National Indicator 14 – Avoidable Contact	5	-	-	3	-	-	3	-	-	-	-	-	-	This is deleted as an indicator from 1st April 2010. It has been agreed that we will monitor avoidable contact in order to continue to feed in suggestions for improvements in service based on feedback when avoidable contact is received. Recommend closure of risk.
27. Failure to deliver / ensure sustainability to My Place Project results in missed opportunity to deliver enhanced community services and improve quality of life	9	9	9	9	9	9	9	9	8	8	8	8	8	HBBC introduced monthly senior joint overview board meetings with the Hinckley Club for Young people (HC4YP) to review progress on contract. HBBC Officer support continues to be provided to the project. The Business Development support is being provided through an enhanced resource from MyPlace working with the Leicestershire Club for Young People and HC4YP to deliver the My Place Objectives to monitor the sustainability of the revenue budget and this is managed monthly by the working group. Work commenced on the project in August 09. The risk remains unchanged at the time of review to facilitate monthly review in the early stages of this project. Contract works are progressing well and on schedule and on budget. There is an outstanding issue regarding sign-off of some planning conditions which are being followed-up by the project lead (Capital Group). A partnership meeting has taken place to address joint concerns regarding business development which are now resolved and work is progressing. A bid has been made through lottery funding of £0.5M with the support of MyPlace to help support the business plan for the next 5 years. This has now reached the 2nd phase of the bidding process with an outcome planned September 2010. At the time of review the net risk level remains unchanged to facilitate monthly review.
28. Failure to ensure full CRB Checks on employees/volunteers	*	8	8	8	8	8	8	8	6	6	-	-	6	This risk was added at the SLB/COB Performance meeting on 27/04/09 following an audit of volunteering carried out in respect of National Indicator 6. The policy has been finalised together with guidance against best practice and was reported to Strategic Leadership Board on 11 January 2010. A further sub group has been added - Agency Workers. A corporate procedure has been developed to ensure the recruitment of agency workers follows the full Human Resources recruitment procedures. The documents including a Policy and Procedure for Managers has been reviewed and endorsed by the Head of Service. The Policy has been circulated and is being implemented.

(*)= risk not added at review date (-) No review this month as risk Amber/Green and subject to quarterly/6 monthly review

SCRUTINY COMMISSION – 1 JULY 2010

REPORT OF THE DEPUTY CHIEF EXECUTIVE (CORPORATE DIRECTION)

CONSULTATION RESULTS - CITIZENS' PANEL SURVEY - WINTER 2009/10

1. PURPOSE OF THE REPORT

- 1.1 To inform the Scrutiny Commission of the findings of the citizens' panel survey conducted in January 2010.
- 1.2 To identify key messages from the survey that can inform the future direction of Council policy and service delivery.

2. RECOMMENDATIONS

That the Scrutiny Commission:

- (1) Review the results of the consultation exercise undertaken on the Refuse and Recycling Service and Annual general satisfaction with services.
- (2) Identify any issues to incorporate into the Scrutiny Commission's Work Programme

3. BACKGROUND

- 3.1 Respondents from the following groups took part in the consultation:
- The Citizens Panel
 - VISTA (Visually impaired)
 - Members of staff who are resident in the Borough (members of staff were not asked to complete a monitoring form to ensure anonymity)
 - Local residents via the Website
 - Hinckley Community Forum
 - Recycling & Refuse Service Users who had completed service satisfaction questionnaires previously
- 3.2 These groups were identified based on the content of the survey and to comply with the new "Duty to Involve" guidance publications. The duty placed on local authorities states that Councils must inform, consult and involve local people and representatives of local people in local decision-making. This involves service users, local voluntary and community sector groups, businesses and anyone else likely to be affected by or interested in key decisions.
- 3.3 The Citizens' Panel is one of the ways in which the Council consults with local communities. It comprises 667 members, all of whom live in the Borough of Hinckley and Bosworth. The panel is operated by Hinckley and Bosworth Borough Council and allows members of the public:
- to express their views on the services they receive
 - to have an influence in shaping the delivery of services

3.4 The Council seeks to recruit new members on an on-going basis through:

- the Council’s website
- the Citizens Panel 6 monthly newsletter
- the Hinckley and Bosworth Borough Bulletin

3.5 It has also targeted recruitment via:

- parents in conjunction with local schools
- the Hinckley and Bosworth Youth Council
- Councillors at borough, parish and county level
- letters to Council tenants
- contacting respondents to the Place Survey

3.6 These approaches seek to increase the membership of the Citizens’ Panel and ensure it is demographically representative of the Borough’s residents.

4. **INTRODUCTION**

4.1 The purpose of the Winter 2009/10 survey was to:

Purpose	Respondent group
Identify Current Perceptions of the Refuse & Recycling Service and inform future service delivery	CPM, VISTA, SU, STAFF, CF,
Determine General Satisfaction with council services	VISTA,CPM, STAFF, CF
Obtain views on planning application/complaints processes	VISTA,CPM, STAFF, CF
Perceptions on: -Improvements to access to nature -Improvements to parks and open spaces -Whether people from different backgrounds get on well -Sense of belonging to neighbourhood -Ability to influence decisions affecting local area - Value for money services - Satisfaction with way police and local public services deal with Crime and ASB	VISTA,CPM, STAFF, CF

CPM- Citizens Panel Member CF- Community Forums
VISTA Hinckley & Bosworth– Visually Impaired
SU – Refuse & Recycling Service Users

5. **DATA QUALITY**

5.1 The survey generated 723 responses for the Recycling and Refuse service questions which were sent to both Citizens Panel Members and Service Users. There were 388 responses to the annual Satisfaction Questions from the other groups detailed at 4.1 although not all respondents answered all questions. Questionnaire responses from Citizens’ Panel members were analysed by Disability, Race, Age, Gender and Rural/Urban location. This report identifies only those instances where results differed when analysed in this way. For the purpose of this report the main themes have been identified

with respect to qualitative data, however the full set of qualitative data has been supplied to the appropriate service area for review.

5.2 The data input and data analysis has been quality checked to ensure it is accurate. Results are based on answered questions only. Key messages are set out below.

6. **REFUSE & RECYCLING SERVICE**

One of the council's key aims is "to achieve a cleaner and greener neighbourhood". Refuse & Recycling is a priority service at the heart of delivering that aim. To help the service improve it needs to understand people's priorities and their perceptions of the Service in terms of what it does well and what it needs to do to improve. The results detailed in this report will be used to review the service and influence its future development.

6.1 **Current Refuse & Recycling Service**

Q1. Which of the current recycling services do you use?

	Blue Box	Blue Bag	Brown Bin	Orange bag	White bag	Cardboard bag
Yes	95.1%	92.2%	93.9%	95.8%	41.5%	94.6%
No	4.9%	7.8%	6.1%	4.2%	58.5%	5.4%

See Appendix 1 Chart: Q1

The white bag for textiles was identified as having a poor usage rate. Of those respondents that did not use the white bag for textiles the top 3 reasons for non usage were:

- No white bags given - 150 respondents
- Recycle textiles elsewhere - 136 respondents
- Unaware of service offered - 59 respondents

Q2. Are there any recycling services you are unsure how to use?

15% of respondents indicated that there were some recycling services they were unsure how to use (see Appendix 1 Chart Q2). 57 respondents indicated that they were unsure how to use the white bags indicating that they do not have bags, were unaware of the service or were unsure when to put out for collection. 13 respondents raised the issue that they were unsure which plastics they could recycle and 12 respondents were unsure if and where they could put different types of paper and cardboard.

Q3. How satisfied are you with each of the recycling containers?

	Blue Box	Blue Bag	Brown Bin	Orange bag	White bag	Cardboard bag
% respondents satisfied with container	84.5%	73.4%	90.2%	75.6%	36.5%	76.6%

See Appendix 1 Chart: Q3

The responses indicated a higher satisfaction with the bin and box compared to the bags used for recycling. The white bag had the lowest satisfaction

percentage indicative of the issues highlighted in the first question relating to people being unaware of the service and not receiving the white bags. Respondents age 65+ showed a greater tendency than other groups to be dissatisfied with the blue and orange bags.

Some ideas on **how we could improve current recycling containers** were:

- Provide less flimsy bags
- Provide lids for blue boxes
- Reduce the number of containers- storage was an issue for a number of respondents due to the current amount of containers. A stackable storage system was suggested by a number of respondents
- Provide sturdier waterproof containers
- Wheels on blue bin as they can be heavy to carry- particularly for elderly or people with mobility issues
- More care taken by operators to return containers to boundary and to not leave spilt rubbish in street

Q4. Are you aware of some of the additional services offered by council Streetscene Services?

	Assisted Collections	Hire Extra Brown Bin	Bulky collections	Tetrapak at Bring sites	Lids for blue box	House Clearances
Aware of service	65.0%	56.9%	72.0%	45.6%	21.3%	37.0%

See Appendix 1 Chart: Q4

Q5. How satisfied are you with changes to service?: Over the last 12 months a number of changes have been made to the recycling and refuse service, namely the new personalised calendar, the change to one collection day per week and the introduction of plastic and cardboard recycling. Respondents indicated how satisfied they were with these changes:

	new calendar	one collection day	plastic cardboard recycling
Very satisfied	58.8%	59.1%	70.5%
Fairly satisfied	27.3%	25.8%	21.6%
Neither	11.7%	12.7%	6.0%
Fairly dissatisfied	0.7%	1.0%	1.0%
Very dissatisfied	1.5%	1.4%	1.0%
Total	100.0%	100.0%	100.0%

See Appendix 1 Chart: Q5

6.2 Recycling Banks

Q6 & Q7. Do you currently recycle any of your waste at the recycling banks and if yes which materials do you recycle?

41% of respondents indicated that they currently use the recycling banks (see Appendix 1 Chart: Q6), with 39% of respondents indicating that they didn't use recycling banks as kerbside collections were sufficient.

Of the respondents who indicated that they did use the recycling banks the **top three materials they used the banks to recycle** were (see Appendix 1 Chart: Q7):

1. Textiles
2. Beverage Cartons
3. Glass

Respondents who did not use recycling banks, but had not indicated that kerbside collections were sufficient, indicated reasons such as no need and issues with access, such as not having transport or not being physically able.

Q8 & Q9. Do you feel the recycling banks could be improved in any way and if yes how could they be improved?

67% of respondents indicated that they did not feel that the recycling banks could be improved. 33 % of respondents felt that the recycling banks could be improved and the top 3 ways in which respondents felt they could be improved were:

1. Cleaner
2. Larger Containers
3. Other

(See Appendix 1 Chart Q8 and Q9)

There were a significant number of respondents who indicated the ‘other’ category in this question with residents age 65+ being a significant contributor to this category. The ‘other’ category included suggestions such as:

- More helpful staff
- More local sites- access only available if have means of transport
- Tetrapak recycling at more sites
- Empty containers more often
- Better publicise where sites are and what materials can be recycled at individual sites

6.3 Future Recycling & Refuse Service

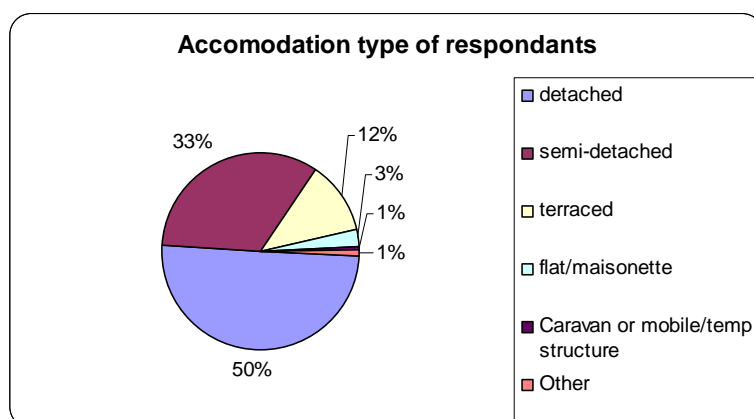
Q10. Which one of the following options of recycling containers would you prefer?

Keep the same(i.e. 1bag for paper, 1 bag for plastics, 1bag for cardboard & 1 box for glass, cans & foil	1 bag for paper,1 box for plastic &cardboard & 1 box for cans, glass & foil	1 bag for paper and 1 wheeled bin for plastic,cardboard,cans, glass & foil	1 wheeled bin for paper,plastic,cardboard, cans,glass &foil
37.6%	5.8%	15.7%	40.9%

(See Appendix 1 Chart Q10)

Overall respondents showed a preference for 1 wheeled bin for all their recycling, but this preference is very closely followed by residents wanting to keep the same recycling containers. Particular groups who wanted to keep the same containers were disabled, male, people living in urban areas and residents over the age of 45. The preference for one wheeled bin was strongly supported by women, people living in rural areas and residents under the age of 45.

Q11. Identification of needs based on accommodation - respondents were asked to indicate their property types, the breakdown is shown below:



Respondents living in detached and semi-detached houses showed a preference in relation to Q10 above to have one wheeled bin for all their recycling. Respondents in terraced houses and flats, on the other hand, showed a preference to keep the current mix of bin, box and bags. Respondents who indicated they lived in caravans or other types of households showed no particular preference, however this is likely to be partially due to the small sample size.

