



Cabinet

Tuesday, 19 March 2019 at 4.30 pm

Council Chamber, King George V House, King George V Road, Amersham

A G E N D A

Item

1 Evacuation Procedure

2 Apologies for Absence

3 Minutes (*Pages 5 - 12*)

To approve the minutes of the Cabinet held on 5 February 2019.

4 Declarations of Interest

5 28-Day Notice (*Pages 13 - 14*)

Appendix: Cabinet 28 Day Notice (Pages 15 - 18)

Appendix: Joint Committee 28 Day Notice (Pages 19 - 22)

6 Current Issues

7 Refreshed Joint Business Plan 2019/20 (*Pages 23 - 24*)

Appendix A: Joint Business Plan 2019/20 (Pages 25 - 44)

8 Service Plans 2019/20 (Pages 45 - 46)

Appendix: Service Plans 2019/20 (Pages 47 - 122)

9 Performance Indicator Review 2019/20 (Pages 123 - 126)

Appendix A: Priority PI Review (Pages 127 - 128)

Appendix B: Corporate PI Review (Pages 129 - 130)

10 Performance Report Quarter 3 2018/19 (Pages 131 - 134)

Appendix A: Priority PIs Q3 (Pages 135 - 136)

Appendix B: Corporate PIs Q3 (Pages 137 - 140)

Appendix C: Data Only PIs Q3 (Pages 141 - 142)

11 CCTV Review (Pages 143 - 146)

Appendix 1 (Pages 147 - 148)

Appendix 2 (Pages 149 - 150)

12 Bucks Home Choice Allocation Policy (Pages 151 - 156)

Appendix 1: Draft Revised Policy (Pages 157 - 202)

Appendix 2: Policy Changes Summary (Pages 203 - 206)

13 Minutes of Joint Executive Committees

Members are asked to note the Minutes of the following meetings of Joint Executive Committees:

Appendix 1: Chiltern and South Bucks Joint Committee (Pages 207 - 210)

Appendix 2: Aylesbury Vale, Chiltern & Wycombe Districts Crematoria Joint Committee - 23 January 2019 (Pages 211 - 218)

14 Exclusion of the Public

To resolve that under Section 100(A)(4) of the Local Government Act 1972 the public be excluded from the meeting for the following item(s) of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Act.

Paragraph 3 Information relating to the financial or business affairs of any particular persons (including the authority holding that information).

15 Cabinet Reports from Policy Advisory Groups:

15.1 Healthy Communities Notes - 12 February 2019 (*Pages 219 - 222*)

16 HS2 Project Report (*Pages 223 - 228*)

Reasons for restriction: Paragraph(s) 3

Note: All reports will be updated orally at the meeting if appropriate and may be supplemented by additional reports at the Chairman's discretion.

Membership: Cabinet

Councillors: I Darby (Leader)
M Stannard (Deputy Leader)
P Martin
M Smith
E Walsh
F Wilson

Audio/Visual Recording of Meetings

This meeting might be filmed, photographed, audio-recorded or reported by a party other than the Council for subsequent broadcast or publication. If you intend to film, photograph or audio record the proceedings, or if you have any questions please contact Democratic Services. Members of the press please contact the Communications Team.

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<p>Publication Date 20 February 2019</p>

CHILTERN DISTRICT COUNCIL

MINUTES of the CABINET held on 5 FEBRUARY 2019

PRESENT Councillors I Darby - Leader
 M Stannard - Deputy Leader
 P Martin
 M Smith
 E Walsh
 F Wilson

ALSO IN ATTENDANCE: Councillor M Harrold

165 MINUTES

The minutes of the Cabinet held on 11 December 2018 and the minutes of the extraordinary Cabinets held on 9 January and 24 January 2019 were approved and signed by the Chairman as a correct record.

166 DECLARATIONS OF INTEREST

There were no declarations of interest.

167 28-DAY NOTICE

The Cabinet received a report attaching the draft 28-Day Notice which provided a forward look at the Agenda for the next meeting of the Cabinet. The Notice would be published on 15 February 2019 for the meeting of Cabinet 19 March 2019. The 28-Day Notice for the upcoming meetings of the Chiltern and South Bucks Joint Committee was also attached which provided a forward look at the Agendas for the 13 February 2019 and 1 April 2019 meetings.

The 28-Day Notice for the March meeting of Cabinet would be amended to include the Refreshed Joint Business Plan and Performance Indicator review for 2019/20.

RESOLVED –

That the Draft 28-Day Notice for Cabinet, to be published on 15 February 2019, and the 28-Day Notice for the Chiltern and South Bucks Joint Committee be noted.

168 CURRENT ISSUES

Councillor L Walsh announced that the next Chiltern Community Forum had been arranged to take place on Wednesday 20 February from 6 to 8 pm at the Chalfont St Peter Parish Office and all were welcome. This was a great opportunity to identify, review and resolve priority neighbourhood issues. The forum brought together the police, members of the public, partners, stakeholders and community groups.

Councillor Walsh further reported that two surveys were open to gather residents' views on what the issues were in their community. The Chiltern Community Forum would then develop an action plan for the top three priorities identified.

Chiltern Neighbourhood Survey – [click here](#)
Chiltern Youth Survey (under 18s) – [click here](#)

169 BUDGET AND COUNCIL TAX REPORT 2019/20

Members of the Cabinet received a report providing information regarding the Council's revenue budget for 2019/20 which would form the basis of setting the Council Tax. The Cabinet were therefore asked to recommend to Full Council that the budget be agreed at the Council meeting on 26 February 2019.

It was noted that the announcement of the decision to create a unitary authority in Buckinghamshire from 2020/21 did not affect the requirement on the Council to set a legal and prudent budget for 2019/20 that addresses the Council's aims and objectives. It would be necessary at a corporate level to make provision within reserves for the transition costs to the new unitary authority.

A 3% increase in Council Tax was proposed which would result in the district proportion of Council Tax being increased to £186.30 for a Band D property.

The key financial risks were noted along with the proposed level of reserves earmarked to mitigate those risks. The Council would have the suggested prudent level of general reserves of £900k.

The report had been considered by the Resources Overview Committee who recommended that Cabinet considered reducing the 3% council tax increase and further recommended that the windfall funding from the Chiltern Crematorium could be used for one off projects to the benefit of the local residents and council taxpayers.

The Cabinet agreed that the 3% increase ensured that Chiltern remained in a sound financial position and this had been the correct approach in the past. It was noted that whilst in a healthy position now, this could change should Government reinstate the negative revenue support grant which had been cancelled for 2019/20. Cabinet were in agreement with an earmarked reserve fund being created to benefit communities on particular projects.

Councillor P Martin reported that in respect of the Planning and Economic Development fees and charges, pre-planning charges had been reviewed and benchmarked against other local authorities and a report looking at this in further detail would be brought to a future meeting. At this time, the charges would remain at their present level.

The Cabinet expressed thanks to all officers involved in preparing the budget. The Deputy Leader was also thanked for his work in developing this year's draft budget.

RECOMMENDED

Revenue Budget 2019/20

- 1. That the revenue budget for 2019/20 be approved, as summarised in the table in paragraph 4.13.**
- 2. That the following use of earmarked reserves for 2019/20 be agreed:**

- Local Development Plan	£217k
- Planning Digitalisation	£81k
- Economic Development Reserve	£62k
- Waste Efficiency Reserve	£66k
- Leisure Fund	£50k

3. That the following additions to earmarked reserves for 2019/20 be agreed:
 - Capital – Funding replacement refuse vehicles £394k
 - Capital – Funding of capital programme £189k
4. That the creation of a new earmarked reserve of £1,995k for unitary implementation costs be agreed. Part of this reserve will be drawn down in 2019/20 after approval by the Shadow Authority.
5. That the creation of a new earmarked reserve for community projects be agreed, with the amount to be confirmed at the Full Council meeting on 26 February 2019.
6. That a budget requirement of £10,910k be approved, which will result in a District council tax of £186.30 for a Band D property.
7. That the level of fees and charges for 2019/20 (Appendix C) be agreed with the proviso pre-planning charges remain unchanged prior to a detailed review.
8. That the advice of the Director of Resources (Appendix A) be noted.

And RESOLVED

Setting the Council Tax

9. That this report be made available to all Members of the Council in advance of the Council Tax setting meeting on 26th February, and a final report produced for the Council meeting incorporating the information from preceptors, and the final decisions of the Cabinet on the budget.

Medium Term Financial Strategy

10. To note the comments in the report on the Council's financial position in respect of the years following 2019/20.

170 CAPITAL STRATEGY, CAPITAL PROGRAMME 2019/20 - 2023/24 AND REPAIRS & RENEWALS PROGRAMME 2019/20 - 2023/24

The Cabinet were asked to consider, and recommend to Council for approval, the Capital Programme, which identified Council projects by Portfolio Area, and the Repairs & Renewals Programme, that outlined planned maintenance for the Council's assets, both for the period 2019/20 to 2023/24. The report

also referred to the Capital Strategy which described how the Council would use and manage its capital resources to progress key Council priorities.

The report set out the main items in the capital programme, the largest of which was a capital budget of £33m for the potential redevelopment of the Chiltern Pools site which was at the end of its useful life. It was noted that the Capital Strategy, including the Capital Programme and the Repairs and Renewals Programme would be important for the new unitary authority to take note of to understand what commitments they would have.

RECOMMENDED:

- 1. That the Capital Strategy, including the Capital Programme for 2019/20 – 2023/24, as set out in Appendix A, be approved.**
- 2. That the Repairs and Renewals Programme for 2019/20 – 2023/24, as set out in Appendix B, be approved.**

171 TREASURY MANAGEMENT STRATEGY 2019/20

The Cabinet were asked to consider a report that recommended that the Annual Treasury Management Strategy be approved and adopted by the Council. The Council was required to produce this document annually to show how it managed its cash reserves for investment purposes.

RECOMMENDED:

That the Treasury Management Strategy, including the following appendices to the Treasury Management Strategy (Appendix 1), be adopted by the Council:

- Appendix 1A - Annual Investment Strategy Policies**
- Appendix 1B - Prudential Indicators including the borrowing limits**
- Appendix 1C - the MRP method to be used in 2019/20.**

172 TREASURY MANAGEMENT QUARTER 3 2018/19

The Cabinet received a report on the Treasury Management operation of the Council for October to December 2018.

RESOLVED:

That the Treasury Management Performance for Quarter 3 2018/19 be noted.

173 SLA FUNDING FOR VOLUNTARY SECTOR (1)

Members of the Cabinet considered a report which sought agreement to award community grant funding for a three year period, subject to a signed service level agreement with Chilterns Dial a Ride to provide transportation for vulnerable persons.

The Chilterns Dial a Ride service had seen volunteer drivers increase in number, more diversified trips being made, increased links with care homes and the service had been extended to the Wycombe area, funded by Wycombe District Council. During the previous year almost 6,000 journeys were undertaken for residents of Chiltern District and 243 individuals were supported across the Chiltern District.

The Cabinet questioned how long funding had remained at the same level and suggested, given how well run the service had been that this now be increased. Cabinet agreed that the service was of real value to the district's vulnerable residents and matching Wycombe District Council's contribution of £23,500 was recommended to assist with inflation, associated rising costs and as a show of appreciation for the efforts and continued excellent service shown by Chilterns Dial a Ride.

RESOLVED

That community grant funding of £23,500 per annum for the period 1st April 2019 to 31st March 2022 be agreed, subject to a signed service level agreement with Chilterns Dial a Ride to provide access to transport by vulnerable persons.

174 SLA FUNDING FOR VOLUNTARY SECTOR (2)

Members of the Cabinet received a report which sought agreement to the continued funding to Buckinghamshire County Council to provide the voluntary sector infrastructure support contract within Chiltern District and the

wider Buckinghamshire area. The contract was delivered by Community Impact Bucks.

Cabinet recognised the wide range of services delivered by Community Impact Bucks, their funding guidance and the overall positive impact they had on the voluntary sector in Chiltern.

RESOLVED

That continued funding of £15,270 to Buckinghamshire County Council be agreed for 2019/20, to provide the voluntary sector infrastructure support contract within Chiltern District and the wider Buckinghamshire area.

175 MINUTES OF JOINT EXECUTIVE COMMITTEES

RESOLVED:

That the minutes of the following Joint Executive Committees be noted:

- 1. Chiltern, South Bucks and Wycombe Joint Waste Collection Committee 3 December 2018**

176 EXCLUSION OF THE PUBLIC

RESOLVED –

That under section 100 (A) (4) of the Local Government Act 1972 (as amended) the public be excluded from the meeting for the following item(s) of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

Paragraph 3 – Information relating to the financial or business affairs of any particular person (including the authority holding that information)

177 CABINET REPORTS FROM POLICY ADVISORY GROUPS:

RESOLVED:

That the confidential notes from the following PAG meetings be noted:

- 1. Planning and Economic Development PAG 3 December 2018**
- 2. Customer Services PAG 5 December 2018**

The meeting ended at 5.18 pm

SUBJECT:	<i>28 Day Notice</i>
RELEVANT MEMBER:	<i>Cabinet Portfolio Holder for Support Services (Deputy Leader)</i>
RESPONSIBLE OFFICER:	<i>Joanna Swift, Head of Legal & Democratic Services</i>
REPORT AUTHOR:	<i>Leslie Ashton, 01895 837227, leslie.ashton@chilternandsouthbucks.gov.uk</i>
WARD/S AFFECTED:	<i>All</i>

1. Report

The Access to Information Regulations 2012 place a requirement on Councils to publish a notice 28 days before every executive or joint executive meeting detailing all Key Decisions and Private Reports to be considered. The [28 Day Notices](#) for Cabinet and the Cabinet's joint executive committees are published on the Council's website.

RECOMMENDATION:

Cabinet is asked to note the 28 Day Notice of executive decisions to be taken.

Background Papers:	None
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CHILTERN

District Council

28 DAY NOTICE

LOCAL AUTHORITIES (EXECUTIVE ARRANGEMENTS) (MEETINGS AND ACCESS TO INFORMATION (ENGLAND) REGULATIONS 2012)

This is a Notice of an intention to make a Key Decision on behalf of the Local authority (Regulation 9) and an intention to meet in private to consider those items marked as 'Private Reports' (Regulation 5).

A further Notice (the 'Agenda') will be published no less than 5 working-days before the date of the Cabinet meeting and will be available at www.chiltern.gov.uk/democracy

Key Decision (Y/N) ¹	Report Title & Summary ²	Date Decision to be taken	Decision to be taken by	Consultation ³	Private Report ⁴	Lead Officer ⁵
Leader (Councillor Isobel Darby)						
N	Service Plans 2019/20 To consider the service plans for the year 2019/20	19 March 2019	Cabinet	Resources Overview Committee 5 Mar 2019 Services Overview Committee 20 Feb 2019	Open	Aniqah Sultan Aniqah.Sultan@chilternandsouthbucks.gov.uk
N	Refreshed Joint Business Plan 2019/20 To receive the refreshed Joint Business Plan 2019/20 Item added 30 Jan 2019	19 March 2019 17 April 2019	Cabinet Council	Resources Overview Committee 5 Mar 2019 Services Overview Committee 20 Feb 2019	Open	Aniqah Sultan Aniqah.Sultan@chilternandsouthbucks.gov.uk

N	Performance Indicator Review 2019/20 To receive the Performance Indicator Review for 2019/20 Item added 30 Jan 2019	19 March 2019	Cabinet	Resources Overview Committee 5 Mar 2019 Services Overview Committee 20 Feb 2019	Open	Aniqah Sultan Aniqah.Sultan@chilternandsouthbucks.gov.uk
N	Performance Report Quarter 3 2018/19 To present the Performance Report Quarter 3 2018/19	19 March 2019	Cabinet	Resources Overview Committee 5 Mar 2019 Services Overview Committee 20 Feb 2019	Open	Aniqah Sultan Aniqah.Sultan@chilternandsouthbucks.gov.uk
Support Services (Councillor Mike Stannard)						
No items to be considered						
Customer Services (Councillor Fred Wilson)						
No items to be considered						
Planning and Economic Development (Councillor Peter Martin)						
Y	HS2 Project Report To consider a report on the HS2 project.	19 March 2019	Cabinet	Planning & Economic Development Policy Advisory Group 19 Feb 2019	Fully exempt	Ifath Nawaz ifath.nawaz@chilternandsouthbucks.gov.uk
Y	Community Infrastructure Levy (CIL) To approve the Draft Charging Schedule for Consultation. Item added 7 March 2019	23 April 2019	Cabinet	Planning & Economic Development Policy Advisory Group 3 Apr 2019	Open	Mark Jaggard Mark.jaggard@Chilternandsouthbucks.gov.uk
Environment (Councillor Mike Smith)						
No items to be considered						

Healthy Communities (Councillor Liz Walsh)						
Y	Review of CCTV Provision in the District To review CCTV provision in the Chiltern District	19 March 2019	Cabinet	Healthy Communities Policy Advisory Group 12 Feb 2019	Open	Martin Holt martin.holt@chilternandsouthbucks.gov.uk
Y	Bucks Home Choice Allocation Policy To adopt the Bucks Home Choice Allocation Policy following consultation	19 March 2019 17 April 2019	Cabinet Council	Services Overview Committee 20 Feb 2019	Open	Martin Holt, Michael Veryard martin.holt@chilternandsouthbucks.gov.uk, michael.veryard@chilternandsouthbucks.gov.uk
N	Chiltern Lifestyle Centre Update To consider a report on the Chiltern Lifestyle Centre Project. <i>Item added 7 Mar</i>			Chiltern Lifestyle Centre Scrutiny Sub-Committee 11 Apr 2019	Part Exempt	Martin Holt martin.holt@chilternandsouthbucks.gov.uk
Y	Community Projects Reserve To consider a report on the options for expenditure of the Community Projects Reserve. <i>Item added 7 Mar</i>	23 April 2019	Cabinet	Healthy Communities Policy Advisory Group <i>Date TBC</i>	Open	Martin Holt martin.holt@chilternandsouthbucks.gov.uk

1 The Council's Constitution defines a 'Key' Decision as any decision taken in relation to a function that is the responsibility of the Cabinet and which is likely to:-

- result in expenditure (or the making of savings) over £50,000 and / or
- have a significant impact on the community in two (or more) district wards.

and

- relates to the development and approval of the Budget; or
- relates to the development, approval and review of the Policy Framework, or
- is otherwise outside the Budget and Policy Framework.

As a matter of good practice, this Notice also includes other items – in addition to Key Decisions – that are to be considered by the Cabinet. This additional information is provided to inform local residents of all matters being considered.

2 Each item considered will have a report; appendices will be included (as appropriate). Regulation 9(1g) allows that other documents relevant to the item may be submitted to the decision-maker. Subject to prohibition or restriction on their disclosure, this information will be published on the Council website usually 5 working-days before the date of the meeting. Paper copies may be requested (charges will apply) using the contact details below.

Appendix

- 3 In order to support the work of the Cabinet and to enhance decision-making, reports are often presented to other meetings for comment before going to the Cabinet. As such, this Notice also includes information on which meeting (if any) will also consider the report, and on what date.
- 4 The public can be excluded for an item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act 1972. The relevant paragraph numbers and descriptions are as follows:

Paragraph 1	Information relating to any individual
Paragraph 2	Information which is likely to reveal the identity of an individual
Paragraph 3	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
Paragraph 4	Information relating to any consultations or negotiations, or contemplated consultations or negotiations, in connection with any labour relations matter arising between the authority or a Minister of the Crown and employees of, or office holders under, the authority
Paragraph 5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
Paragraph 6	Information which reveals that the authority proposes: (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or to make an order or direction under any enactment
Paragraph 7	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

Part II of Schedule 12A of the Local Government Act 1972 requires that information falling into paragraphs 1-7 above is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Nothing in the Regulations authorises or requires a local authority to disclose to the public or make available for public inspection any document or part of a document if, in the opinion of the proper officer, that document or part of a document contains or may contain confidential information.

Should you wish to make any representations in relation to any of the items being considered in private, you can do so – in writing – using the contact details below. Any representations received, together with any response from the Council, will be published on the Notice (the 'Agenda') issued no less than 5 working-days before the meeting. This will be available on the Council website

- 5 The lead officer is usually the report author, and their contact details are provided in this column. The officer's email address is a standard format: first name.surname@chilternandsouthbucks.gov.uk e.g. Bob Smith = bob.smith@chilternandsouthbucks.gov.uk

Democratic Services, Chiltern District Council, King George V House, King George V Road, Amersham, HP6 5AW; democraticservices@chilternandsouthbucks.gov.uk; 01895 837236

28 DAY NOTICE

Appendix

Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

This is a Notice of an intention to make a Key Decision on behalf of the Local authority (Regulation 9) and an intention to meet in private to consider those items marked as 'Private Reports' (Regulation 5).

A further Notice (the 'Agenda') will be published no less than 5 working-days before the date of the meeting and will be available at: [Chiltern District Council](#) & [South Bucks District Council](#)

CHILTERN & SOUTH BUCKS JOINT COMMITTEE (JC) **6pm, 13 February 2019, Council Chamber, South Bucks District Council**

Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation How/When ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Contact Officer and Telephone Number
Y	Joint Local Plan Submission To consider a report on the joint Local Plan submission to be submitted for inspection and consultation.	Joint Overview and Scrutiny Committee 28 March 19	JC 1 April 2019	N	Mark Jaggard Mark.jaggard@chilternandsouthbucks.gov.uk
N	Annual Report To report on the activity and achievements of joint working.	Joint Overview and Scrutiny Committee 28 March 19	JC 1 April 2019	N	Jim Burness Jim.burness@chilternandsouthbucks.gov.uk
N	Customer Experience Progress Report To receive an update on the progress of the programme.	Joint Overview and Scrutiny Committee <i>Date TBC</i>	JC <i>Date TBC</i>	N	Nicola Ellis nicola.ellis@chilternandsouthbucks.gov.uk

N	ICT Strategy Progress Report To receive an update on the progress of the ICT Strategy.	Joint Overview and Scrutiny Committee <i>Date TBC</i>	JC <i>Date TBC</i>	N	Sim Dixon sim.dixon@chilternand-southbucks.gov.uk
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- 1 The Chiltern & South Bucks Joint Committee membership comprises of the following Cabinet Members from each authority:

Chiltern District Council: I Darby; M Smith; M Stannard; L Walsh; P E C Martin and F Wilson

South Bucks District Council: N Naylor; J Read; B Gibbs; P Hogan; D Smith and L Sullivan

A Key Decision is defined as:

- a) Decisions likely to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the Decision relates; or
- b) To be significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the Council

Each of the constituent local authorities provides the following definition of a Key Decision, as detailed in the Constitution.

Chiltern District Council

A 'Key' Decision is any decision taken in relation to a function that is the responsibility of the Cabinet and which is likely to:

- result in expenditure (or the making of savings) over £50,000 and / or
 - have a significant impact on the community in two (or more) district wards.
- and
- relates to the development and approval of the Budget; or
 - relates to the development, approval and review of the Policy Framework, or
 - is otherwise outside the Budget and Policy Framework.

South Bucks District Council

A key decision is defined by Regulation 8 of The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012 to comprise any decision which is likely to:

- Result in expenditure or the making of savings which are significant, having regard to the budget for the function or service to which the decision relates; or
- Be significant in its effect on persons living or working in an area comprising two or more wards in the district.

Key decisions will only be taken in accordance with the requirements of the Cabinet Procedure Rules set out in Part B of this Constitution and will also be subject to the requirements of the Access to Information Procedure Rules, the Budget and Policy Framework Procedure Rules and the Overview and Scrutiny Procedure Rules all of which are set out in Part B of this Constitution.

For the purpose of the Regulation, the Council has defined a key decision as a decision which:

1. Has an income or expenditure effect of £50,000 or more.
2. Is likely to have a significant effect on more than one ward.

Excluded from 1 above are contracts for and expenditure on repairs, maintenance and improvement works within budget provision and approved policy where the contract or expenditure has either been properly and specifically approved by or on behalf of the Cabinet or by an Officer acting under delegated powers, except where Contract Standing Orders require the Cabinet itself to authorise acceptance of a tender and such acceptance has not previously been authorised or delegated by the Cabinet.

- 2 Each item considered will have a report; appendices will be included (as appropriate). Regulation 9(1g) allows that other documents relevant to the item may be submitted to the decision-maker. Subject to prohibition or restriction on their disclosure, this information will be published on the Council website – [Chiltern District Council](#) & [South Bucks District Council](#) – usually 5 working-days before the date of the meeting. Paper copies may be requested (charges will apply) using the contact details below.
- 3 This column shows the process of consultation, which takes place prior to Joint Committee. Further information on each of the Councils' Committees can be found at: [Chiltern District Council](#) & [South Bucks District Council](#)
- 4 The public can be excluded for an item of business on the grounds that it involves the likely disclosure of exempt information as defined in Part I of Schedule 12A of the Local Government Act 1972. The relevant paragraph numbers and descriptions are as follows:

Paragraph 1	Information relating to any individual
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Paragraph 5	Information in respect of which a claim to legal professional privilege could be maintained in legal proceedings
Paragraph 6	Information which reveals that the authority proposes: <ol style="list-style-type: none"> (a) to give under any enactment a notice under or by virtue of which requirements are imposed on a person; or (b) to make an order or direction under any enactment
Paragraph 7	Information relating to any action taken or to be taken in connection with the prevention, investigation or prosecution of crime

Part II of Schedule 12A of the Local Government Act 1972 requires that information falling into paragraphs 1-7 above is exempt information if and so long, as in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information. Nothing in the Regulations authorises or requires a local authority to disclose to the public or make available for public inspection any document or part of a document if, in the opinion of the proper officer, that document or part of a document contains or may contain confidential information.

Should you wish to make any representations in relation to any of the items being considered in private, you can do so – in writing – using the contact details below. Any representations received, together with any response from the Council, will be published on the Notice (the 'Agenda') issued no less than 5 working-days before the meeting. This will be available on the Council website – [Chiltern District Council](#) & [South Bucks District Council](#)

Contact

Democratic Services, Chiltern District Council, King George V House, King George V Road, Amersham, HP6 5AW; democraticservices@chilternandsouthbucks.gov.uk; 01895 837236

REPORT SUBJECT	Refreshed Joint Business Plan 2019 - 2020
RELEVANT MEMBER	Councillor Isobel Darby (CDC)
RESPONSIBLE OFFICER	Bob Smith, Chief Executive
REPORT AUTHOR	Ani Sultan (01494 586 800)
WARD/S AFFECTED	Report applies to whole district

1. Purpose of Report

To seek approval for the refreshed Joint Business Plan 2019 – 2020

RECOMMENDATION

Cabinet is asked to recommend the refreshed Joint Business Plan to Full Council for approval.

2. Executive Summary

This report seeks approval for the following document attached as Appendix A: Refreshed Joint Business Plan 2019 -2020

3. Reasons for Recommendations

The Joint Business Plan is reviewed every year to reflect the changing needs of the locality and the communities that live and work within Chiltern and South Bucks, as well as the service planning process.

4. Content of Report

4.2 The proposed refreshed Joint Business Plan 2019-2020 is attached as Appendix 1.

4.3 This year, further to the overhaul last year, the Business Plan continues to take the same format, with the majority of changes being made to pages 7 and 8 of the document, where the purposes of the districts have been updated.

5. Consultation

The refreshed Joint Business Plan has been circulated to Leaders and their respective Cabinets for comment.

6. Options

Failure to refresh the plan annually will soon render it out of date and out of touch with residents' priorities.

7. Corporate Implications

7.1 Financial – The Joint Business Plan complements the budgeting process and has close links to the medium-term financial strategy. It affects the budget planning process by setting the priorities for the future.

7.2 Legal – No legal implications have been identified.

7.3 Risks issues – Business planning helps to alleviate risk through ensuring each service unit is aware of how their work fits into the work of the Councils and is closely linked to the needs of the community.

7.4 Equalities – An integrated impact assessment, including equalities, was conducted on the Joint Business Plan and showed no adverse impacts.

7.5 Others – None.

8. Links to Council Policy Objectives

The Joint Business Plan sets the aims and priorities of the Councils for the next year.

9. Next Step

The Joint Business Plan will be uploaded onto the Council websites. It will be updated again next spring to reflect the new service plans for 2019/20 and their actions, which support the Councils' aims and objectives.

Background Papers:	Not applicable.
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Business Plan 2019 - 2020



CHILTERN
District Council

SOUTH BUCKS
District Council

Stronger in partnership

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Foreword

Welcome to Chiltern and South Bucks' Joint Business Plan for the coming year.

The purposes of the Councils are set out in more detail within the following pages. We review these annually, updating priorities as needed. This is based on feedback, customer and community need, Government guidance and targets, and our commitment to provide best value services for our residents.

We hope you find the following pages informative and interesting.

Please feel free to contact one of us if you have any feedback.



Bob Smith
Chief Executive of
Chiltern and South
Bucks District Councils



Cllr Isobel Darby
Leader of Chiltern
District Council



Cllr Nick Naylor
Leader of South Bucks
District Council

Looking forward & our priorities

We have three main areas of focus in terms of aims, objectives and priorities for the coming years. The aim is to position both Chiltern and South Bucks as districts that deliver great value, customer-focused, sustainable services to its residents, whilst enhancing both districts as desirable places to live, work and visit.

We will:

1. Provide best value for money services by listening to our customers to ensure the provision of excellent services across all areas of the Councils;
2. Work towards safer, healthier and more cohesive communities by improving community safety and promoting and supporting local communities;
3. Strive to conserve the environment, whilst also promoting sustainable economic growth.



What is the Business Plan?

The Business Plan is a key element within our strategic decision-making process.

Our aims, objectives and priorities are outlined, providing a focus for service delivery and performance.

The Medium-Term Financial Strategy

This is our key financial policy, which considers financial implications and provides a framework to ensure we manage our money in the most cost-effective way. The strategy feeds into the annual budget-setting process.

Since embarking on a project of shared services in 2012, the Councils have made joint savings of £7.6million. However, we will continue to face budgetary challenges, and as funding from central Government reduces, we will identify further efficiencies whilst maintaining core services. This has been

considered in the planning and management of the Medium-Term Financial Strategy.

The Joint Local Plan

The emerging Chiltern and South Bucks Joint Local Plan will outline policies for determining planning applications, site allocations, or proposed new developments, as well as other land designations (including Green Belt areas). This joint local plan will replace an assortment of current documents and will span 2020-2036.

Service Plans

Our service plans set out how individual teams will be delivering their objectives.

Service plans stem directly from the Business Plan's aims, objectives and priorities, describing the key objectives and activities for each area, as well as highlighting performance indicators and risks that will be used to assess progress.

Challenges facing the Councils

- Acute shortage of affordable housing and temporary accommodation
- Putting in place an up to date Local Plan to the Local Development Scheme timetable and to maintain this, with reviews every 5 years
- Uncertainty around the future funding model for Local Government
- Assisting businesses to support the local economy and the economies of the Thames Valley and Oxford to Cambridge Arc to help create new local job opportunities and increase prosperity
- Managing the transition and implementation of the new Unitary District Council with the best intentions for residents.