Q12. Would you consider reducing the size of your black bin?

In view of the recycling services now available 30% of respondents indicated that they would consider reducing the size of their black bin with 70% indicating that they would still not be prepared to reduce the size of their black bin. (See Appendix 1 Chart Q12)

Q13. Would you still use garden waste service if council charged a nominal fee (e.g. £10 per year)?

39% of respondents indicated they would still use the brown bin (garden waste) if the council charged a nominal fee with 61% indicating that they would not continue using the service if there was a charge. (See Appendices Chart Q13)

Each year the council spends approximately £50,000-60,000 on new containers.

Q14. Did respondents feel that we should charge for replacement bins in certain instances?

Do you feel we should charge for a replacement bin in the following instances			
		If household requests more than one replacement	If replacement needed due to owner neglect
%	Yes	62.3%	83.8%
	No	37.7%	16.2%

(See Appendix 1 Chart Q14)

Q15. How do you feel we could improve the recycling service?

Suggestions included:

- More care by operators in respect to spillage and replacing owners own bins back at boundary, not blocking driveways
- Rationalise the number of containers
- Introduce more recycling kerbside; in particular, tetrapak, food waste & battery recycling
- More robust bags and lids for boxes
- More local/village recycling bins to encourage casual recycling
- Effectively publish clear guidance on where people can recycle and what they can recycle at individual sites
- Weekly black bin household waste collection, particularly in the Summer months
- Benchmark with other authorities e.g. Staffs Moorland, Blaby and Bury St Edmonds
- More reliable assisted collections
- Improve communication about service and educate people about recycling

It should also be noted that although the question asked about improvements there were a number (approx 34) of respondents who indicated their satisfaction with the current system.

7.0 **ANNUAL SATISFACTION**

7.1 **How satisfied are you with the Council?** (Q.16-19, 21-23)

CATEGORY	SATISFIED WITH SERVICE annual trends			
	2009/10 a	2008/09 b	2007/08c	2006/07d
Service provided by the Council	82%	78%	84%	49%
Cleanliness standard in your area	76%	75%	70%	69%
Household collection of waste	87%	80%	73%	64%
Waste recycling facilities (local)	80%	72%	70%	64%
Sports and leisure facilities	40%	35%	43%	50%
Arts activities and venues	28%	30%	39%	34%
Parks and open spaces supported by the Council	68%	64%	64%	71%

(See Appendix 1 Chart: S1 and S2)

a Source: Citizens' panel, Winter 2009/10

b Source: Citizens' panel, Winter 2008/09

c Source: Citizens' panel, Winter 2007/08

d Source: User satisfaction Survey 2006/07

Disabled people (note small sample size) showed a lower satisfaction with cleanliness and parks and open spaces than the respondents as a whole.

The analysis indicated that 25-44 year olds are less satisfied with art activities and venues than the respondents as a whole. Men showed a lower satisfaction for cleanliness than the respondents as a whole.

7.2 **Reliability of Recycling & Refuse Service**

Q20 How satisfied or dissatisfied are you with following aspects of the Recycling and Refuse Service?

Q20.How satisfied are you with following aspects of the service						
		Reliability Refuse collection	Reliability Garden waste collection	Reliability Plastic - cardboard collection	Reliability glass - paper collection	Satisfaction recycling banks
%	Very satisfied	67.8%	62.7%	63.4%	61.4%	26.4%
	Fairly satisfied	25.5%	25.9%	27.6%	26.2%	39.3%
	Neither	2.8%	8.7%	4.7%	6.4%	30.5%
	Fairly dissatisfied	2.8%	1.8%	3.3%	4.7%	2.8%
	Very dissatisfied	1.1%	0.8%	1.0%	1.2%	1.1%
	Total	100.0%	100.0%	100.0%	100.0%	100.0%

(See Appendix 1 Chart Q20)

7.3 Planning Application/Complaints Processes

Q24 & 25 “Have you submitted a planning application in the last 12 months”, “Have you ever submitted a complaint” If yes, how satisfied were you with the service received?

Satisfaction with planning applications and complaints to council				
	2009/10a	2008/09 b	2007/08c	2006/07d
*Planning applications submitted in the last 12 months	38%	61%	No Data	No Data
Handling of complaints	63%	53%	49%	39%

(See Appendix 1 Chart: Q24/25)

* Only 8 respondents indicated that they had submitted a planning application in the last 12 months meaning that the satisfaction % for 2009/10 is based on a small sample size. The 2008/09 satisfaction % was based on a sample size of 31.

- a Source: Citizens’ panel, Winter 2009/10
- b Source: Citizens’ panel, Winter 2008/09
- c Source: Citizens’ panel, Winter 2007/08
- d Source: User satisfaction Survey 2006/07

The results for complaint handling have improved year on year. However 25-44 year olds showed a tendency to be less satisfied than the respondents as a whole.

7.4 Improvements to Access to Nature and Parks and Open Spaces

Q26 & 27 Do you think that access to nature and Parks & Open spaces have improved in last three years?

The results for respondents who indicated that they felt they had improved or at least stayed the same are shown below:

IMPROVED OR STAYED THE SAME				
	Respondents in agreement 2009/10 a	Respondents in agreement 2008/09 b	Respondents in agreement 2007/08 c	Respondents in agreement 2006/07d

Local access to nature over the last three years	75%	83%	79%	89%
Parks and open spaces over the past three years	80%	83%	78%	73%

(See Appendix 1 Charts: Q26/27 i, ii, iii)

^a Source: Citizens' panel, Winter 2009/10

^b Source: Citizens' panel, Winter 2008/09

^c Source: Citizens' panel, Winter 2007/08

^d Source: User satisfaction Survey 2006/07

A greater percentage of respondents from rural areas felt that Parks and Open spaces had improved or stayed the same in the last three years compared to the respondents as a whole.

7.5 Different Backgrounds

Q28 Do you agree or disagree that your local area is a place where people from different backgrounds get on well together?

Definitely agree/tend to agree local area place where people from different backgrounds get on well together				
	Respondents in agreement 2009/10 ^a	Respondents in agreement 2008/09 ^b	Respondents in agreement 2007/08 ^c	Respondents in agreement 2006/07 ^d
The local area is a place where people from different backgrounds get on well together	53%	57%	57%	50%

(See Appendix 1 Chart Q28)

^a Source: Citizens' panel, Winter 2009/10

^b Source: Citizens' panel, Winter 2008/09

^c Source: Citizens' panel, Winter 2007/08

^d Source: User satisfaction Survey 2006/07

7.6 Sense of Belonging to Neighbourhood

Q29. How strongly do you feel you belong to your neighbourhood?

The following result applies only to those respondents that the felt the question was applicable to them:

Respondents who very/fairly strongly agree that they belong to their neighbourhood			
	Respondents in agreement in 2009/10 ^a	Respondents in agreement 2008/09 ^b	Respondents in agreement 2007/08 ^c

Strongly feel that you belong to your neighbourhood	67%	69%	76%
---	-----	-----	-----

(See Appendix 1 Chart Q29)

- a Source: Citizens' panel, Winter 2009/10
- b Source: Citizens' panel, Winter 2008/09
- c Source: Citizens' panel, Winter 2007/08

Rural respondents had a greater tendency to feel they belonged to their neighbourhood than did urban respondents.

7.7 Ability to Influence Decisions

Q30. Do you agree or disagree that you can influence decisions affecting your local area?

The following result may be higher than for the general population as citizens' panel members are more inclined to feel that their comments will "make a real difference to the borough":

Definitely/Tend to Agree				
	Respondents in agreement 2009/10a	Respondents in agreement 2008/09b	Respondents in agreement 2007/08c	Respondents in agreement 2006/07d
You can influence decisions affecting your local area	44%	44%	45%	23%

(See Appendix 1 Chart Q30)

- a Source: Citizens' panel, Winter 2009/10
- b Source: Citizens' panel, Winter 2008/09
- c Source: Citizens' panel, Winter 2007/08
- d Source: User satisfaction Survey 2006/07

A higher % of 25-44 year olds felt that they could influence decisions compared to the respondents as a whole, with 65+ year olds having a lower tendency to feel they could influence decisions.

7.8 Shaping of Opinion

Q31. Which of the following most strongly shapes your opinion of HBBC?

Respondents were asked to indicate which one of the following most strongly shaped their opinion of Hinckley and Bosworth Borough Council:

Which most strongly shape your opinion of Hinckley & Bosworth Borough Council				
	2009/10a	2008/09b	2007/08c	2005/06d
Local newspapers	29% (1)	35% (1)	36% (1)	37% (1)
Council website	4%	2%	2%	3%
Word of mouth	15% (3)	18% (3)	14%	11%
Local TV/radio	3%	1%	1%	1%
Council <i>Borough Bulletin</i>	21% (2)	22% (2)	20% (2)	13% (3)
Council leaflets /documents	4%	6%	3%	10%
Direct contact with Council staff/ members	14%	11%	16% (3)	16% (2)
Other	10%	5%	7%	6%

(See Appendix 1 Charts Q31i, ii)

^a Source: Citizens' panel, Winter 2009/10

^b Source: Citizens' panel, Winter 2008/09

^c Source: Citizens' panel, Winter 2007/08

^d Source: Citizens' panel Winter 2005

The top 3 for respondents as a whole were:

1. Local Newspapers
2. Council Borough Bulletin
3. Word of Mouth

However, when analysed by age and urban/rural split there were some differences:

- Rural respondents indicated that the Councils' Borough Bulletin was their number one source of influence, with local newspapers and direct contact with council staff and members as their second and third sources of influence respectively.
- 25-44 year olds indicated that the Local TV/Radio and Local Newspapers were their joint number one source of influence, with word of mouth as their second source of influence.
- 65+ year olds indicated that their Top 2 influences were the same as for the respondents as a whole, but their third source of influence was Local TV/Radio rather than word of mouth.

7.8 Value for Money

Q32. What extent do you agree/disagree that HBBC provides value for money? This question was asked in the Place Survey 2008/09, results are shown below:

Agree that HBBC provides value for money		
	Respondents in agreement 2009/10a	Respondents in agreement 2008/09b
% agree	46%	33%

(See Appendix 1 Charts Q32i, ii)

*note that place survey results are based on a minimum of 1100 responses, whereas the 2009/10 Citizens' Panel result is based on a smaller sample size of 383.

a Source: Citizens' Panel 2009/10

b Source: Place Survey 2008/09

7.9 Anti-social Behaviour and crime

It is the responsibility of the police and other local public services to work in partnership to deal with anti-social behaviour and crime in local areas.

Q33. How much do you agree/disagree that the police and other public services are successfully dealing with these issues in your local area?

This question was asked in the Place Survey 2008, results are shown below:

How much would you agree/disagree that police and other local public services are successfully dealing with ASB and crime in your local area?(NI21)		
	Respondents in agreement 2009/10a	Respondents in agreement 2008/09b
% agree	32.7%	22.10%

(See Appendix 1 Charts Q33i, ii)

*note that place survey results are based on a minimum of 1100 responses, whereas the 2009/10 Citizens' Panel result is based on a smaller sample size of 383.

a Source: Citizens' Panel 2009/10

b Source: Place Survey 2008/09

The percentage of respondents in agreement was broken down by ward:

Respondents in agreement					
Barwell	Hinckley DeMont	Burbage Sketchley	Burbage St Cath	Earl Shilton	Hinckley Castle
3.7%	29.3%	36.7%	39.1%	40.9%	34.6%

(See Appendix 1 Chart Q 33 iii)

* Note: only wards with a sample size in excess of 20 were analysed

The percentage of respondents that agree the police and other public services are successfully dealing with crime and anti-social behaviour in their local area is significantly lower in Barwell than in the other wards analysed and than the respondents as a whole.

8. FINANCIAL IMPLICATIONS

There are no direct financial implications

9. LEGAL ISSUES

There are no legal implications arising from the report

10. CORPORATE PLAN IMPLICATIONS

10.1 This report supports the following elements of the *Corporate Plan 2009-14*:

- the corporate vision: “A borough to be proud of”
- long-term strategic aims, namely:
 - Cleaner & greener neighbourhoods
 - Safer and healthier borough
 - Strong and distinctive communities

10. CONSULTATION

10.1 The nature of this report is to explain the outcome of consultation with members of the citizens’ panel, staff, service users, community forums and the visually impaired.

11. RISK IMPLICATIONS

11.1 It is the Council’s policy to proactively identify and manage significant risks which may prevent delivery of our aims. 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.

11.2 The main risk associated with consultations relates to reputation. “Failure to communicate consultation results” is a significant (red) risk on the Council’s reputational risk management register. To mitigate this risk, results of the consultation exercise will be communicated to residents via the “*Have your say*” page on the Council’s website and the bi annual Citizens panel newsletter

12. KNOWING YOUR COMMUNITY – EQUALITY AND RURAL IMPLICATIONS

12.1 The consultation was undertaken with respondents from across the whole Borough.

The Citizens’ Panel is demographically representative of the Borough and the consultation results have been analysed by Disability, Race, Age, Gender and Rural/Urban location.

13. CORPORATE IMPLICATIONS

By submitting this report, the following implications have been taken into account:

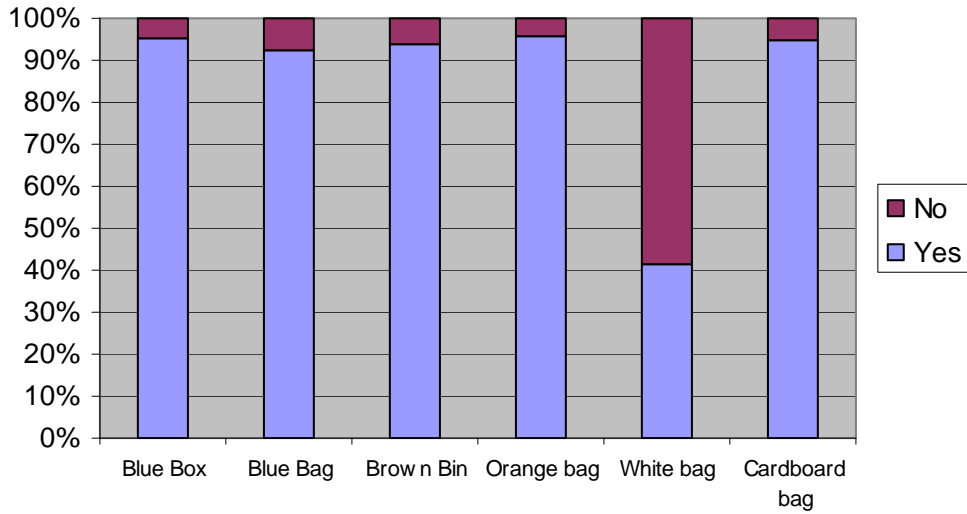
- Community Safety Implications – Included in the report
- Environmental Implications – Included in the report
- ICT Implications – None relating to this report
- Asset Management Implications –None relating to this report
- Human Resources Implications – None relating to this report

14. APPENDICES

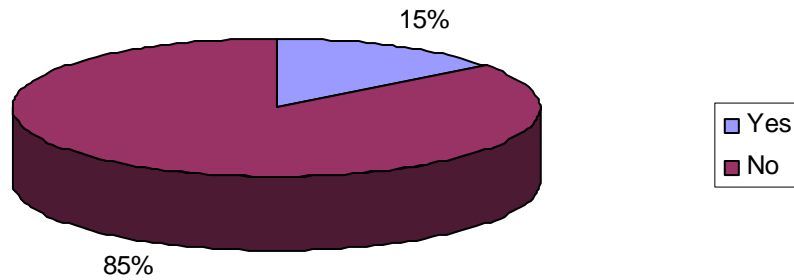
Appendix 1 – Graphical results by question

Contact Officer: Darren Moore ext 5962

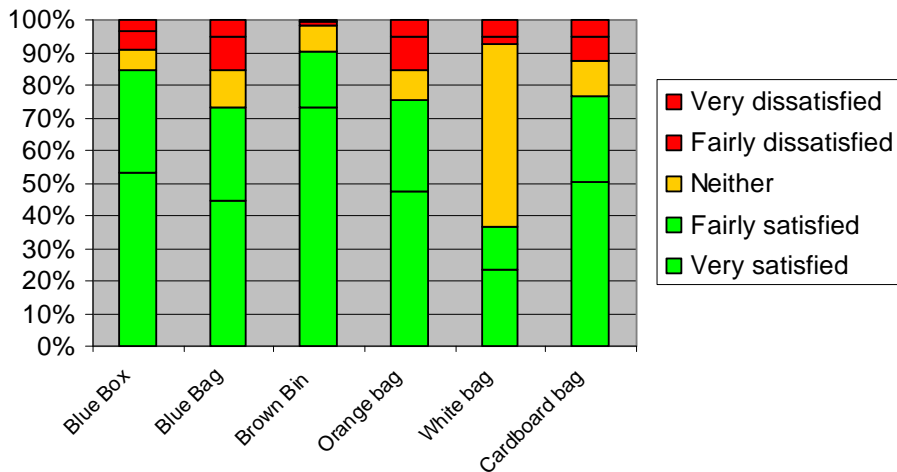
Q1. Which of Current recycling services do you use?



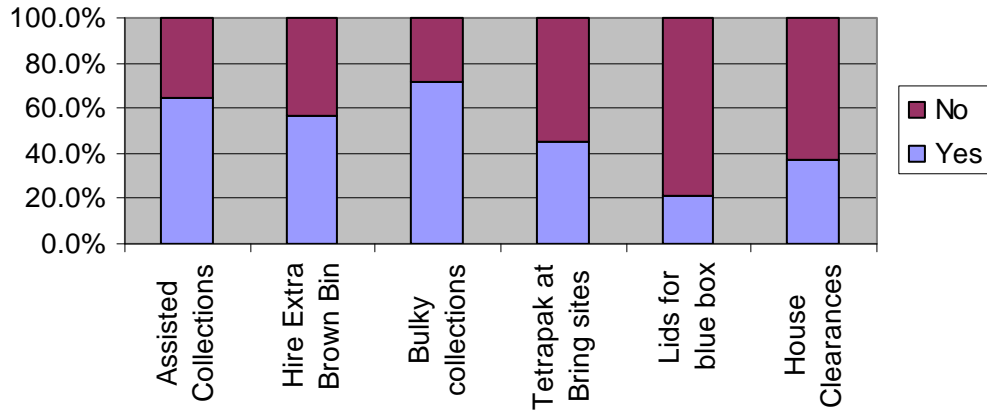
Q2. Are there any recycling services you are unsure how to use?



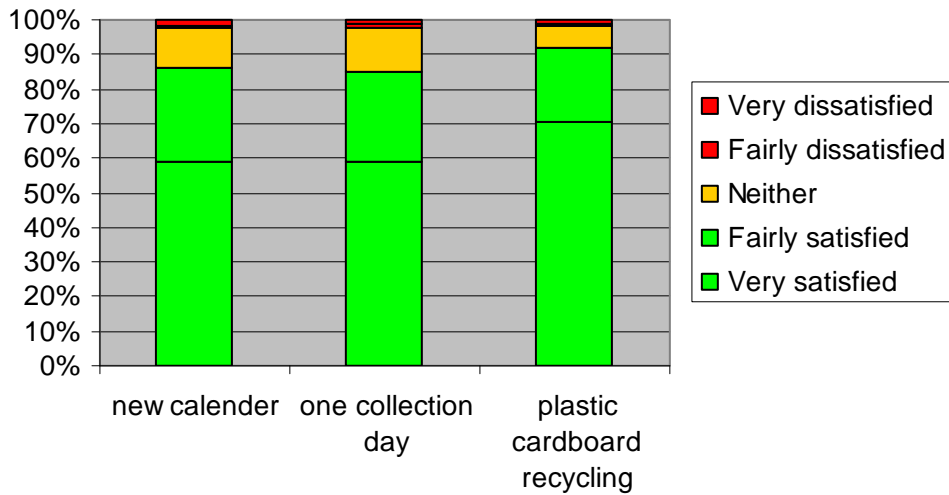
Q3. How Satisfied are you with Recycling Containers?



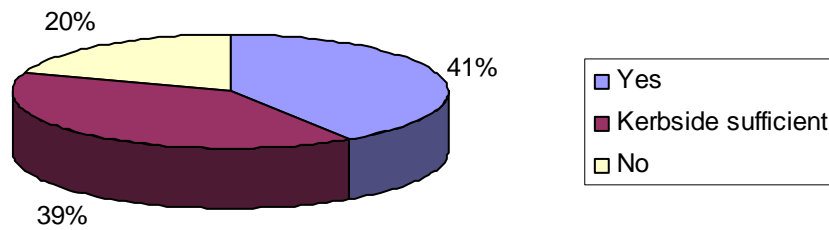
Q4. Are you aware of the following services offered by the council?



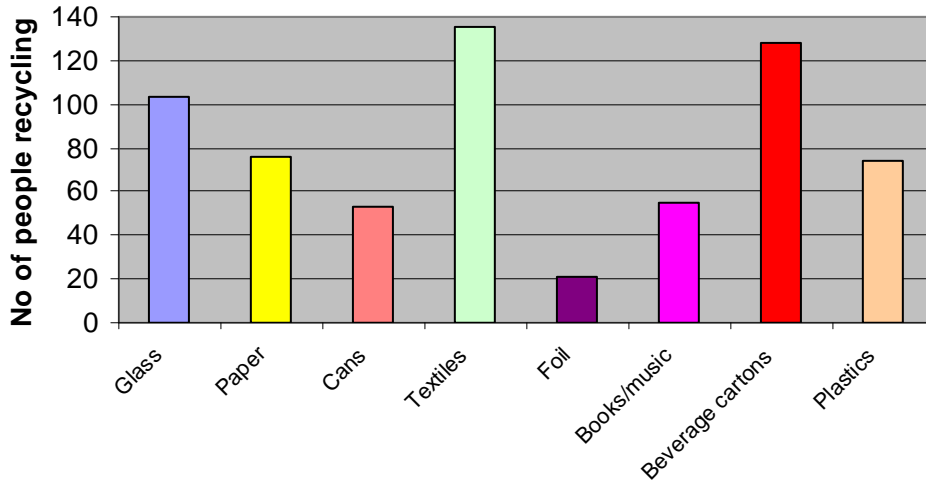
Q5. How satisfied are you with following changes to service?



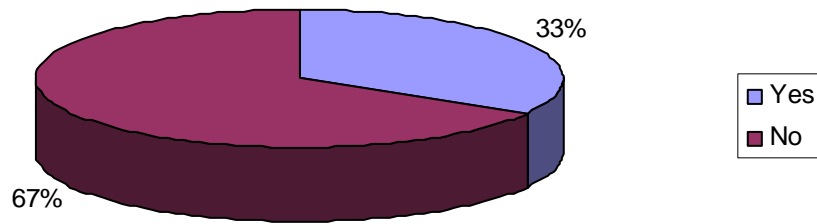
Q6. Do you currently recycle any of your waste at the recycling banks?



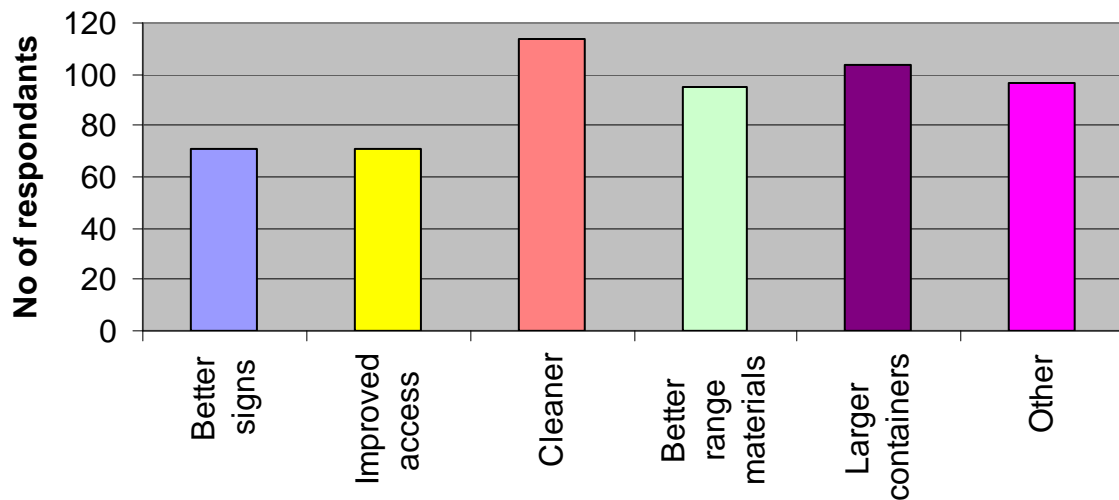
Q7.If you use recycling banks which materials do you recycle?