Chiltern District - our purpose: to enhance Chiltern District as a desirable place to live, work, visit and enjoy



We will deliver cost-effective, customer-focused services

1. Provide great value services

- Optimise the effectiveness of our assets and resources
- Better use of ICT to drive through savings

2. Listen to our customers

- Consult and respond to you on key issues
- Communicate widely and embrace social media
- Implement the Customer Services Programme to fit the best needs of residents

3. Provide excellent services

- Agree a vision for outstanding service delivery
- Managing the transition and implementation of the new Unitary District Council with the best intentions for residents
- To ensure all decisions are taken with regard to legal requirements and counsel opinion



We will work towards safer and healthier local communities

1. Improve community safety

- Work with partners to:
 - safeguard children and vulnerable adults
 - reduce crime and anti-social behaviour

2. Promote healthier communities

- Address the needs of the elderly and vulnerable
- Plan our leisure provision for the future, including the re-development of the Chiltern Pools site
- Continue partnership working to improve air quality and target pollution hotspots

3. Provide excellent services

- Support the voluntary sector
- Engage with Parish and Town Councils and local neighbourhoods
- Work to support the local community and businesses through broadband roll-out
- Provide increased off street car parking to help meet future needs



We will strive to conserve the environment whilst also promoting sustainable economic growth

1. Conserve the environment

- Conserve the Green Belt through the planning process, whilst balancing the need for housing
- Safeguard our heritage for future generations whilst balancing the need for housing
- Minimise the impact caused by major infrastructure projects
- Conserve our valuable heritage including the AONB and Conservation Areas
- Support residents to reduce waste and increase recycling

2. Promote sustainable economic growth

- Promote a healthy, sustainable and safe environment
- Continue the Joint Local Plan process to help meet local development and affordable housing needs
- Assisting existing businesses to grow and be successful
- Work to encourage new businesses to locate in the area
- Play an active role in the Oxford to Cambridge Arc Growth Board

South Bucks District - our purpose: to enhance South Bucks District as a desirable place to live, work, visit and enjoy



We will deliver cost-effective, customer-focused services

1. Provide great value services

- Optimise the effectiveness of our assets and resources
- Better use of ICT to drive through savings

2. Listen to our customers

- Consult and respond to you on key issues
- Communicate widely and embrace social media
- Implement the Customer Services Programme to fit the best needs of residents

3. Provide excellent services

- Continue delivering outstanding services
- Attract, retain and develop dedicated staff
- Managing the transition and implementation of the new Unitary District Council with the best intentions for residents
- To ensure all decisions are taken with regard to legal requirements and counsel opinion



We will work towards safer and healthier local communities

1. Improve community safety

- Work with partners to:
 - safeguard children and vulnerable adults
 - reduce crime and anti-social behaviour

2. Promote healthier communities

- Address the needs of the elderly and vulnerable
- Work with communities affected by closure of services to redeliver in alternative ways
- Continue partnership working to improve air quality and target pollution hotspots
- Work with partners to prevent and relieve homelessness
- Bring forward local schemes

3. Provide excellent services

- Support the voluntary sector
- Engage with Parish and Town Councils and local neighbourhoods
- Work with local MP, voluntary & community groups to inform the South Bucks Community & Wellbeing Plan
- Provide increased off-street parking to meet future needs



We will strive to conserve the environment whilst also promoting sustainable economic growth

1. Conserve the environment

- Conserve the Green Belt through the planning process
- Safeguard our heritage for future generations whilst balancing the need for housing
- Minimise the impact caused by major infrastructure projects
- Develop a master plan for the Ivers to address current issues with excessive HGV movements and other environmental issues including working with partners to secure provision of a relief road
- Support residents to reduce waste and increase recycling

2. Promote sustainable economic growth

- Promote a healthy, sustainable and safe environment
- Continue the Joint Local Plan process to help meet local development and affordable housing needs
- Assisting existing businesses to grow and be successful
- Work to encourage new businesses to locate in the area
- Play an active role in the Oxford to Cambridge Arc Growth Board
- To use the Council's wholly owned property company, Consilio Ltd, to invest in the local and wider economic area to increase prosperity and benefiting local residents

Your District - Chiltern

Chiltern has a population of

95,103



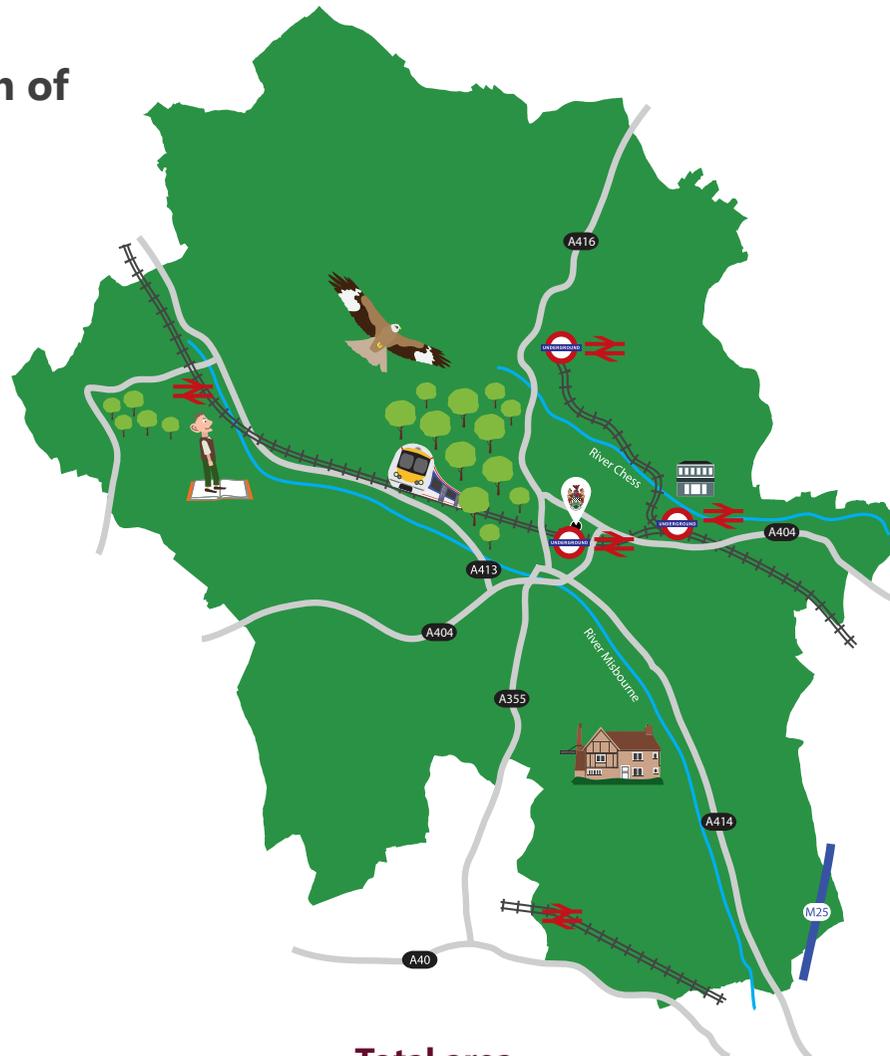
49,012

 51.5%

46,091

 48.5%

3 neighbourhood areas made



Total area **196km²**



17
Car Parks



5
Railway Stations



2,630
Businesses



Almost **1 million** Visits to leisure centres in 2017/18

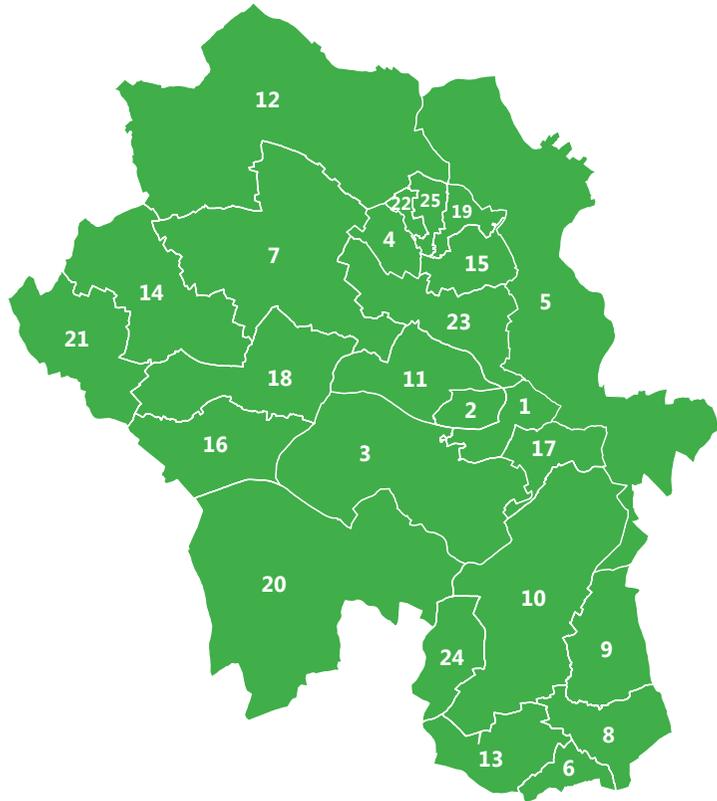


72% Area of Outstanding Natural Beauty (AONB)

80% of the district is Green Belt



19
Conservation Areas



- | | |
|---------------------------------------|--------------------------|
| 1 Amersham Common | 14 Great Missenden |
| 2 Amersham-on-the-Hill | 15 Hilltop and Townsend |
| 3 Amersham Town | 16 Holmer Green |
| 4 Asheridge Vale & Lowndes | 17 Little Chalfont |
| 5 Ashley Green, Latimer & Chenies | 18 Little Missenden |
| 6 Austenwood | 19 Newtown |
| 7 Ballinger, South Heath & Chartridge | 20 Penn and Colehill |
| 8 Central (Chalfont St Peter) | 21 Prestwood & Heath End |
| 9 Chalfont Common | 22 Ridgeway |
| 10 Chalfont St Giles | 23 St Mary's & Waterside |
| 11 Chesham Bois & Weedon Hill | 24 Seer Green |
| 12 Cholesbury, The Lee & Bellingdon | 25 Vale |
| 13 Gold Hill | |

there are
40



elected Councillors
representing 25 wards



each year we empty
5,000,000
waste & recycling bins

for every £1 you paid in
Council tax in 2018/19
Chiltern District Council
received 10p



in 2018/19 we held 101
council meetings to make
decisions regarding your
district

Your District - South Bucks

South Bucks has a population of

69,636



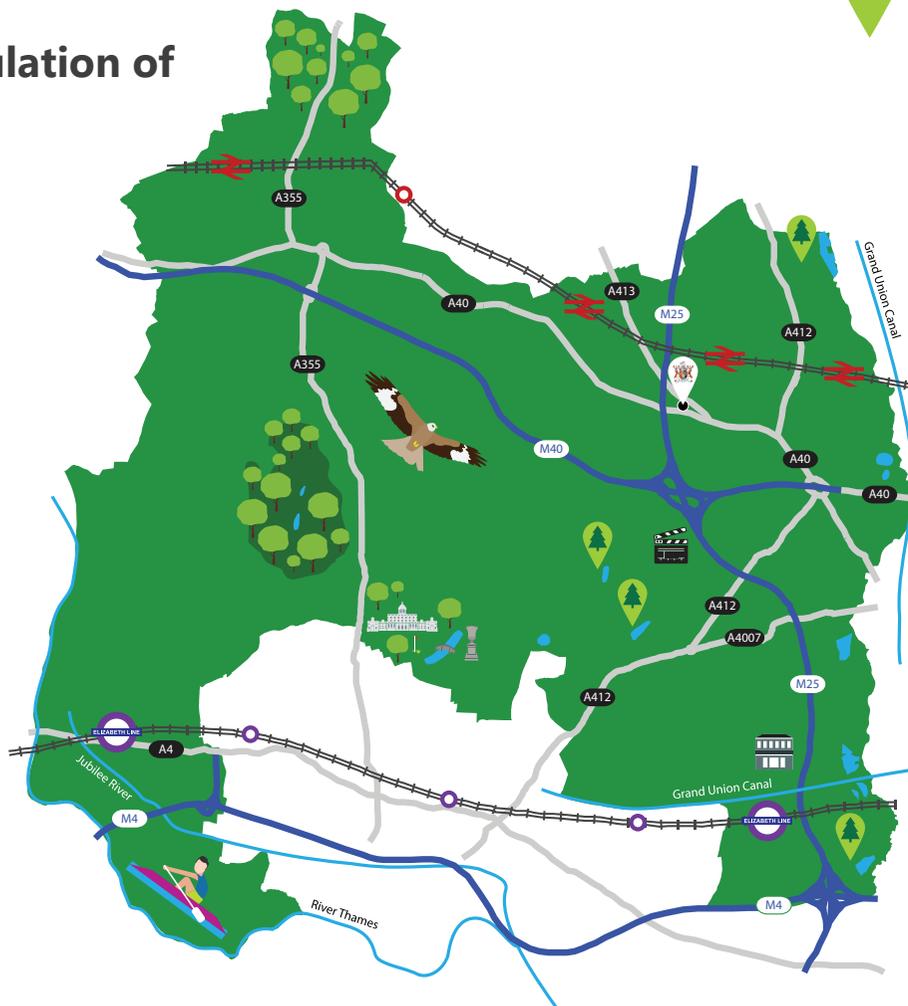
36,013 51.7%



33,623 48.3%



5 neighbourhood areas made



Total area **141km²**



4 Country Parks



10 Car Parks



6 Railway Stations



2,000 Businesses



20 Conservation Areas

Almost **200,000** Visits to leisure centres in 2017/2018



3% Area of Outstanding Natural Beauty (AONB)
87% of the district is Green Belt





- 1 Beaconsfield North
- 2 Beaconsfield South
- 3 Beaconsfield West
- 4 Burnham Church & Beeches
- 5 Burnham Lent Rise & Taplow
- 6 Denham

- 7 Farnham & Hedgerley
- 8 Gerrards Cross
- 9 Iver Heath
- 10 Iver Village & Richings Park
- 11 Stoke Poges
- 12 Wexham & Fulmer

there are
28



elected Councillors
representing 12 wards



each year
we empty almost
4,000,000
waste & recycling bins

for every £1 you paid in
Council tax in 2018/19
South Bucks District
Council received 9p



in 2018/19 we held 98
council meetings to make
decisions regarding your
district

Your cabinets

Following local elections every four years, the Leader and Cabinet are formed by the majority party.

The Leader then appoints the other members of their Cabinet. Decisions are either taken by the Cabinet as a whole, or delegated to individual Members. These decisions can also be scrutinised by other councillors sitting on the Scrutiny Committees.

Chiltern District Council Cabinet



**Councillor
Isobel Darby**

Leader of the Cabinet



**Councillor
Michael Stannard**

Deputy Leader of the Cabinet and
Cabinet Member for Support Services



**Councillor
Peter Martin**

Cabinet Member for Planning
and Economic Development



**Councillor
Michael Smith**

Cabinet Member for Environment



**Councillor
Liz Walsh**

Cabinet Member for
Healthy Communities



**Councillor
Fred Wilson**

Cabinet Member for
Customer Services

South Bucks District Council Cabinet



**Councillor
Nick Naylor**

Leader of the Cabinet



**Councillor
John Read**

Deputy Leader of the Cabinet and Cabinet
Member for Planning and Economic Development



**Councillor
Barbara Gibbs**

Cabinet Member for Resources



**Councillor
Patrick Hogan**

Cabinet Member for
Healthy Communities



**Councillor
Duncan Smith**

Cabinet Member for Customer
Services and Business Support



**Councillor
Luisa Sullivan**

Cabinet Member
for Environment

Introducing your councillors - Chiltern District Council

Amersham Common



Caroline Jones

Amersham-on-the-Hill



Liz Walsh

Amersham Town



Jules Cook



Mark Flys

Asheridge Vale & Lowndes



Alan Bacon



Jane MacBean

Ashley Green, Latimer & Chenies



Andrew Garth

Austenwood



John Wertheim

Ballinger, South Heath & Chartridge



Peter Jones

Central (Chalfont St Peter)



Jonathan Rush



Murray Harrold

Chalfont Common



Isobel Darby



Linda Smith BEM

Chalfont St Giles



Des Bray



Carl Jackson



Caroline Rouse

Chesham Bois & Weedon Hill



Mimi Harker OBE



Graham Harris

Cholesbury, The Lee & Bellington



Nick Rose

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Gold Hill



Chris Ford

Great Missenden



Vanessa Martin

Hilltop & Townsend



Emily Culverhouse



Fred Wilson

Holmer Green



Michael Smith



Mark Titterington

Little Chalfont



Don Phillips



Peter Martin

Little Missenden



Diana Varley

Newtown



Mark Shaw

Penn & Coleshill



Julie Burton



Jonathan Waters

Prestwood & Heath End



John Gladwin



Robert Jones



Heather Wallace

Ridgeway



Nick Southworth

Seer Green



Siddharth Patel

St Mary's & Waterside



Peter Hudson



Mike Stannard

Vale



Nick Varley

Appendix A

Beaconsfield North



Damian Saunders

Beaconsfield South



Jacquetta
Lowen-Cooper



John Read

Beaconsfield West



Philip Bastiman



Patrick Hogan

Burnham Church & Beeches



Lin Hazell



Paul Kelly



Nick Naylor

Burnham Lent Rise & Taplow



Matthew
Bezzant



David Pepler



George Sandy

Denham



Barry Harding



Guy Hollis



Roger Reed

Farnham and Hedgerley



David Anthony



Dev Dhillon



Marlene Lewis

Gerrards Cross



Santokh
Chhokar



Barbara Gibbs



Duncan Smith

Iver Heath



Ray Sangster



Luisa Sullivan

Iver Village & Richings Park



Paul Griffin



Jilly Jordan



Dr Wendy
Matthews

Stoke Poges



Ralph Bagge



Trevor Egleton

Wexham & Fulmer

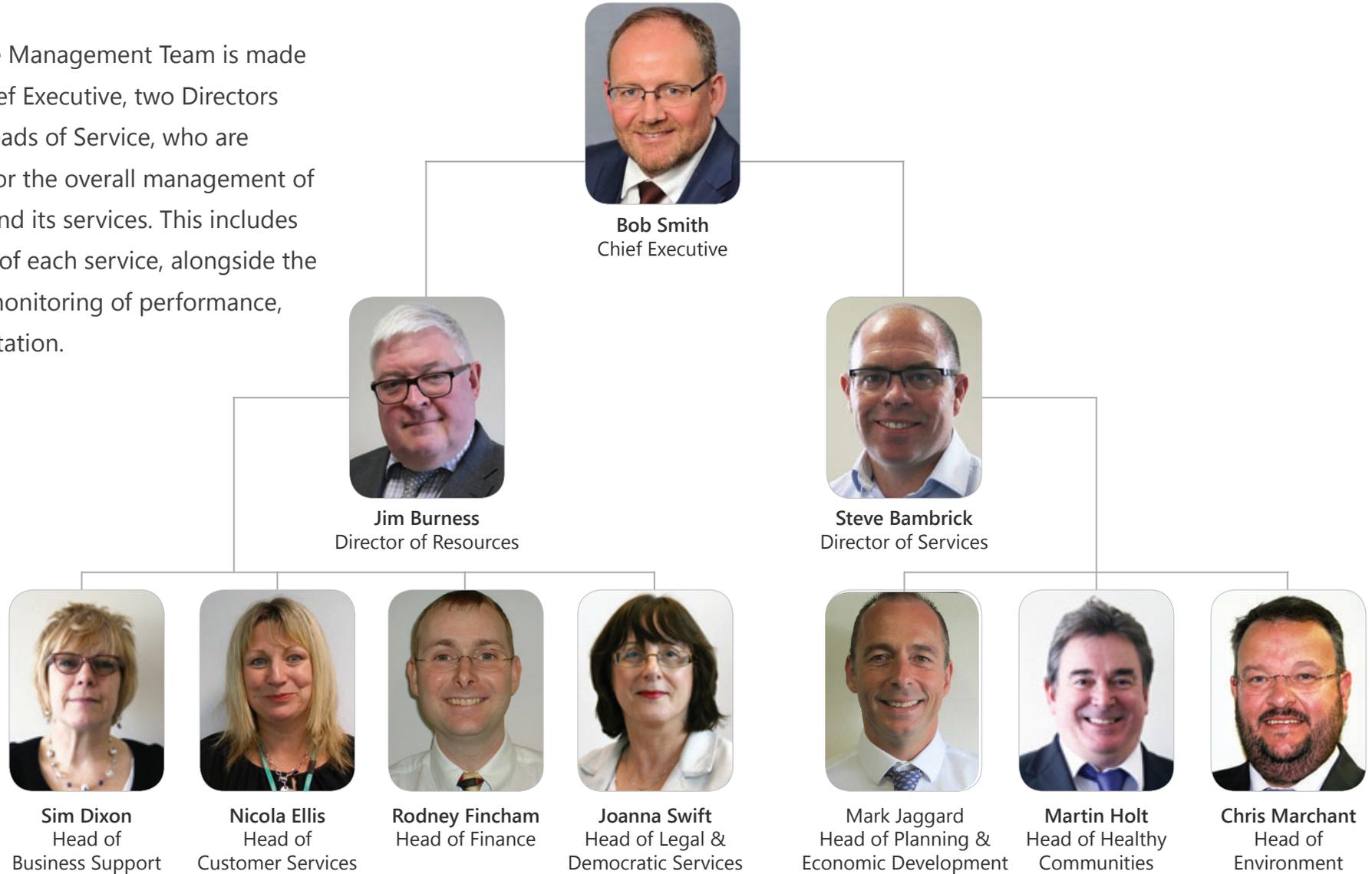


Malcolm Bradford

Executive Management Team

The Executive Management Team is made up of the Chief Executive, two Directors and seven Heads of Service, who are responsible for the overall management of the Council and its services. This includes the direction of each service, alongside the setting and monitoring of performance, risk and reputation.

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Appendix A

How we work

Values and Behaviours

In order to achieve our vision, our staff embrace the set values and behaviours, known as the five C's.

- Courteous
- Committed
- Collaborative
- Challenging
- Customer Focused

These embody the culture of our organisations, and have been created through collaborative working across the Councils.



Partnership Working

Both councils work in partnership with organisations from the public, private voluntary and community sectors. These include:

Neighbouring authorities

- Aylesbury Vale District Council
- Buckinghamshire County Council
- Wycombe District Council
- Town & Parish Councils

Emergency services

- Buckinghamshire Healthcare NHS Trust
- Buckinghamshire and Milton Keynes Fire Authority
- Thames Valley Police

Private sector companies / contractors

- Biffa
- Greenwich Leisure Limited
- Northgate Public Services
- Serco

Charitable / not-for-profit, voluntary & community organisations

- Citizens Advice Bureau
- Community Impact Bucks
- Connection Support
- English Heritage
- Local Authority Building Control
- Padstones

Housing associations

- London & Quadrant
- Paradigm

Public bodies

- Natural England
- Food Standards Agency
- Environment Agency
- Public Health England



SUBJECT:	<i>Service Plans 2019-20</i>
RELEVANT MEMBER:	<i>Leader of Chiltern District Council, Councillor Isobel Darby</i>
RESPONSIBLE OFFICER	<i>Chief Executive, Bob Smith</i>
REPORT AUTHOR	<i>Ani Sultan 01494 586 800</i>
WARD/S AFFECTED	<i>This report applies to whole district</i>

1. Purpose of Report

This report provides the Service Plans of all service areas within the Councils. Feedback has been received from Portfolio Holders on all Service Plan Summaries.

RECOMMENDATION

Cabinet are asked to note these service plans.

2. Reasons for Recommendations

Service plans are an important part of the Council's performance management framework as detailed in the Joint Business Plan 2016 – 2020 and link to the Councils' policy objectives.

3. Content of Report

- 3.1 Service plans provide a summary of achievements from the current year and an overview of what each service aims to deliver in 2019-20.
- 3.2 This year, the internal consultation process has been extended to include all managers within service areas, plus other staff as appropriate, prior to sign-off from Heads of Service in order to ensure that the Service Planning process has been more robust than in previous years. This process will continue to be refined in coming years.
- 3.3 The service plans have been dramatically reduced in size, changed in format and aim to include only key information so that both staff and the public can easily reference the document.

4. Consultation

Not Applicable.

5. Options

Service Plan summaries will be made available on the Council's internet site, with Members able to access the full Service Plans via the supplement to this agenda.

Steps have been taken to develop the service planning process to ensure that the process is straightforward for managers to complete and provides a useful management tool for each service.

7. Corporate Implications

Financial – Service plans assist effective performance management and assist the budgeting process.

3.1 Legal – None.

3.2 Resources – Service plans are a useful tool to help monitor progress made by the Council to improve service delivery.

3.3 Risks issues – Critical operational risks are reviewed as part of the service planning process.

3.4 Equalities – Equalities are considered during the service planning process.

3.5 Sustainability – any sustainability implications are fed into the service Actions Plans.

8. Links to Council Policy Objectives

Service plans are an important part of the Council's performance management framework as detailed in the Joint Business Plan 2016 - 2020.

The Joint Business Plan states that performance management is about how we consistently plan and manage improvements to our services and involves making the best use of the resources (financial, personnel, skills) and information to drive improvement.

Continuous improvement is driven by regular consultation and analysis of customer needs feeding into the service planning process. This helps to identify actions to drive improvement and measures to monitor if the desired improvements are delivered.

The joint performance management framework is a clear statement that Chiltern and South Bucks District Councils are committed to providing value for money services that meet the needs of users and improve the quality of life for residents. Rising public expectation alongside reducing budgets require the Councils to embed a culture of performance improvement so that we can continue to deliver quality services to our customers at the correct cost.

9. Next Step

Service plans will be adopted and implemented.

A separate, detailed Performance Indicator review is currently taking place.

Background Papers:	
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Service Plans

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2019-20



ixp

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Business Support

Powering information through change

Head of Service: Sim Dixon

Business Support keeps the Councils' information safe and ensures that access is only given to the people who require it.

Infrastructure Team: Look after network operations which include: access to the internet, Wi-Fi, telephone (voice) communications, servers and network storage, PCs and laptops, network security.

Information Team: Support the Councils applications by: understanding how key applications work, providing advice, leading on projects to upgrade applications, providing training.

Programme Team: Promote good information management by: championing the use of the Councils programme and project methodologies by all staff, leading on transformational programmes and projects, ensuring the Councils maintain compliance with the Data Protection Act, Payment Card Industry Data Security Standard (PCI DSS) and ISO 27001.

Service Desk: Are the main point of contact between internal customers and Business Support, managing the process of support requests, Member IT support.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Create a programme plan to implement the ICT Strategy	End of 2020.	Joint Committee for sign-off in February.	Better use of ICT to drive through savings.
Migrate all staff to Windows 10	End of 2020.	Cloud prep Apr 2019. Service planning Oct 2019. Migration Jan 2020.	Optimise the effectiveness of our assets and resources.
Migrate to the Cloud	End of 2020.	Pre-deployment May 2019. Functional readiness October 2019. Technical pilot July 2019. Rollout December 2019. Clean up and optimisation end of 2020.	Optimise the effectiveness of our assets and resources.
Maintain PSN & PCI DSS compliance	May 2019.	Health check completed. Awaiting report Feb 2019. Remedial work further to this.	Optimise the effectiveness of our assets and resources.
Replace the IT system used for FoI & SAR administration	July 2019.	In progress. Procurement Feb 2019. Setup. System in place end of April 2019.	Optimise the effectiveness of our assets and resources.
Roll out the	April 2019.	Email addresses have	Optimise the

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chilternandsouthbuc ks.gov.uk domain		been migrated. Web migration currently occurring.	effectiveness of our assets and resources.
Continue rollout of flexible\agile working	See details.	Complete project with Environmental Health May 2019. Complete multiple projects within Environment Service April 2020. Agree project schedule and resourcing for remaining service areas and commence projects due to start in period 2019/20.	Optimise the effectiveness of our assets and resources.
Complete phase III of Delete the Data	March 2020.	Phase 2 is in the closing stages. Initiating phase 3.	Optimise the effectiveness of our assets and resources.

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
CdBS1(C)	Percentage of responses to FOI requests sent within 20 working days (by month)	90%	90%
SbBS1(C)	Percentage of responses to FOI requests sent within 20 working days (by month)	90%	90%
JtBS1(C)	Availability of ICT systems to staff from 8am to 6pm (by period quarterly)	99.5%	99.5%
JtBS2(C)	Percentage of calls to ICT helpdesk resolved within agreed timescales (by period quarterly)	95%	95%

Appendix

Risks for 2019/20

Risk	Internal Controls/Mitigation
CSB BS01 Shared Network Availability	<ul style="list-style-type: none"> • Clear ICT strategy • Components are only purchased from reputable companies • Redundancy designed into system configuration • Monitor / adopt appropriate advances in technology e.g. virtual servers • Forward planning of R&R and Network U/G requirements/budgets (An R&R programme is in place) • Current warranties where relevant and cost effective • Daily monitoring of network performance/capacity • Separate electrical supply and uninterruptable power supplies (UPS). Generator hire contract in place • Regular, planned maintenance/Maintenance contracts in place where required • Failover facility in place • Licenses monitored. Service Desk Administrator ITIL and FAST accredited • Comprehensive documented operational procedures in place
CSB BS02 Data Integrity	<ul style="list-style-type: none"> • Information Management strategy in place - action plan in place to realise Information Management strategy • Data quality objectives for all staff • Regular backups performed. Restores performed on a regular basis. Backup logs checked to confirm jobs completed successfully and to analyse for anomalies • Failover facility in place • Snapshots taken to SAN. Up to 7 days' worth of data available at a time • Financial and technical procedures in place to ensure systems must be installed and maintained by Business Support • PRINCE2 methodology used on projects to ensure consistent IT implementation • Change management controls in place • User testing required for all implementations and

	<p>upgrades</p> <ul style="list-style-type: none"> • Staff training is delivered as part of all implementation projects • Contracts in place with system suppliers for system development and specialised consultancy. Supplier manuals available to all staff • Regular account meetings with system suppliers • Encourage services to document system procedures • Regular audits
CSB BS03 Security	<ul style="list-style-type: none"> • Systems bought from reputable vendors who comply with relevant standards • Security assessment included in product evaluation • Systems are correctly licensed with maintenance contracts in place • Systems are maintained at supported versions and replaced at vendor specified 'end of life' • Change management controls in place • 3rd party remote access controlled by IT • End users are trained in good practice for using systems and data handling • ICT Security Policy ensures that customers understand their responsibilities • Physical access to key network devices controlled by building security system • All external communications managed by specialist contractor with documented security procedures in place • SLA in place with contractor • Contractor obligated to maintain PSN compliance • Dual factor remote access • All audits for PSN passed to date • Annual health check performed by CREST/CHECK certified consultant • Quarterly penetration testing by CREST/CHECK certified consultant. Quarterly internal vulnerability testing by CDC IT • Patch management scheme in place • Inventory controls in place • Security Marking • Remote Control of devices via MDM • End point encryption implemented

CSB BS04 Staff

- Network client physical ports managed. Only removable media issued by ICT can be used in network clients
- Creation/deletion of network accounts controlled by starters/leavers forms issued by Personnel
- Network rights controlled by Active Directory group policies
- Anti-malware software which covers anti-virus, personal firewall and application control installed on the client
- Anti-malware protection in place and automatically updated on hosts
- 2 anti-malware products used
- Monitoring of e-mail subject matter and attachments
- Formal and on the job training and staff development
- Three IT Trainees posts to 'grow' replacements
- Programme of cross training to promote generic skill sets
- Documentation
- Adoption of ITIL and implementation of ITIL compliant service desk
- 3rd party contracts (Fordway, Updata etc.) to fill gaps
- Good supplier management
- Good communication - regular Meetings, 121s, appraisal interviews
- Clear aims and objectives
- Work plan to manage work load
- Sharing resource and expertise with other authorities /shared service

Achievements - Business Support



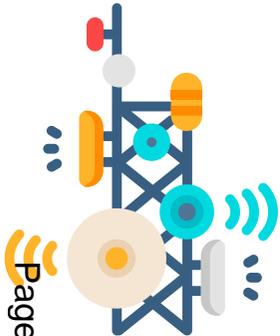
Secured approval to use the third .gov.uk domain name chilternandsouthbucks.gov.uk



Ensured the Councils complied with GDPR requirements



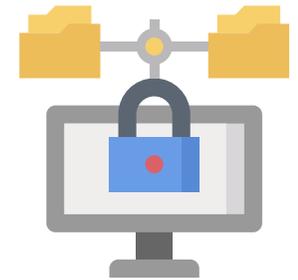
Completed the procurement for a new photocopier contract



Completed the migration of all the Councils' external telecoms to a new contractor



Managed the ICT strand of the office moves to realise the implementation of the latest Accommodation Strategy



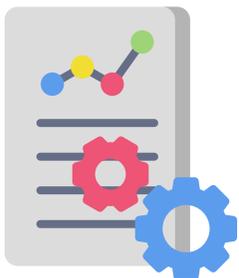
Maintained PSN compliance



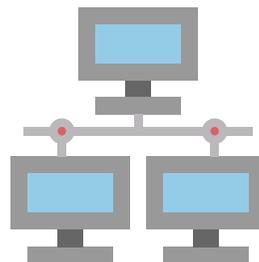
Completed phase II of Delete the Data, a project to provide records management for the Councils unstructured data



Conducted a review of the corporate mobile phone and WiFi contracts and negotiated new contracts



Created shared ICT Strategy to cover from 2019 to 2024



Completed the IT strand for the implementation of shared services. All services have one shared core IT system



Supported the Customer Experience Programme

Communications, Performance and Policy

Keeping residents, members
and staff informed

Manager: Rachel Prance

The Communications, Performance and Policy team work to ensure that all information circulated is relevant, timely and accurate.