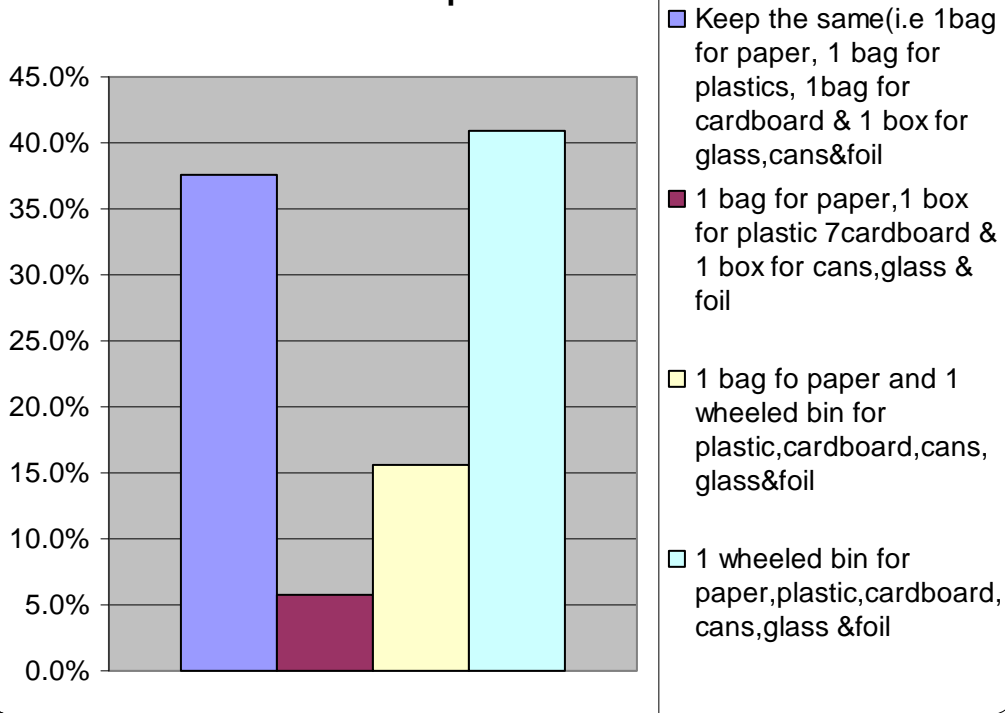
Q8. Do you feel the recycling banks could be improved?



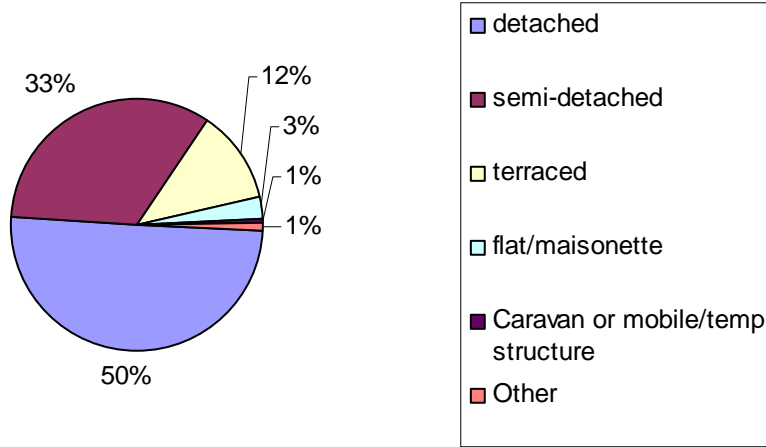
Q9.How could recycling bank sites be improved?



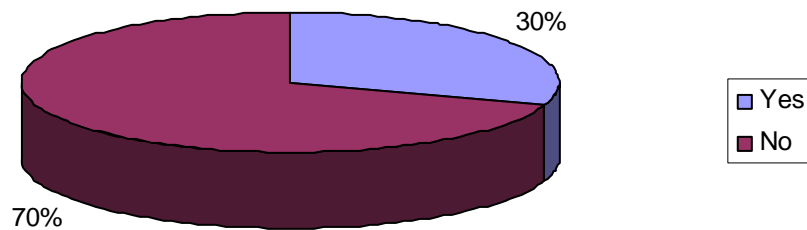
Q10. Which option of recycling containers would you prefer?



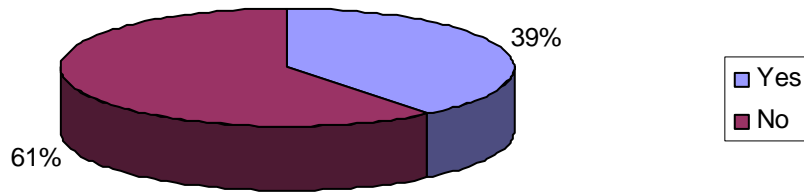
Q11. Accommodation type of respondents



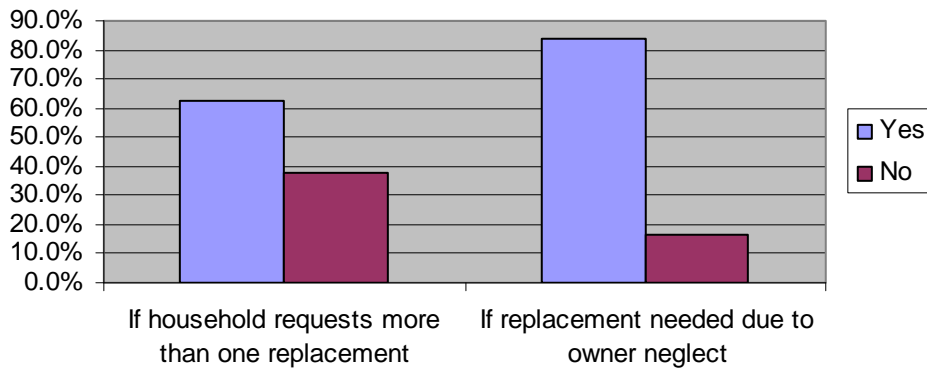
Q12. Would you consider reducing size of your black bin?



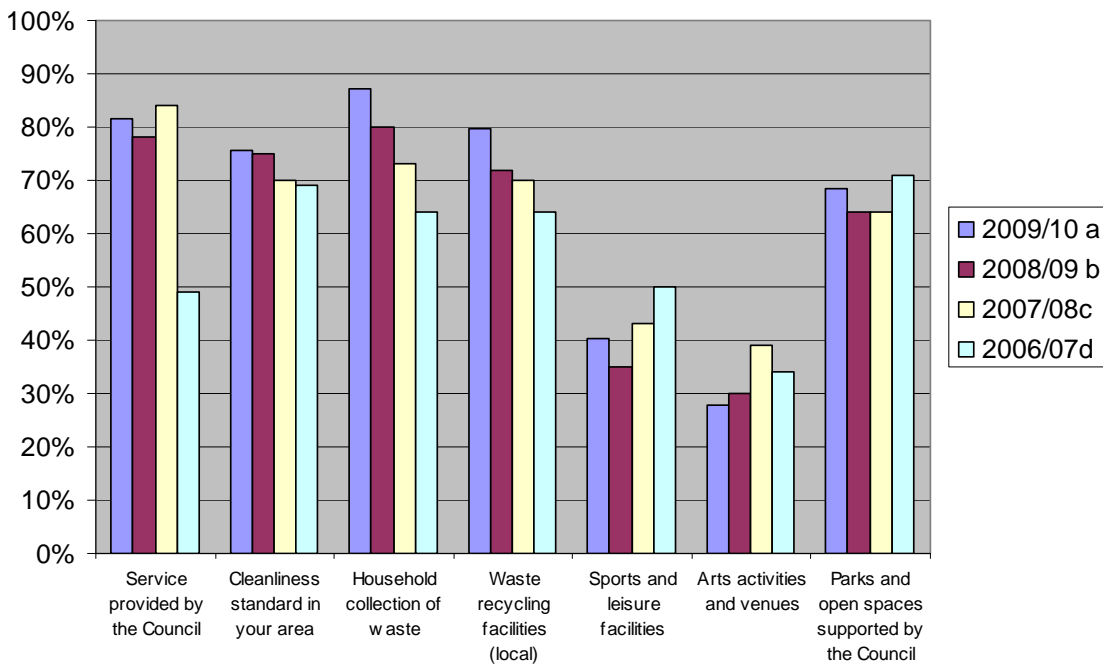
Q13 If council charged nominal fee(eg £10 year) for garden waste collection would you still use service?



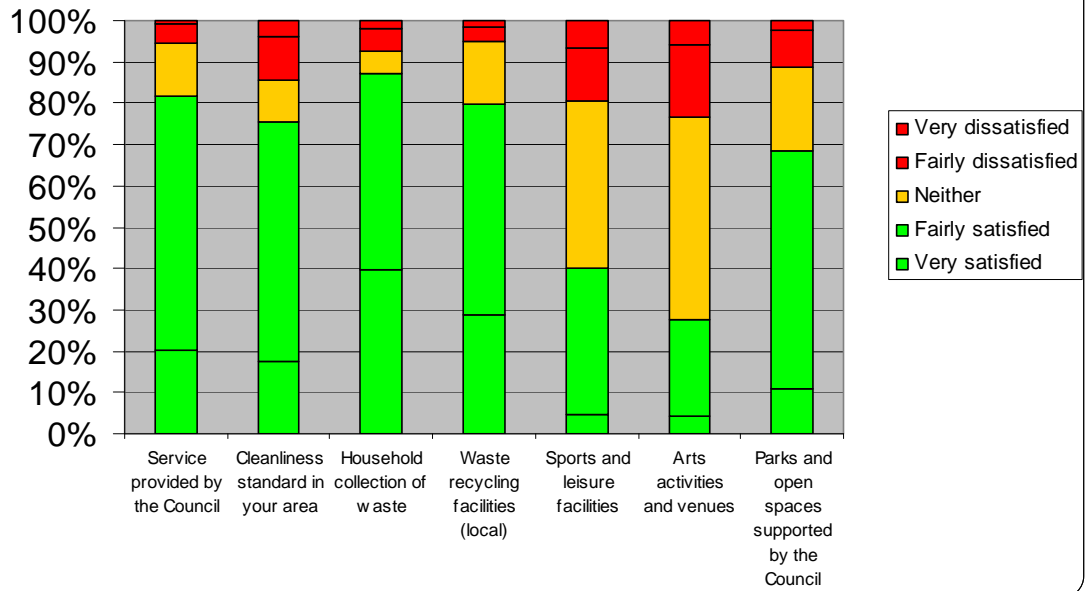
Q14. Do you feel council should charge for replacement container in the following instances?



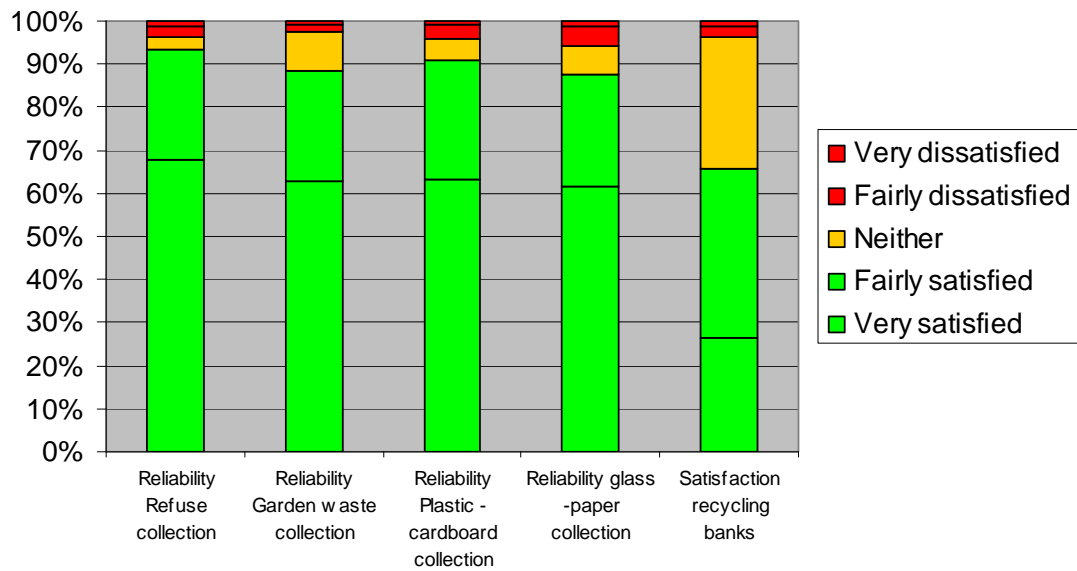
S1.Satisfaction with Council-Annual trends



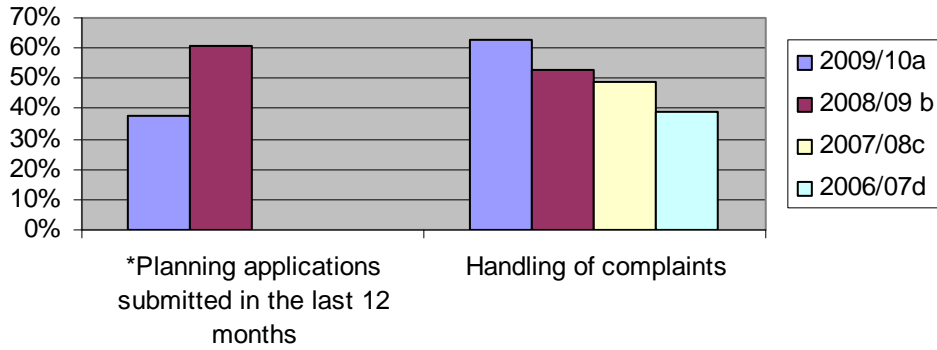
S2.Satisfaction with Council 2009/10



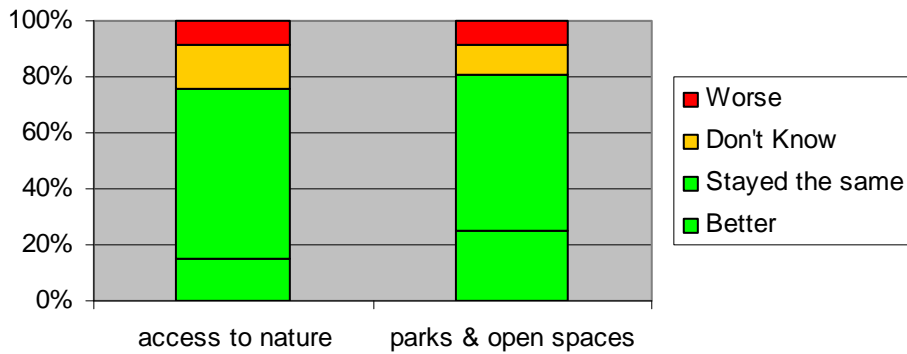
Q20. How satisfied/dissatisfied are you with following aspects of service?



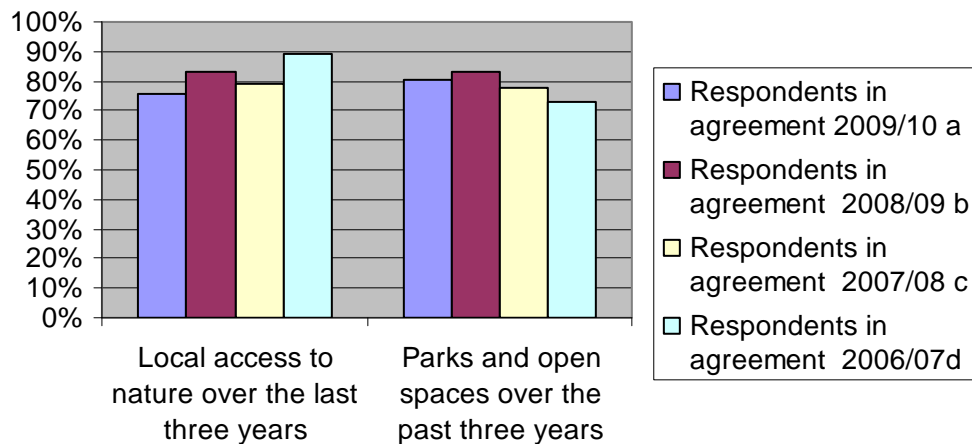
Q24/25.Satisfaction with planning applications and handling of complaints to council



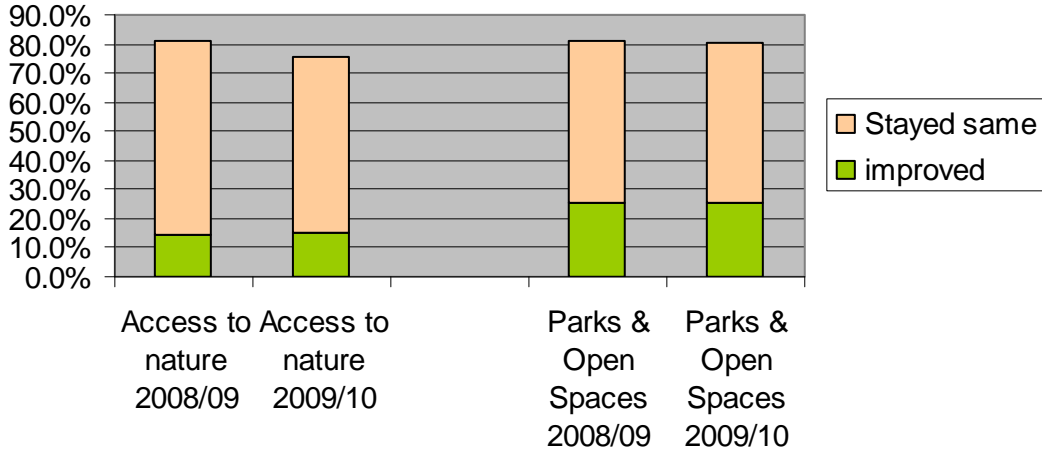
Q26/27i.Has access to nature & parks & open spaces improved in the last 3 years?



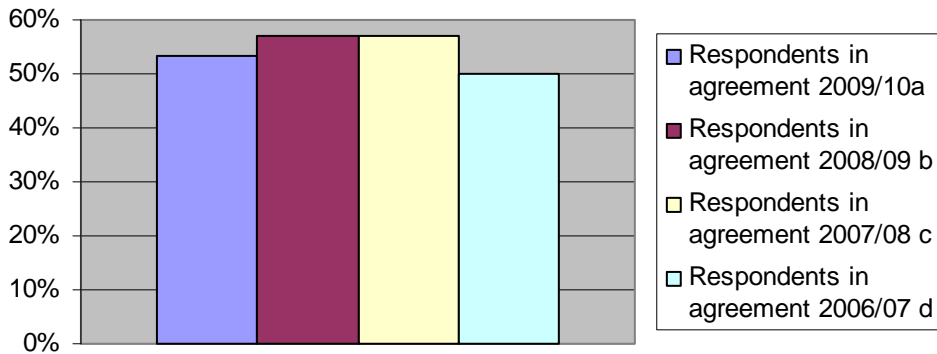
Q26/27ii.Parks & open spaces & access to nature has stayed the same or improved in the last 3 years



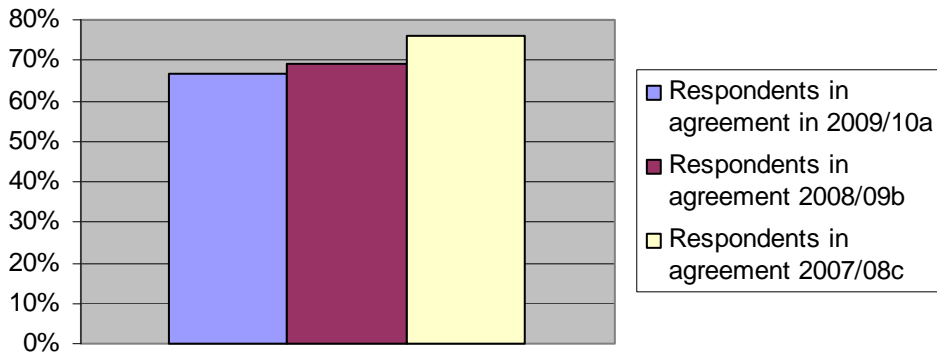
Q26/27iii.Has access to nature/parks & open spaces improved/stayed same over last 3 years?



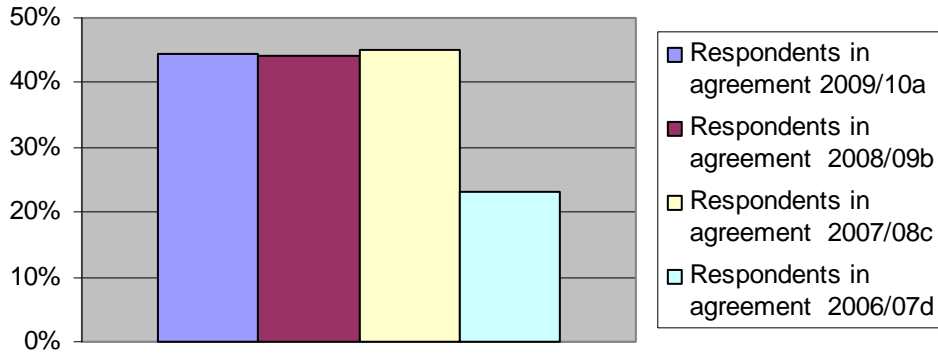
Q28.Your local area is a place where different backgrounds get on well together



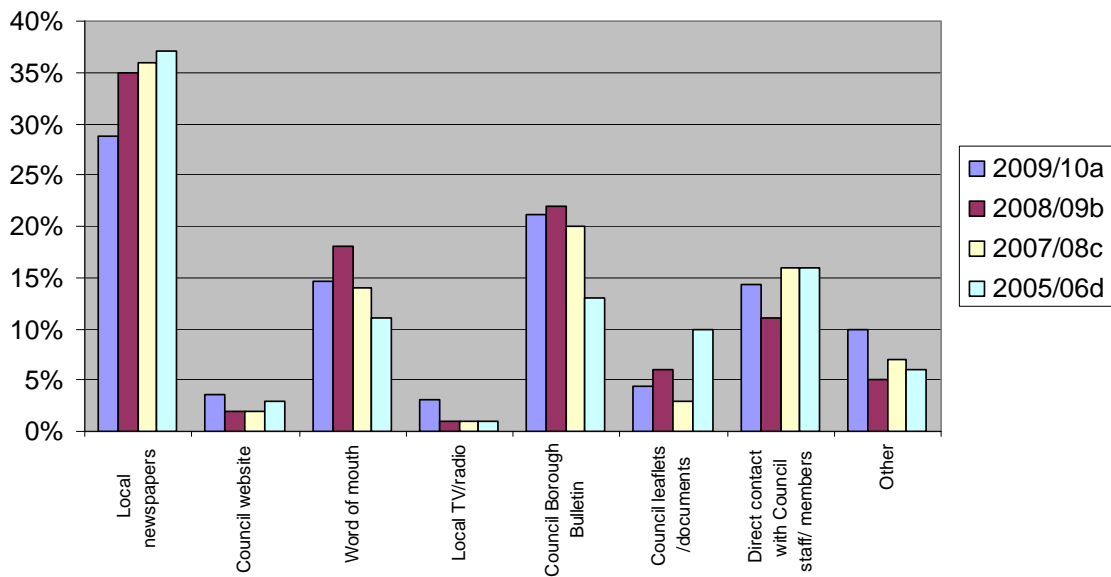
Q29.Strongly feel that you belong to your neighbourhood



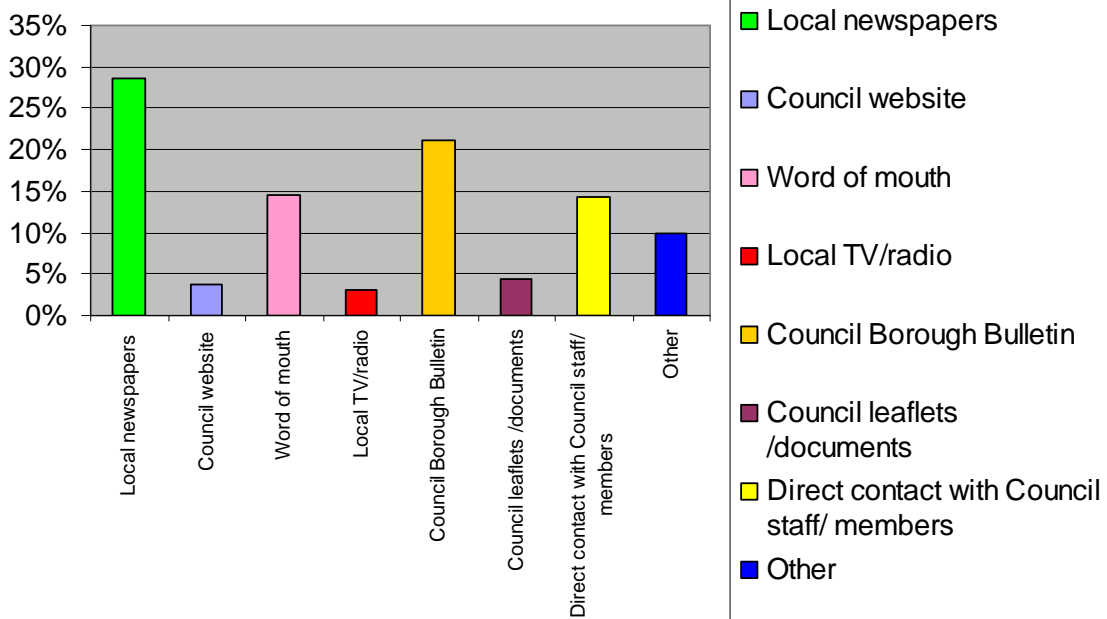
Q30. You can influence decisions affecting your local area



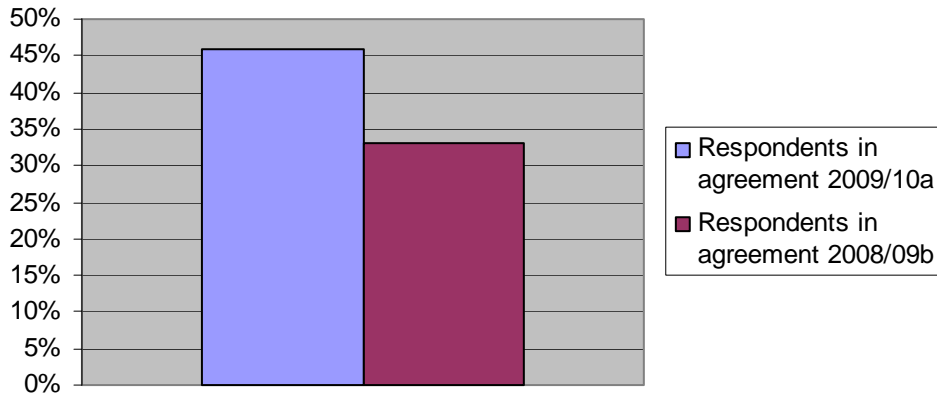
Q31i. Which most strongly shapes your opinion of HBBC?(annual trends)



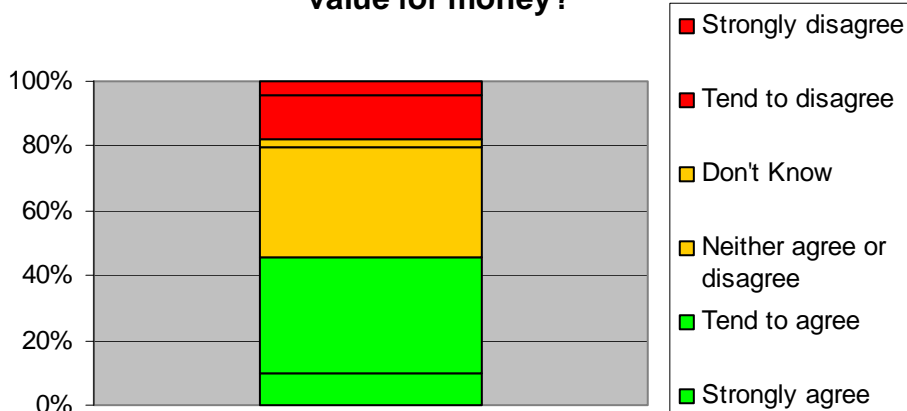
Q31ii.What most strongly shapes your opinion of HBBC?