The team is responsible for the Councils' communications, design & marketing, and performance & policy.

The role of the team is to support the Councils in:

- Delivering and communicating their vision and key objectives
- Enhancing their reputations locally, regionally and nationally
- Promoting modern, efficient and effective services to the community using a proactive communications strategy and action plan
- Developing new and cost effective ways to communicate internally and externally
- Providing assistance and professional advice on communications, performance and policy issues to staff and members
- Building excellent relationships with the media
- Developing new online, visual and social media
- Developing and promoting the business and service planning process

Actions for 2019/20

Communications

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Continue to deliver improved staff communications	April 2019	Supporting the Management Team and Leaders with staff communications and engagement.	Communicate widely and embrace social media. Aids staff to continue delivering outstanding services.
Support both leaders to moderate expectations during periods of great change and low resources	April 2019	Provide support for the Leaders with communications, engagement and information.	Corporate goals are achieved staff continue delivering outstanding services
Support a strategic approach to mitigation of the HS2 line	April 2019	Continue to support the HS2 project team, including community engagement.	Minimise the impact caused by HS2.
Support the use of effective social media at both councils	April 2019	All staff and members are signed up to the social media policy. Social media is monitored and responded to in a timely fashion.	Communicate widely to allow residents, communities and groups to feel supported.
Continue advising and supporting	April 2019	Involvement of the team at the start of	Engage with Parish and Town Councils

consultations		consultations and/or surveys by services.	and neighbourhoods. Ensure consultations are effective and that the opinions of residents and customers are used to improve services.
Continue chairing South Bucks Town & Parish Clerks meetings and facilitating Chiltern Town & Parish Clerks meetings	April 2019	Regular meetings to ensure parish clerks and town councils are engaged with the council.	Wider communication. Better informed partners and enhanced working relationships.
Continue to provide an excellent in-house design service	April 2019	Promotional and informative literature is produced.	Communicate widely to allow residents, communities and groups to feel better informed about Council services.
Support the development of a unified position on future local government structures	April 2019	Table the debate Feed results into future transformation project.	Communicate widely to allow residents, communities, groups and staff to feel better informed at all stages to guarantee transparency in the process.

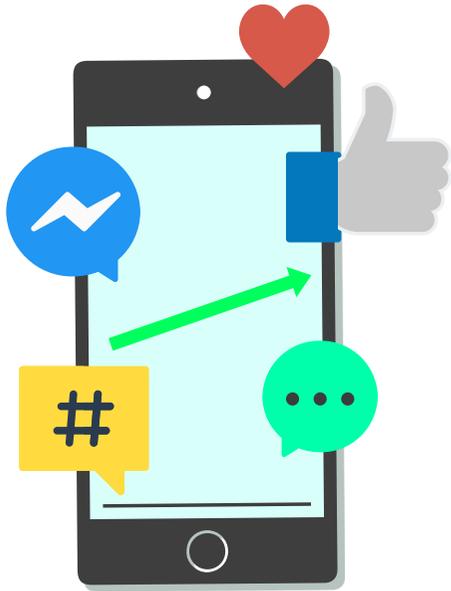
Actions for 2019/20

Performance & Policy

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Continue to develop the joint business plan	April 2020.	Links to service planning.	Continue delivering outstanding services. The Business Plan is a key document in terms of setting the direction for joint working for staff and for local residents to see.
Continue to ensure all strategies and plans are based on robust information and accurate data	Ongoing.	Use of analysed census information.	Continue delivering outstanding services. Key strategies and policies are designed with the detailed understanding of the needs of customers and residents in both districts.
Effective performance management	Ongoing.	Figures can be investigated using joint trend information.	Continue delivering outstanding services. Better informed residents, partners, members and staff. Transparency for residents.
Ensure Data Quality is of a high standard at both councils	Ongoing.	Continual monitoring of data quality.	Continue delivering outstanding services. Ensures that all information collected, handled and stored at both councils is of a high and legal standard.

Risks for 2019/20

Risk	Mitigation
CPP01 Failure to provide comprehensive, accurate and engaging communications to promote key services, messages and events	<ol style="list-style-type: none"> 1. Communications and media training provided to appropriate staff 2. Communications are checked and signed off by those qualified to do so, prior to publication 3. Communications team to lead in the revamp of the joint web sites, ensuring trained web editors in place, good quality and best practice principles are adopted 4. Publicity materials to be reviewed and signed off by a responsible officer 5. Ongoing work with services to consider how to reach priority groups 6. Specifically trained, appointed officers permitted to provide information to the press and public 7. Continued development of relationships with the local press and other media 8. Media protocols and social media policy issued to all staff 9. Copyright expressly negotiated and retained by Council. 10. All releases and publications to be proof read, reviewed by head of service, checked by Communications team and signed off by MT
CPP02 Failure to develop joint key policies and a joint vision linked to the Joint Business Plan, based on Community needs	<ol style="list-style-type: none"> 1. Use of customer surveys, forums, panels etc., when needed 2. Joint Business Plan in place 3. Continue building on and improving the joint service planning procedures, e.g. PIs As the review period of policies / strategies come round, ensure a joint policy / strategy is developed
CPP03 Failure to manage performance effectively	<ol style="list-style-type: none"> 1. Robust joint performance management system in place with links to service planning 2. Risks, actions and performance indicators will be updated in the joint Pentana system and reported on quarterly 3. Pentana is backed-up regularly and as an off-site web based system, the provider has business continuity in place 4. Pentana update reminders sent plus e-mail reminders 5. Priority indicators identified by MT and Cabinet are updated and reported on monthly 6. Sense check of information provided by Performance & Policy officer, questions raised where needed and additional information obtained



Approximately
10%

increase in our number of social media followers and increased engagement with residents

Helped support
Neighbourhood Watch Week,



with over
5,000
video views,
resulting in an
increase in residents
joining the scheme



@CHILTERN SOUTHBUCKS

Relaunched the Councils' Instagram account



Chiltern & South Bucks District Councils

Relaunched the Councils' LinkedIn page to promote staff initiatives such as Clean Air Day, Health & Wellbeing and advertise job vacancies



Broadcast our first Facebook live video at the relaunch of the Amersham Tuesday street market

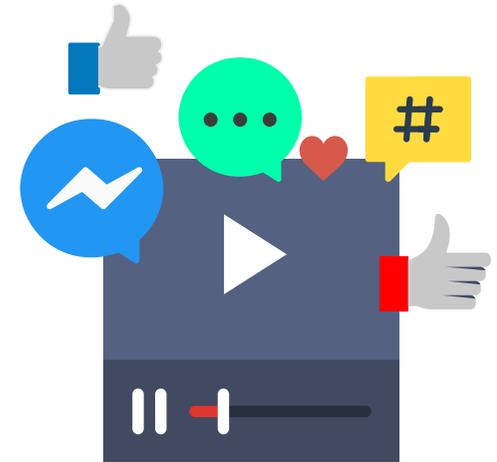


Produced an updated social media policy for staff and a new social media policy for Members. Organised and delivered social media training for staff and members at both councils.

over
30

videos produced on various subjects and collectively viewed

over
30,000
times



received over
20,000
views collectively

- Chiltern Pools fly-through
- How to line your food waste caddy
- Chiltern Youth Awards
- Neighbourhood Watch

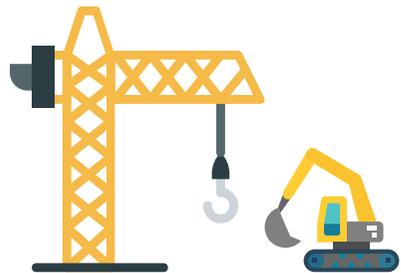




received **1963** responses which almost double the target

Worked with Communities to promote and run the public consultation, including:

- public information events
- visiting parent and baby groups
- exhibitions stands at Tesco and Amersham Market
- promoting the public survey online and via social media

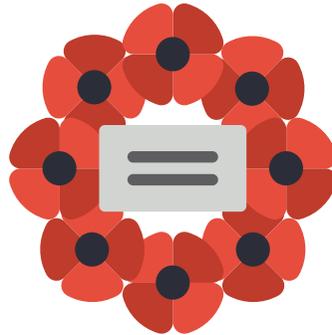


Supported and helped promote ongoing projects:

- Gerrards Cross car park;
- Bath Road redevelopment;
- Gerrards Cross police station;
- South Bucks Country Park



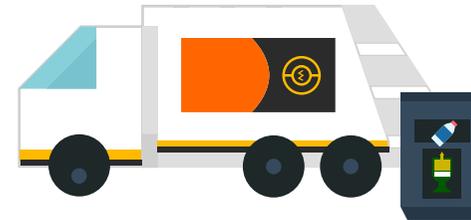
Communications for the Bierton Crematorium, including branding and supporting the topping out ceremony in September 2018



Supported the Communities Team with WW1 Grants scheme, and promoting of the subsequent successful local projects on social media



Support the reopening of Amersham multi-storey car park including paid-for advertising and communications, and promotion on social media



Promoted the Waste service via various projects: the electric refuse vehicle trial; charity bin stickers; joint waste partnership initiatives



Support and promotion of the South Bucks Chairman's Awards and the Chiltern Community Awards



Communicating of unitary updates to staff and residents

Finance

Providing high quality financial advice
and support to the Council

Head of Service: Rodney Fincham

Key Service Functions

Finance

- Production and monitoring of the Councils' Medium Term Financial Strategy.
- Provision of core financial services, including: creditor payments, payroll, insurance, sundry debtor invoicing, banking services.
- Provision of core accounting services, including: budget setting, budget monitoring, final accounts, completion of statutory returns, financial advice.
- Management of the Council's cash flow and investments.
- Provision of financial support to Consilio Property Ltd.

Procurement

- Production and monitoring of procurement strategy and assistance with its implementation.

Internal Audit

- Provision of an assurance function that provides an independent and objective opinion to the organisation on the control environment, by evaluating its effectiveness in achieving the organisation's objectives.

External Audit

- Liaison with external audit.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Help keep up to date the longer term financial strategy to address the funding gap and longer term funding pressures, and support the Councils with their capital investment plans.	Ongoing	Ongoing review of Government announcements re: funding in 2020/21 and beyond.	Authorities are aware of the Medium Term Financial position and are able to plan accordingly
Provide financial support and advice to the Waste service and the Leisure Operator tenders.	As set out in the procurement timetables	As set out in the procurement project plans	Value for money contracts successfully let
Support the financial aspects of setting up the new District Unitary Authority	31/3/20	Detailed Finance Workstream currently being developed	New authority is set up in a safe and legal manner

Risks for 2019/20

Risk	Internal Controls/Mitigation
BR01 The Authority is unable to set a robust Medium Term Financial Strategy	<ol style="list-style-type: none"> 1. Possible changes to the national funding formula are monitored and the LGA lobbies to protect members interests. However this risk cannot be fully controlled. 2. Achievement of savings is given a high priority within the Council, and progress is monitored via the monthly budget monitoring reports. Significant saving projects are also managed in accordance with the Councils' project management framework. 3. Regular updates of MTFS are carried out. 4. Further savings are sought when required
BR02 The Authority could have to hold a Council Tax referendum.	<ol style="list-style-type: none"> 1. Tax increase to be set at or below the Government guideline figure (subject to Member agreement). 2. Members are fully briefed on implications of tax referendum. 3. Possibility of appeal against the decision).
BR03 The Authority will fail to keep within its annual revenue budget.	<ol style="list-style-type: none"> 1. Ability to use reserves to fund overspending. 2. Further savings are sought when required 3. Planning decisions are made based on the best professional advice reducing the risk of appeal. In addition the s151 officer takes account of this risk when considering the appropriate level of reserves. 4. Income budgets are set prudently. Firm debt recovery processes are in place. Monitoring of key income areas is undertaken monthly. 5. Professional staff are involved in relevant areas and, where appropriate, training is provided to ensure current standards are understood and implemented. 6. Achievement of savings is given a high priority within the Council, and progress is monitored via the monthly budget monitoring reports. Significant saving projects are also managed in accordance with the Councils' project management framework. 7. Contracts are only awarded to suppliers which meet our tender criteria. Contracts are monitored and often performance bonds or other guarantees are in place. 8. The Workforce plan aims to ensure staff issues are dealt with appropriately. HR monitor turnover rates and exit interviews are conducted to understand why staff leave. Joint working arrangements also help provide resilience. 9. HR monitor pay rates and keep the grading structure under

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	<p>review. Where necessary the Authority is also willing to pay market supplements.</p> <ol style="list-style-type: none"> 10. Pay estimate is set prudently 11. Contracts are let by competitive tender and where appropriate benchmarked against 'in-house' bids. Joint tender opportunities are considered and specifications are written with a view to the likely cost. 12. Contracts set appropriate performance targets and these are carefully monitored. In general contractors are not entitled to bonus payments for over performance 13. Cost pressures are monitored via budget monitoring. Budget framework provides for expenditure to be contained within the approved budgets. New areas of significant expenditure have to be approved by Members. 14. There is regular monitoring of investment returns and action is taken when performance is unsatisfactory. In addition we obtain independent support and advice from a specialist financial advisor. 15. Budgets monitored monthly, reported to Management Team and Cabinet, and any areas of concern are highlighted so that early action can be taken to bring any overspend back in line with the budget.
BR04 The Authority will fail to keep within its capital programme.	<ol style="list-style-type: none"> 1. Ongoing review of the capital programme. 2. The capital receipts budget is set prudently. 3. Major capital projects are managed in accordance with the Council's project management framework and regular update reports are presented to Members.
FS01 Inaccurate Financial Information	Adequately resourced finance team, internal control framework.
FS02 Treasury Management	Investments are only made in line with the Treasury Management Strategy and with institutions with good credit ratings.
FS03 Fraud/Error	Internal control framework, Internal Audit.
FS04 Non Compliance with Financial Rules & Regulations	Internal control framework, Internal Audit, Skilled and experience finance team, training.

Appendix



Produced the Council's Statutory Accounts and received a clean audit opinion in advance of the earlier statutory deadline of July



Implemented a new E Tendering system to comply with the statutory requirement to conduct tenders electronically

Also heavy involved in:

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Approval of scheme to build a new multi storey car park in Gerrards Cross



Approval of scheme to build new accommodation in Taplow using innovative prefabricated units to provide much-needed accommodation for Homeless families



Approval of housing development in Denham



Upgrade of the finance system

Human Resources

Enabling our people to deliver the best services for our residents

Manager: Louise Cole

The **Human Resources** team provides a comprehensive service to the Councils, including support on day to day people management, development, motivation and engagement of employees to enable the best services for our residents.

Change Management: Lead and support on change programmes.

Culture and values: Support to ensure values are at the heart of everything we do.

Employment Services and Pay: Day to day operational management of the employment relationship and reward and benefit services.

Engagement: Develop and maintain effective employment relationships with employees and the union.

Health and Well-being: Support the health and well-being of staff.

Performance: Promote the effective performance of staff through initiatives to develop, motivate and empower staff.

Recruitment: Market and promote the Councils and recruit the best staff.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Implement legislative changes including Brexit decision.	April 2019.	Introduce Settled Status Scheme in spring. Further actions to be agreed once clear on changes.	Compliant with legislation and business continuity maintained.
Implement government's decision on Modernising Local Government when determined.	April 2020.	To be agreed when changes known.	Business continuity and income efficiencies.
Continue to implement the Health and Well-Being Strategy and seek external recognition for this.	Ongoing.	Use the Health and Wellbeing forums to drive this.	Attract, retain and develop dedicated staff. Improve health and well-being of employees leads to better performance and engagement and assists with recruiting and retaining the best employees.
To develop a recruitment and retention plan to ensure the best employees are recruited and retained.	Ongoing.	This includes developing the use of social media as a recruitment tool, promoting inclusivity and the values and culture.	Attract, retain and develop dedicated staff. Best service to residents through the recruitment and retention of the best employees.

Risks for 2019/20

Risk	Internal Controls/Mitigation
HR01 Failure to recruit and retain the right people to posts.	<ul style="list-style-type: none"> Monitoring in place. Develop a recruitment strategy. Continue with activities to motivate staff e.g. training and development, health and well-being, pay and benefits, flexible and mobile working, promoting the values.
HR02 Failure to maintain the high performance of the workforce.	<ul style="list-style-type: none"> Good staff communication and engagement. Performance monitoring and management in place. Continue to motivate and empower workforce e.g. staff survey, promotion of values and culture, management development.

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
JtHR1 (P)	Working days lost due to sickness absence (cumulative for year)	10	10
JtHR3 (D)	Percentage of employees with a disability (annual)	6.00%	6.00%
JtHR4 (D)	Ethnic minority representation in the workforce - employees (annual)	8.5%	8.5%
JtHR5 (D)	Top earners - Joint Management Team: women (quarterly)	35%	35%
JtHR6 (D)	Top earners - Joint Management Team - ethnic minorities	7.20%	7.20%
JtHR7 (D)	Top earners - Joint Management Team - with a disability	2.00%	2.00%
JtHR8 (D)	Formal discrimination complaints recorded (quarterly, cumulative)	0	0
JtHR9 (D)	Percentage staff received an appraisal by 31st March each year	85%	85%
JtHR12 (P)	Working days lost due to short term sickness absence (up to 20 working days)	5	5
JtHR13 (P)	Working days lost due to long term sickness absence (more than 20 working days)	5	5



Undertook a programme of work to comply with new statutory changes and to streamline and improve efficiency in existing procedures e.g. GDPR, Facilities time reporting, Gender Pay-Gap reporting.

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Launched a Health and Well-Being Statement, set up a staff forum and delivered a comprehensive programme of well-being activities.



Rolled out the Management Development Programme to a new cohort of managers. Ran a programme of events to continue to develop managers and embed their learning in day to day performance management practice.

Environment

Managing the environment

Head of Service: Chris Marchant

The **Environment** team manages a range of services for residents including waste and recycling, car parks, crematoria and cemeteries. The team also manages the Councils' property.

Car parks: manage off street pay and display parking.

Estates: manage all the Councils' property and assets.

Facilities: manage the Council offices, cemeteries and public toilets.

Waste: manage waste, recycling and street cleaning services for Chiltern, South Bucks and Wycombe Councils.

Car Parks

The team is responsible for the Council's provision and availability of long and short stay parking through a structured payment system.

Additionally, they provide reserved parking for specific user needs e.g. disabled bays.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Car park management	Ongoing	Carrying out civil parking enforcement to manage supply and demand and regulate safety of the car parks.	Provide increased off-street parking to meet future needs. Maximise promotion of safety and car parking space.
Car park maintenance	Ongoing	Maintaining car parks to a fit for purpose standard; adhering to safer park mark status.	Continue delivering outstanding services. Provide safe, clean and tidy car parks.
Parking policy/strategy	Ongoing	Review and amend Off-Street Parking Order where appropriate to continually meet local needs and achieve council aims and objectives for car park provision in the district.	Provide increased off-street parking to meet future needs. To continually meet local community needs and changing customer

			expectations.
Parking Services Management	Ongoing	Providing background processing for parking fines (including appeals service), and season ticket functions.	Continue delivering outstanding services. Provide a fair, transparent and consistent appeals service to support the parking provision.

Risks for 2019/20

Risk	Mitigation
Reputational risk	Ensure customer focus is at the heart of everything we do.
Loss of income	Robust car park charging reviews to ensure changing structure meets local requirements.

Estates

The team is responsible for management of all the Councils' property and assets.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Progress Gerrards car park /Country park development /extensions of Parkside great Missenden Cemetery	March 2020	Commence building works Planning permission obtained	Optimise the effectiveness of our assets and resources
Work with Healthy Communities to relocate users and provide legal documentation on civic site for new Leisure centre	March 2020	Agree legal agreements in place Agree detail on tenants occupation	Plan our leisure provision for the future, including the redevelopment of the Chiltern Pools site
Complete Berton crematorium	March 2020	Practical completion	Optimise the effectiveness of our assets and resources To provide addition cremation service
Manage property portfolio to keep debt to a minimum and keep maximise rental	March 2020	Ensure Rent reviews and Lease renewals are progressed in a	Optimise the effectiveness of our assets and

income.		timely manager	resources
Review all management agreements land and open spaces with Town and Parish Council	March 2020	To review and update agreement to encompass latest guidance on sustainability and relevance to current legislation and guidance	To ensure all decisions are taken with regard to legal requirements. Ensure bodies acting on district behalf manage land with appropriate stewardship
Work with EA to realign River Misbourne to original route	March 2020	To monitor and Liaise with tenants	Promote a healthy, sustainable and safe environment To avoid perched river disappearing and return to natural course for protection of the river
Work with EA and Town Council Chesham Culvert	March 2020	Reach agreement on way forward	Promote a healthy, sustainable and safe environment
Review all sites to consider possibilities of improving security against traveller incursion	March 2020	Gain approval for any work and implement	Promote a healthy, sustainable and safe environment To reduce costs in dealing with damage caused by traveller
Undertake decisions on Community right to bid nominations in line with legislation	March 2020	Ongoing and dealt with in a timely manner	To ensure all decisions are taken with regard to legal requirements. Required under localism Act 2011

Facilities

The team is responsible for managing the services within the Council buildings, cemeteries and public conveniences.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Upgrading CCTV Systems in KGVH and Capswood	April 2019	Installed by approved contractor.	Work to reduce crime and anti-social behaviour. Increased security around the buildings.
Renewing access control systems at both offices	April 2019	Works were tendered and offered to successful bidder.	Work to reduce crime and anti-social behaviour. Increased security and single card access.
Undertaking works from fire risk assessment	December 2019	Delivered by in-house contractor Derwent FM.	Safer environment for all staff to work in.

Risks for 2019/20

Risk	Internal Control/Mitigation
Health and Safety standards slip during the course of works at the offices.	Risk assessment and method statements will be supplied to ensure safe systems of work are in place. Incidents would be reviewed and remedial actions will be put in place.

Waste

The team manages waste, recycling and street cleaning services for Chiltern, South Bucks and Wycombe District Councils

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Procurement of new three way waste contract	Preferred bidder confirmed – 28/11/19 New contract to start 1/06/20.	Procurement process includes dialogue, submission of tenders, evaluation, contract award and mobilisation.	Agree a vision for outstanding service delivery. Continue delivering outstanding services. Continuity of waste and cleansing services for the residents of Chiltern, Wycombe and South Bucks district council, delivered through a joint three way contract
Customer Experience Strategy – waste in phase 1	May 2020.	Design of smart forms, integrations with contractor IT systems, change management programme for relevant team,	Continue delivering outstanding services. Agree a vision for outstanding

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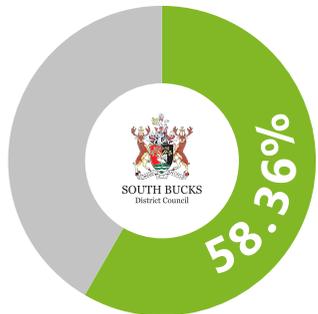
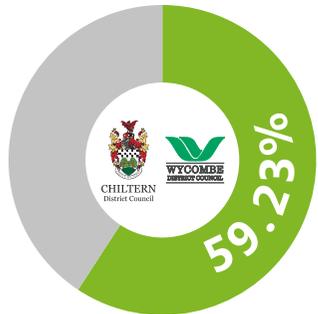
		review of work processes and communication with stakeholders.	service delivery. Waste customers to access information, report issues and request services via a CRM Lite.
Improve SBDC resident participation in the paper collection	Ongoing.	Communications to residents to encourage use of paper recycling boxes, through bin tags and fliers, crew engagement.	Continue delivering outstanding services. Support residents to reduce waste and increase recycling. Increase use of paper recycling boxes, to improve quality of dry recyclables collected in mixed recycling bins
Communications to improve quality of materials collected	March 2020.	Communication activities being planned.	Continue delivering outstanding services. Support residents to reduce waste and increase recycling. Communication activities with residents to focus on improving the quality of dry recyclables collected in mixed recycling bins

Appendix

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
CdWR1 (C)	Household collections, number of collections missed per month (calculated on weekly basis)	1,600	1,600
SbWR1 (C)	Number of household collections missed per month (calculated by P&C team on weekly basis)	100	100
CdWR2 (P)	Percentage of household waste sent for reuse, recycling and composting (cumulative)	53%	53%
SbWR2 (P)	Percentage of household waste sent for reuse, recycling and composting (cumulative)	55%	53%
CdWR3 (C)	Customer satisfaction survey (every six months)	86%	86%
CdWR4 (C)	No of missed assisted containers (monthly)	170	170
SbWR4 (C)	No of missed assisted collections (monthly)	35	35
CdWR5 (D)	Average number of days to remove fly-tips (from notification), cumulative	2	2
SbWR5 (D)	Average number of days to remove fly-tips (from notification), cumulative	2	2

Recycling rates reached



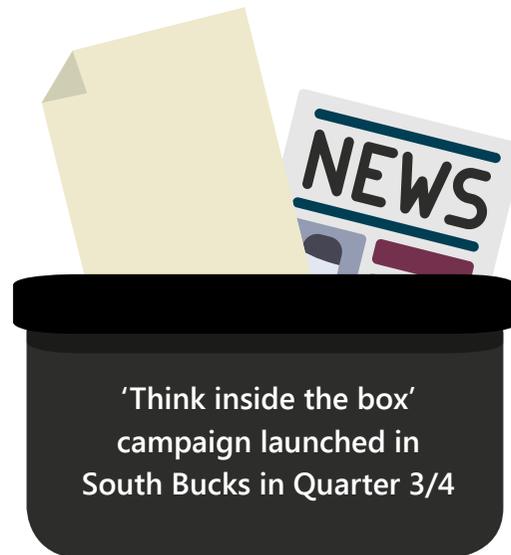
Waste procurement preparation undertaken for a three way waste contract between Chiltern, South Bucks and Wycombe District Councils



New web forms introduced to manage customer contacts in order to better prioritise and improve efficiencies



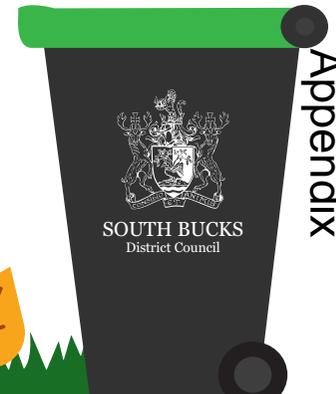
Annual collection calendars printed and delivered on time with leaflet inserts which have been well received by residents



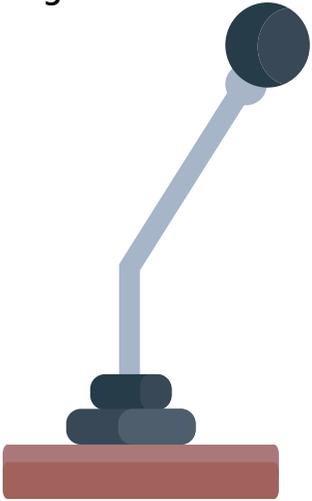
Number of residents who subscribed to chargeable garden waste collections by October 2018

40.51%

29.97%

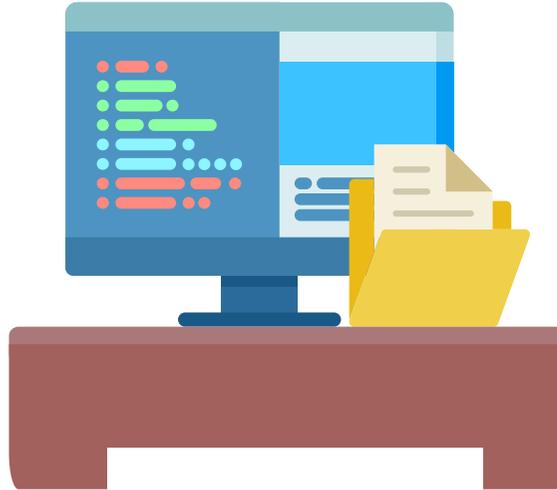


Provided new microphones for Council Chamber and meeting rooms



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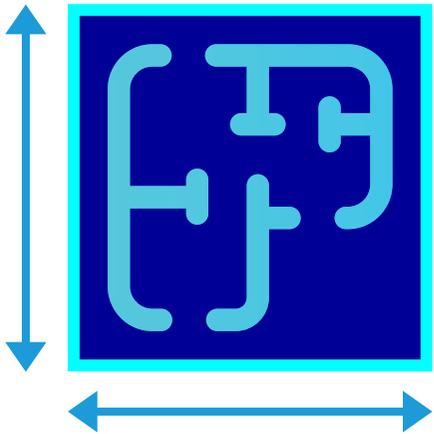
Supported the ditch the data project



Opened the Amersham multi-storey car park



Planning permission agreed to build a new multi-storey car park in Gerrards Cross



Managed occupation of ground floor space at the Amersham office



Managed the Amersham office urgent works project

Planning and Economic Development

Shaping the future of Chiltern and
South Bucks through the delivery of an
Exemplary Planning Service

Head of Service: Mark Jaggard

The Planning & Economic Development

team helps to ensure the health and wellbeing of residents and visitors, the provision of new homes, and employment, social and recreational facilities in order to provide a strong and sustainable economy and active communities, whilst protecting and improving the natural and built environment.

Building Control

The team processes and determines Building Control applications, demolition notices and dangerous structures, Inspects and enforces work on site and its compliance with the Building regulations and provides advice to the public on Building Regulation matters.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Recruit to vacant position	June 2019	Recruitment campaign.	Continue delivering outstanding services.
Work towards and gain Quality Award	August 2019	Working with LABC to gain accreditation using their templates.	Continue delivering outstanding services.
To increase number of entries into Central Region Awards	January 2020	We have 6 entries this year 4 more than last year build up momentum for next year	Continue delivering outstanding services.
To raise our profile through marketing campaign	October 2019	Started a marketing campaign. Developing a separate team to lead this	Continue delivering outstanding services.
For at least some	December 2019	One staff	Continue delivering

members of staff to become accredited by Local Authority Building Control to carry out works on high rise and complex buildings		member has been to an assessment - result awaited. Two others booking onto a preparation course	outstanding services.
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Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
JtBC1 (C)	Applications checked within 10 working days (cumulative)	94%	95%
JtBC2 (C)	Customer satisfaction with the building control service. (cumulative)	92%	92%
JtBC3 (D)	Market share (cumulative for the year)	83%	83%

Development management

The team process and determine planning applications, planning appeals and offer pre-application advice; place-making and delivering quality developments.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Introduce revised pre-app advice fees.	Mid-April 2019	Review and introduce fees as part of shared service aims. To ensure that costs are covered.	Agree a vision for outstanding service delivery. Provide an enhanced service to customers – generate income (cover costs)
Introduce Planning Performance Agreements (PPAs).	Mid-April 2019	Review and introduce fees as part of shared service aims. To ensure that costs are covered.	Agree a vision for outstanding service delivery. Provide an enhanced service to customers – generate income (cover costs)
Working with partners towards the Unitary outcome, knowledge share etc.	Ongoing	Regular meetings with colleagues in other districts, as has been the norm.	Agree a vision for outstanding service delivery. Improved and

			managed quality of built development, partnership working.
Ensure high-quality decisions are taken, delivering excellent urban design and appropriate infrastructure.	Ongoing	As per service aims and objectives – seeking to provide design advice, monitoring and reviewing performance figures.	Continue delivering outstanding services. Promote a healthy, sustainable and safe environment. High standard of development, in-keeping with character of the Districts.