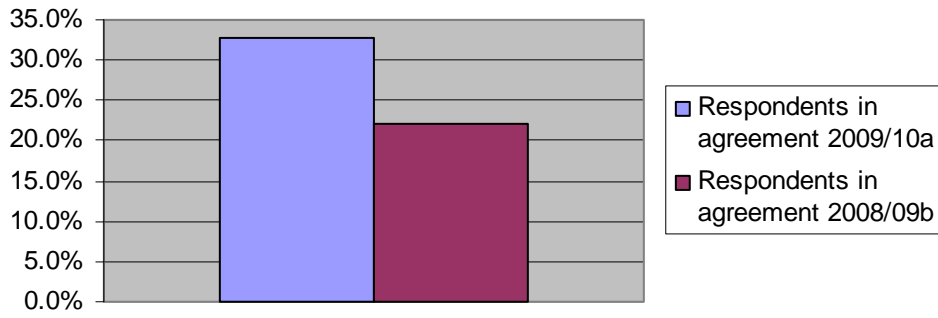
Q32i.HBBC provides value for money



Q32ii.Do you agree/disagree HBBC provides value for money?



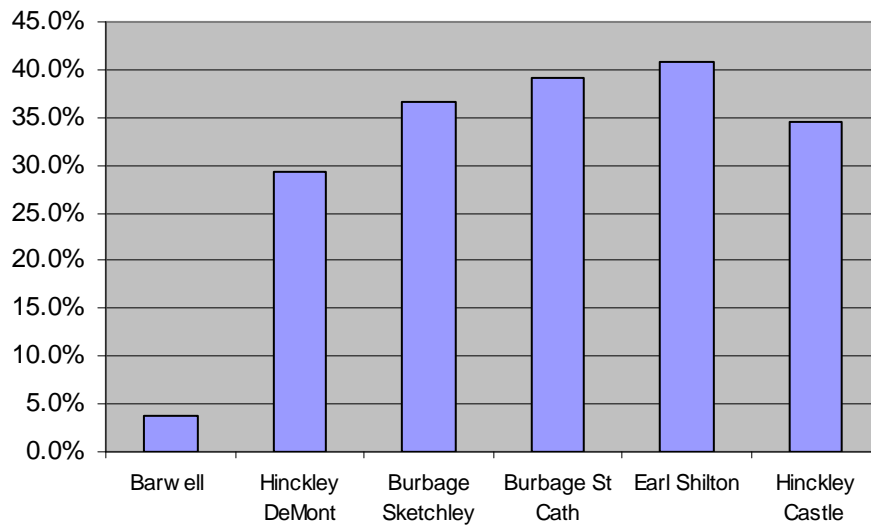
Q33i. Police & other local public services are successfully dealing with Crime & ASB in your local area



Q33ii. How much do you agree/disagree that police & local public services are successfully dealing with crime and ASB?



Q33iii. Respondents in agreement that police and other local public services are successfully dealing with Crime and ASB in your local area





A Borough to be proud of

Hinckley & Bosworth
Borough Council

Overview and Scrutiny Work Programme 2010/2011

ISSUE 2010/02: JULY 2010

Welcome to Hinckley and Bosworth Borough Council's Overview and Scrutiny Work Programme, which sets out the work to be carried out by the Council's Scrutiny Commission during 2010/2011.

A structured, focussed and supported scrutiny process, which dovetails into the Council's wider democratic, performance and financial management processes, provides for an evidence based approach to challenging and developing the Council's long term vision and priorities and ensuring that the needs of the Borough's Citizens are met.

This is the sixth year that we have managed the work of scrutiny through a work programme. Following a review of progress in November 2005, it was proposed that future work programmes be configured into the following categories to better represent all the roles and responsibilities of the Overview and Scrutiny Function:

- **Scrutiny Topics** – This includes items of particular interest to overview and scrutiny that can be classified as 'scrutiny topics' to investigate in particular detail.
- **Performance Management Information** – Information provided by the council identifying current performance levels against performance indicators, progress with implementation of business delivery plans, best value reviews and service improvement projects. This is in accordance with the Council's Performance Management Framework.
- **Participation in Policy Development Issues** – These are issues being revised or introduced by the Council or other external organisations. The Overview and Scrutiny Function should be engaged in the development of such matters so that the decision-making body (Executive, Council or external organisation) are informed of all possible views before taking a decision / agreeing a new policy. This will need to be updated in the Council's Constitution.
- **Tracking of implementation with previous recommendations** – The scrutiny committee will review progress with the implementation of previously agreed recommendations.
- **Committee Management Issues** – These include the minutes of previous meetings, progress reports on actions, overview and scrutiny work programmes and development issues for the overview and scrutiny function.

The Work Programme ensures that Scrutiny's work is:

outcome focussed;
prioritised accordingly;
resourced properly; and
project planned properly.

The Work Programme has been designed to ensure it is a living document and it will be reviewed at each meeting of the Scrutiny Commission, and the Select Committees will also review their sections at each of their meetings, to ensure it remains focussed and relevant.

Councillor Matthew Lay
Chairman of Scrutiny Commission

SCRUTINY COMMISSION WORK PROGRAMME 2010/2011

1. Citizens' Panel Consultation Results

- Use the results of the survey improving Your Area as a Place to Live and Work to inform priorities and policy.
- Report on issues identified in the 2009 results of Council Priorities & Budget Spend.

2. Performance Improvement

- How the Council proactively manages performance to ensure that issues are addressed in a timely fashion and that there is continuous improvement; and
- Monitor the quarterly Performance Reports to Executive and the decisions they take.
- Risk Management.

3. Implementation of Rural Areas Review

- Annual progress report on implementation of outcomes.

4.

-

5.

6.

7. Community Safety Partnership

- Six-monthly report on progress of Partnership

8.

-

SCRUTINY COMMISSION

TIMETABLE

Scrutiny Commission - Thursday 1 July 2010						
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics	Review of Registered Social Landlords	To formulate recommendations				
	Restructuring of payment options	To review the process undertaken and options available	Ensure adequate services for the community	Strong & Distinctive Communities / Thriving Economy	Deputy Chief Executive (Corporate Direction)	Consultation with users
	Consultation Results – Citizens' Panel Survey	To inform of the finding of the winter 2009/10 survey	Ensure high quality service provision	All Corporate Aims	Deputy Chief Executive (Corporate Direction)	Citizens' Panel Consultation
Performance Management Information	Planning Appeal Decisions	6-monthly review	Ensure high performance of Planning Committee	All Corporate Aims	Executive Member / Head of Planning	
	End of year performance & risk	To receive year end reports and make recommendations or review areas as necessary	Ensure high performance and management of strategic risks	All Corporate Aims	Executive Member / Deputy Chief Executive (Corporate Direction)	

Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services/ Head of Corporate & Scrutiny Services	
	Coalition Government Announcements	To keep Members informed of information received	Effective decision making in light of changes	All Corporate Aims	Executive Member / Deputy Chief Executive (Community Direction)	
Tracking of implementation with previous recommendations	Developer Contributions update	Update progress since previous report (January 09)	Monitoring of section 106 contributions	Strong and distinctive communities	Executive Member for Planning / Director of Community and Planning Services	
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims	Head of Corporate & Scrutiny Services	

Scrutiny Commission - Thursday 5 August 2010						
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services/ Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations	Update on review of winter gritting	Keep informed of progress of the County Council's review	Improved co-ordination of gritting services	Safer and Healthier Borough	Chief Officer (Business, Contract & Streetscene Services)	
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

Scrutiny Commission - Thursday 16 September 2010

Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics	Review of Member Development	Scrutiny of activities	Ensure value for money training and development and assess progress towards achieving Member Development Charter	All Corporate Aims	Head of Corporate & Scrutiny Services / Member Development Champion	
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive Member for Corporate Services/ Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations	Community Safety Partnership Review	6 monthly update	Reduction in crime and improved partnership working	Safer and Healthier Borough	Executive member for Community safety Deputy Chief Executive	
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

Scrutiny Commission - Thursday 28 October 2010						
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services/ Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

Scrutiny Commission - Thursday 9 December 2010						
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services/ Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations						
Committee Management issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

Scrutiny Commission - Thursday 20 January 2011

Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics	Planning Appeal Decisions	6-monthly review	Ensure high performance of Planning Committee		Director of Community & Planning Services	
Performance Management Information	Budget???					
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services/ Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations	Developer Contributions update	Update progress since previous report (July 09)	Monitoring of section 106 contributions	Strong and distinctive communities	Executive Member for Planning / Director of Community and Planning Services	
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

Scrutiny Commission - Thursday 10 March 2011						
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services/ Head of Corporate & Scrutiny Services	
Tracking of implementation with previous recommendations	Community Safety Partnership Review	6-monthly update	Reduction in crime	Safer and Healthier Borough	Executive member for Community safety Deputy Chief Executive	
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

Scrutiny Commission - Thursday 14 April 2011						
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)	External Involvement
Scrutiny Topics						
Performance Management Information						
Participation in Policy Development Issues	Review of Forward Plan to identify items	Scrutiny of Executive decisions	Identification of reports for review ahead of decision making	All Corporate Aims	Executive member for Corporate Services/ Head of Corporate & Scrutiny Services	
	Parish & Community Initiative Fund	Consider proposed distribution of funding	Recommendations to Executive	Strong & Distinctive Communities	Executive Member for Rural Areas / Deputy Chief Executive	
	Housing & Planning Delivery Grant	Review of allocation and unsuccessful projects	Improved service delivery resulting from grant	All Corporate Aims	Executive Member for Planning / Director of Community & Planning Services	
Tracking of implementation with previous recommendations	Rural areas review	Review progress against previous recommendations		Strong and distinctive communities	Executive Member for Rural Affairs	
Committee Management Issues	Work Programme	Review work load for the year	Agreed forward work programme	All Corporate Aims		

COUNCIL SERVICES SELECT COMMITTEE WORK PROGRAMME 2010/2011

1. Programme for each key frontline service

- Monitor improvements and delivery against our stated objectives under the Corporate Performance Plan as applied to key front line services in the community.
 - Street scene (Refuse, Recycling, Street Cleansing)
 - Green Space, Groundcare & Neighbourhood Wardens
 - Environmental Health (including Pest Control)
 - Housing Benefits & revenues
 - Housing
 - Leisure Centre
 - Development Control, Building Control & Local Development Framework

2. Performance Management information – Performance indicators

- Scrutinise performance
- Data Quality
- Attendance Management

3. Other

- Electoral registration

Council Services Select Committee – Thursday 29 July 2010					
Function	Subject	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny topics	Programme for each key frontline service: Street Scene Services (Refuse, Recycling & Street Cleansing)	Monitor improvements and delivery against the councils aims stated under the Corporate Plan	Better quality services and more community focused services	Cleaner and Greener Neighbourhoods	Executive Members for Street Scene Services / Chief Officer (Business, Contract & Streetscene Services)
	Electoral Registration	To receive reports on the process, activities and any issues	Ensure a high quality service	All Corporate Aims	Relevant Chief Officer
Performance Management Information					
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme Review	Review the Work programme for the year to enable efficient work flow for the CSSC processes	Achieve Work Programme content & schedule agreed by Members	All Corporate Aims	Chairman / Democratic Services Officer

Council Services Select Committee – Thursday 30 September 2010					
Function	Subject	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics	Programme for each key frontline service: Green Space, Groundcare & Neighbourhood Wardens	Monitor improvements and delivery against the councils aims stated under the Corporate Plan	Better quality services and more community focused services	Cleaner & Greener Neighbourhoods	Executive Member for Green Space / Chief Officer (Business, Contract & Streetscene Services)
	Events: Costs and profits	Monitor the cost of events held in the borough in urban and rural areas	Ensure Value for Money	Strong & Distinctive Communities	Relevant Executive Member
Performance Management Information	Performance Data 1 st quarter performance results	Scrutinise performance and Investigate how under-performance can be remedied and how all key measures of performance can be improved to top quartile	Ensure that the Executive delivers improvement to Council Services and addresses underperformance appropriately	All Corporate Aims	Relevant Executive Members and Chief Officers
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme Review	Review the Work programme for the year to enable efficient work flow for the CSSC processes	Achieve Work Programme content & schedule agreed by Members	All Corporate Aims	Chairman / Democratic Services Officer

Council Services Select Committee – Thursday 11 November 2010					
Function	Subject	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics	Programme for each key frontline service: Revenues and Benefits	Monitor improvements and delivery against the councils aims stated under the Corporate Plan	Better quality services and more community focused services	Thriving Economy	Executive Member for Finance / Revenues & Benefits Manager
Performance Management Information	Attendance Management	To monitor staff sickness absence	Reduction of sickness absence / continuation of good performance	All Corporate Aims	Relevant Executive Member / Chief Officer (Corporate & Customer Resources, Scrutiny & Ethical Standards)
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme Review	Review the Work programme for the year to enable efficient work flow for the CSSC processes	Achieve Work Programme content & schedule agreed by Members	All Corporate Aims	Chairman / Democratic Services Officer

Council Services Select Committee – Thursday 16 December 2010					
Function	Subject	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics	Programme for each key frontline service: Housing (inc Housing Repairs)	Monitor improvements and delivery against the councils aims stated under the Corporate Plan	Better quality services and more community focused services	Decent, well managed and affordable housing	Executive Member for Housing / Chief Officer (Housing, Community Safety & Partnerships)
Performance Management information	Performance Improvement – 6 monthly status	Monitor the quarterly Performance Reports to Executive	Ensuring that the Executive delivers improvement to Council Services and addresses underperformance appropriately.	All Corporate Aims	Relevant Executive Members and Chief Officers
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme Review	Review the Work programme for the year to enable efficient work flow for the CSSC processes	Achieve Work Programme content & schedule agreed by Members	All Corporate Aims	Chairman / Democratic Services Officer

Council Services Select Committee – Thursday 27 January 2011					
Function	Subject	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics	Programme for each key frontline service: Environmental Health (inc Pest Control)	Monitor improvements and delivery against the councils aims stated under the Corporate Plan	Better quality services and more community focused services	Safer & Healthier Borough / Cleaner & Greener Neighbourhoods	Executive Member for Environmental Health / Chief Officer (Environmental Health)
Performance Management Information					
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme Review	Review the Work programme for the year to enable efficient work flow for the CSSC processes	Achieve Work Programme content & schedule agreed by Members	All Corporate Aims	Chairman / Democratic Services Officer

Council Services Select Committee – Thursday 17 March 2011					
Function	Subject	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics	Programme for each key frontline service: Development Control, Building Control & Local Development Framework	Monitor improvements and delivery against the councils aims stated under the Corporate Plan	Better quality services and more community focused services	All Corporate Aims	Executive Member for Planning / Head of Planning
Performance Management Information	Performance Improvement – 3 rd quarter review	Monitor the quarterly Performance Reports to Executive	Ensuring that the Executive delivers improvement to Council Services and addresses underperformance appropriately.	All Corporate Aims	Relevant Executive Members and Chief Officers
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme Review	Review the Work programme for the year to enable efficient work flow for the CSSC processes	Achieve Work Programme content & schedule agreed by Members	All Corporate Aims	Chairman / Democratic Services Officer

Council Services Select Committee – Thursday 28 April 2011					
Function	Subject	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics	Programme for each key frontline service: Leisure Centre	Monitor improvements and delivery against the councils aims stated under the Corporate Plan	Better quality services and more community focused services	Safer & Healthier	Executive Member for Culture / Cultural Services Manager
Performance Management Information					
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme Review	Review the Work programme for the year to enable efficient work flow for the CSSC processes	Achieve Work Programme content & schedule agreed by Members	All Corporate Aims	Chairman / Democratic Services Officer

FINANCE AND AUDIT SERVICES SELECT COMMITTEE WORK PROGRAMME 2010/2011

1. Internal Audit Work Programme

- Consider each Internal Audit Block and recommendations and ensure that recommendations are implemented and followed up

2. Financial and Budget Monitoring

- Final Accounts 2009/10 (June 2010)
- Quarterly Budget Monitoring (September & December 2010, March 2011)
- Capital Programme 2010/11 to 2013/14 (December 2010)
- Budget Proposals / Council Tax (February 2011)
- Prudential Code (March 2011)
- Treasury management Report (May 2011)

3. Corporate Management

- Risk Management (June & December 2010)
- Annual Audit Plan (March 2011)
- ISA260 Annual Audit Letter (September 2010)
- Annual Audit Report (May 2011)

FINANCE AND AUDIT SERVICES SELECT COMMITTEE

Timetable

Finance and Audit Services Select Committee – Monday 2 August 2010					
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics					
Performance Management Information	Audit Block 1	Ensure that findings are considered	Recommendations are implemented	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Internal Audit
	Prudential Indicators and Treasury management Reports	Ensure value for Money	Ensure the Executive delivers good value improving Services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme 2009/10	To review the Select Committee's workload	To ensure timely consideration of reports and consistency of distribution of workload	All Corporate Aims	Accountancy Manager/ Chairman

Finance and Audit Services Select Committee – Monday 20 September 2010					
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics					
Performance Management Information	Audit Block 2	Ensure findings are considered	Recommendations are implemented	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Internal Audit
	ISA 260 Report	Review work of External Auditors	Ensure matters raised by External Auditors are considered by Members	All Corporate Aims	Deputy Chief Exec (Corp. Direction)
	Budget monitoring – 1 st quarter	Quarterly update report	Ensure Members are aware of current issues with regard to the budget	Thriving Economy	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
Tracking of implementation with previous recommendations	Markfield Community Centre – internal audit	Request of committee for update after six months	Recommendations have been implemented	All Corporate Aims	Internal Audit / relevant Chief Officer
Committee Management Issues	Work Programme 2009/10	To review the Select Committee's workload	To ensure timely consideration of reports and consistency of distribution of workload	All Corporate Aims	Accountancy Manager/ Chairman

Finance and Audit Services Select Committee – Monday 8 November 2010					
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics					
Performance Management Information	Audit Block 3	Ensure findings are considered	Recommendations are implemented	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Internal Audit
	Treasury Management Performance report	Ensure value for Money	Ensure the Executive delivers good value improving Services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme 2009/10	To review the Select Committee's workload	To ensure timely consideration of reports and consistency of distribution of workload	All Corporate Aims	Accountancy Manager/ Chairman

Finance and Audit Services Select Committee – Monday 20 December 2010					
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics					
Performance Management Information	Audit Block 4	Ensure findings are considered	Recommendations are implemented	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Internal Audit
	Budget monitoring – 2 nd quarter	Quarterly update report	Ensure Members are aware of current issues with regard to the budget	Thriving Economy	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
	Capital Programme 2010/11 to 2013/14	Backbench input to Capital Programme	Ensure the Executive provides good value improving services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
	Annual Audit Letter	Review work of External Auditors	Matters reported by External Auditors are considered by Elected members	All Corporate Aims	Deputy Chief Exec (Corp. Direction)
	Risk management progress report	To provide an update on Risk management activities in the Council	To ensure Risk management stays embedded in the Council	All Corporate Aims	Principal Performance and Risk Management Officer
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme 2009/10	To review the Select Committee's workload	To ensure timely consideration of reports and consistency of distribution of workload	All Corporate Aims	Accountancy Manager/ Chairman

Finance and Audit Services Select Committee – Monday 7 February 2011					
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics					
Performance Management Information	Audit Block 5	Ensure findings are considered	Recommendations are implemented	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Internal Audit
	Revenue Budget and Council Tax Proposals 2011/12	Ensure Value for Money and allow backbench input into the Budget and Council Tax setting process	Ensure the Executive delivers good value improving services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
	Capital Programme 2010/11 to 2013/14	Backbench input to Capital Programme	Ensure the Executive provides good value improving services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
	Treasury Management Performance report	Ensure value for Money	Ensure the Executive delivers good value improving Services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme 2009/10	To review the Select Committee's workload	To ensure timely consideration of reports and consistency of distribution of workload	All Corporate Aims	Accountancy Manager/ Chairman

Finance and Audit Services Select Committee – Monday 21 March 2011					
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics					
Performance Management Information	Audit Block 6	Ensure findings are considered	Recommendations are implemented	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Internal Audit
	Budget monitoring – 3 rd quarter	Quarterly update report	Ensure Members are aware of current issues with regard to the budget	Thriving Economy	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
	Annual Audit and Inspection Letter	Review work of External Auditors	Matters reported by External Auditors are considered by Elected members	All Corporate Aims	Deputy Chief Exec (Corp. Direction)
	Prudential code	Ensure value for Money	Ensure the Executive delivers good value improving Services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
	Annual Audit Plan	Provide the plan for external audit	Plan approved	All Corporate Aims	Deputy Chief Executive (Corporate Directoin)
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme 2009/10	To review the Select Committee's workload	To ensure timely consideration of reports and consistency of distribution of workload	All Corporate Aims	Accountancy Manager/ Chairman

Finance and Audit Services Select Committee – Monday 9 May 2011					
Function	Activity/ Objective	Reason	Desired Outcome	Vision, Values and Aims	Responsible (member/officer)
Scrutiny Topics					
Performance Management Information	Audit Block 7	Ensure findings are considered	Recommendations are implemented	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Internal Audit
	Annual Audit Report 2010/11 (internal)	To provide assessment of internal control	Assurance of internal control and risk management	All Corporate Aims	Deputy Chief Executive (Corporate Direction) / Internal Audit
	Treasury Management Performance report	Ensure value for Money	Ensure the Executive delivers good value improving Services	All Corporate Aims	Deputy Chief Exec (Corp. Direction) / Accountancy Manager
Tracking of implementation with previous recommendations					
Committee Management Issues	Work Programme 2009/10	To review the Select Committee's workload	To ensure timely consideration of reports and consistency of distribution of workload	All Corporate Aims	Accountancy Manager/ Chairman



Hinckley & Bosworth
Borough Council

A Borough to be proud of

FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS

JULY – OCTOBER 2010

Hinckley & Bosworth Borough Council
Council Offices, Argents Mead
Hinckley, LE10 1BZ

HINCKLEY & BOSWORTH BOROUGH COUNCIL

INFORMATION ABOUT THE FORWARD PLAN

WHAT IS THE FORWARD PLAN?

The Forward Plan contains decisions which are due to be taken by Council, Executive or under delegated powers to individual Executive members or senior officers. Each plan covers a four month period and is updated monthly. The plan includes all decisions to be taken both “key decisions” (definition opposite) and non-key decisions.

WHAT INFORMATION IS CONTAINED IN THE FORWARD PLAN?

The Forward Plan details:

- The nature of the decision to be made and whether it is a key decision (definition opposite);
- The committee or individual who will take the decision;
- The date or period when the decision is to be taken;
- The stages which will be undertaken prior to the decision, both consultation and presentation to committees;
- The documents which will be presented to the decision maker(s);
- The author of the report.

You can view copies of the current Forward Plan on our web site (www.hinckley-bosworth.gov.uk) or alternatively at:

The Main Reception, Council Offices, Argents Mead, Hinckley

WHAT IS A KEY DECISION?

A key decision is an Executive decision which:

- involves expenditure (of reduction of income) of over £20,000 on any particular scheme/project;
- adopts a policy or strategy (which the Executive has the power to adopt);
- involves the adoption or amendment of the Scale of Fees and Charges;
- is one that affects the whole of the Borough and is one which the residents of Hinckley & Bosworth would normally expect to be notified or consulted; or
- involves a recommendation by the Executive to a Partnership organisation which will take the ultimate decision.

Decisions by the regulatory committees (ie Planning, Regulatory, Licensing and Standards) and Personnel Committee are never key decisions.

A copy of this Forward Plan can be downloaded from our website (www.hinckley-bosworth.gov.uk) or can be obtained by telephoning 01455 255879, sending a fax to 01455 635692 or emailing democraticsupport@hinckley-bosworth.gov.uk

RESPONSIBILITY FOR DECISIONS

Part 3 of the Council’s Constitution sets out which committee/individual has responsibility for taking decisions.