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
CdPED1 (C)	Percentage of planning applicants who are satisfied or very satisfied with the planning service (cumulative, quarterly)	80%	80%
SbPED1 (C)	Percentage of planning applicants who are satisfied or very satisfied with the planning service (cumulative, quarterly)	80%	80%
CdPED2 (C)	% of planning appeals allowed (cumulative quarterly)	35%	35%
SbPED2 (C)	% of planning appeals allowed (cumulative quarterly)	35%	35%
SbPED7 (C)	% applicants satisfied with performance of Planning Service (cumulative monthly)	80%	80%
CdPED9 (P)	Major planning applications decision performance - within 13 weeks or other agreed period (cumulative monthly)	90%	90%
SbPED9 (D)	Major planning applications decision performance - within 13 weeks or other agreed period (cumulative monthly)	90%	90%
CdPED10 (P)	Minor planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	75%	75%
SbPED10 (C)	Minor planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	85%	85%
CdPED11 (P)	Other planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	85%	85%
SbPED11 (C)	Other planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	85%	85%
CdPED13 (D)	Average number of days to process and pass planning applications to case officer (month only)	6	6

SbPED13 (D)	Average number of days to process and pass planning applications to case officer - target of 5 working days (monthly snapshot)	4	4
CdPED14 (D)	% of decisions determined by delegated authority - PS figure (cumulative quarterly)	95%	95%
SbPED14 (D)	% of decisions determined by delegated authority - PS figure (cumulative quarterly)	95%	95%
CdPED45 (C)	2020 Majors speed of planning decisions – special measures 2 year assessment period ending Sep 19 (cumulative, monthly)	60%	60%
SbPED45 (C)	2020 Majors speed of planning decisions – special measures 2 year assessment period ending Sep 19 (cumulative, monthly)	60%	60%
CdPED46 (C)	2020 Non-Majors speed of planning decisions – special measures 2 year assessment ending September 2019 (cumulative, monthly)	70%	70%
SbPED46 (C)	2020 Non-Majors speed of planning decisions – special measures 2 year assessment ending September 2019 (cumulative, monthly)	70%	70%
CdPED47 (C)	2020 Majors quality of planning decisions – special measures 2 year and 9 month assessment period ending December 2019 (cumulative, monthly)	9.99%	9.99%
SbPED47 (C)	2020 Majors quality of planning decisions – special measures 2 year and 9 month assessment period ending December 2019 (cumulative, monthly)	9.99%	9.99%
CdPED48	2020 Non-Majors quality of planning decisions – special measures 2 year and	9.99%	9.99%

	9 month assessment period ending December 2019 (cumulative, monthly)		
SbPED48	2020 Non-Majors quality of planning decisions – special measures 2 year and 9 month assessment period ending December 2019 (cumulative, monthly)	9.99%	9.99%
CdPED49 (C)	2021 Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	60%	60%
SbPED49 (C)	2021 Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	60%	60%
CdPED50 (C)	2021 Non-Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	70%	70%
SbPED50 (C)	2021 Non-Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	70%	70%
CdPED51 (C)	2021 Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2020 (cumulative monthly)	9.99%	9.99%
SbPED51 (C)	2021 Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2020 (cumulative monthly)	9.99%	9.99%

Economic Development

The team supports the prosperity and diversity of the Chiltern and South Bucks economy.

The team seeks to support the start-up, growth and success of local businesses, and the associated creation of employment opportunities, through leading on business engagement and facilitating access to appropriate support and advice.

We work to ensure that the views of businesses influence policy and strategy, and to ensure the provision of support and infrastructure that meet business needs. The team aims to support the vitality and vibrancy of town centres and to promote the districts as locations for people to live, work, visit, enjoy and invest

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Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Develop and deliver a Business Engagement Plan to formally articulate our approach to engaging with businesses.	July 2019	Ongoing communication with businesses through working with partners and intermediaries. Use of newsletters, social media and business visits.	Further support for businesses to aid their growth and success
In conjunction with partner organisations, develop and deliver a programme of sectoral, thematic and geographically-focused events for businesses	July 2019	Programme to be agreed for end of quarter 1 2019. Further to this, working with partners to deliver aforementioned events.	Further support for businesses to aid their growth and success.
Work with town and parish councils, business forums, town groups and individual businesses to encourage collective activity and interventions to support town centres	Ongoing	Working with partners to establish how they wish to move forward.	Increased vitality of town centres.
Maximise the benefits to businesses and residents from the implementation of emerging county-wide and sub-regional strategies (for example the Local Industrial Strategy) and from major infrastructure developments such as the	Ongoing	Ensure districts are represented at appropriate meetings and contribute to consultations and discussions.	Opportunities surrounding these projects are realised.

expansion of Heathrow Airport.			
Continue to work with the Bucks Thames Valley LEP, in particular around digital connectivity and the Connected Counties programme, as well as around skills and apprenticeships	Ongoing	Attendance of appropriate meetings. Ongoing engagement with businesses.	Further support for businesses to aid their growth and success.
Utilise economic intelligence and feedback from businesses to shape the development and delivery of council policies and services, including a particular focus on the availability of commercial space	Ongoing	Reacting to feedback from businesses to ensure Council services are tailored to the needs of businesses.	Further support for businesses to aid their growth and success.
Work with Visit Bucks to encourage more visitors to the districts and to support the tourism sector	Ongoing	Provide funding to Visit Bucks for the promotion of tourism in the districts.	Supporting both the tourism sector and the town economy.
Explore opportunities to secure external funding to support the delivery of economic development activities	Ongoing	Maintaining awareness of what funding sources are available and applying where appropriate.	Support local economic growth.
Helping to shape the policies and evidence base to shape the Joint Local Plan 2036.	Ongoing	Sharing feedback from businesses and knowledge of the local economy to help shape the Joint Local Plan	The Joint Local Plan provides the right conditions to support businesses and economic growth
Working with the Development Management team to ensure key decisions	Ongoing	Included as a consultee on appropriate planning	Key decisions take into consideration the economy and where possible,

affecting the economy, tourism and town centres are supported.		applications, utilising knowledge of the local economy and business need to provide an economic development perspective	support the growth of business and the wider vitality of town centres, tourism and the economy overall
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The **Planning Enforcement** team investigates alleged breaches of planning control, taking formal enforcement action where necessary. This action includes issuing legal notices as well as the monitoring and the enforcement of compliance and, where necessary, court action.

The team is also responsible for the monitoring and enforcement of Section 106 agreements and payments.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Create a platform for displaying Planning Enforcement Notices online.	August 2019	Work with IT to establish platform. Will require scanning in of notices into platform.	Agree a vision for outstanding service delivery. Continue delivering outstanding services. Online public access to legal notices.
Review all in-house enforcement processes to ensure streamlined team processes.	Ongoing	Assess old processes to inform new processes.	Agree a vision for outstanding service delivery. Continue delivering outstanding services. Streamlined team processes.
Efficient throughput of cases.	Ongoing	Further to all reviewed processes.	Continue delivering outstanding services.

Undertake a review of extant enforcement notice review program including instigating POCA and/or Direct action proceedings as necessary.	August 2019	Look at old notices. Pick up any that haven't been complied with.	More efficient working. Promote a healthy, sustainable and safe environment. Continue delivering outstanding services. Increased compliance with issued notices.
Reduce time delays in issuing notices.	June 2019	Review and agree processes with legal team.	Promote a healthy, sustainable and safe environment. Dealing with issues and serving notices in a more efficient manner.
Create and implement an s106 monitoring and collection programme.	September 2019	Employ a S106 monitoring officer to take ownership of s106 programme.	Promote a healthy, sustainable and safe environment. Track both compliance and financial obligations to the Councils.
Review of Planning Conditions.	August 2019	Review all individual conditions.	Promote a healthy, sustainable and safe environment. Appropriately worded conditions that ensure the ability to enforce compliance.

Planning Support

The team provides support for all divisions of the Planning and Economic service, aiding them in the delivery of an exemplary planning service.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Continued formation of single processes.	June 2019	Joint validation requirements; Review of weekly list; Complete electronic constraints; Redefining of decision codes and categories within Uniform/IDOX/PA and related template work.	Agree a vision for outstanding service delivery. Continue delivering outstanding services. Improved service delivery
Implementation of new IT software (Enterprise & Consultee Access)	March 2020	Working with IT to ensure platforms are compatible.	Agree a vision for outstanding service delivery. Continue delivering outstanding services. Improved service delivery and opportunity to self-serve.
Joint Planning website.	Sept 2019	Work alongside Customer	Better use of ICT.

		Experience Programme.	Continue delivering outstanding services. Improved service delivery and opportunity to self-serve.
Backscanning project and work on I drive structure.	March 2020	Work with scanning bureau and IDOX to digitise hard copy applications for 1974 – 1985, TPOs and Enforcement Notices. Move hard copy planning applications from Capswood. Commence cross-checking SBDC hard copy records (2000 – 2016) to electronic versions, top up scan as necessary & destroy hard copies.	Better use of ICT. Continue delivering outstanding services. Improved service delivery and opportunity to self-serve.
Customer Satisfaction Survey to be sent to all applicants.	July 2019	Create survey. Send to applicants at time of decision notice.	Continue delivering outstanding services. Improved service delivery.

Planning Policy

The team provides the place-shaping vision and policy context for the future growth and development needs of the two districts, whilst protecting and enhancing the environment.

They work to identify the infrastructure needs to support the future growth of the districts and the context for seeking developer and other financial contributions to support this.

They work with Heathrow Airport Ltd and other major infrastructure projects to ensure that the potential economic, transport and environmental benefits of these projects in and around the area are secured.

[The Economic Development team are covered earlier in document]

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Publication of Joint Local Plan Reg 19	May 2019	Committee cycle.	Produce a new Joint Local Plan to help meet local development needs. Support the economy through development of more affordable homes.
Submission of Joint Local Plan Reg 22	September 2019	Further to Reg 19 approval. Submit to PINs.	Produce a new Joint Local Plan to help meet local development needs. Support the economy

			through development of more affordable homes.
Publication of the draft charging schedule for Community Infrastructure Levy.	May 2019	Committee cycle.	Obtain financial contributions towards the infrastructure that is needed to support new development.
Submission of the draft charging schedule for Community Infrastructure Levy.	September 2019.	Submit for examination.	Obtain financial contributions towards the infrastructure that is needed to support new development.
Working with HAL to secure local benefits and mitigation resulting from the proposed third runway/expansion.	Ongoing	Statutory consultation June 2019.	Minimise the impact caused by major infrastructure projects.
Support those town/parish councils seeking neighbourhood area designation/ producing neighbourhood plans	Ongoing	Consultation by Parish/town. Examination by independent examiner. Make the plan.	Engage with Parish and Town Councils and local neighbourhoods

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
CdPP5 (A)	Net number of affordable housing completions		
CdPP6 (A)	Commuted payments received for affordable housing (cumulative, quarterly)		
SbPP5 (A)	Gross affordable housing completions		
SbPP6 (A)	Commuted payments received for affordable housing (cumulative, quarterly)		
SbPP7 (A)	Net number of new dwellings granted permission		

Planning and Economic Development

Service Risks 2019/20

Risk Code & Title	Mitigation steps
CSB BC01 Loss of staff	Reduce loss of staff by providing staff with an interesting and stimulating team environment; provide the necessary support to enable staff to be able to undertake their jobs. If vacancies arise seek to secure permanent replacements through early advertisement, but use agency staff in the interim period if needed.
CSB BC02 Increased income/reduced costs are not delivered	Income and expenditure monitored monthly. Applications not registered without the necessary fee. Fee checked by Admin staff, liaising with Management if needed. Invoices to be sent out promptly and non-payment chased. Charges to be reviewed periodically.
CSB BC03 Development does not meet the Building Regulations	Staff training; new Regulations/guidance provided to all Surveyors; recommendations authorised by a more senior Surveyor; enhanced resilience of a single team with greater knowledge/experience; use of codes and reference documents; if unsure, Surveyors to check with a more senior surveyor; structural calculations to be checked by Structural Engineer; Indemnity insurance in place.
CSB BC04 Poor/untimely advice in dealing with dangerous structures	Surveyors all trained to deal with dangerous structures; JDs for all Surveyors require them to deal with dangerous structures; Principals' required to be able to undertake inspections within an hour during unsocial hours; Surveyor to contact a more senior Surveyor or seek additional help and support if needed.
CSB BC05 Increased competition/loss of reputation	QA accreditation retained, with annual external audit. Marketing Plan. Officer with responsibility for the 'customer experience'. Customer surveys monitored, and action taken to implement improvements. Staff not allowed to undertake any private work which could have the potential to bring the Councils into disrepute or perceived to do so.
CSB DCE01 Loss of staff	Reduce loss of staff by providing staff with an interesting and stimulating team environment; provide the necessary support to enable staff to be able to undertake their jobs. If vacancies arise seek to secure permanent replacements through early advertisement, but use agency or other temporary external staff in the interim period if needed.

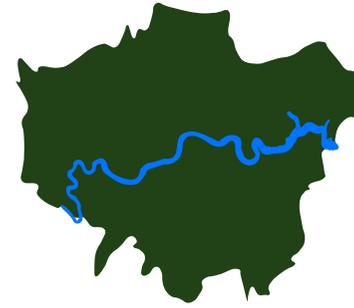
CSB DCE02 Poor decision making	Staff training; training of Planning Committee; template for officers' reports; procedures require checks in signing off decisions and recommendations. A more risk based approach (with reduced sign off and fewer checks overall) to be taken in the proposed planning shared service.
CSB DCE03 Low levels of customer satisfaction	Ensure that the service continuously explores how it could be more customer-focused; monitoring of customer survey and complaints feedback; in response to all complaints consider whether improvements are needed; processing of complaints regarding unauthorised development in accordance with the new Local Enforcement Plan.
CSB DCE04 Reduced application and pre-application fee income	Realistic budget setting. Ensure that we maintain good performance in processing major applications, and in our appeal performance regarding major applications (over a two year period) thus ensuring that all major applications have to be submitted to CDC rather than applicants having the choice of submitting to CDC or PINS.
CSB DCE05 Judicial Review of decisions	Seek legal advice as appropriate; ensure all decisions are robust and justified; seriously consider appellants evidence/offers in relation to appeals/enforcement appeals.
CSB DCE06 Low customer satisfaction in relation to enforcement	Team being led by a new Manager who is very proactive and is changing the team ethos significantly.
NEW RISK CSB ED01 Availability of commercial space	Work with Planning Policy team to ensure this is taken into consideration within the Joint Local Plan.
CSB PP01 Insufficient planning staff (number and experience)	Reduce loss of staff by providing staff with an interesting and stimulating team environment; provide the necessary support to enable staff to be able to undertake their jobs. If vacancies arise seek to secure permanent replacements through early advertisement, but use agency or other temporary external staff in the interim period if needed.
CSB PP02 Local Plan not being found sound	Continual engagement with Duty to Co-operate bodies and key stakeholders (& recorded); ensure that policies are fully supported by the evidence base and are steered by the Sustainability Appraisal; ensure LDS up to date; seek legal advice where needed; reports to PAG and Joint Member Reference Group; prepare robust evidential proofs; ensure staff are trained to give evidence.
CSB PP03 Timetable for adoption not met	Member decision to require the joint local plan to be considered 2 PAGs as well as at the Joint Member Reference Group poses a risk to the timetable for production.



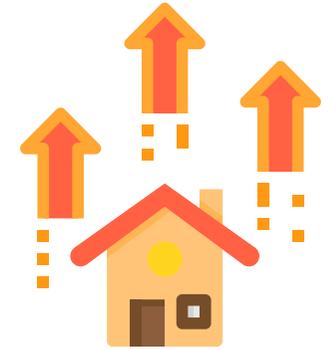
Formal agreement with AVDC for the Vale of Aylesbury Local Plan to accommodate up to 5,750 dwellings to contribute to Chiltern and South Bucks housing needs, including affordable housing



Worked with Highways England on Joint Local Plan



Represented Bucks in the London Plan



Agreement with Slough Borough Council and Royal Borough of Windsor and Maidenhead to consider Slough's growth needs as part of a wider regional options study and successful bid for £172k from Government to fund the Study

Part of the Heathrow Strategic Planning Group and working positively with Heathrow Airport Limited to influence their proposal for a Third Runway and with Network Rail and others on the Western Rail Link to Heathrow



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Council engagement on Cross Rail (Elizabeth Line) and smart motorway programmes



Consult on the Chalfont St Giles Neighbourhood Plan, November 2018



- Progressed Local Plan evidence base, engaging with key stakeholders including representative local groups on draft Plan consultation
- Consultation started on Community Infrastructure Levy (CIL) in regards to infrastructure
- First consultation for authorities' introduction of Community Infrastructure Levy charging schedule



Enhanced delegation of decisions to officers has increased the speed of dealing with Enforcement issues



78.8%
market share



Appointment of an Economic Development Team



over 70 local businesses attended the Annual Business Meeting



Established working relationships with a number of partners to enhance awareness and take-up of business support

Dealt with high profile planning applications:

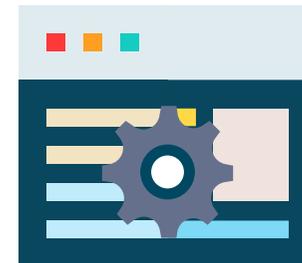
- Gerrards Cross Car Park;
- Gerrards Cross Police Station;
- South Bucks Country park;
- Chiltern Lifestyle Centre



Quarterly Agents' forum established to encourage proactive working practices.



Joining of Uniform/ IDOX/PublicAccess IT systems for Planning



Processes have been streamlined, making the service more efficient and consistent



Customer Services

Listening, learning, delivering

Head of Service: Nicola Ellis

Customer Services

The team is responsible for dealing with enquiries from our customers at the first point of contact, working with service areas to ensure that the service meets our customers' needs. The team is responsible for the delivery of the Councils' Customer Experience Programme to transform the way services are delivered, enabling technology that allows all of our services to be delivered online in order to provide a consistent level of service for our customers which is easily accessible.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Deliver Customer Experience Strategy and associated programme of work	January 2020.	As per programme plan.	Optimise the effectiveness of our assets and resources. Communicate widely with residents. Customer access to accounts, with ability to access all services online
Ongoing development of partnership working opportunities	31/03/20.	Continue with Chesham Town Council pilot – evaluate outcomes. Identify further opportunities. Develop SLAs. Monitor outcomes.	Engage with Parish and Town Councils and neighbourhoods. More enquiries being dealt with at first point of contact More support in the community and so services easier to access

Flexible and Mobile Working	31/03/20.	Customer service able to access all systems and take calls from any location.	Continue delivering outstanding services. More resilient service.
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Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
CdCS1 (C)	New measure for complaints - t.b.a.	18	18
SbCS1 (C)	Number of complaints received (cumulative)	80	80

Risks for 2019/20

Risk	Internal Controls/Mitigation
CS01 Failure to maintain an efficient and timely telephone service which impacts on customer satisfaction levels.	Regular monitoring of waiting time and abandonment rate. Have mobile phones for Business Continuity. Channel shift and more on line availability.
CSB CS02 Failure to maintain an efficient and timely front of house/reception service which impacts on customer satisfaction levels.	Regular monitoring of numbers of visitors. Reduction in face to face service delivery. On line service and channel shift.
CS03 Failure to provide efficient and accessible web services for customers.	Software in place to monitor issues. Migrating to the Cloud so GOSS supporting. Other channels for contact remain open.
CS04 Failure to maintain current level of service delivery at a significant period of change	Ensure project plan and management is in place. Ensure contingency is sound. Ensure dedicated resources are available, and that expertise are combined. Ensure testing is adequate.

Revenues

The team is responsible for the billing, administration and collection of Council Tax and Business Rates; assessment and payment of Housing Benefit and Local Council Tax Support Scheme; administering of discretionary schemes; responsible for the Council's counter fraud team.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Deliver Customer Experience Strategy and associated programme of work	Jan 2020	As per programme plan	Optimise the effectiveness of our assets and resources. Communicate widely with residents. Customer access to accounts, with ability to access all services online
Incorporation of Northgate service in-house	31/0319	Consolidate and review processes for consistency Cross training for resilience Performance improvements	Optimise the effectiveness of our assets and resources. Continue delivering outstanding services. Ongoing consistent service

Action changes as a result of increased number of RTI information records WURTI?	31/03/2020	Action relevant changes Identify over and under payments and ensure correct benefit FERIS award	Optimise the effectiveness of our assets and resources. Continue delivering outstanding services. Correct benefit entitlement.
Procurement and Implementation of single revenues system	November 2020	Review available options Develop procurement specification Undertake procurement exercise Implementation – Conversion, UAT, Training	Optimise the effectiveness of our assets and resources. Continue delivering outstanding services. Ongoing consistent service.
Support ongoing roll out of Universal Credit and migration from Housing Benefit	31/032020	Full roll out across the districts	Work with partners to safeguard children and vulnerable adults. Support for vulnerable residents needing welfare support, support with personal budgeting and help with on line applications

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
CdRB1 (P)	Speed of processing - new HB/CTS claims (cumulative)	18	20
SbRB1 (P)	Speed of processing - new HB/CTS claims	18	20
CdRB2 (P)	Speed of processing - changes of circumstances for HB/CTS claims (cumulative)	5	5
SbRB2 (P)	Speed of processing - changes of circumstances for HB/CTS claims	8.0	8.0
CdRB3 (P)	Percentage of Council Tax collected	99.1%	99.1%
SbRB3 (P)	Percentage of Council Tax collected	98.0%	98.5%
CdRB4 (P)	Percentage of Non-domestic Rates Collected (cumulative)	98.5%	98.5%
SbRB4 (P)	Percentage of non-domestic rates collected	98.8%	98.9%

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Risks for 2019/20

Risk	Internal Controls/Mitigation
CSB RB01 Failure to collect Council Tax and Non Domestic Rates to the level expected	Regular monitoring of performance. Share knowledge across both services to ensure best practice followed. Maximise opportunities for payment and currently have high direct debit take up at both authorities. Maximise methods of recovery.
CSB RB02 Failure to comply with regulations resulting in a loss of Housing Benefit Subsidy	Regular quality monitoring at both Councils Effective training programme for staff. Close liaison with external auditors, regular meetings and pre-planned audit. Introducing improved performance management for individuals.
CSB RB03 Failure to deliver an appropriate Council Tax Reduction/Support scheme	Low risk as current schemes in place. Still small risk of schemes being challenged. EQIA completed to consider equalities duty.
CSB RB04 Failure to cope with increased demand for Housing Benefit/Council Tax reductions due to economic impact	Regular monitoring of caseload and volumes of work. Performance is good currently so capacity to decrease performance to deal with increased volumes.
CSB RB05 Failure to provide an adequate fraud prevention service.	Fraud partnership in place across the two Councils. Monitoring of ongoing performance. History of successful prosecutions and publicity.
CSB RB06 Failure to maintain current level of service delivery at a significant period of change	Ensure project plan and management is in place. Ensure contingency is sound. Ensure dedicated resources are available, and that expertise are combined. Ensure testing is adequate.

Appendix



- Developed full Business Case for Customer Experience Programme and received approval from Joint Committee
- Began implementation of phase one and associated projects in the Customer Experience Programme



Introduced call recording and associated quality management



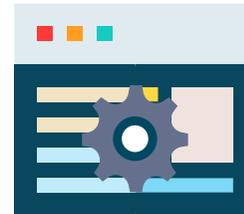
Commenced delivery of face-to-face service for South Bucks Revenues following transfer of service in-house

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Extension of Middle Manager training to Team Leaders

Implemented full roll-out for Universal Credit across both districts



Successfully brought South Bucks Revenues Service in-house and migrated systems to SBDC network.



- Won IRRV Revenues Team of the Year (District Authority) 2018
- Shortlisted as finalist in IRRV Excellence in Partnership award 2018



CDC had second highest collection rate in the country for Council Tax (17/18 announced in 18/19)



Completed extension of year 2 local business rates discretionary relief scheme

Healthy Communities

Creating an active, safer and healthier
community

Head of Service: Martin Holt

The Healthy Communities service brings together the services of Housing, Environmental Health, Licensing,

Community Safety and Community and Leisure - which impact the lives of residents and the regulation of businesses - to enable a joined-up approach to tackling cross-cutting issues.

The service works across County in partnership with the police and health agencies, whilst also linking to the Waste, Planning, Building Control and Council Tax teams to ensure issues are addressed, ensuring a safer, stronger, healthier environment for all.

Community and Leisure

The team work in partnership with community groups and a range of local agencies to improve local services and facilities that impact positively on the health and well-being of local residents.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Agree business case for Chiltern Lifestyle Centre	November 2019	Appoint main contractor Appoint leisure operator Enabling works	Promote healthier communities. Work with communities affected by closure of services to redeliver in alternative ways. Improved leisure facilities at no additional cost to the council Increased participation in activities
Promote and Monitor the delivery of the Lottery and widen funding resources to community groups.	March 2020	Assess income generation against the current Council demands for community funding	Support the voluntary sector. Improved access to community funding
Implement the Community Wellbeing Plan	March 2020	Empower communities to	Promote healthier communities.

		deliver services and develop community resilience Enabling communities Working with CCG/BCC to deliver Social Prescribing and the Adult Transformation Plan	Increase community engagement services delivered by the community for the community
Appoint Leisure Contractor to operate CDC Centres	April 2020	Smooth transfer of contract	Promote healthier communities. Improved management of the leisure facilities.

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
JtCL1 (D)	Number of exercise referrals (by period quarterly)	300	300
JtCL2 (D)	Percentage completion rate of the exercise referral programme (by period quarterly)	69%	69%
CdCL1a (C)	Customer satisfaction rating at Chalfont Leisure Centre	75%	77%
CdCL1b (C)	Customer satisfaction rating at Chesham Leisure Centre	68%	70%
CdCL1c (C)	Customer satisfaction rating at the Chiltern Pools Leisure Centre	50%	57%
SbCL1a (C)	Customer satisfaction rating at the Beacon Centre.	84%	85%
SbCL1b (C)	Customer satisfaction rating at the Evreham Centre.	82%	82%

CdCL2 (C)	Total participation in physical activities delivered through the GLL community engagement plan (by period quarterly)	15,000	5,250
SbCL2 (A)	Total participation in physical activities delivered through the GLL community engagement plan (by period quarterly)	15,000	5,250
CdCL4 (D)	Number of participants with disabilities attending leisure centre courses (annual)	250	250
SbCL4 (D)	Number of visits by participants with disabilities to leisure courses (cumulative)	80	100
CdCL5 (D)	Number of adults participating in community outreach programme from disadvantaged communities (cumulative)	4,000	4,100
SbCL5(D)	Number of adults participating in community outreach programme from disadvantaged communities (cumulative)	4,000	2,100
CdCL7 (A)	Number of Community Outreach programmes delivered	16	16
SbCL7 (A)	Number of Community Outreach programmes delivered	16	16
CdCL8 (D)	Number of community outreach programmes still operating six months from commencement (annual)	7	8
SbCL8 (D)	Number of community outreach programmes still operating six months from commencement (annual)	7	8
SbCL9 (A)	No of enquiries received by the CAB relating to benefits, debt and housing.	Data Only	Data Only
SbCL10 (A)	Number of rounds at The South Buckinghamshire	Data Only	Data Only

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Community Safety

The Joint Community team works in partnership to tackle crime and disorder and reduce vulnerability across Chiltern and South Bucks.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Undertake the Domestic Homicide Reviews as appropriate	Ongoing	Establish Project group with Police and agencies as necessary	Work with partners to reduce crime and anti-social behaviour. Identify learning points that can be used to protect individuals.
Implement the Community Safety Partnership Plan following the annual priority update	Ongoing	Establish Project groups with Police and Partners as necessary	Work with partners to reduce crime and anti-social behaviour. Raise awareness of the actions local communities can take to reduce crime and disorder.
Agree and deliver the Prevent Action Plan	Ongoing	Review Prevent Actions plan Train frontline staff Train community groups	Work with partners to reduce crime and anti-social behaviour. Safer and healthier local communities.

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
SbCmSf1 (C)	Percentage reduction in burglaries from dwelling, year to date (quarterly)	Data Only	Data Only
CdCmSf1 (P)	Percentage reduction in burglaries from dwellings year to date for Chiltern (quarterly)	Data Only	Data Only
SbCmSf2 (P)	Percentage reduction in violent offences against a person, year to date (quarterly)	Data Only	Data Only
CdCmSf2 (C)	Percentage reduction in violent offences against a person, year to date (quarterly)	Data Only	Data Only

Environmental Health

The team provides a quality Environmental Health service in an innovative and effective way to customers of both District Councils - responding to a changing and sometimes challenging environment.

The service covers a wide range of functions, ranging from ensuring compliance with food hygiene standards to strategic flooding and the mitigation of major infrastructure projects

The team also provides a key corporate resource in terms of health & safety, emergency planning, business continuity and sustainability.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Targeting Food Businesses	Ongoing	Working to improve the worst performing food businesses	Promote healthier communities. Improved food businesses.
Major infrastructure mitigation and management.	Ongoing	Seek to mitigate the impacts of national infrastructure projects e.g. HS2, Cross Rail, Smart Motorway, Heathrow, Western Rail Link etc. on the	Minimise the impact caused by major infrastructure projects. Conserve our valuable heritage including the AONB and Conservation Areas.

		Districts	Lessen impact of developments on the environment
Develop and Deliver Air Quality Action Plan across both councils to improve air quality and reduce the impact of climate change	Timescales within Action Plan	Manage the Air quality Partnership. Progress against action plan.	Develop measures to improve air quality and to target pollution hotspots. Air Pollution levels do not increase and where possible decrease.
Business Continuity Plan, Emergency Plan, Health and Safety Policies and procedures	March 2020	Design and implement the unitary BCP, EP, HSW policy and procedures. Test the plans and controls Undertake staff training	Safe and Legal
Deliver regulatory enforcement around public protection, such as nuisance.	Ongoing	Respond to residents requests in the most appropriate manner	Promote healthier communities. Fair process with high satisfaction.
Assess and monitor the Councils progress to reduce CO2 emissions	Ongoing	Mainstream interventions to reduce energy costs and CO2 emissions	Develop measures to improve air quality and to target pollution hotspots. Efficient buildings and plant leading to reduced energy expenditure

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
JtEP1 (D)	Emergency Planning, Business Continuity - Training exercises undertaken	1 each	1each
CdEH1 (C)	Percentage of food hygiene inspections of category A – D food businesses achieved against the annual target	96% annual target	96% annual target
SbEH1 (C)	Percentage of food hygiene inspections of category A – D food businesses achieved against the annual target	96% annual target	96% annual target
NEW PI CdEH2 (C)	% food premises improving their Food Hygiene Rating from 0-2 rating to achieve rating of 3 and above	50% annual target	50% annual target
NEW PI SbEH2 (C)	% food premises improving their Food Hygiene Rating from 0-2 rating to achieve rating of 3 and above	50% annual target	50% annual target
CdSE1 (C)	Cumulative CO2 reduction from local authority operations from base year of 2008/09 (annual)	12%	12%
SbSE1 (C)	Cumulative CO2 reduction from local authority operations from base year of 2008/09 (annual)	12%	12%

Housing

The service is responsible for delivering housing advice and homelessness services, managing the social housing waiting list, helping householders to maintain and improve their homes (including adaptations and energy efficiency measures), ensuring good standards in private rented housing and working with partners to enable and deliver more affordable housing to meet local needs.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Deliver alternative temporary accommodation options to minimise use of B & B accommodation (including opportunities on Council owned and housing association owned sites)	Ongoing	Reduced costs of B+B by accommodating within the district. Lease income from tenants in some TA models offsetting temporary accommodation costs	Less households in unsuitable B+B and wider range of cost effective Temporary Accommodation available
Implement Affordable Housing Action Plan in Joint Housing Strategy	See Action Plan in Joint Housing Strategy for timescales	Increased range of affordable housing options for clients	Improved ability to tackle issues.
Maximise affordable	See Action	Sites identified	Affordable

housing/temporary accommodation development opportunities on Council-owned and housing association sites	Plan in Joint Housing Strategy for timescales	and developments underway Reduced costs of B+B by accommodating within the district.	Housing/TA schemes delivered on Council or RP owned sites
Implement Homelessness Action Plan in Joint Housing Strategy and ensure Councils are maximising homelessness prevention and are fully compliant with statutory obligations	See Action Plan in Joint Housing Strategy for timescales	Policies and procedures in place that are fully compliant with requirements of Act	Increased levels of homelessness prevention and limited challenges via Ombudsman or Courts
Adopt and implement revised Housing Allocation Policy (Bucks Home Choice)	31/08/2019	Revised Allocations Policy adopted and implemented.	Revised policy will meet current guidance and legal requirements
Implement Actions in Joint Private Sector Housing Strategy 2017 – 2021 and identify and influence improvements in cross-county working (including DFGs)	See Action Plan in Joint Private Sector Housing Strategy for timescales	Actions implemented and improved cross county working in place	Housing standards issues and enforcement undertaken effectively. Consistent delivery of DFG and related services across Bucks.

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
CdHS1 (P)	Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (snapshot figure at end of month)	0	0
SbHS1 (P)	Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (snapshot figure at end of month)	18	18
CdHS2 (C)	Number of affordable homes delivered by (i) new build (ii) vacancies generated by local authority scheme (iii) acquisition of existing properties for social housing (cumulative)	33	33
SbHS2 (C)	Number of affordable homes delivered by (i) new build (ii) vacancies generated by local authority scheme (iii) acquisition of existing properties for social housing (cumulative)	22	22
CdHS3(C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of quarter)	12	12
SbHS3(C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of quarter)	22	22
CdHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	28	28
SbHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	15	15
CdHS5 (D)	Preventing homelessness - number of households where homelessness prevented (monthly cumulative)	30	30
SbHS5 (D)	Preventing homelessness - number of	5	5

	households where homelessness prevented (monthly cumulative)		
CdHS7(P)	Number of households living in temporary accommodation (snapshot at the end of the month)	38	38
SbHS7 (P)	Number of households living in temporary accommodation (snapshot at the end of the month)	68	68

Licensing

The team is responsible for issuing and enforcing a wide range of licences and registrations whilst working with a number of partnership agencies, in order to protect the public.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Harmonise the Street Trading Licensing policies	February 2020	Review policies Consultation Adopt policies	Improved control of street trading and income generation.
Implement the South Bucks Taxi and Private hire Policy	November 2019	Review policies Consultation Adopt policies	Improved control of taxi/Private hires vehicles and drivers.
Review of street collection guidance,	March 2020	Review guidance Consider whether to create policies Consult (if necessary) Adopt new guidance/policies	Improved agreed approach to procedure and management of street collections in the districts
Review of licensing pages both websites	May 2019	Webpages to be reviewed in terms of how 'customer friendly' they are, with the aim of	Information on websites easier to understand, leading to less wasted time and a more efficient

		making it easier for the public to understand guidance	Licensing service
Redesign of Applications to make them more user-friendly and modern	May 2019	Will be carried out by Victoria forms (external provider)	Improved look and feel of applications

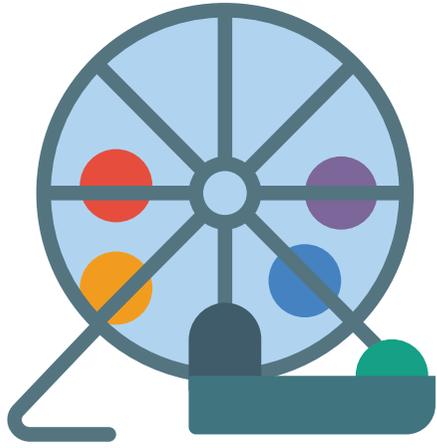
Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
JtLI1 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative quarterly)	97%	97%

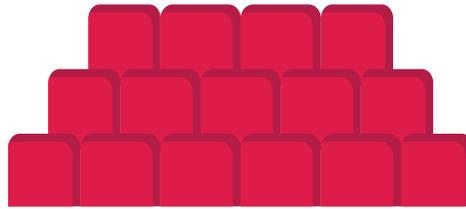
Healthy Communities Service Risks 2019/20

Risk Code & Title	Mitigation steps
CSB Comm01 Failure to safeguard children and vulnerable adults	<ol style="list-style-type: none"> 1. Implement joint policy and procedures 2. Training to all staff on key priorities 3. Monitor and Review
CSB Comm02 Risk of incurring legal action	<ol style="list-style-type: none"> 1. Robust contract monitoring to ensure compliance with contractual obligations. 2. Risk assessments are undertaken for all aspects of services provision to ensure controls are adequate. Actions are taken as required to comply with the above. 3. Buildings and system checked annually, informing the capital programme.
CSB Comm03 Inequalities in communities generate ill-will, lack of cohesion, violent extremism or violent protests	<ol style="list-style-type: none"> 1. Chiltern and South Bucks CSP Prevent Action Plan 2. Effective engagement with communities 3. WRAP training and safeguarding training being undertaken to staff 4. Community grants used to promote cohesion 5. Monitor community feeling via the Community Safety Team and front line staff 6. Engagement with the voluntary and community sector 7. Regular liaison with the wider community 8. Communication and information with relevant parties 9. Community Impact Assessment to be maintained
CSB Comm04 Failure to deliver a replacement for the Chiltern Pools or Evreham Centre leading to increased costs to the Councils	<p>Communication and information with relevant parties Effective Project management within timescales Agreed strategy to close facility</p>
Comm05 Leisure Contract failure	<p>Increased level of scrutiny through Leisure Advisory Board. Appointment of new CDC leisure contractor for 2020</p>
CSB EH01 Incorrect decisions resulting in legal challenge	<p>Mentor and train staff and monitor case work Manage training through performance appraisal and training plan processes Officers not to give advice and information on areas that they do not have expertise in.</p>

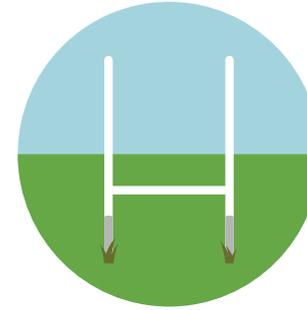
EH02 Reduced levels of compliance as a result of economy of local businesses.	<p>Ensure adequate staffing to cover for when legal cases are being undertaken. Continue to ensure effective regulation with adequate press coverage of successful prosecutions. Offer added value paid for services for food businesses that require assistance.</p>
CSB HS01 Increased use of B+B	<p>Increase the focus on prevention of homelessness. Manage the numbers placed in B+B placements to support move to TA. Provision of Council owned Temporary Accommodation Increase the monitoring frequency and discussion over the controls</p>
CSB HS02 Incorrect decisions resulting in legal challenge	<p>Mentor and train staff and monitor case work Manage training through performance appraisal and training plan processes Officers not to give advice and information on areas that they do not have expertise in.</p>
CSB HS03 Increased cost of temporary accommodation provision	<p>Looking to secure alternative forms of temporary accommodation to decrease costs. Provision of Council owned Temporary Accommodation Focus on continuous development of homelessness tools and options. Increase affordable housing delivery to ensure faster moving-on.</p>
CSB LI01 Delays in issuing licences	<p>Monitor performance and manage process flow.</p>
CSB LI02 Incorrect decisions resulting in legal challenge	<p>Mentor and train staff and monitor case work Manage training through performance appraisal and training plan processes Officers not to give advice and information on areas that they do not have expertise in.</p>



Community Lottery established and currently supporting 50 local organisations



Beacon theatre refurbished including new seating, flooring and redecoration



Completion of the local Open space and Playing Pitch Strategies to support local sports clubs and community groups



Delivered a successful Community Awards event to recognise and celebrate local volunteers



Directly supported over 60 community groups through grant funding resulting in improved local services, strong community resilience and attracting external funding into the district



Chiltern Lifestyle Project on schedule and within budget

Successful delivery of the community engagement plan that has attracted over 5,000 throughput in hard to reach and socially disadvantaged localities





Ran the Community cards with Year 6 students collecting stickers, focusing on a number of community safety activities

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589 students took part in 2018



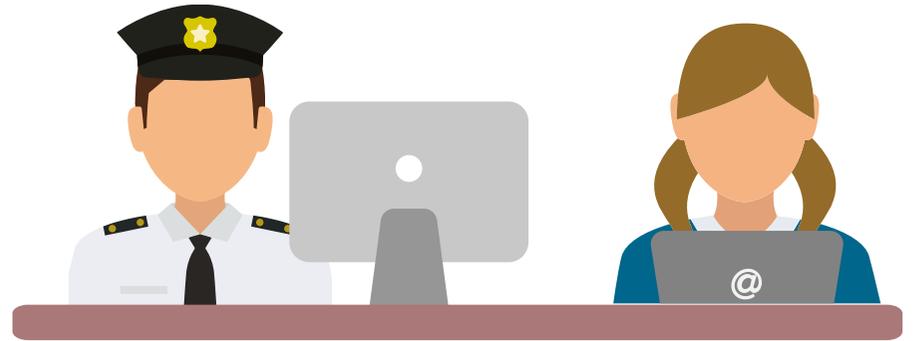
Supported modern slavery operations using a multi-agency approach



Continual participation of Hotel Watch - testing of purchasing has taken place to reduce opportunities for child sexual exploitation



Monthly Community Safety newsletters produced to share positive stories and crime reduction advice – shared widely



Virtual Community forums established to enable residents to ask Police and District questions and share concerns without having to attend a meeting



Enhanced the Safe Place scheme



Organised regular scam awareness events with NatWest and Trading Standards delivering to key audiences



Crime reduction videos (theft of motor vehicles, bike marking, burglary and neighbourhood watch) all produced and available on social media and YouTube



Worked in partnership to establish Street Associations in Chesham and Burnham

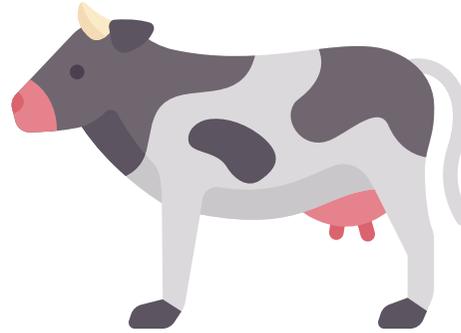
Achievements - Environmental Health



Undertook an extensive study, resulting in the determination of an Air Quality Management Area in South Bucks



Introduced new digital technology for use during food inspections, saving time and enhancing inspection reports for the customer

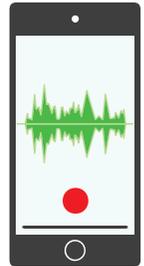


The Health and Safety team ran a project working in conjunction with the HSE to advise and enforce on controlling ill health from animal contact at visitor attractions and open farms



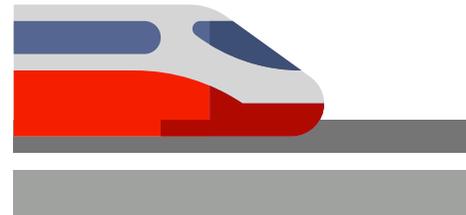
Closed seven food businesses, prohibited two food processes and took three food businesses to court, resulting in fines and costs totalling almost £30,000

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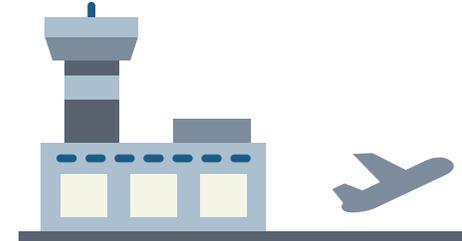


Introduced the Noise App to allow residents to remotely record noise nuisances from their mobile phones.

Completed 100% of environmental permitted industry inspections for Chiltern, South Bucks and Wycombe Districts



Worked with HS2 joint venture companies to manage and minimise impacts from construction and future operation of a new railway



Advised planning policy on the possible strategic environmental impacts from the construction and operation of an expanded Heathrow airport



Took part in the national counter terrorism exercise

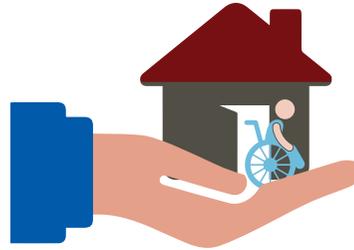


Appendix

Achievements - Housing



Successful implementation of new legislation on Homelessness Reduction Act 2017 and extension of HMO Licensing



Delivered 126 Disabled Facilities Grants in CDC and SBDC during 2017/18



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Successful implementation of new temporary accommodation initiatives to reduce reliance on B&B including: Private Sector Leasing Scheme, targeted property acquisitions; a development of modular housing scheme on former SBDC site Bath Road depot



Delivered 99 additional affordable dwellings across CDC and SBDC in 2017/18 through new build, acquisitions and equity loans (with further 185 scheduled for delivery in 2018/19)



Plans progressed for re-development Gerrards Cross Police Station site (following site acquisition by SBDC) and planning permission secured.



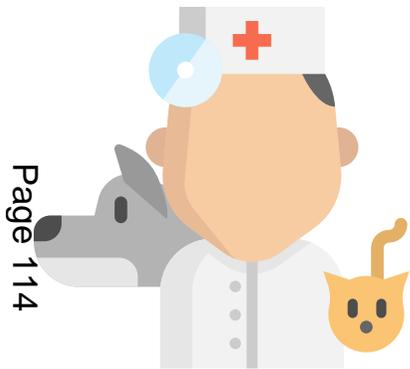
Joint Housing Strategy to Members finalised and adopted



Private Housing Strategy and Financial Assistance Plan for both Councils reviewed and updated in light of new civil penalties and enforcement powers.



Supported Community Safety and Thames Valley Police to carry out test purchasing as part of Hotel Watch



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Implemented new Animal Activity Licences to maintain and improve animal welfare in licensed establishments across the districts



Carried out regular taxi licensing compliance operations to ensure vehicles remain safe



100% of taxi applications received via online forms



Provided safeguarding and child sexual exploitation prevention training to all licensed taxi drivers

Legal & Democratic Services

Supporting, Guiding, Advising

Head of Service: Joanna Swift

The **Legal & Democratic Services** team supports members and democratic processes including Council decision-making and electoral processes, provides support to the Thames Valley Police and Crime Panel, provides legal advice on Council functions and proceedings and maintain the local land charges register and property search service.

Legal: provide legal advice to members and officers, prepare legal documents and deal with Council legal proceedings.

Democratic Services: support members and the Council's decision-making processes.

Thames Valley Police and Crime Panel: support the Chairman and members of the Panel and the Panel's decision-making processes.

Electoral Services: ensure that the register of electors up to date and manage elections and referenda.

Local Land Charge Services: Keep the register of local land charges up to date and answer property search requests from solicitors and agents.

Actions for 2019/20

Action	Completion date	Underlying Actions/ Milestones	Outcomes
Support to the Legal and Governance work stream	Ongoing until 01/04/2020	To ensure the necessary legal and governance issues are addressed during transition to the new unitary District Council so it is "safe and legal" on 1 April 2020.	An efficient transition to the provision of statutory functions, including elections and member services by the new Buckinghamshire Council.
Implement report management in Modern.gov for cabinet and all committees	01/10/2019	PID sets out programme for testing and phasing	More efficient preparation of reports
To prepare for and deliver any elections or referenda during the year and prepare for the Police and Crime Commissioner and local elections in 2020.	As needed	As per election	To deliver an efficient and legal referenda/elections

Performance Indicators for 2019/20

Code	Name	Target 2018/19	Target 2019/20
JtLD1 (C)	Client satisfaction with the shared legal service. Percentage satisfied or very satisfied.	98%	98%
CdLd1 (C)	Percentage of canvass forms returned	94%	94%
SbLd1 (C)	Percentage of canvass forms returned	94%	94%
CdLD2 (C)	Percentage of standard searches carried out within 5 working days by period quarterly	100%	100%
SbLD2 (C)	Percentage of standard searches carried out within 5 working days by period quarterly	100%	100%
CdLD3 (C)	Percentage of standard searches carried out within 10 working days by period quarterly	100%	100%
CdLD5(a) (C)	Percentage of requests for advice on draft enforcement notices completed within 3 weeks of receiving full instructions	100%	100%
SbLD5(a) (D)	Percentage of requests for advice on draft enforcement notices completed within 3 weeks of receiving full instructions	100%	100%

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Risks for 2019/20

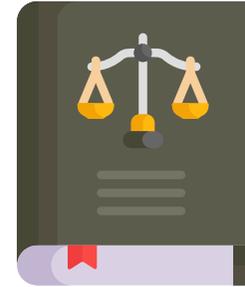
Risk	Internal Controls/Mitigation
CSB L&DS01 Failure to provide accurate, up to date legal advice on time.	<ol style="list-style-type: none"> 1. Regular training undertaken by legal staff to ensure knowledge base is current - relevant training identified at annual appraisal and training plan set up within budget. 2. Professional staff to meet CPD requirements. 3. Staff share knowledge gained with other legal staff and relevant client depts. 4. Head of Legal maintains training record and budget monitoring. 5. Maintain Professional Indemnity Insurance. 6. Ensure draft reports are submitted to legal before finalised. All matters open to question should be referred to the Monitoring Officer. 7. Relevant training recognised through Annual Appraisals and Annual Training Plan set for legal services. 8. Comply with Corporate H&S stress policy if work overload issues. 9. Section head allocates work of section, and monitors and reviews workloads - particularly at annual appraisal. 10. Team meetings held 6 weekly - opportunity to raise staff issues. Updates on workloads reported to DMT.
CSB L&DS02 Loss of staff in land charges causing backlogs resulting in complaints, reputational damage and loss of business	Limited opportunity to cover within section if staff are absent. Additionally, one member of staff at CDC is of retirement age so need to think about planning for replacement.
CSB L&DS03 Failure to comply with the Constitution, Rules of Procedure, Codes and Protocols & statutory requirements for Council, Cabinet and Committee meetings.	<p>Documents handled by more than one person</p> <p>Letters checked & signed by responsible officer</p> <p>Use of standard letter / report & Minute formats to ensure accuracy & consistency</p> <p>Forward plan in place with regular reminders sent out to ensure compliance with publication deadlines</p>

Appendix

Achievements - Legal and Democratic Services



Successfully completed the digitised canvass of electors for both Councils

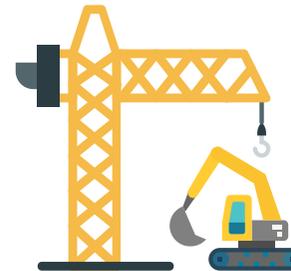


Provided legal advice and advocacy in successful prosecutions against food businesses for failure to comply with food hygiene regulations



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Completed the roll-out of Mod.gov report management module



Supported major development and procurement projects for both Councils



Implemented an electronic local land charges system for South Bucks



Completed a community governance review for three parish councils in South Bucks

Strategic Risks 2019/20

Strategic Risks for 2019/20

Risk	Internal Controls/Mitigation
CSB RM01 Staff awareness of risk management declines leading to higher risk levels	Risk section included in all contracts and procurement processes. Policies reviewed and staff updated. Key operational risks reviewed monthly by senior managers.
CSB RM02 Lack of member engagement on RM	Internal audit reports to Audit Committees on risk management. Risks identified as appropriate in reports to members.
CSB RM03 Reliance on key staff to oversee RM in authority	RM Guidance and policies reviewed. Establish contingency arrangements with internal audit.
CSB SR01 Joint Working	Governance in place – Joint Committee, Joint Staffing Committee, Joint Overview & Scrutiny Committee Programme documentation and programme management resources Member involvement in joint working in line with member expectations Communication plan for members, staff, external partners
CSB SR02 Transformation and Management of Change	Senior members and managers show commitment to change. Case for changes clearly made and communicated. Build on success, in order to establish confidence to change. Prioritise programme of change, and ensure it is adequately resourced. Develop change management approach, and organisational development plan.
CSB SR03 Financial Stability	Review of MTFSSs. Clear service priorities. Analysis of Government spending plans, bought in where necessary. Savings programmes agreed and monitored. Annual review of cost base Strategies for use of reserves.
CSB SR04 Workforce Issues	Organisational development and workforce planning. Monitoring of key personnel statistics. Good staff communications processes. Staff assistance programme in place. Training and development strategies in place, resourced and

CSB SR05a Waste & Environmental Services - SERCO	monitored. Appropriate management policies, procedures and approach in place. Governance in place for joint contract. Have adequate in-house knowledge of cost share model. Co-ordinated approach by both Councils on JWC and with BCC Effective contract monitoring and good relationships with contractors Good communications with residents
CSB SR05b Waste & Environmental Services - BIFFA	Governance in place for joint contract. Have adequate in-house knowledge of cost share model. Co-ordinated approach by both Councils on JWC and with BCC Effective contract monitoring and good relationships with contractors Good communications with residents
CSB SR05c Joint Waste Procurement	Procurement Team established to run the joint procurement. Procurement method chosen External support identified Member agreement to procurement objectives
CSB SR06 Joint/Partnership working	Co-ordinate and streamline representation on partnership groups. Monitor impact of changes arising from partner cut backs. Identify key partnerships to support.
CSB SR07 Business Continuity	Clear senior management arrangements for responsibility on business continuity. Business continuity plans in place. ICT DR plans in place. Maximise reciprocal support arrangements across two Councils.
CSB SR08 Information Management & Security	Policies and procedures in place, overseen by joint IG group, and made common where practical. Communication and training for staff on policies and procedures. Officer mechanisms to enable corporate approach to be taken to information management. Information management incorporated in any service review process. Corporate action plan for GDPR implementation.
CSB SR09 New Legislative Changes - Bucks Unitary	Government decision for Unitary authority in Bucks. Co-ordinated working across the work streams established to implement Unitary authority. Maintain good staff communications. Identify risks in transition period to service

CSB SR10 Affordable Housing	<p>delivery</p> <p>Housing strategies in place and regularly reviewed. Good relationships between housing and planning services. Resources identified to support housing schemes. Partnerships with RSLs. Efforts made to secure sites/properties for temp/affordable housing.</p>
CSB SR11 Major Infrastructure Projects Impacts.	<p>Impact assessments made formally or informally on major projects. Clear Council position on a particular proposal. Lobbying mechanisms identified Member communications strategy in place Communication strategies with residents on any major proposals Resources identified to fund actions or responses</p>
CSB SR12 Demographic Changes	<p>Corporate analysis of Census and related data Incorporate Census data into service planning Communicate key messages to members Take into account in service design/delivery</p>

Item 9

CDC Cabinet 19 March 2019

Via Services Overview Committee 20 February 2019

Resources Overview Committee 5 March 2019

REPORT SUBJECT	<i>Performance Indicator Review 2019/20</i>
RELEVANT MEMBER	<i>Councillor Isobel Darby</i>
RESPONSIBLE OFFICER	<i>Bob Smith, Chief Executive</i>
REPORT AUTHOR	<i>Ani Sultan (01494 586 800)</i>
WARD/S AFFECTED	<i>Report applies to whole district</i>

1. Purpose of Report

To provide an update on the outcomes of the Performance Indicator (PI) review for 2019/20 and to seek approval for the proposed changes to reporting.

RECOMMENDATION

Cabinet is asked to approve the changes to the Performance Indicators for each service.

2. Executive Summary

Overview of performance indicators (PIs) for 2019/20:

Portfolio	Total PIs	Priority PIs	Corporate PIs
Leader	3	3	0
Healthy Communities	11	2	10
Planning and Economic development	16	3	13
Environment	5	1	4
Support services	6	0	6
Customer services	6	4	2
Total PIs	48	13	35

3. Reasons for Recommendations

- 3.1 Reviewing Performance Indicators allows each service to adjust targets, add in more relevant indicators and remove those indicators that do not provide valuable information.
- 3.2 This year, the internal consultation process has been extended to include all managers within service areas, plus other staff as appropriate, prior to sign-off from Heads of Service in order to ensure that the Performance Indicators adopted include measuring of all aspects of each service that provide meaningful information to Management Team, Members and Officers. This ensures that the process has been more robust than in previous years.

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Resources Overview Committee 5 March 2019

- 3.3 To reflect joint services, indicators are to be jointly reported where practical. Where this is not possible care has been taken to attempt to align indicators to ensure that data sets are similar between the two councils.
- 3.4 Performance Indicators are part of the Service Planning process, and serve as an important part of the Council's performance management framework as detailed in the Joint Business Plan link to the Councils' policy objectives.
- 3.5 The following appendices are attached to this report.
- **Appendix A:** CDC Priority PIs 2019/20
 - Provides proposals for reporting priority indicators during 2019/20
 - **Appendix B:** CDC Corporate Indicators 2019/20
 - Provides proposals for reporting Corporate PIs during 2019/20.

4. Key points to note

- 4.1 Finance is an exception to this process as full reporting is included in the monthly budget packs for each Council so no further PIs were deemed necessary.
- 4.2 Service areas will measure and monitor any remaining PIs which are useful for day to day management of the service, reporting through to PAGs/Committees where appropriate. These are departmental PIs, which are not included in the appendices. If any of these PIs indicate potential problems, these will be highlighted to Management Team and where the impact is medium to high, to the portfolio holder.
- 4.3 If approved, for 2019/20 there will be 13 priority PIs and 35 additional corporate PIs a total of 48.
- 4.4 Changes to PIs:
- **Leaders:** No major changes.
 - **Customer Services:** CdRB1 - Speed of processing - new HB/CTB claims (cumulative) - has been increased from 18 days to 20 days to allow for the fact that problems Universal Credit is causing means there are now very few claims that can be processed immediately.
 - **Healthy Communities:** Slight increases have been made to the targets for customer satisfaction surveys at the Chiltern leisure centres (CdCL1 series), as well as increasing the target for CdCL2 Total participation in physical activities delivered through the GLL community engagement plan (by period) from 5000 to 5250. CdEH1, percentage of food hygiene inspections of category A – D food businesses achieved against the inspections due by quarter (cumulative), has been increased from 91% to a cumulative annual target of 96% as the resources are now available to deal with this indicator. New indicator added for Environmental Health: Percentage of food premises improving their Food Hygiene Rating from 0-2 rating to achieve rating of 3 and above, with an annual target of 50%.
 - **Planning and Economic Development:** There have been no changes within this portfolio.

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Via Services Overview Committee 20 February 2019

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- **Environment:** There has been a slight decrease in the target for number of household collections missed per month CdWR1 from 1650 to 1600.

5. Consultation

Not Applicable

6. Options

Not applicable

7. Corporate Implications

7.1 **Financial** - Performance Management assists in identifying value for money.

7.2 **Legal** – None specific to this report.

7.3 **Crime and Disorder, Environmental Issues, ICT, Partnership, Procurement, Social Inclusion, Sustainability** – reports on aspects of performance in these areas.

Resources – The monitoring of progress against performance targets is a useful tool to help monitor the progress the Council is making to improve council aims, improve service delivery, and deliver value for money services for residents.

Financial – Performance Management assists in identifying value for money.

Legal –None identified.

Risks issues – None identified

8. Links to Council Policy Objectives

Performance management helps to ensure that performance targets set through the service planning process are met, and that any dips in performance are identified and resolved in a timely manner.

This report links to all three of the Council's objectives, listed below:

Objective 1 - Efficient and effective customer focused services

Objective 2 - Safe, healthy and cohesive communities

Objective 3 - Conserve the environment and promote sustainability

9. Next Step

Cabinet are asked to note Appendixes A and B and approve the proposed changes to the priority and corporate performance indicators.

Background Papers:	
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Appendix A - Priority PIs 2019-20 - CDC

Code	Title	Target 2018/19	Q3 2018/19 Figure	Target 2019/20	Comments
Leader's					
JtHR1	Working days lost due to sickness absence	10	7.1	10	No change
JtHR12	Working days lost due to short term sickness absence (upto 20 working days)	5	2.5	5	No change
JtHR13	Working days lost due to long term sickness absence (more than 20 working days)	5	4.7	5	No change
Healthy Communities					
CdHS1	Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (snapshot figure at end of month)	0	0	0	No change
CdHS7	Number of households living in temporary accommodation (snapshot at the end of the month)	38	27	38	No change
Planning and Economic Development					
CdPED9	Major planning applications decision performance - within 13 weeks or other agreed period (cumulative monthly)	90%	85%	90%	No change
CdPED10	Minor planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	75%	93.5%	75%	No change
CdPED11	Other planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	85%	96.8%	85%	No change
Environment					
CdWR2	Percentage of household waste sent for reuse, recycling and composting (cumulative)	53%	53.8%	53%	No change
Customer Services					
CdRB1	Speed of processing - new HB/CTB claims (cumulative)	18	21.2	20	The number of days taken to process has increased as due the problems Universal Credit is causing means that there are now very few claims that can be processed immediately. The average days to process a new benefit claim figure is calculated by the total number of new claims received in a month divided by the total number of days it takes to process them. Since UC went live in our area the number of new claims have fallen, but local authorities have been left with the more difficult claims to process e.g. temporary housing. The net result is each claim is taking longer to process as they are more complex and this previous average is not being evened out by the fact we have lost the more simple claims to process.
CdRB2	Speed of processing - changes of circumstances for HB/CTB claims (cumulative)	5	4.8	5	No change
CdRB3	% of Council Tax collected (cumulative)	99.1%	82.6%	99.1%	No change
CdRB4	Percentage of Non-domestic Rates Collected (cumulative)	98.5%	81.1%	98.5%	No change

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Appendix B - Corporate PIs 2019-20 - CDC

Code	Title	Target 2018/19	Target 2019/20	Comments
Leader's portfolio				
Healthy Communities				
CdCL1a (C)	Customer satisfaction rating at Chalfont Leisure Centre	75%	77%	Slight increase
CdCL1b (C)	Customer satisfaction rating at Chesham Leisure Centre	68%	70%	Slight increase
CdCL1c (C)	Customer satisfaction rating at the Chiltern Pools Leisure Centre	50%	57%	Slight increase
CdCL2 (C)	Total participation in physical activities delivered through the GLL community engagement plan (by period)	5000 per annum	5,250	Slight increase
CdHS2 (C)	Number of affordable homes delivered by (i) new build (ii) vacancies generated by local authority scheme (iii) acquisition of existing properties for social housing (cumulative)	33 (8.25/qtr)	33 (8.25/qtr)	No change
CdHS3 (C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of quarter)	12	12	No change
CdHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	28	28	No change
CdEH1 (C)	Percentage of food hygiene inspections of category A – D food businesses achieved against the inspections due by quarter (cumulative)	91%	96% annually	Slight increase
NEW PI SbEH2	Percentage of food premises improving their Food Hygiene Rating from 0-2 rating to achieve rating of 3 and above	NEW PI	50% annual target	NEW PI
JtLI1 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative).	97%	97%	No change
Planning and Economic Development				
JtBC1 (C)	Applications checked within 10 working days (cumulative)	92%	92%	No change
JtBC2 (C)	Customer satisfaction with the building control service. (cumulative)	92%	92%	No change
JtENF1(C)	Number of new enforcement cases received (monthly)	DATA ONLY	DATA ONLY	Have been moved to Appendix B
JtENF2 (C)	Number of closed cases (monthly)	DATA ONLY	DATA ONLY	Have been moved to Appendix B
JtENF3 (C)	Number of PCNs (or S330s) issued (monthly)	DATA ONLY	DATA ONLY	Have been moved to Appendix B
JtENF4 (C)	Number of notices served (monthly)	DATA ONLY	DATA ONLY	Have been moved to Appendix B
CdPED1 (C)	Percentage of planning applicants who are satisfied or very satisfied with the planning service (cumulative, quarterly)	82%	82%	No change
CdPED2 (C)	Planning appeals allowed (cumulative)	35%	35%	No change
CdPED43	2019 Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2018 (cumulative monthly)	9.99%	9.99%	No change
CdPED44	2019 Non-Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2018 (cumulative monthly)	9.99%	9.99%	No change
CdPED45	2020 Majors speed of planning decisions – special measures 2 year assessment period ending Sep 19 (cumulative, monthly)	60%	60%	No change
CdPED46	2020 Non-Majors speed of planning decisions – special measures 2 year assessment ending September 2019 (cumulative, monthly)	70%	70%	No change
CdPED47	2020 Majors quality of planning decisions – special measures 2 year and 9 month assessment period ending December 2019 (cumulative, monthly)	9.99%	9.99%	No change
CdPED48	2020 Non-Majors quality of planning decisions – special measures 2 year and 9 month assessment period ending December 2019 (cumulative, monthly)	9.99%	9.99%	No change

Code	Title	Target 2018/19	Target 2019/20	Comments
CdPED49	2021 Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	60%	60%	No change
CdPED50	2021 Non-Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	70%	70%	No change
CdPED51	2021 Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2020 (cumulative monthly)	9.99%	9.99%	No change
Environment				
CdSE1 (C)	Cumulative CO2 reduction from local authority operations from base year of 2008/09 (annual)	12%	12%	No change
CdWR1 (C)	Number of Household collections missed per month	1650	1600	Slight decrease
CdWR3 (C)	Waste customer satisfaction survey	86%	86%	No change
CdWR4 (C)	No of missed assisted containers (monthly)	170	170	No change
Support services				
JtBS1 (C)	Availability of ICT systems to staff from 8am to 6pm (by period)	99.5%	99.5%	No change
JtBS2 (C)	Percentage of calls to ICT helpdesk resolved within agreed timescales (by period)	95%	95%	No change
CdBS3 (C)	Percentage of responses to FOI requests sent within 20 working days (by month)	90%	90%	No change
JtLD1 (C)	Client satisfaction with the shared service. Percentage satisfied or very satisfied.	98%	98%	No change
CdLD1 (C)	The percentage response to the annual canvass	94%	94%	No change
CdLD2 (C)	Percentage of standard searches carried out within three working days (by period quarterly)	100%	100%	No change
Customer services				
CdCS1 (C)	New measure for complaints - t.b.a.	TBA		Placeholder for PI for when Customer Experience Strategy is implemented
CdCS2 (C)	New measure for compliments - t.b.a.	TBA		Placeholder for PI for when Customer Experience Strategy is implemented

Item 10

CDC Cabinet 19 March 2019

Via Services Overview Committee 20 February 2019

Resources Overview Committee 5 March 2019

REPORT SUBJECT:	<i>Chiltern District Council Performance Report Q3 2018-19</i>
RELEVANT MEMBER:	<i>Leader of the Council – Councillor Isobel Darby</i>
RESPONSIBLE OFFICER	<i>Chief Executive – Bob Smith</i>
REPORT AUTHOR	<i>Ani Sultan (01494 586 800)</i>
WARD(S) AFFECTED	<i>Report applies to whole district</i>

1. Purpose of Report

This report outlines the annual performance of Council services against pre-agreed performance indicators and service objectives for Quarter 3 of 2018-19.