FORWARD PLAN OF EXECUTIVE AND COUNCIL DECISIONS

1 JULY TO 31 OCTOBER 2010

JULY 2010

No decisions to be taken

AUGUST 2010

Details of Decision to be taken (* denotes key decision)	Portfolio/ Service	Decision Maker and Date(s)	Reporting Pathway and Date(s)	Consultees and Consultation Process	Documents to be submitted <i>(Report Author)</i>
Strong Leader Plus consultation	Corporate Direction	Executive 4 August 2010			
Housing Strategy Review	Housing	Council 10 August 2010			Committee Report <i>(Sharon Stacey)</i>

SEPTEMBER 2010

Details of Decision to be taken (* denotes key decision)	Portfolio/ Service	Decision Maker and Date(s)	Reporting Pathway and Date(s)	Consultees and Consultation Process	Documents to be submitted <i>(Report Author)</i>
Tenant Consultation Feedback	Housing	Executive 8 September 2010			Committee Report <i>(Sharon Stacey)</i>
Masterplan Preferred Options	Planning	Executive 8 September 2010			Committee Report <i>(Simon Wood)</i>

OCTOBER 2010

Details of Decision to be taken (* denotes key decision)	Portfolio/ Service	Decision Maker and Date(s)	Reporting Pathway and Date(s)	Consultees and Consultation Process	Documents to be submitted <i>(Report Author)</i>
Review of Waste Collection Services	Business, Contracts & Streetscene Services	Executive 20 October 2010	Scrutiny Commission, 16 September	Trade Unions	Committee Report <i>(Michael Brymer)</i>
Flood Management Review	Environmental Services	Executive 20 October 2010			Committee Report <i>(Rob Parkinson)</i>
Leicestershire Waste Partnership Strategy	Business, Contracts & Streetscene Services	Council 26 October 2010			Committee Report & Strategy <i>(Michael Brymer)</i>

To Be Programmed

Neighbourhood Wardens Enforcement Policy	Business, Contracts & Street Scene Services		Scrutiny Commission		Committee Report <i>(Caroline Roffey)</i>
Council House future options	Housing / Finance				Committee Report <i>(Sharon Stacey)</i>
Strong Leader Plus	Corporate Direction	Council December			Committee Report <i>(Louisa Horton)</i>

DETAILS OF COUNCIL DECISION MAKERS

The table below details the Council's Service Areas and the Executive Member responsible for each with the Council Official responsible for service management.

AREA OF RESPONSIBILITY / SERVICE AREA	EXECUTIVE MEMBERS AND CHIEF OFFICERS	HEAD OF SERVICE CONTACT DETAILS
Strategic Leadership	Councillor SL Bray (Leader) Mr S Atkinson (Chief Executive)	Tel: 01455 255606 Fax: 01455 890229 Email: steve.atkinson@hinckley-bosworth.gov.uk
Community Direction (including Housing, Community Safety, Partnerships, Environmental Health, Planning & Cultural Services)	Councillor D Bill (Deputy Leader) (Community Safety) Councillor SL Bray (Leader) (Planning) Councillor DS Cope (Housing & Environmental Health) Councillor Ms Moore (Cultural Services) Mr B Cullen (Deputy Chief Executive, Community Direction)	Tel: 01455 255676 Fax: 01455 890229 Email: bill.cullen@hinckley-bosworth.gov.uk
Corporate Direction (including Corporate & Customer Resources, Scrutiny, Ethical Standards, Finance, ICT, Estates & Asset Management)	Councillor KWP Lynch (Finance, ICT & Asset Management) Councillor DO Wright (Corporate Services, Equalities) Mr S Kohli (Deputy Chief Executive, Corporate Direction)	Tel: 01455 255607 Fax: 01455 251172 Email: sanjiv.kohli@hinckley-bosworth.gov.uk
Business, contract & Streetscene Services (including Refuse Collection, Street Cleansing, Car Park Management, Housing repairs, Neighbourhood Wardens)	Councillor SL Bray (Leader) (Car Parks) Councillor DS Cope (Housing Repairs) Councillor WJ Crooks (Refuse and Recycling, Street Cleansing) Councillor Ms Moore (Green Spaces, Grounds Maintenance) Mr M Brymer (Head of Service)	Tel: 01455 255852 Fax: 01455 234590 Email: michael.brymer@hinckley-bosworth.gov.uk
Rural Issues (across all portfolios and including Village Centres)	Councillor WJ Crooks Mr B Cullen (Deputy Chief Executive, Community Direction)	Tel: 01455 255676 Fax: 01455 890229 Email: bill.cullen@hinckley-bosworth.gov.uk

Further clarification and representations about any item included in the Forward Plan can be made to the appropriate Executive Member and Head of Service either using the contact details above or in writing to: Hinckley and Bosworth Borough Council, Council Offices, Argents Mead, Hinckley, Leicestershire, LE10 1BZ. Representations should be made before noon on the working day before the date on which the decision is to be taken.

DECISION MAKING ARRANGEMENTS

The views of local people are at the heart of decision making at Hinckley & Bosworth Borough Council, because major decisions are made by Councillors who are elected every four years by local people. Councillors work with the communities that they represent to ensure that local priorities are reflected in the work that the Council does.

The Council is made up of 34 Councillors representing 16 wards. If you want to know which Councillor(s) represents your area or you would like to contact your Councillor(s) concerning an issue, you will find contact details on our website (www.hinckley-bosworth.gov.uk) or alternatively you can contact the Council on 01455 238141.

The Council is committed to the principle of open government and everyone is welcome to attend meetings (except for confidential business) and to receive details of non-confidential items. Below are further details of the Council's democratic decision making arrangements.

The Council

The Council is responsible for setting the budget and the policy framework. Each year there is an Annual Meeting, which selects the Mayor and Deputy Mayor (who are the Chairman and Vice-Chairman of the Council) and decides the membership of the Scrutiny Commission and Regulatory Committees. There are six ordinary meetings of the Council per year, which make strategic, policy and major budget decisions. This Forward Plan details decisions to be taken by the Council over the next four months.

Executive Functions

Many day to day policy and operational decisions are taken by Executive, a group of seven Councillors comprising of the Leader, Deputy Leader and five Executive Members each responsible for an area of Council policy and activity. The Executive members and their responsibilities are detailed in the previous table.

Overview and Scrutiny Functions

Decisions of the Executive are subject to scrutiny by the Scrutiny Commission and two Select Committees, one responsible for Council Services and the other for Finance and Audit. The Scrutiny Commission and Select Committees also have a role in Policy development. In addition, Scrutiny Panels are established to oversee ad-hoc projects. The Council has a Panel which reviews ICT. The Scrutiny Commission publishes an Annual Report and a Work Programme; this is available on the Council's website (www.hinckley-bosworth.gov.uk/scrutiny) and from the Council on request.

Regulatory Functions

In addition the Council has established committees to deal with regulatory issues, these committees are Planning Committee, Licensing Committee, Regulatory Committee and the Standards Committee.

Further information about the Council's Decision Making Arrangements can be obtained from Democratic Services on 01455 255770.

HINCKLEY & BOSWORTH BOROUGH COUNCIL

COUNCIL SERVICES SELECT COMMITTEE

13 MAY 2010 AT 6.30 PM

PRESENT: Mrs R Camamile - Chairman

Mr JC Bown, Mrs A Hall, Mr DW Inman, Mr K Morrell, Mrs J Richards and Mr BE Sutton.

Officers in attendance: Ms K Harris, Miss R Owen and Mrs J Stay.

Nicola Towers, Contracts Manager, SLM also attended the meeting.

1. **APOLOGIES**

Apologies were submitted on behalf of Mr JG Bannister and Ms BM Witherford.

2. **MINUTES (CSSC33)**

RESOLVED – the minutes of the meeting held on 1 April 2010 be confirmed.

3. **DECLARATIONS OF INTEREST**

No interests were declared at this stage.

4. **ATTENDANCE MANAGEMENT 2009/10 (CSSC34)**

Members received a report which provided details of the Council's absence levels for 2009/10 and gave comparisons with the previous year. It was reported that whilst there had been an increase in long-term absence, there had been a decrease in short-term absence. It was, however, reported that the majority of long-term absence cases had returned to work.

The HR Manager explained that if someone was unable to return to their previous role, redeployment was investigated in conjunction with Occupational Health.

The Select Committee asked that the Human Resources Team and Managers be congratulated for the success of the framework and thanked for their hard work to reduce absence.

RESOLVED – the report be noted and officers be congratulated.

5. KEY FRONTLINE SERVICE REVIEW: HINCKLEY LEISURE CENTRE (CSSC35)

The Select Committee received a report in order to monitor performance against stated objectives with regard to Hinckley Leisure Centre. It was reported that there had been greater than 100% increase in swimming usage compared with 2008/09, a 16% increase in GP referrals, and 28% usage by people living outside of the LE10 area.

Members were informed that a bid had been submitted to the DCMS which, if successful, would provide improved disabled access and facilities including a hoist and would fund re-configuration of the changing rooms to a 'village change' style arrangement.

RESOLVED – the report be noted and progress endorsed.

6. COUNCIL SERVICES SELECT COMMITTEE DRAFT WORK PROGRAMME 2010/2011 (CSSC36)

Members gave consideration to the draft Work Programme 2010/2011 and were asked to include any items in addition to the regular frontline service reviews, performance monitoring and attendance management.

Members felt that Housing Repairs should be reported as part of the Housing frontline service review. It was also requested that reports be provided on cost and profit of events in the borough (September) and Electoral Registration (June).

RESOLVED – the work programme be agreed with the abovementioned additions.

(The meeting closed at 7.36 pm)

HINCKLEY & BOSWORTH BOROUGH COUNCIL
FINANCE & AUDIT SERVICES SELECT COMMITTEE

24 MAY 2010 AT 6.30 PM

PRESENT: Mr PAS Hall - Chairman

Mr JG Bannister, Mr DM Gould, Mr MR Lay, Mr K Morrell, Mr BE Sutton and Ms B Witherford.

Officers in attendance: Mr Michael Brymer, Mr D Bunker, Mrs J Kenny, Mr S Kohli, Miss R Owen and Mr R Parkinson.

Colin Roxburgh of RSM Tenon was also in attendance.

26 **APOLOGIES AND SUBSTITUTIONS**

Apologies were submitted on behalf of Mr Ward. It was also noted that Annual Council had agreed two changes to the membership of the Committee – Dr Moore would replace Mr Mayne and Mr Sutton would fill the vacancy.

27 **DECLARATIONS OF INTEREST**

No interests were declared at this stage.

28 **MINUTES (FASC1)**

RESOLVED – the minutes of the meeting held on 12 April 2010 be agreed.

Mr Gould arrived at 6.38pm.

29 **BUILDING REGULATIONS – INTERNAL AUDIT REPORT 2009/10 (FASC2)**

Mr Roxburgh presented the internal audit report, outlining the ongoing rolling programme with regard to electrical testing.

30 CONCESSIONARY TRAVEL – INTERNAL AUDIT REPORT 2009/10 (FASC3)

Internal Audit presented a report which was the outcome of an audit requested by the Borough Council on behalf of some other districts within Leicestershire. It was reported that the investigation had found that the main bus operators were making accurate recharges and whilst the smaller firms may have been giving less accurate figures, the impact of this would have been very small. Some issues with regard to the checking and analysing of recharges had arisen and further audit work was required.

31 VAT HEALTH CHECK REVIEW (FASC4)

Mr Roxburgh explained the process for undertaking the VAT health check review and did not highlight any issues.

32 ENERGY CONSUMPTION & EXPENDITURE

Members received an update report on consumption and costs of energy. It was reported that a decrease in use had been recorded in 2009/10 and that monthly readings had been introduced at all sites to reduce discrepancies caused by estimated billing. Members were reminded that some costs would have increased due to the uncharacteristically cold winter.

One of the areas of high energy consumption was noted to be sheltered housing, which despite benefiting from double glazing, loft and cavity wall insulation, was inefficient due to old boilers with poor temperature controls and people opening windows with the heating on.

It was requested that figures for the Leisure Centre be included in these reports in future. It was also requested that these reports be provided to the select committee on a quarterly basis, however in response it was explained that they were being provided to the Scrutiny Environment Group so this would be duplication.

RESOLVED – the report be noted and future updates include figures for the Leisure Centre.

33 PROCUREMENT & EFFICIENCY STRATEGY (FASC6)

The Select Committee was presented with the new Procurement Strategy for consideration and comment. It was reported that the scope of the strategy had been extended to include value for money and efficiencies. Members were also informed that the document had been sent to various local organisations including the Town Centre Partnership and Business Link for comments, to which a very positive response had been received.

Procurement issues such as whole life costing, green procurement, cost and quality assessments and evaluation of tenders were discussed. Concern was also expressed that maximum savings had already been made and no more would be found, however in response officers explained that there would still be savings, however these would be marginal.

RESOLVED – the Strategy and Action Plan be endorsed.

34 WORK PROGRAMME (FASC7)

Members gave consideration to the Select Committee's work programme for 2010/11.

RESOLVED – the Work Programme be agreed.

35 DATE OF NEXT MEETING

It was noted that the next meeting was scheduled for 21 June 2010.

(The meeting closed at 7.51 pm)