RECOMMENDATION

Cabinet is asked to note the performance reports.

2. Executive Summary

Overview of **Quarter 3 2018-19** performance indicators (PIs) against targets across the Council:

Portfolio	No of PIs	PI on target □	PI slightly below target □	PI off target □	Not reported this quarter/ not used	Awaiting data
Leader	3	3	0	0	0	0
Healthy Communities	12	5	0	0	5	2
Planning & Economic development	16	14	1	0	1	0
Environment	5	2	1	1	1	0
Support services	6	2	2	0	2	0
Customer services	6	3	0	1	2	0
Total PIs	48	31	4	2	11	0

3. Reasons for Recommendations

3.1 This report details factual performance against pre-agreed targets.

3.2 Management Team, Cabinet, Resources Overview & Services Overview Committees receive regular updates detailing progress towards service plan objectives, performance targets and strategic risks, in line with our Performance and Improvement Framework.

3.3 Three detailed performance tables accompany this report:

- **Appendix A – Priority PIs Quarter 3 2018-19**
- **Appendix B – Corporate PIs Quarter 3 2018-19**
- **Appendix C – Data Only PIs Quarter 3 2018-19**

4. Key points to note:

4.1 There are 2 Healthy Communities PIs marked as awaiting data.

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- 4.2 Of the Priority PIs, one was off target – CdPED9, Major planning applications decision performance – within 8 weeks or other agreed period (details in 4.2.3).
- 4.2.1 **Leaders:** All PIs within the Leader's portfolio are on target.
- 4.2.2 **Healthy Communities:** CdEH1 - Percentage of food hygiene inspections of category A – D food businesses achieved against the inspections due by quarter – is back above target of 91% at 93% further to recruitment to vacant positions.
- 4.2.3 **Planning and Economic Development:** The priority PIs are on target for this portfolio, with performance above the target set, excepting CdPED9. For this PI, the current month was on target (5 of 5 determined within target), but due to previous months' targets being missed, the cumulative total is under target.
- 4.2.3.1 **Environment:** CdWR4 – number of missed assisted containers – is over target of 170 at 207. Assisted collections are below target due to the heavy workload of crews, particular on the run up to Christmas when extra card was presented at kerbside causing crews to be more stretched than usual. The team will continue to work with Serco on missed assisted collections and have challenged Serco to have a focus on assisted collections in March 2019 which will be a repeat of the September assisted collection which saw a 20% reduction in missed assisted collections.
- 4.2.4 **Customer Services:** CdRB1 – Speed of processing new HB/CTB claims – is over target of 18, at 21.2 due to the knock-on effects of Universal Credit meaning that it is unlikely that any new claim is dealt with immediately (further information in Appendix A). This is being addressed in the PI Review.
- 4.2.5 **Support Services:** JtBS1 availability of ICT systems to staff from 8am to 6pm is under target of 99.5% at 94.5% as there have been issues with the vWorkspace desktop environment during this quarter causing some downtime. An upgrade to the infrastructure took place in December which should see this PI improve. JtBS2, percentage of calls to ICT helpdesk resolved within agreed timescales (by period), is slightly under the target of 95% at 91.5% as Members of the Infrastructure Team have been dealing with transformational projects, meaning fewer members of the team are dealing with calls logged. They are also one officer short so the team is not fully staffed at present.

5. Consultation

Not applicable.

6. Options

Not applicable.

7. Corporate Implications

7.1 Financial - Performance Management assists in identifying value for money.

7.2 Legal – None specific to this report.

7.3 Crime and Disorder, Environmental Issues, ICT, Partnership, Procurement, Social Inclusion, Sustainability – reports on aspects of performance in these areas.

8. Links to Council Policy Objectives

Performance management helps to ensure that performance targets set through the service planning process are met, and that any dips in performance are identified and resolved in a timely manner.

This report links to all three of the Council's objectives, listed below:

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Objective 1 - Efficient and effective customer focused services

Objective 2 - Safe, healthy and cohesive communities

Objective 3 - Conserve the environment and promote sustainability

9. Next Step

Once approved, this report and appendices will be published on the website.

Background Papers:	N/A
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Appendix A - Priority PIs 2018-19 - CDC

Code	Title	Target 2017/18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Traffic Light	Target 2018/19	Comments
Leader's																	
JtHR1	Working days lost due to sickness absence	10	5.8	6.3	6.3	6.2	6.5	6.7	7.0	7.0	7.1				<input checked="" type="checkbox"/>	10	<p>These figures are taken from iTrent, which holds absence data. Absence figures are now reported on as joint figures rather than split between Councils.</p> <p>207.50 working days lost for December + 1,393 days lost (April - November) = 1,600.50 days lost.</p> <p>1,600.50 / 299.18 (average FTE figure) = 5.35 / 9 x 12 = 7.13 average working days lost to sickness absence (cumulative).</p> <p>These figures relate to absence days from 37 employees</p>
JtHR12	Working days lost due to short term sickness absence (upto 20 working days)	5	2.8	2.7	2.4	2.1	2.2	2.2	2.3	2.3	2.5				<input checked="" type="checkbox"/>	5	<p>These figures are taken from iTrent, which holds absence data. Absence figures are now reported on as joint figures rather than split between Councils.</p> <p>96.5 working days lost for December + 461 days lost (April - November) = 557.50 days lost.</p> <p>557.50 / 299.18 (average FTE figure) = 1.86 / 9 x 12 = 2.48 average working days lost to short term sickness absence (cumulative).</p> <p>The figures related to absence from 31 employees</p>
JtHR13	Working days lost due to long term sickness absence (more than 20 working days)	5	3.0	3.6	3.9	4.1	4.3	4.5	4.7	4.7	4.7				<input checked="" type="checkbox"/>	5	<p>These figures are taken from iTrent, which holds absence data. Absence figures are now reported on as joint figures rather than split between Councils.</p> <p>111 working days lost for December + 932 days lost (April - November) = 1,043 days lost.</p> <p>1,043 / 299.18 (average FTE figure) = 3.49 / 9 x 12 = 4.65 average working days lost to long term sickness absence (cumulative).</p> <p>This absence relates to 6 employees</p>
Healthy Communities																	
CdHS1	Number of applicants with/expecting children who have been in B & B accommodation for longer than 6 weeks (snapshot figure at end of month)	0	0	0	0	0	0	0	0	0	0				<input checked="" type="checkbox"/>	0	On target.

Code	Title	Target 2017/18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Traffic Light	Target 2018/19	Comments
CdHS7	Number of households living in temporary accommodation (snapshot at the end of the month)	38	23	20	20	19	20	23	25	25	27				✓	38	Slight increase on previous month end figure (25). Total comprises (i) 15 in Tom Scott House (ii) 8 in nightly booked/B&B (iii) 2 in Private Sector Leasing and (iv) 2 in other Registered Provider units. The households in nightly booked/B&B cannot be moved to Tom Scott House due to previous tenancy issues or potential intentionality decisions.
Planning and Economic Development																	
CdPED9	Major planning applications decision performance - within 13 weeks or other agreed period (cumulative monthly)	90%	100.0%	80.0%	66.7%	77.8%	70.0%	72.7%	75.0%	73.3%	85.0%				☐	90%	17 of 20 determined within target - cumulative figure 5 of 5 determined within target - this month's figure
CdPED10	Minor planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	75%	96.2%	98.2%	95.9%	96.7%	95.9%	95.1%	94.5%	92.9%	93.5%				✓	75%	216 of 231 determined within target - cumulative figure 33 of 34 determined within target - this month's figure
CdPED11	Other planning applications decision performance - within 8 weeks or other agreed period (cumulative monthly)	85%	100.0%	98.6%	96.6%	97.0%	97.1%	97.2%	97.1%	97.0%	96.8%				✓	85%	808 of 835 determined within target - cumulative figure 106 of 111 determined within target - this month's figure
Environment																	
CdWR2	Percentage of household waste sent for reuse, recycling and composting (cumulative)	53%			56.8%			56.1%			53.8%				✓	53%	On target.
Customer Services																	
CdRB1	Speed of processing - new HB/CTB claims (cumulative)	18	21.0	17.3	19.4	20.0	19.5	19.7	19.8	20.6	21.2				✗	18	The impact of Universal Credit is that we have fewer claims but those that are eligible for Housing Benefit are more complex. Focus is now on those claims that are taking longer than 30 days. The average days to process a new benefit claim figure is calculated by the total number of new claims received in a month divided by the total number of days it takes to process them. Since UC went live in our area the number of new claims have fallen, but local authorities have been left with the more difficult claims to process e.g. temporary housing. The net result is each claim is taking longer to process as they are more complex and this previous average is not being evened out by the fact we have lost the more simple claims to process.
CdRB2	Speed of processing - changes of circumstances for HB/CTB claims (cumulative)	5	4.9	3.3	4.0	4.2	4.4	4.4	4.7	4.7	4.8				✓	5	On target.
CdRB3	% of Council Tax collected (cumulative)	99%	5.5	15.4	25.0	34.7	44.3	53.9	63.5	73.1	82.6				✓	99.1%	On target.
CdRB4	Percentage of Non-domestic Rates Collected (cumulative)	98%	11.6	21.4	29.7	39.3	46.8	55.1	64.8	72.9	81.1				✓	98.5%	On target.

Appendix B - Corporate PIs 2018-19 - CDC

Code	Title	Target 2017/18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Traffic Light	Target 2018/19	Comments
Leader's portfolio																	
Healthy Communities																	
CdCL1a (C)	Customer satisfaction rating at Chalfont Leisure Centre	NEW PI													NA	75%	Yearly PI.
CdCL1b (C)	Customer satisfaction rating at Chesham Leisure Centre	NEW PI													NA	68%	Yearly PI.
CdCL1c (C)	Customer satisfaction rating at the Chiltern Pools Leisure Centre	NEW PI													NA	50%	Yearly PI.
CdCL2 (C)	Total participation in physical activities delivered through the GLL community engagement plan (by period)	15,000			1,387			1,360							NA	5000 per annum	Awaiting external data.
CdHS2 (C)	Number of affordable homes delivered by (i) new build (ii) vacancies generated by local authority scheme (iii) acquisition of existing properties for social housing (cumulative)	33			25			25			25				✓	33 (8.25/qtr)	Total comprises (i) 7 x rented homes at Springett Place Amersham (Paradigm) and 6 x rented/12 x shared ownership properties at Appelfields , Little Chalfont (ii) 0 and (iii) 0
CdHS3 (C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of quarter)	12			14			1			3				✓	12	4 B&B placements ended during the quarter with an average stay of 3 weeks per placement
CdHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	28													NA	28	Yearly PI.
CdEH1 (C)	Percentage of food hygiene inspections of category A – D food businesses achieved against the inspections due by quarter	93%			81.7%			79.4%			93%				✓	91%	Significant increase in percentage due to permission being granted to re-recruit.
JtLI1 (C)	Percentage of customers satisfied with the licensing service received (annual)	89%													NA	80%	Yearly PI.
JtLI2 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative)	97%			98.6%			97.7%							NA	97.0%	Awaiting data.
Planning and Economic Development																	
JtBC1 (C)	Applications checked within 10 working days (cumulative)	92%	100%	98.4%	98.2%	97.3%	97.9%	86.0%	92.1%	96.1%	98.4%				✓	92%	Target achieved.
JtBC2 (C)	Customer satisfaction with the building control service. (cumulative)	92%	100%	100%	100%	100%	100%	100%	100%	100%	100%				✓	92%	Target achieved.
CdPED1 (C)	Percentage of planning applicants who are satisfied or very satisfied with the planning service (cumulative, quarterly)	80%			NA			NA			NA				NA	82%	The service is currently reviewing how to undertake these surveys.
CdPED2 (C)	Planning appeals allowed (cumulative)	35%			33.3%			26.3%			26.9%				✓	35%	18 of 67 allowed or part allowed appeals (cumulative total) Note: How this indicator is calculated has been revised. This includes, all appeal types. Appeals against -Refusal of planning permission, -Imposition of conditions -Non-determination -Enforcement notices All applications that have development types that are reported to the Government on the PS2 return and PS1, questions 6 and 7 and all appeals against enforcement
CdPED43	2019 Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2018 (cumulative monthly)	9.99%	2.4%	2.4%	2.4%	2.4%	4.8%	4.8%	4.8%	4.8%	4.8%				✓	9.99%	2 of 42 Application allowed/part allowed on appeal: Major Decision period: Apr 2016 – Mar 2018 Appeal period: Apr 2016 – Dec 2018
CdPED44	2019 Non-Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2018 (cumulative monthly)	9.99%	1.3%	1.4%	1.4%	1.5%	1.5%	1.6%	1.6%	1.6%	1.6%				✓	9.99%	51 of 3132 Application allowed/part allowed on appeal: No-Major Decision period: Apr 2016 – Mar 2018 Appeal period: Apr 2016 – Dec 2018 QUALITY Target: less than 10%

Code	Title	Target 2017/18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Traffic Light	Target 2018/19	Comments
CdPED45	2020 Majors speed of planning decisions – special measures 2 year assessment period ending Sep 19 (cumulative, monthly)	60%	100%	93.8%	88.2%	90.0%	85.7%	86.4%	87.0%	84.6%	90.3%				☑	60%	28 of 31 Applications determined: Major Decision period: Oct 2017 - Sep 2019 SPEED Target: 60% or more
CdPED46	2020 Non-Majors speed of planning decisions – special measures 2 year assessment ending September 2019 (cumulative, monthly)	70%	96.2%	96.4%	95.9%	96.2%	96.2%	96.2%	96.1%	95.9%	95.9%				☑	70%	1676 of 1748 Applications determined: Non-Major Decision period: Oct 2017 - Sep 2019 SPEED Target: 70% or more
CdPED47	2020 Majors quality of planning decisions – special measures 2 year and 9 month assessment period ending December 2019 (cumulative, monthly)	9.99%	3.7%	3.3%	3.2%	2.9%	5.7%	8.3%	8.11%	7.50%	6.67%				☑	9.99%	3 of 45 Application allowed/part allowed on appeal: Major Decision period: Apr 2017 – Mar 2019 Appeal period: Apr 2017 – Dec 2019 QUALITY Target: less than 10%
CdPED48	2020 Non-Majors quality of planning decisions – special measures 2 year and 9 month assessment period ending December 2019 (cumulative, monthly)	9.99%	0.8%	0.8%	0.8%	0.9%	0.9%	1.0%	1.08%	1.11%	1.13%				☑	9.99%	29 of 2572 Application allowed/part allowed on appeal: Non-Major Decision period: Apr 2017 – Mar 2019 Appeal period: Apr 2017 – Dec 2019 QUALITY Target: less than 10%
CdPED49	2021 Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	60%							100%	100%	100%				☑	60%	9 of 9 speed Applications determined: Major Decision period: Oct 2018 - Sep 2020 SPEED Target: 60% or more
CdPED50	2021 Non-Majors speed of planning decisions - special measures 2 year assessment period ending Sep 2020 (cumulative monthly)	70%							95.410%	94.010%	94.750%				☑	70%	343 of 362 speed Applications determined: Non-Major Decision period: Oct 2018 - Sep 2020 SPEED Target: 70% or more
CdPED51	2021 Majors quality of planning decisions - special measures 2 year & 9 month assessment period ending Dec 2020 (cumulative monthly)	9.99%	2.4%	2.4%	2.4%	2.4%	4.8%	4.8%	4.8%	4.8%	4.8%				☑	9.99%	2 of 42 Application allowed/part allowed on appeal: Major Decision period: Apr 2016 – Mar 2018 Appeal period: Apr 2016 – Dec 2018
Environment																	
CdSE1 (C)	Cumulative CO2 reduction from local authority operations from base year of 2008/09 (annual)	12%													NA	12%	Yearly PI.
CdWR1 (C)	Household collections, number of collections missed per month (calculated on weekly basis)	1733	1751	1492	1762	1863	2060	1586	1786	1363	1467				☑	1650	Target achieved.
CdWR3 (C)	Waste customer satisfaction survey	86%			NA			NA			83.5%				☐	86%	The score is brought down only due to dissatisfaction with street cleansing, which is a general trend throughout the yeats. The satisfaction scores for refuse and recycling were above target (refuse 91.8% and recycling 93.4%).
CdWR4 (C)	No of missed assisted containers (monthly)	NEW PI	324	251	370	265	349	262	313	262	207				☒	170	Assisted collections are below target due to the heavy workload of crews, particular on the run up to Christmas when extra card was presented at kerbside causing crews to be more stretched than usual. The team will continue to work with Serco on missed assisted collections and have challenged Serco to have a focus on assisted collections in March 2019 which will be a repeat of the September assisted collection which saw a 20% reduction in missed assisted collections.
Support services																	
JtBS1 (C)	Availability of ICT systems to staff from 8am to 6pm (by period)	99.5%			99.8%			97.3%			94.5%				☐	99.5%	There have been issues with the vWorkspace desktop environment during this quarter causing some downtime. An upgrade to the infrastructure took place in December which should see this PI improve
JtBS2 (C)	Percentage of calls to ICT helpdesk resolved within agreed timescales (by period)	95%			93.5%			88.2%			91.5%				☐	95%	Members of the Infrastructure Team have been dealing with transformational projects, meaning fewer members of the team are dealing with calls logged. They are also one officer short so the team is not fully staffed at present.

Code	Title	Target 2017/18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Traffic Light	Target 2018/19	Comments
CdB53 (C)	Percentage of responses to FOI requests sent within 20 working days (by month)	90%	100%	98.8%	100%	98.9%	100%	94.4%	98.4%	97.7%	100%				☑	90%	On target.
JtLD1 (C)	Client satisfaction with the shared service. Percentage satisfied or very satisfied.	98%						100%							NA	98%	PI on target.
CdLD1 (C)	The percentage response to the annual canvass	94%													NA	94%	Yearly PI.
CdLD2 (C)	Percentage of standard searches carried out within three working days (by period quarterly)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%				☑	100%	On target.
Customer services																	
CdCS1 (C)	New measure for complaints - t.b.a.	TBA	NA				NA	TBA	Placeholder for PI for when Customer Experience Strategy is implemented								
CdCS2 (C)	New measure for compliments - t.b.a.	TBA	NA				NA	TBA	Placeholder for PI for when Customer Experience Strategy is implemented								

Appendix C - Data Only PIs - CDC

Code	Title	Target 2017/18 (YTD)	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Comments
Leader's portfolio															
CdCP1 (C)	Number of unique visitors to the main website (by period)	Data Only	101390	102580	101376	102097	101780	100008	109024	110076	105373				
JtHR2 (C)	Voluntary leavers as a % of workforce (extrapolated for the year)	16%			21.9%			17.6%			15.7%				10 leavers in quarter three plus 29 for quarters 1 & 2 = 39 leavers for Qs 1, 2 & 3. 39 / 3 x 4 = 52 projected for the year 52 / 332.00 average headcount * 100 = 15.66%. This information is taken from
Healthy Communities															
CdCL3a (C)	Total attendance at Chalfont Leisure Centre	NEW PI			93,311			82,092			72027				
CdCL3b (C)	Total attendance at Chesham Leisure Centre	NEW PI			67,637			69,136			69056				
CdCL3c (C)	Total attendance at Chiltern Pools Leisure Centre	NEW PI			92,568			89,516			86113				
CdCmSf1 (C)	Percentage reduction in burglaries from dwellings year on year for Chiltern (quarterly)	Data Only			-46.8%			-22.9			-48.7				Burglary dwelling offences have increased by 22.9% when compared to the previous year. 109 to 134 offences.
CdCmSf2 (C)	Percentage reduction in violent offences against a person, rolling year on year	data only			-62.1%			-43.1%			-32%				Violence against a person has increased by 43.1%. Up by 200 offences when compared to the previous year. (464 to 664)
Planning and Economic Development															
JtENF1(C)	Number of new enforcement cases received (monthly)	NEW PI	23	30	25	25	40	32	49	35	29				In reaction to public reporting - the no. of cases the public report to us and are therefore logged.
JtENF2 (C)	Number of closed cases (monthly)	NEW PI	5	215	45	22	60	20	37	12	15				Slightly lower than average due to resources being diverted to processes.
JtENF3 (C)	Number of PCNs (or S330s) issued (monthly)	NEW PI	0	0	0	0	0	0	0	0	0				Dependent on number of breaches.
JtENF4 (C)	Number of notices served (monthly)	NEW PI	0	0	0	0	0	0	2	1	0				Dependent on number of types of cases, compliance and amicable negotiation.

SUBJECT:	<i>CCTV review</i>
RELEVANT MEMBER:	<i>Councillor L Walsh, Portfolio Holder for Healthy Communities</i>
RESPONSIBLE OFFICER	<i>Steve Bambrick, Director of Services</i>
REPORT AUTHOR	<i>Martin Holt 01494732055 martin.holt@chilternandsouthbucks.gov.uk; Julie Rushton julie.rushton@chilternandsouthbucks.gov.uk</i>
WARD/S AFFECTED	<i>(All Wards);</i>

1. Purpose of Report

To advise Cabinet on the recommendations of the Healthy Communities Policy Advisory Group following a review of CCTV cameras in the district.

RECOMMENDATIONS

- 1. To note the recommendations from the Healthy Communities Policy Advisory Group following the review of CCTV in the district.**
- 2. To agree to bring forward expenditure of up to £210,000 from the allocated Capital budget 2019/20 to 2023/24 for the replacement of the current 42 CCTV cameras with digital units.**
- 3. To delegate authority to the Head of Healthy Communities to carry out the procurement and to make a decision on the final contract for the replacement of CCTV equipment in accordance with the Council's contract procedure rules.**
- 4. To delegate authority to the Head of Healthy Communities in consultation with the Portfolio Holder for Healthy Communities the final location of any relocated or new public realm CCTV cameras.**

2. Reasons for Recommendations

2.1 To inform the Privacy Impact Assessment as required by the Information Commissioner Office.

2.2 To reduce crime and disorder, improve public safety and support the safeguarding of vulnerable persons.

3. Content of Report Background

3.1 CCTV supports the investigation of crime and disorder and can provide reassurance to communities; it can also be used to assist in the identification of persons helping reduce risk to vulnerable persons who may be missing or otherwise at risk. CCTV can also be used to support the Council's service delivery in the areas of parking, reducing ASB and environmental crime.

3.2 The Council currently operates 42 fixed CCTV cameras across Amersham, Chesham, Chalfont St Peter and Little Chalfont with images sent to the Wycombe CCTV hub for monitoring and recording and release to Thames Valley Police for the investigation of crime. The main purpose for which the CCTV provision is used in Chiltern is to investigate crime through police officers accessing data from recorded events. Some active monitoring of the public realm occurs but this is at a very low level and is for the following reasons;

- To attempt to find missing persons
- Monitoring for stolen or suspect vehicle as part of a crime (however the current CCTV cameras are not directly linked to the ANPR network)
- Monitoring cash in transit movements
- Looking for suspect persons
- Routine monitoring car parks and high street locations

Location	Number of cameras
Chesham	13
Amersham old multi storey	16
Amersham on the Hill	6
Amersham Old Town	3
Chalfont St Peter	3
Little Chalfont	1
Total	42
Amersham new multi storey (new digital CCTV, recorded locally)	14
Total	56

3.3 The 42 public realm CCTV cameras are managed and operated at the High Wycombe Hub (CCTV control room). The Hub is contractually required via Thames Valley Police to monitor the Chiltern cameras for fixed periods which total, for the Chesham cameras for 15 hours/week and those in Amersham for 10 hours/week. Whilst these are the contractual monitoring periods, the operators respond to all incidents that are brought to their attention by the Police and this can be at any time of the day or night.

3.4 The new multi-storey CCTV cameras are recorded and encrypted locally and remain the responsibility of the Council. Following any decision to migrate the monitoring of to the CCTV Hub at Milton Keynes these will continue with local recording but dependant on the business plan may also have the ability to be monitored from the hub.

3.5 An independent CCTV review reported to Members in October 2018 recommended the removal of a number of CCTV cameras detailed in Appendix 1.

3.6 It was also recommended that the CCTV units in Appendix 2 are replaced with digital cameras producing high quality images suitable for investigating offences and for use in court and to be available for live view and access to recorded images 24 hours per day.

- 3.7 Concern was expressed over the removal of CCTV cameras detailed in Appendix 1 and Members asked for the opportunity to review the locations of CCTV prior to any removal or to have the units relocated to crime hot spots. The same report allocated funding for the provision of mobile units that could be located in crime hot spots.
- 3.8 To inform the debate over the continued use of the CCTV cameras in Appendix 1 and the option to relocate CCTV units, a presentation by officers and Thames Valley Police was made at the PAG. The presentation included the legislative requirements for operating CCTV systems, 2018 crime hot spot maps, and the incidence of recorded events and interventions at each CCTV location.
- 3.9 Members were informed that, in addition to investigating crimes which had taken place, CCTV footage was also used to track the movements of offenders and witnesses involved in major crimes. CCTV was also used when looking for missing persons, which may include elderly vulnerable residents suffering from dementia. It was therefore advantageous to have cameras located at car parks and major junctions in order to track vehicle movements.
- 3.10 The Group were informed that the new Milton Keynes hub would be staffed sufficiently to allow reviewing footage streamed in real time from around 176 cameras across Buckinghamshire, 24 hours a day. Operators would then have the ability to patch live images through to all emergency services (ambulance, fire and rescue and police) which would speed up response times and send the appropriate response to a public incident. The increased monitoring and reporting offered through the proposed Milton Keynes hub would provide the necessary evidence for future Privacy Impact Assessments and assist in determining the future CCTV needs
- 3.11 The review by members of the Healthy Communities PAG concluded that; CCTV deterred crime and disorder in the locations detailed in Appendix 1, that the proximity of these CCTV units also benefited the investigation of crime and other incidents allowing the police and other agencies to improve response times.
- 3.12 The PAG recommended to;
- Retain the CCTV units in both appendix 1 and 2 and to recommend to Cabinet to bring forward expenditure from the allocated Capital budget 2019/20 to 2023/24 for the replacement of the 42 CCTV cameras with digital units
 - To use the planned mobile CCTV units in areas of crime and disorder hotspots

4 Options (if any)

4.1 N/A

5 Corporate Implications

5.1 Financial – The Capital Programme for 2019/20 - 2023/24 has a budget of £210k for the replacement of 42 cameras spread over four years. It is recommended to draw down this funding in 2019/20 to invest in the CCTV upgrade.

5.2 Legal – the ICO requires local authorities providing CCTV surveillance to annually consider the impact of monitoring and the benefits to the local community. The CCTV review has identified cameras which are of limited impact in detecting crime and disorder and consideration should be given to removing these or relocating these to the hot spot crime areas.

6. Links to Council Policy Objectives

Working towards safe and healthier local communities

7. Next Step

The Council will continue to work with TVP on the business case for the TVP CCTV Hub and incorporate the provision of any additional or relocated CCTV units.

Background Papers:	None other than those referred to in the report.
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Appendix 1

The following cameras are to be reviewed, retained or decommissioned.

Chesham

- Elgiva car park (63)
- Waterside car park (67)
- Chesham Town Hall – rear (68)
- Chesham Town hall – front (69)
- Chesham 70 - Lowndes Park (70)
- Chesham 71 - Lowndes Park (71)
- Chesham 72 - Lowndes Park (72)

Chalfont St Peter

- Car park (15 and 16)

Little Chalfont

- Snells Wood car park (17)

Amersham

- Sports Centre (7)
- o/s Police Station (13)

Appendix 2

The following cameras have previously been agreed to be retained and refurbished.

Chesham

- The Broadway (57)
- The Broadway (58)
- The Broadway (59)
- Station Road (60)
- Mary's Way roundabout (61)
- The Broadway (62)
- The Broadway/ White Hill (64)

Chalfont St Peter

- Market Square (18)

Amersham

- Sycamore Road (1)
- Chesham Road roundabout (2)
- Sycamore Road (3)
- High Street, Old Town (4)
- High Street, Old Town (5)
- Skate Park (8)

SUBJECT:	Bucks Home Choice - Revisions of Allocations Policy
RELEVANT MEMBER:	Councillor L Walsh, Portfolio Holder for Healthy Communities
RESPONSIBLE OFFICER	Head of Healthy Communities – Martin Holt
REPORT AUTHOR	Housing Manager – Michael Veryard
WARD/S AFFECTED	All Wards

1. Purpose of Report

The report seeks authority to adopt and implement the revised Bucks Home Choice Allocations Policy following consideration by the Healthy Communities Policy Advisory Group, the Services Overview Committee and the Cabinet.

RECOMMENDATIONS TO COUNCIL

- 1. That full Council approves the revised Bucks Home Choice Allocations Policy**
- 2. That the Head of Healthy Communities be delegated authority to make any final amendments and to agree and adopt the final version of the revised Bucks Home Choice Allocations Policy in consultation with the Healthy Communities Portfolio Holder and subject to Aylesbury Vale, South Bucks and Wycombe District Councils also adopting the revised policy.**

2. Executive Summary

- 2.1 Following a report to Cabinet in October 2018 a consultation exercise has now taken place on the proposed revisions to the Bucks Homes Choice Allocations Policy.
- 2.2 The majority of respondents to the consultation were in favour of the proposed revisions with the exception of the proposal that same sex siblings should be expected to share a bedroom until the older child reaches the age of 21.
- 2.3 A final draft of the proposed revised Bucks Home Choice Allocations Policy has now been prepared with minimal changes to the version that was previously reported to Members and issued for consultation. The four District Councils (Aylesbury Vale DC, Chiltern DC, South Bucks DC and Wycombe DC) are now seeking to adopt and implement this revised policy.

3. Reasons for Recommendations

- 3.1 To secure the approval and adoption of the revised Bucks Home Choice Allocations Policy.

4. Content of Report

- 4.1 Bucks Home Choice is the choice based lettings scheme that is operated jointly by Aylesbury Vale, Chiltern, South Bucks and Wycombe District Councils for the allocation of social housing tenancies. Under the scheme, the Councils operate a common allocations policy for:
- assessing who qualifies for Bucks Home Choice,
 - prioritising applicants based on their housing needs (using four priority bands ranging from A to D) and
 - allocating vacant social housing tenancies.
- The Councils also share a common database and IT system for recording applications, advertising tenancies and making allocations. However, within this common allocation policy and database each Council still operates its own housing register (i.e. Chiltern District Council operates its own housing register for applicants who qualify to be re-housed in Chiltern)
- 4.2 On 16th October 2018, Cabinet received a report on proposed revisions to the Bucks Home Choice Allocations Policy. These revisions were being proposed in response to new national legislation and guidance, court judgements, ombudsman decisions and the experience of the four District Councils in managing the allocations process. Members were advised of the main revisions and changes that were being brought forward and were given an opportunity to comment on the draft revised policy ahead of the formal consultation.
- 4.3 The consultation subsequently commenced on 19th November 2018 and closed on 7th January 2019. A total of 308 responses were received. The majority of those who responded were in favour of the proposed changes that were being put forward with the exception of the proposal that children of the same sex should be expected to share a bedroom up the age of 21 years (compared to 16 years in the current policy). The key findings from the responses were:
- 76% agreed that someone with sufficient resources or who owns a property (or have purchased social housing in the past under the Right to Buy or Right to Acquire) should not qualify for Bucks Home Choice
 - 71% agreed that someone who has sold a property within the last 5 years (with no regard for sourcing alternative accommodation from the proceeds of sale) should not qualify for Bucks Home Choice
 - 59% agreed that applicants over the age of 55 seeking age-restricted accommodation should not qualify for Bucks Home Choice if they currently own or have an interest in a home and/or have assets, savings or income to secure their own accommodation:
 - 75% agreed that someone who had previously broken the terms of their tenancy and/or whose household includes someone who is subject to any anti-social behaviour action or order should not qualify for Bucks Home Choice
 - 60% agreed that someone with an identified housing need and previous rent arrears should be placed into the lowest priority band for re-housing until they have cleared the outstanding rent arrears in full.
 - 40% agreed that same sex siblings should be expected to share a bedroom until the older child reaches the age of 21.
 - 91% agreed that someone who is under-occupying social housing should be given the highest priority banding so that they can move to a smaller home and release their current property for re-letting to a family who need it.

-
- 83% agreed that households who are severely overcrowded or living in housing assessed as being insanitary and/or in a state of significant disrepair (and which cannot be remedied within a reasonable timeframe) should be awarded higher priority for rehousing in order to prevent homelessness.

- 4.4 The Bucks Home Choice Management Board (comprising the four District Councils) has reviewed the draft revised policy following the consultation. The main proposed policy revisions remain unchanged from those that were reported to Cabinet in October 2018.
- 4.5 The one proposed revision that has been amended relates to the maximum age at which same sex siblings should be expected to share a bedroom. This forms part of the assessment of the size of property that a household requires and helps to determine whether or not the household currently has insufficient bedroom space for the number of members (i.e. if a household is deemed to be lacking 1 or more bedrooms then it will potentially qualify to register with Bucks Home Choice for rehousing). The draft policy issued for consultation had proposed that the maximum age at which same sex siblings would be expected to share a bedroom should be raised from 16 years to 21 years. This was intended to reflect the current demands on social housing (and family housing in particular) meaning that households should expect same sex siblings to share rooms for longer rather than expect to be able to move on the larger accommodation. This also reflected the guidance on overcrowding in the Government's "Allocation of Accommodation: Guidance for Housing Authorities". However, as shown in Paragraph 3.5 above, the majority of respondents to the consultation disagreed with this approach. Respondents cited practical and welfare problems that can arise from older siblings sharing. They also highlighted that the proposed policy would be inconsistent with the bedroom standards applied by the welfare benefits system (e.g. Housing Benefit) and by individual Registered Providers in their own letting policies (e.g. a Provider may not allow older same sex siblings to share a room when allocating a property). Having reviewed this, the Bucks Home Choice Management Board has amended this revision so that the that the maximum age at which same sex siblings would be expected to share a bedroom should be raised from 16 years to 18 years and not 21 years as originally proposed. The partners will monitor the impact of this change following implementation and consider further amendments as and when required in the future.
- 4.6 The Bucks Home Choice Management Board has now drafted a final version of the revised Allocations Policy following the consultation exercise. A copy of this is in Appendix 1. A reminder of the main revisions and changes being made to the Policy is in Appendix 2. This final draft policy is being reviewed by the Council's Principal Solicitor in consultation with the Legal Services at the other District Councils to confirm that it satisfies all legal requirements set down in the Housing Acts and associated guidance.
- 4.7 The final adoption of the policy will be subject to the four District Council's in the Bucks Home Choice partnership (Aylesbury Vale DC, Chiltern DC, South Bucks DC and Wycombe DC) all confirming that they agree to adopt the final version of the policy. Cabinet is asked to consider the final draft of the revised draft policy and recommend to Council that the Head of Healthy Communities be delegated authority to make any final amendments and to agree and adopt the final version of the revised Bucks Home Choice Allocations Policy in consultation with the Healthy Communities Portfolio Holder and subject to Aylesbury Vale, South Bucks and Wycombe District Councils also adopting the revised policy

5. Consultation

5.1 The revised Bucks Home Choice Allocations Policy has been subject to a formal consultation exercise (see paragraph 4.3).

6. Options (if any)

- 6.1 The Bucks Home Choice Allocations Policy could be left in its current form. However, this would create significant risks for Council:
- It would leave the Council vulnerable to legal challenge on some aspects of the Policy which have not been formally updated to reflect changes brought forward by legislation, guidance, case law and Ombudsman decisions.
 - The current policy is no longer compatible with the Council's statutory homelessness duties following the implementation of the Housing Act 1996. Without the proposed revisions, the Council will face increasing challenges in meeting its statutory homelessness duties and preventing homelessness wherever possible (avoiding the need to provide costly temporary accommodation).
 - Other aspects of the policy which would benefit from updating will be left unchanged.
- 6.2 The proposed revisions will mean that the Policy will be more robust in responding to any challenges and fit for purpose in meeting the current legislative housing requirements.
- 6.3 It is recognised that the district and countywide arrangements for social housing allocations and the Bucks Home Choice Allocations Policy will be subject to wider review in due course as part of the transition to a unitary authority. However, in view of the issues highlighted in paragraph 6.1 it would not be appropriate to postpone the proposed revisions to the policy.

7. Corporate Implications

7.1 Financial

There will be costs associated with implementing any changes to policy (including IT changes) as and when the final policy is adopted. These costs will be shared across the four District Councils and provision for these costs has been included in the Council's budgetary estimates.

7.2 Legal

It is a statutory requirement for the Council to have an Allocations Policy for social housing. The policy has also been subject to an Equalities Impact Assessment.

8. Links to Council Policy Objectives

This report links to the following key objective:

Working towards safe and healthier local communities

9. Next Step

The Council will formally adopt and implement the revised Bucks Home Choice Allocations Policy in partnership with Aylesbury Vale District Council, South Bucks District Council and Wycombe District Council.

Background Papers:	None, other than those referred to in this report
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Bucks Home Choice

Allocation Policy



Home Choice

Draft Post - Consultation Copy
4.2
14-01-2019

Changes to Consultation Version Highlighted in Yellow

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Classification: OFFICIAL

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1. Introduction

1.1 Introducing Bucks Home Choice

Section 166(A) of the Housing Act 1996 requires that every local housing authority in England must have an allocation scheme for determining priorities (and the procedure to be followed) in allocating housing accommodation.

Bucks Home Choice is the scheme that is used to allocate affordable housing in four local housing authority areas – Aylesbury Vale, Chiltern, South Bucks and Wycombe.

As the demand for affordable housing exceeds availability, Bucks Home Choice prioritises applicants so properties that become available are offered fairly and transparently. This document describes the policy in detail including who qualifies to apply for housing and how we give priority to different applicants based on their housing need.

Bucks Home Choice operates on the following basis:-

- Applicants register with the scheme
- Applicants are prioritised for re-housing based on their circumstances
- Available properties will be advertised
- Applicants can bid on properties they qualify to move to
- Bids on a property will be shortlisted in priority order
- The property will be offered in accordance with 6.1 of the policy.

1.2 Members of the Bucks Home Choice Partnership

The following District Councils are members of and Managing Partners of the Bucks Home Choice partnership:-

- Aylesbury Vale District Council
- Chiltern District Council
- South Bucks District Council
- Wycombe District Council

The four District Councils have chosen to jointly operate Bucks Home Choice and a common Allocation Scheme in order to:-

- Deliver value for money by operating a shared scheme and IT system
- Allow good practice and knowledge to be shared across the four districts
- Provide the opportunity for properties to be advertised across the Partnership allowing applicants to move from one district to another

The scheme applies to all properties in the Bucks Home Choice districts that are owned and/or managed by a Registered Provider and the Councils have the right to nominate to.

The term “Senior Housing Officer” and “Senior Officer” has been used in this policy for ease of reference only. The exact titles of the officers within each organisation vary and may be subject to change from time to time. Each organisation within the Partnership will have designated officers responsible for the operation of the Bucks Home Choice Scheme and Allocation Policy and details of these officers are available from each organisation on request.

The term “Managing Partner” means the relevant District Council who is dealing with the applicant and application.

1.3 Aims of the Bucks Home Choice Partnership

The aims of the Partnership are:

- a) To meet the District Councils’ statutory requirements and ensure that priority for housing is given to those with the highest level of housing need.
- b) To give applicants as much choice as possible having regard to the statutory requirements and the availability of housing stock.
- c) To provide a common framework for allocations of affordable housing within the Partnership.
- d) To facilitate a degree of mobility within the Partnership.
- e) To help and encourage sustainable communities.
- f) To make the best possible use of all available housing stock.
- g) To allocate housing resources in a way that is as fair as possible.
- h) To make the process of allocating tenancies as open and transparent as possible.

The Partnership is also committed to:

- i) Preventing households from becoming homeless.
- j) Providing applicants with sufficient information to enable them to make the right choices about where they wish to live.
- k) Providing applicants with information on a variety of housing options to enable them to make informed decisions about their housing application.
- l) Ensuring that vulnerable people are able to make the most of Bucks Home Choice to meet their housing needs.
- m) Acting sensitively and treating all personal information as confidential.
- n) Ensuring customers are advised of their right to a review of decisions.

1.4 Equality Statement

This policy has been drafted in compliance with the requirements of the Equality Act 2010 and it has been subject to an Equalities Impact Assessment. Applicants will be asked to complete an equalities monitoring questionnaire. This information will be treated in the strictest confidence

1.5 Legal Background

This policy has been drafted to give due regard to the requirement to give Reasonable Preference to those categories of person set out in section 166A (3) of the Housing Act 1996.

In framing the Bucks Home Choice Allocations Policy, we have had regard to:

- The Allocation of Accommodation: Guidance for Local Housing Authorities in England (DCLG – June 2012)
- The Localism Act 2011
- The Housing Act 1996 (Additional Preference for Armed Forces) (England) Regulations 2012/2989 and the Allocation of Housing (Qualification Criteria for Armed Forces) (England) Regulations 2012/1869
- Providing Social Housing For Local People: Statutory Guidance on Social Housing Allocations for Local Authorities in England” (DCLG – December 2013)
- The Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015/967)
- The Bucks Tenancy Strategy and each of the District Councils’ Housing and Homelessness Strategies (see Appendix 5 for details).
- The Homeless Reduction Act 2017

The Policy may be subject to minor amendments from time to time (e.g. when there are changes to relevant legislation) When minor amendments are necessary, these will be authorised by the Partnership’s Senior Housing Officers or relevant Heads of Service and subject to the agreement of all four Managing Partners

1.6 Policy Contents

This policy sets down:

- How applicants can apply to the Bucks Home Choice scheme
- Who is a qualifying person to join Bucks Home Choice
- Who is eligible to join Bucks Home Choice
- How an applicants’ priority is assessed.
- How members of the Partnership will determine priorities in allocating housing accommodation.
- How properties are advertised and let.
- How applicants can ask for a review of a decision.
- How the policy will be monitored and reviewed.
- How the Partnership will comply with the Data Protection Act.

This policy does not cover offers of licences, non-secure, or assured shorthold tenancies granted to homeless households in pursuance of any member of the Partnership’s homelessness duties under Part 7 of the 1996 Act. This policy does not cover offers of tenancies excluded from an allocation scheme by virtue of S.159 (4A) and s.160 of the 1996 Act.

This policy is available, on our website www.buckshomechoice.gov.uk or applicants can request for a copy of the policy to be sent to them.

2. Eligibility and Qualification

2.1 Registering on Bucks Home Choice

In order to register for Bucks Home Choice, an applicant must:-

- Be aged 16 years or over (upon allocation of a property an applicant aged 16 or 17 years of age will be required to have an adult who can hold a tenancy as a trustee until they are 18.)
- Be eligible for an allocation of housing under Part 6 of the Housing Act 1996, and
- Qualify for the Bucks Home Choice scheme.
- Where two persons apply jointly for housing, at least one of the applicants must be eligible. A joint tenancy cannot be granted when one of the applicants is not eligible. The application will be made in the name of the applicant who is eligible and a sole tenancy will be granted.
- Must be residing in the United Kingdom

2.2 Eligibility for an allocation of housing

Under Section 160ZA of the Housing Act 1996, an applicant will not be eligible for an allocation of housing if he or she is:

- A person subject to immigration control within the meaning of the Asylum and Immigration Act 1996 (unless he is of a class prescribed by regulations made by the Secretary of State).
- A person who falls within a class of persons from abroad who have been prescribed by the Secretary of State as being ineligible to be allocated housing accommodation by a local housing authority.
- A person who falls into any other class of person prescribed by the Secretary of State as not qualifying to be allocated housing accommodation by a local housing authority.

An applicant who is not eligible for an allocation of housing under Section 160ZA of the Housing Act 1996 cannot register with Bucks Home Choice regardless of the applicant's personal circumstances.

2.3 Persons who do not qualify to join the Bucks Home Choice scheme

Under Section 160ZA (7) a local housing authority may decide what classes of persons are, or are not, qualifying persons for an allocation of housing accommodation.

2.3A Persons deemed not to qualify for Bucks Home Choice

The following classes of person are deemed not to qualify for the Bucks Home Choice scheme:

- A person whose circumstances do not meet the criteria of any of the Priority Bands set down in Appendix 1 (see 2.3.1)
- A person who is an applicant or a member of the applicant's household and is considered guilty of unacceptable behaviour serious enough to make them unsuitable to be a tenant and at the time of the application for housing and they are still considered unsuitable to be a tenant by reason of that behaviour (see 2.3.2).

2.3B Persons deemed not to qualify for Bucks Home Choice unless they are deemed to have a Reasonable Preference

The following classes of person are deemed not to qualify for the Bucks Home Choice scheme unless they are deemed to have a Reasonable Preference in accordance with Section 166A of the Housing Act 1996 (see Appendix 3)

- A person who does not meet the local connection criteria (see Section 2.3.3)
- A person who is an owner occupier of a property (See 2.3.4)
- A person with current or former tenancy rent arrears owed to a Registered Provider or private landlord unless the Council is satisfied that action is being taken to resolve the arrears (See 2.3.5)
- A person whose income, assets or savings are sufficient to enable the person to source accommodation in the private sector.
- A person who formerly owned a property within the last five years and who failed to use the capital receipt from the property disposal to secure adequate alternative housing arrangements (see 2.3.4).
- A person who has previously purchased a property under the statutory Right to Buy or Right to Acquire schemes (see 2.3.4)
- A person who has been re-housed in a social housing tenancy and who wishes to apply to be re-housed again (unless there has been a change of circumstances since the person was re-housed in which event the application will be assessed as a new application under the Bucks Home Choice policy)
- A person who has any outstanding related housing debt with the Managing Partner's housing department. A housing related debt could be former tenant arrears whilst in temporary accommodation, former tenant arrears whilst holding a previous tenancy or outstanding repayments on loans provided by the local authority to help the applicant to secure accommodation.
- A person whose household is considered to be adequately housed as detailed in 'size and type of property for which applicants are eligible' (5.5) but who is not using the bed spaces within their property to its optimum capacity. This includes taking account of an additional

reception room or dining room that could be reasonably used as a bedroom.

The Bucks Home Choice Partnership reserves the right in exceptional circumstances to register a household with the scheme even if the household falls into one of the non-qualifying classes set down above. Any decision to register a non-qualifying household will be subject to authorisation by the Senior Housing Officer of the partner Council receiving the application and will be based on the individual circumstances of the household concerned. In event of a decision being made to register a non-qualifying household, the partner concerned will record full details of the reason for the decision.

Further information on some of the classes of person deemed to be non-qualifying for Bucks Home Choice is given below in the remainder of Section 2.3

2.3.1 Non-Priority

Those persons who do not fall into any of the priority bandings set out in Appendix 1 are considered to be adequately housed and therefore not qualifying persons.

2.3.2 Unsuitable for Tenancy - Unacceptable Behaviour

Unacceptable behaviour is behaviour that renders the applicant unsuitable to be offered a tenancy.

If an applicant or any member of the applicant's household is considered to be guilty of unacceptable behaviour or considered to be causing or involved in activities that may be considered unacceptable behaviour, that is serious enough to make them unsuitable to be a tenant at the time of the application for housing, then they will be considered unsuitable to be a tenant by reason of that behaviour.

Any decision made in respect of the applicant's behavior making an applicant unsuitable to be considered a tenant, will consider the timing, pattern and seriousness of the behavior and an applicant's engagement with appropriate services.

Examples of Unacceptable Behaviour could be and are not limited to:

- a) Having been evicted for anti-social behaviour or rent arrears on a previous tenancy, either with a Registered Provider or Private Landlord in the last 5 years.
- b) Conviction for illegal or immoral purpose.
- c) Causing nuisance and annoyance to neighbours or visitors.
- d) Committing certain criminal offences in or near the home and still posing a threat to neighbours or the community
- e) Being violent towards a partner or members of the family.

- f) Being verbally or physically abusive towards a member of one of the partnership's staff
- g) Allowing the condition of the property to deteriorate.
- h) Allowing any furniture provided by the landlord to deteriorate due to ill treatment.
- i) Obtaining a tenancy by deception, for example, by giving false or misleading information.
- j) Paying money to illegally obtain a tenancy.
- k) Having lost accommodation provided in connection with employment due to conduct making it inappropriate for the person to reside there.
- l) Subject to an Anti-Social Behaviour Order
- m) Breaking the terms of a tenancy agreement and a notice to quit has been issued.

If an applicant is accepted onto the Housing Register and is subsequently found to be guilty of unacceptable behavior (including one or more of (a) to (m) above) then the Managing Partner of the Partnership will review the application and may remove the applicant from the Housing Register.

2.3.3 Local Connection

An applicant must have a local connection to at least one of the following District Councils in order to qualify for Bucks Home Choice;

- Aylesbury Vale
- Chiltern
- South Bucks
- Wycombe

An applicant is deemed to have a local connection with a district if the applicant:

- Is living and has lived in a district continuously for at least 2 years immediately preceding the date of the application. If an applicant has lived out of the district for a single period of up to 4 calendar months whilst registered they will retain a local connection. If an applicant has lived outside of the district for a single period exceeding 4 calendar months (or for multiple periods) and the applicant does not meet the Reasonable Preference categories set down in Appendix 3, their housing register application will be cancelled.
- If an applicant is working and has been in continuous employment in a district for at least 2 years immediately preceding the date of the application and has worked for a minimum of 24 hours per week throughout that period. Employment is described as having a permanent contract, or working under contract as temporary member of staff. Location of work is determined by an applicant's main place of work. If an employee's head office is in the area but the location of work is outside the actual area when it is carried out, this cannot be

considered as being the main place of work.

- If an applicant has changed employer within the district, or their hours have reduced, to below 24 hours per week, for no more than 4 calendar months, they will retain a local connection. Any applicant who no longer retains a local connection and does not meet the reasonable categories set down in Appendix 3 will have their housing register application cancelled.
- A person who has found accommodation in a supported housing unit within the Bucks Home Choice Partnership will retain a local connection with the area they were living in before moving into supported accommodation.

Exceptions – Applicants who are deemed to qualify even if they do not meet the above Local Connection criteria

If an applicant does not meet criteria above, then the applicant will not be a qualifying person for Bucks Home Choice. The only exceptions to this are applicants who:

- a) Are aged 55 or more and seeking accommodation designated solely for person aged 55 or more and the household's income, assets or savings are not sufficient for the household to source accommodation in the private sector.
- b) Are subject to the main housing duty under Section 193 of Part 7 (Homelessness) of the Housing Act 1996 by Aylesbury Vale, Chiltern, South Bucks or Wycombe District Councils (in this event the applicant will qualify solely to go onto the Housing Register administered by the District Council that has accepted the duty)
- c) Are serving in the armed forces or who have served in the armed forces within the five year period immediately preceding the application
- d) Have recently left ministry of defence accommodation because of the death of a spouse, who served in the regular forces
- e) Are serving or have previously served in the reserve forces and are suffering from a serious injury as a result of this service
- f) Persons who were required to live outside of the district for reasons out of their control (i.e. placed in care,) and who had a local connection to the district immediately prior to moving away.
- g) Prisoners who have been released from prison and had a local connection to the district immediately prior to going to prison.
- h) Persons who meet the criteria as set out in the Allocation of Housing (Qualification Criteria for Right to Move) (England) Regulations 2015/.
- i) Persons who do not meet the local connection criteria but meet the criteria for one or more of the Reasonable Preference categories set out in Appendix 3

If an applicant meets any of the criteria listed in (a) to (i) above they will be deemed to qualify for Bucks Home Choice regardless of whether or not the applicant has a local connection to a district.

For the purposes of determining a local connection the following living arrangements will not be taken into account:

- Occupation of a mobile home, caravan, motor caravan, or houseboat which is not placed on a residential site; or
- Occupation of a holiday letting which includes a permanent building, hotel or bed and breakfast accommodation for the purposes of a holiday letting.
- Applicants placed in an institution, prison, hospital or in one of the districts who otherwise have no local connection.

2.3.4 Current and Former Owner Occupiers.

A person is considered to be a current owner-occupier for the purpose of this policy if they are the owner or joint owner of any residential property regardless of location. They will not be a qualifying person unless;

- The person falls into one of the statutory Reasonable Preference categories (see Appendix 3) or
- It is not possible for the person to remain in their current address (e.g. because adaptations are required and cannot be undertaken) and the person does not have sufficient financial resources available to secure other accommodation without the Council's assistance.

In considering the issues raised in this section, the District Council managing the application will take specialist advice as required (e.g. from an Occupational Therapist).

If an applicant has a legal, financial or beneficiary interest in a property, the full circumstances will be investigated. If the applicant is able to realise his/her interest in the property and it would be sufficient to secure alternative accommodation without the Council's assistance, the applicant will be considered to be an owner occupier.

If the applicant is not a current owner occupier and has formerly owned a property within the last five years, the applicant will be asked to provide evidence of the sale and details of any capital receipt arising from the sale. If the applicant subsequently disposed of any capital receipt without making adequate housing arrangements then the applicant will be deemed not to qualify for Bucks Home Choice (unless the applicant falls into one of the statutory Reasonable Preference categories (see Appendix 3))

An applicant who has previously purchased a property under the statutory Right to Buy or Right to Acquire schemes will be deemed not to qualify for Bucks Home Choice (unless the applicant falls into one of the statutory Reasonable Preference categories (see Appendix 3))

2.3.5 Rent Arrears

- a) An applicant who has been evicted from a previous tenancy on the grounds of rent arrears within the five year period preceding the date of application (or who voluntarily surrendered a tenancy in advance of a warrant for possession being executed on rent arrears grounds) will not be a qualifying person for Bucks Home Choice unless the arrears have been cleared in full or the applicant falls into one of the statutory Reasonable Preference categories (see Appendix 3).
- b) Where an applicant or a member of his household owes rent arrears to a current or former landlord, at the time of the application or at any period during the application they will be placed in a Band E until such times as they provided evidence that the arrears have been cleared. Once confirmation has been received the application will be reassessed in line with the Bucks Home Choice Allocation Policy.

Where the rent arrears have arisen due to exceptional circumstances beyond the applicant's control the Council may depart from this policy and the decision will be referred to a Senior Officer.

Registered Provider tenants transferring who have accrued rent arrears solely through a shortfall in housing benefit due to under-occupying their property may apply to the housing register. Each case will be looked at on an individual basis by a Senior Officer; the tenant must be able to demonstrate that they are trying to resolve the situation at an early stage by seeking a smaller property and making an attempt to cover any shortfall.

The provisions in (a) will not apply if the District Council has accepted a main housing duty under Section 193 of Part 7 (Homelessness) of the Housing Act 1996. The Council will contact the current or former landlord of the applicant or any member of his or her household to confirm the facts.

2.3.6 Right to a Review of a Decision of a Non Qualifying Person

If the Managing Partner has made a decision that an applicant is not a qualifying person and cannot join Bucks Home Choice, the applicant will have the right to request a review of this decision within 21 days of being notified of the decision. The review will be undertaken by a Senior Housing Officer who was not involved in the original decision. The review decision will be made within a 56 day period.

3. Applying and registering for Bucks Home Choice

3.1 Applying to Bucks Home Choice

An applicant for Bucks Home Choice must apply to go on to one of the four District Housing Registers. The applicant must have a local connection to the District concerned in order to qualify for the District Housing Register (e.g. an applicant for the Aylesbury Vale District Housing Register must have a local connection with Aylesbury Vale). The full definition of what constitutes a Local Connection is in Paragraph 2.3.3.

Where an applicant has a local connection to more than one District, the application will be managed and maintained by the district where the applicant has a residential local connection (i.e. where the applicant has lived for at least 2 years).

An applicant who does not have a local connection but is still a qualifying person can apply to go on to the Housing Register of any of the four Districts.

3.1.2. Applications from staff, elected council members or their family members

A person who is a member of staff of the Managing Partner, their close family and elected members in the Managing Partner may apply for housing in the same way as other applicants. A close family member is a parent, sibling or adult child. Their status should be disclosed on the application form at the time of applying. Any applicant making a successful bid for a property and subsequent letting must be approved by the appropriate Senior Housing Officer of the Managing Partner.

3.2 Registration form and supporting information

To apply to go on the Housing Register, applicants are required to complete an on-line application process at www.buckshomechoice.gov.uk. Assistance from staff will be made available to applicants needing to make an on-line application. There are two stages to an application;

Stage 1 – This is a pre-assessment process which takes details from the applicant and determines what housing options are available to them. This will include the option of making a Bucks Home Choice application if the information provided indicates that the applicant is eligible and will qualify for scheme.

Stage 2 – If the Stage 1 pre-assessment indicates that the applicant is eligible and qualifies for Bucks Home Choice, the applicant will then have the option of making a formal application to the Bucks Home Choice scheme.

After assessment, if the applicant is accepted onto the register they will receive written confirmation of the following information:

- Their unique reference number, which allows them to express interest via Bucks Home Choice.
- The Priority Band in which the application has been placed.
- The date that the application was registered.

- The size of the property for which the applicant is likely to be able to bid for.

Applicants must also provide the information and evidence that is required to enable the Partnership to check and assess their eligibility and housing need. If an applicant fails to provide the requested information within 28 calendar days their application will be cancelled.

The Partnership will make any enquiries necessary in order to determine an applicant's eligibility to join the Housing Register and their level of priority for housing. When completing an on-line application and declaration, applicants are authorising the Partnership to make reasonable and relevant enquiries as are required to complete the assessment. When signing the application, applicants are also authorising the Partnership to disclose information to other parts of the Council and other agencies in order to verify the application.

If the applicant does not give authority to make reasonable and relevant enquiries and to disclose information to other parts of the Council or other agencies, then this may affect the assessment and final outcome of the application.

Applications will normally be assessed, once all the required information has been provided, within 10 working days.

If an applicant is ineligible or does not qualify to join the Housing Register they will be informed of the reasons for this decision and advised of the review process.

3.3 Persons to be included in an application

An application for the Bucks Home Choice scheme will comprise of the lead applicant and any members of the applicant's household who require re-housing with the applicant. For the purposes of Bucks Home Choice, the applicant's household will normally comprise the applicant together with his/her partner (if applicable) and any dependent children (if applicable) who might reasonably be expected to reside with the applicant.

In assessing an application, the Managing Partner will assess who reasonably requires re-housing with the applicant. This will include consideration of the circumstances below.

Any non-dependent adult over the age of 18 and not in full time education may not be considered as part of the household and are able to make an application in their own name.

Household members who have always been living as one household will only be considered as part of the household if they are unable to live independently which will require an assessment from Adult Social Care and or medical professionals to support the request at the time of application.

For the purpose of assessing an application, dependent children are expected to share rooms with other children in the same extended family regardless of whether they are siblings.

3.3.1 Carers

If an applicant wishes to include a carer in the application, then in all cases the carer must have been identified by the applicant as the person who is primarily responsible for providing the applicant with care and the carer must need to live with the applicant to provide this care.

Even if a carer is in receipt of Carer's Allowance this does not mean that it is necessary for them to reside with the person who is being cared for. Many carers provide over 35 hours a week support whilst living in their own home. An application to include a carer in a housing application will be considered if the applicant has been assessed by Social Care as needing to receive overnight support and the persons Care Package that they would supply supports overnight care. In these circumstances a copy of the Care Package will be required.

3.3.2 Separated Parents and Dependent Children

If an applicant is a separated parent and wishes to include his/her child in the application, the Managing Partner will assess whether or not the child resides with the applicant. This assessment will consider all circumstances including:

- Residence Order for the child
- Which parent is the recipient of Child Benefit and Tax Credits
- The existing residence arrangements for the child (i.e. where does the child currently stay with each parent?)
- Any other relevant information

In the case of children, the test of normal residence as a member of the family will require residence as opposed to 'staying' or 'staying access' even in cases of joint custody or joint residence or similar orders. The Council in applying the residence test will consider whether there is a sufficient degree of permanence or regularity to constitute normal residence as a member of the family. Account may be taken of whether the child is dependent upon the applicant. The Council may also take account of the supply and demand for accommodation, the general housing circumstances within the district and any under-occupation that may result where a child spends part of a week with one parent and part of a week with another.

3.3.3 Split families

Where the family unit is not currently residing together and they have previously lived together as a family unit and there is a reasonable expectation that they should reside together the family will be considered as a

split family. Assessment of priority band will consider the accommodation currently available by the different parts of the family and will be based on the accommodation that better suits the family's needs at the time of the application.

3.3.4 Support Needs

Where an applicant has been assessed as having support needs they will not be offered accommodation until they can demonstrate that they have engaged with the appropriate services and have a continuing support plan for tenancy sustainment. This is to ensure that an applicant with support needs will be able to manage a tenancy and reduce the risk of repeat homelessness. The partner that is managing the application will consult partner agencies as required and in accordance with the Data Protection Act and GPDR 2016.

3.4 Right to Move

In order to meet the criteria to qualify to join Bucks Home Choice under Right to Move the applicant must:

- be a social housing tenant
- have Reasonable Preference because of a need to move to the Local Authority's district to avoid hardship
- need to move because the tenant works or has been offered work in the district of the authority
- and has a genuine intention to take up the offer of work.

The Managing Partner must be satisfied that the tenant needs, rather than wishes, to move for work reasons. As well as other factors the Managing Partner will take into consideration the nature of work and whether similar opportunities are available closer to home.

3.5 False or withheld information

Under section 171 of the Housing Act 1996 it is an offence for an applicant to knowingly or recklessly give false or misleading information or knowingly withhold information relevant to their application. Under the Act, the Local Authority has the power to take action against an applicant which could result in a fine of up to £5000.

An offence is also committed if the applicant allows a third party to provide false information on his or her behalf, or at his or her instigation.

If an applicant, or a person acting on his or her behalf, has given false information or withheld information it could:

- Affect an applicant's eligibility to join the Housing Register;
- If appropriate, result in the applicant not being given preference at all.
- If appropriate, be taken into account in prioritising applicants who have Reasonable Preference

Where there is an allegation or suspicion that a person has given false information, or has withheld information, the application will be suspended pending the outcome of an investigation. If it has been established that an applicant has provided false information the person will be deemed not to be a qualifying person.

3.6 Giving applicants advice and information

The Partnership will provide advice and information to help applicants to make the most of Bucks Home Choice to meet their housing needs. This will include:

- How to apply to join the Housing Register and what supporting information applicants will be required to provide.
- Help to fill in the housing registration form (by prior appointment).
- The meaning of the priority bands and how this affects the time individual applicants are likely to have to wait.
- Advice on how to bid on a property, and how to obtain help to bid.
- Advice on other options for housing such as private renting or shared ownership.

Where an applicant is assessed as being a non-qualifying person, the applicant will be given advice and information on the other housing options open to them.

3.7 Renewal of applications and changes of circumstances

Applicants must renew their applications once a year and they will receive a reminder and information on how to do this on the anniversary of the date of their application.

Applicants must also notify the member of the Partnership with which they are registered of any changes in their circumstances, such as a relationship breakdown, an older child leaving home or a baby being born.

3.8 Suspending or Cancelling an Application

An application will be suspended if:

- An applicant has been asked for information to support an application and a reply is awaited.
- An applicant has changed address and not provided a change of circumstances form.
- An applicant has been asked to provide information from their support agency or worker to support their application and a reply is awaited.

If suspended, an applicant will not be able to bid for properties.

An application will be cancelled if:

- The applicant has asked for it to be cancelled.

- The applicant has been rehoused via Bucks Home Choice.
- The applicant has exchanged a property with another tenant and is now deemed to be adequately housed.
- The applicant has moved and not told us of their new address.
- A Partner has written or emailed the applicant about the application and there has been no response within 28 days.
- An applicant has not provided within 28 days all the information that has been requested and is reasonably required to support the application.
- A Partner has evidence that the applicant no longer qualifies for housing.
- The applicant has not responded to an offer of housing within the timescales required.
- The applicant has given false or misleading information.
- The applicant's circumstances have changed and the applicant no longer has a housing need or local connection under this policy.

In the event of an application being cancelled the partnership reserves the right to re-instate an application at its discretion.

4. Assessment and Prioritisation of Applicants

The Partnership will assess the relative priority of applicants in two stages:

Stage One – Banding (See 4.1)

This assessment takes place when an applicant applies to join the Housing Register and his or her eligibility and priority are assessed.

The assessment of an application will take into account any accommodation that the applicant is currently entitled to occupy and any medical and welfare needs. When assessing for lacking bedrooms a second living room that is suitable to be used as sleeping accommodation will be treated as a bedroom,

An applicant is entitled to occupy accommodation:

- As an owner, lessee, leaseholder or tenant or by virtue of a court order.
- Express or implied license to occupy i.e. as a lodger or living with relative.
- Any other enactment or rule of law giving a person the right to remain in occupation or restricting the right of another person from recovering possession.

Worsening of housing circumstances.

An applicant must not do (or fail to do) something for the purpose of worsening their housing circumstances. When such a situation arises, the Managing Partner will carefully assess the change of circumstances and consider the facts of the case. The assessment of an application in these circumstances will take into account the applicants circumstances prior to the act.

Classification: OFFICIAL

For an applicant to have worsened their circumstances there must be evidence that it would have been reasonable for the applicant to have remained in their previous accommodation.

Examples of an applicant undertaking an act for the purpose of worsening housing circumstances are set out below;

- Abandoning a previous suitable tenancy.
- Moving without good reason to accommodation which is more overcrowded or is considered more unsatisfactory or insanitary than their previous accommodation.
- Selling a property or giving notice on a tenancy without having alternative accommodation available to them.
- Allowing a property to become overcrowded by inviting additional households to move in.
- Moving out of a property when housing advice has been provided for the applicant to remain in their existing accommodation.
- Moving out of an adapted property into an unsuitable or un-adapted property.
- Moving out of a property due to financial reasons when the property has been assessed as being affordable by the partnership.
- Having sufficient funds available to purchase or to rent suitable accommodation in the private sector and choosing not to do so.
- Refusing an offer of private rented accommodation in order to get a banding on BHC.
- A statutory homeless household refusing a suitable final offer
- Collusion with landlord or family member to obtain notice to quit.

If an applicant is assessed as having worsened their housing circumstances, and they qualify to join the scheme, they will be placed into band E for a period of 12 months. An applicant can then request that their application be re-assessed after this period. All relevant facts and information available will be considered in the re-assessment process.

Stage Two – Shortlisting (See 6.1)

This assessment takes place when an applicant has bid on a property.

If more than one applicant bids on a property, they will be placed on a shortlist. The policy states how the relative priority of applicants on a shortlist will be determined.

4.1 Priority Bands

Classification: OFFICIAL

Applicants will be placed in a Priority Band, taking into account the information they have provided with their housing application. The criteria for the Bands are given in Appendix 1.

When a change of circumstances results in a change of banding to a higher band the priority date of the banding will be amended to the date of acceptance onto the new band. Should a change in circumstances result in the band being lowered the date of application will remain.

4.2 Assessment of Medical Needs

Members of the Partnership have appointed a qualified Medical Advisor whose advice may be sought when assessing whether to place an applicant in a higher priority band on medical grounds.

Applicants with serious medical problems may complete a self-assessment form. A Housing Officer will consider the information provided and make an assessment as to whether any medical priority should be awarded. In some cases the Managing Partner will seek the medical advisor's opinion before reaching a decision. They will consider the medical advisors opinion along with all other relevant information in order to determine whether a priority band should be given and also any recommendation for the type of housing required (e.g. ground floor or adapted accommodation).

If applicants have been assessed as having a medical need they will be advised of the type of property that would be considered as suitable. Bids placed by the applicant on properties not meeting the criteria recommended will not be considered for the property.

When making a decision whether to award a priority on medical grounds, the Housing Officer will look at:-

- How the current accommodation is causing or affecting the medical condition.
- How social housing would improve it.
- The severity of the effect that housing is having on the medical condition.
- The duration of the condition and any expected recovery time.
- The severity in comparison to the housing needs of other applicants.
- Whether other options are viable that could improve the situation.

Following the assessment a decision will be made whether to award a priority banding. The bandings are below:-

- **Band B “Severe”** – The current housing is having a severe impact on the applicant's (or family members) health and their health will deteriorate if the applicant is not moved to a suitable property.
- **Band C “Adverse”** – The current housing is having an adverse impact on applicant's (or family member's) health. Their health will not

deteriorate in current accommodation, but the adverse impact will be reduced if the applicant moves to more suitable accommodation.

An applicant has a right to request a review of a decision not to award medical priority. Following the outcome of that review, the Managing Partner will not undertake any further assessment for 12 months unless there is a significant change in circumstances.

Applicants who have been awarded a medical priority to take into account difficulty with stairs and the need for ground floor accommodation will not usually be considered for a property with either internal or external stairs unless there are appropriate adaptations in place.

Medical bandings will not be awarded to those households in temporary accommodation provided by the District Council in pursuance of their homelessness duty. Any request for a review of suitability of temporary accommodation will be dealt with outside of the Bucks Home Choice Allocation Policy and via the current homelessness legislation.

4.3 Assessment of welfare needs

Some applicants may need to move on welfare grounds that are not related to a medical condition.

It is not possible to state all the circumstances that will justify Reasonable Preference on welfare grounds, and each case will be assessed individually. A panel of officers of the Managing Partner will assess each application, and will record their decisions to ensure equality and consistency is maintained.

The panel will comprise of at least two senior officers of the Managing Partner who will consider the following factors to ensure consistency when assessing welfare cases:

- Is the applicant's current housing situation having an adverse effect on their welfare?
- If so, can the adverse effect on the applicant's welfare be resolved without the need to move?
- If the adverse effect cannot be resolved in the applicant's current housing situation, can it be resolved by re-housing elsewhere? (Consideration will be given by the panel to ensure that, where there is a risk to the applicant's safety and well-being, any move will reduce that risk. This may require a move away from the applicant's current district).
- Will the applicant suffer hardship if they do not move to a particular location in the local authority district? (Where an applicant is applying to move to live near a relative to give/receive support, the panel will consider if there is evidence to support the application. These may include confirmation from support services, evidence of carers Allowance and any other information that the Partnership feels is relevant to the application).

In the event that the panel accepts that:

- An applicant needs to move on welfare grounds, but
- The Bucks Home Choice scheme cannot deliver a suitable move (e.g. because the applicant needs to move out of the partnership area).

The Managing Partner will liaise with the applicant and relevant agencies to identify a suitable course of action to address the welfare needs.

4.4 Reviewing of Welfare and Medical Priority Banding

The Managing Partner reserves the right to review the applicant's priority banding on an appropriate periodic basis. Applicants are expected to be actively looking for and bidding on available properties on Bucks Home Choice. In certain circumstances the Partnership may make a direct allocation of an appropriate property. Any reviews will take into account bids that have been made by an applicant, offers made and refused, along with the particular circumstances of the case.

If an applicant has been placed in Priority Band A (Welfare) or B or C (Medical grounds) and has failed to bid for any properties or accept a direct offer of accommodation, the Partnership reserves the right to review the Priority Band.

In conducting the review the Managing Partner will take into consideration the following:

- Have there been any properties advertised that would have met the applicant's needs?
- If so did the applicant apply for them?
- Why were the bids unsuccessful?
- Did the applicant receive appropriate support in accessing the bidding cycle?
- Are the applicant's circumstances the same?

On completion of the review a decision will be made whether the priority banding continues to apply. This may result in the application being removed where, without this priority banding, they would not otherwise qualify to join the housing register.

5. How properties will be advertised and let

5.1 How properties will be advertised

Properties will be advertised weekly in a variety of formats and locations.

- On the Bucks Home Choice website
- In the offices of members of the Partnership

- Personalised property lists may be posted to applicants who are housebound or cannot use any of the other methods

The Partnership may choose to vary the timing of the cycle for advertising properties. Any such variation will be subject to the agreement of all partners.

5.2 Advertising criteria

Each property advert will have information on the location, size and type of Property and any criteria that applicants must satisfy in order to be eligible for shortlisting.

Some properties may have letting restrictions for example no pets or age restrictions

Priority for family sized accommodation of two bedrooms or more with access to a garden will be given to households with children under the age of 16 unless medical evidence of the need for a property with a garden exists.

Properties that have two reception rooms may be considered as having an additional bedroom to assist where necessary with housing larger families where larger accommodation is not available.

Any restrictions will be explained in the advert and applicants who do not meet the criteria will not be nominated for the property.

5.3 Properties advertised within the District Council areas

An applicant will only be able to bid for a property that is:

- Advertised via a Partner where the applicant has a local connection with the Partners' district or,

Advertised across the Partnership and is available to all Bucks Home Choice applicants who require the size and type of property concerned (regardless of which District(s) the applicant has a local connection with).

5.4 Properties advertised across the Partnership

One of the aims of Bucks Home Choice is to enable some applicants to move within the Partnership. In order to achieve this, properties that do not have a high local demand will be advertised as being available for any applicants who are registered with Bucks Home Choice, regardless of the District(s) with which they have a local connection.

The Partnership will monitor how many properties are advertised, and how many are let in this way. It will also monitor how many properties are let to applicants who do not have a local connection. This monitoring will enable the Partnership to assess whether applicants are finding some flexibility in

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where they can choose to live, whilst ensuring that the District Councils continue to be able to meet their Statutory Duties.

Where a property has been advertised for three advertising cycles and the property has received no appropriate bids the Partnership reserve the right to consider allocation of the property to people outside of the Bucks Home Choice scheme.

5.5 Size and type of property for which applicants are eligible

In order to make the best use of the available housing stock, it is essential to let properties to those who need that size and type of property to:

- Avoid creating overcrowding or under-occupation when letting a property
- House families with children under the age of 16 into properties with gardens.
- Minimise the risk of the applicant being unable to afford rent payments on the property that is being let
- Prioritise large families with four or more children for properties with two reception rooms

When deciding the size and type of property that an applicant is entitled to bid for, the Bedroom Standard will normally be used as 1 bedroom for each of the following:

- a) Adult or adult couple
- b) Two children of the same sex aged under 18
- c) Two children of different sexes when the eldest is aged under 10
- d) Any other child

More information is available in Appendix 2.

In exceptional circumstances the Senior Housing Officer may exercise discretion in deviating from the Bedroom Standard. In all cases applicants will need to demonstrate the property is affordable at the time of offer. Examples are:

- Where applicants require larger accommodation on health grounds, the Senior Housing Officer will consider this on a case by case basis, taking into account the advice of a qualified medical advisor appointed by the Partnership.
- Where there is little or no demand for a particular property.
- Where the applicant has been approved as a foster carer by Buckinghamshire County Council, and so will need a larger property than normally required by the household.
- Where the applicant or a member of the household needs the support of a carer who will need to sleep in the home and cannot reasonably be expected to share a bedroom with another member of the household. (See section 3.3)

5.6 How applicants bid on a property

Applicants may bid on up to three properties for which they are entitled in any one advertising cycle, this can be done;

- On the Bucks Home Choice website
- In person at one of the Partnership's Customer Service Centre
- Telephone bidding by contacting relevant partner

Applicants who find it difficult to bid may ask an advocate or support worker to do so on their behalf. Help will also be available via the Partners and special arrangements will be made for vulnerable applicants who are unable to bid without help.

It is not possible for an applicant to view a property before making a bid.

6. Prioritising and Lettings

6.1 Determining priority between shortlisted applicants

Where more than one applicant bids on a property, they will be placed on a shortlist. Any applicant who bids on a property where they do not satisfy the advertised criteria will not be included on the shortlist. The reasons for this could include, but not be exclusive to, the following:

- a) The applicant's household size does not meet the Bedroom Standard.
- b) The applicant does not satisfy the age limit or mobility level as advertised.
- c) Has failed to meet any other advertising criteria.

The details of how applicants are awarded a Priority Band are given in Appendix 1.

For each property the applicants' bids will be ranked in the following order:-

- a) Local Connection
- b) Priority Band (Band A applicants will have a higher priority than Band B, and so on)
- c) Date of priority Banding
- d) Date of Registration

If the applicant with the highest priority on a shortlist refuses the offer, the property will then be offered to the next applicant on the shortlist. Age limited restrictions will be clearly indicated in the advert, if the applicant does not meet the specified restrictions, any bid placed on such a property will not be considered.

It should also be noted that:-

- a) If an applicant bids for a property and has rent arrears, then the bid will not be accepted and the application will be placed into a band E until the arrears have been cleared (see section 2.3.4). Once the arrears are cleared the application will be re-assessed and a banding awarded. The banding date will take effect from the date of the re-banding.
- b) Some advertised properties may be subject to a Local Lettings Policy (see section 6.2)
- c) The prioritisation of short-listed applicants will be based on the priority banding of each applicant as it stood at the point when the advert cycle closed.
- d) The prioritisation and allocation process will take account of any additional criteria set down by the landlord for the occupation of the property. Where a property has specific adaptations (e.g. wheelchair access, ramps, level access shower), priority will be given to applicants who require the adaptation in the property.

The District Councils do not own any housing stock and will make nominations to the Registered Provider who is advertising the vacancy. On some occasions nominations may be refused by the Registered Provider as they will have their own Allocations Policy which may differ from Bucks Home Choice.

In most cases the Registered Providers will undertake a financial assessment of your finances to ensure that you can afford the property before making you an offer of affordable accommodation.

6.2 Local Lettings Policies

Section 166A(6) of the 1996 Act enables housing authorities to allocate particular accommodation to people of a particular description, whether or not they fall within the Reasonable Preference categories.

Local Lettings Policies may be used to achieve a wide variety of housing management and other housing policy objectives. So for example, Local Lettings Policies may be used to lower the proportion of older children/young adults on an estate to reduce the incidences of anti-social behaviour; or to deal with concentrations of deprivation by setting aside a proportion of vacancies for applicants who are in employment.

Local Lettings Schemes (LLS) will be designated by Registered Provider's following detailed consultation with the relevant District Council and an assessment on the impact of a LLS. Once agreed these schemes will have their own allocation criteria. LLS will be put in place for a specific area or estate and will be set up in response to particular local circumstances. The aim of LLS is to work towards more balance within local communities to result in outcomes that reflect the wider community and address issues such as child density and the proportion of households in employment in one area or estate.

Working towards more balanced communities may mean a housing mix of:

- Different household types/client groups
- Households of different ages and/or with children of different ages
- People who are in paid employment and those who are not in paid employment
- Families which have one child and those that have two children.

The precise approach to be adopted will reflect the particular problems/issues of an area, estate or development of new build properties.

From time to time a member of the Partnership may adopt a Local Lettings Policy that will apply to a proportion of the properties that it advertises. All such local lettings policies will be published on the Bucks Home Choice website and will be available by request. The Local Lettings Policy will state clearly the justification for its adoption and operation.

In some cases, a housing scheme may be subject to planning conditions that restrict who is permitted to occupy the accommodation (e.g. a rural housing scheme where occupancy is limited to people with a local connection).

When a property is subject to a Local Lettings Policy or planning conditions, the advertisement will state the restrictions and which applicants are permitted to bid.

6.3 Direct allocations

In certain circumstances members of the Partnership reserve the right not to advertise a property and allocate it directly to an applicant, or to allocate a property that has been advertised directly to an applicant. The following are examples of circumstances where a direct allocation may be made.

- a) Where a person has been assessed as needing an urgent move as a result of violence or threats of violence or through the National Witness Protection Service.
- b) Where a sensitive letting has to be made, for example for a vulnerable person, or a sex or violent offender and is subject to MAPPA., or to deal with a severe housing management problem, where the Council considers that a direct allocation is more appropriate than requiring or allowing the applicant to bid on a property.
- c) Where the applicant is a homeless person and the Council has accepted a full Housing Duty under Section 193 of Part 7 (Homelessness) of the Housing Act 1996 and the applicant has failed to regularly participate in bidding for properties which the District Council in question considers suitable. This means that applicants should bid for the maximum permitted (and available) properties regardless of the property type (for example flats/houses).
- d) Where an applicant demonstrated an urgent need to move due to serious imminent personal risk or severe harassment.
- e) Where the applicant is a homeless person where the Council has accepted a full housing duty under Section 193 of Part 7

(Homelessness) of the Housing Act 1996 and the applicant is:

- in temporary accommodation,
 - has bid on a property or properties,
 - has not been successful, and
 - there is a strategic need to move that applicant from the temporary accommodation to make way for another homeless applicant.
- f) Where a property is identified as having adaptations or suitable adaptations a Direct Allocation may be made.

In c) and e) above, if the applicant is in accommodation secured under Section 193 of the Housing Act 1996 and the applicant refuses a suitable offer of accommodation then the District Council that is securing the accommodation under Section 193 will discharge its duty and will take possession proceedings to bring an end to the accommodation. When making a direct allocation, the preferences of the applicant will be taken into account as far as possible.

6.4 Applicants subject to duty under Section 193 of Housing Act 1996 (Homelessness)

Where a Bucks Home Choice applicant has also made an application for assistance to the District Council under Part 7 (Homelessness) of the Housing Act 1996 then the priority awarded to the applicant will be based solely on the status of their homelessness application in accordance with the relevant category set down in the Priority Bands in Appendix 1.

In these cases, the assessment of the priority band will not consider any factors set down in the other Reasonable Preference categories. Any issues relating to the suitability of the applicant's temporary accommodation will be addressed by the relevant District Council in accordance with the requirements of Part 7 of the housing Act 1996 and the associated guidance.

Further details of specific arrangements for applicants who have also submitted an application for homelessness assistance are set down below.

6.4.1 Priority Banding of applicants deemed to be subject to duty under Section 193 of Housing Act 1996 (Duty to persons with priority need who are not homeless intentionally)

Where a Bucks Home Choice applicant:

- has also made an application for assistance to the District Council under Part 7 (Homelessness) of the Housing Act 1996 and
- has been deemed to be eligible for the duty under Section 193 of the Housing Act 1996 (Duty to persons with priority need who are not homeless intentionally),

then the applicant will be placed in Priority Band D in order to give the applicant a reasonable opportunity of securing suitable long term settled accommodation.

6.4.2 Re-assessment of Priority Banding when applicant ceases to be subject to duty under Section 193 of the Housing Act 1996

If the District Council ceases to be subject to a duty under Section 193 of the Housing Act 1996 then this will be deemed to be a change of circumstances and the applicant's qualification and priority under Bucks Home Choice application will be re-assessed accordingly.

If the reassessment finds that:

- (a) the applicant continues to qualify for Bucks Home Choice (see Section 2.3) and
- (b) the duty under Section 193 of the Housing Act 1996 ceased because the applicant:
 - (i) refused a suitable offer of accommodation that was offered in performance of the Section 193 duty,
 - (ii) voluntarily ceased to occupy accommodation that was offered in performance of the Section 193 duty,
 - (iii) has become homeless intentionally from accommodation that was offered in performance of the Section 193 duty,
 - (iv) has refused a suitable final offer of accommodation made under Part 6 of the Housing Act 1996 , or
 - (v) has refused a suitable private rented sector offer

then the Bucks Home Choice application will be re-banded and placed in Priority Band E unless the applicant has suitable accommodation in which case they will cease to qualify.

The above approach aims to assist homeless applicants by giving them reasonable priority for re-housing while also recognising the scarcity of accommodation and the need for such applicants to make full use of the assistance provided under Section 193 of the Housing Act 1996. This assistance is not available to other applicants on Bucks Home Choice and, therefore, it is expected that a homeless applicant will accept all assistance offered through the Section 193 duty in order to secure accommodation.

If an applicant fails to make use of this assistance and the duty under Section 193 ceases, then the Bucks Home Choice scheme considers that it is unfair to continue to give the applicant a high priority banding (i.e. Band D) compared to the other applicants on the scheme. Therefore, the Bucks Home Choice application will be re-banded to the lowest Priority Band, Band E.

If a homeless household has not been bidding on a regular basis the Bucks Home Choice Partners reserve the right to make bids on applicant's behalf or make a direct offer of accommodation.

6.5 Verifying and nominating an application

6.5.1 Verifying

Before any offer of accommodation is made, the Managing Partner will contact the successful applicant to verify all relevant information on their housing application. Unannounced home visits will, where appropriate, be carried out to verify applications. Applicants will be expected to provide the required documentary proof to confirm the statements on their housing application.

The purpose of this verification is to check that the details provided by the applicant are correct, and in particular to confirm that the applicant is:

- Eligible and qualify for housing under the Bucks Home Choice Allocation Policy, and
- Suitable for the size and type of property concerned (see Appendix 2), and
- Has been placed in the correct Priority Band, based on his or her circumstances (see Appendix 1).

If an applicant does not provide the necessary information or if the verification shows that the housing application is not correct the application will be suspended and a re-assessment will be made reflecting the current circumstances. This includes where the applicants rent account is not up to date and it does not meet an exception category, the offer will be withdrawn (see Paragraph 2.3.4). The next person on the shortlist will be contacted with a view to making an offer.

If the Managing Partner is unable to contact the applicant and verify circumstances within the next working day following a home visit the applicant will not be nominated for the property.

6.5.2 Nomination

If an applicant is shortlisted for a property, then the Registered Provider will contact the applicant to set down the timescales for a viewing of the property concerned and for the acceptance of any offer that is subsequently made. It is the responsibility of the applicant to attend the viewing at the stated time and to respond to the timescales set down by the Registered Provider. In the event of the applicant failing to do so, the Registered Provider will have the option to withdraw the offer of the tenancy.

In the event of the Registered Provider refusing a nomination the Partnership will require clear written reasons for the refusal. If the Partnership considers the reason for refusal as being incorrect, unjust or subjective then the Partnership will submit a written request to the Registered Provider to review their decision.

6.5.3. Withdrawal of a nomination

In very exceptional circumstances, the Registered Provider may withdraw an advert/ offer of accommodation, these circumstances may include but not be limited to:-

- Where an error has been made in the advertising criteria.
- When it has been established that the property needs extensive works.
- When the property has been advertised, but the existing tenant has withdrawn their notice.
- When the property has been advertised but withdrawn for a direct let for an urgent case.
- When the nominee does not qualify under their Allocation Policy

6.6 Temporary suspension from bidding

An applicant will be suspended from bidding on a temporary basis when:

- They are placed under offer for a property the application will be suspended until the applicant decides if they will take the property or not.
- They have accepted a property as it will be considered their housing requirements have been met. Once the property has been let to the applicant the application will be removed from Bucks Home Choice
- They have refused three offers of accommodation that they have bid on and the Partnership considered suitable for the applicant's needs. The application will be suspended for 6 months and the applicant will be advised in writing of this decision. During this period an applicant will not be permitted to bid on any advertised properties.

7. Review of decisions and complaints

7.1 Asking for a decision to be reviewed

Applicants have rights under the Act to ask for the review of a decision. The following decisions are subject to the right to request a review:

- a) The applicant's housing application has been refused on the grounds they are not eligible or qualifying person.
- b) The applicant is removed from the housing register on the grounds they are no longer eligible or qualifying person.
- c) An applicant's Priority Banding (i.e. the applicant disagrees with the banding that they have been awarded and wishes to have their banding reviewed).
- d) Any decision about the facts of a particular application which have been taken into account to assess whether an allocation should be made.
- e) Any decision to suspend an application due to the applicant having refused three offers of a tenancy (see section 6.6).

Applicants should request a review within 21 days of being notified of a decision.

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The review will be carried out by the Managing Partner that made the decision in respect of (a) to (e) above. Reviews will be carried out by a Senior Officer who was not involved in the original decision.

The applicant will be notified of the review decision in writing within a 56 day period of the review being requested.

Once a review has been completed and the applicant has been notified of the decision on review, the applicant cannot request a further review on the same decision unless there has been a factual change in his/her circumstances.

7.2 Making a complaint

Each member of the Partnership has a published procedure for customer complaints which can be found on their website or a hard copy is available upon request.

8. Monitoring and policy review

8.1 Monitoring

The Partnership will monitor the outcomes of lettings through Bucks Home Choice, to assess whether it is meeting the aims stated in section 1.3 and the Equality Statement in section 1.4.

8.2 Policy review

The results of monitoring will be used to review this Policy. Reviews will be carried out annually, but the Partnership may carry out an earlier review if monitoring shows that this is necessary.

The Policy may also be subject to minor amendments from time to time, for example, when there are changes to relevant legislation. When this is necessary, changes will be authorised by the Partnership's Senior Housing Officers or relevant Heads of Service and will be subject to the agreement of all four Managing Partners.

9. Data Protection and information sharing

9.1 Data Protection

9.1.1 All information held by the Partnership is subject to the Data Protection Legislation (including the Data Protection Act 2018 ("DPA") and the General Data Protection Regulation (EU) 2016/679 2016 ("GDPR"). Information will be used in accordance with each Managing Partner's Privacy Notice which can be found on their websites.

9.1.2 In order to deal with an application the Applicants personal data will be used and the Managing Partner will contact third parties to obtain and share information in order to comply with the statutory obligation of processing the Applicants housing and/or homelessness application.

The processing of such personal data is necessary for the partners to comply with their legal obligations under the law on housing and homelessness.

9.2 Information Sharing

9.2.1 Information about the Applicants relating to their housing options, homelessness and/or threatened homelessness may be shared with third parties including but not limited to private sector landlords, **Registered Providers**, lettings agents, health services, children, family and adult services, education services, Department of Work and Pensions, Housing Benefit and Council Tax services, the Police, prisons, probation and youth offending services, Citizens Advice and voluntary sector organisations.

9.2.2 Each Managing Partner will on an annual basis publish lettings information including the age, sex, ethnicity and nationality of applicants and new tenants. This information will be statistical only and will not identify individual applications or tenants.

9.3 Councillor or MP enquiries on behalf of Applicants.

9.3.1 The Managing Partner will give its Councillors and MPs personal data about the Applicant if the Applicant asks it to or if the Councillor or MP reasonably needs it to carry out their duties, but the Councillor and/or MP must not use it for other purposes.

9.4 Enquiries made on behalf of applicants by an advocate organization.

Where an enquiry is received by an advocate/ organisation on your behalf, the District Council may release your “personal data” in response to their queries; this may include information on your age, marital status, housing history, household type, economic status, benefits, income, support services received and medical history.

A Managing Partner will only release information and discuss an applicant's case with an advocate agency if the applicant has given written consent to do. The applicant will be asked to sign a data release consent form.

APPENDIX 1 *Priority Bands*

This Policy assesses the relative priority of Bucks Home Choice applicants by placing them in a Priority Band that best reflects the applicant's current housing circumstances and level of housing need.

The Priority Bands take account of the requirement of Section 166A (3) of the Housing Act 1996 which states that a local housing authority's allocation scheme must be framed so as to secure that Reasonable Preference is given to the categories of household listed in Appendix 3 of this policy.

The Priority Bands are listed below.

Band A
<ol style="list-style-type: none"> 1. Applicants or a member of his or her household who are living within one of the Partnership Districts and have demonstrated an urgent need to move due to serious imminent personal risk or severe harassment and rehousing is the only option. The Partnership reserves the right to make a Direct Let of accommodation. As determined by a Senior Officer. 2. Applicant or a member of his or her household whose health or disability is so severely affected that they physically cannot access their current home and/or essential facilities within their current home and it is not possible for adaptations to be carried out to the property to provide this access. 3. Applicants who cannot leave hospital because they have no suitable accommodation elsewhere and require specially adapted accommodation. 4. Social Housing tenants with a Registered Provider within the Bucks Home Choice Partnership area who are under-occupying family accommodation and are wishing to downsize to a suitable size property as set down in appendix 2. 5. Families living in accommodation where there are two or more bedrooms short or the property is statutory overcrowded. 6. Social Housing tenants within the Partnership area with a Registered Provider and are living in a property that has been built or adapted for a person with a disability and this is no longer needed. 7. Applicants as assessed by the Safeguarding Board and a more suitable property is essential to reduce the risk.

Band B

1. Applicants living in supported housing who have been nominated to the Housing Register as being ready for move on and where there is an agreed move on protocol in place between the landlord/support provider and the District Council with which the applicant is registered.
2. Applicants who are due to leave care of the Children and Families services (Aftercare Team) and who are ready for independent living. Priority band B will only be awarded where the move is being undertaken in accordance with the Buckinghamshire Leaving Care Protocol between Bucks County Council, Aylesbury Vale, Chiltern, South Bucks and Wycombe District Councils'.
3. Applicants who need to move on medical grounds because their current home is having a severe impact on the health of a member of the household and re-housing to more suitable accommodation will help to reduce this impact and his/her health will deteriorate if the household is not moved to more suitable accommodation. Priority band B will only apply where the applicant is bidding on properties that will reduce the impact on the health of the member of the households.
4. Households living in accommodation where the household is lacking one bedroom.
5. Living in insanitary or unsatisfactory conditions which would include properties affected by lack of amenities or services, severe damp. Major structural defects, flooding, collapse of roof or statutory nuisance and the conditions cannot be rectified within a reasonable period. As assessed by the partner district council against the relevant legislation including housing standards and relevant safety rating systems.

Band C

1. Applicants that need to move on welfare grounds as agreed by the Bucks Home Choice Partnership. Applicants who need to move on medical grounds because their current home is having an adverse impact on the health of a member of his or her current accommodation and their health will not deteriorate in their current accommodation but the adverse impact will be significantly reduced with a move to more suitable accommodation. The recommendation of the medical advisor may be taken into consideration when deciding what level to priority to award and the type of accommodation necessary to alleviate the impact.
2. Applicants who may need assistance in finding their own accommodation such as adults with a learning disability/ mental health grounds who are ready to leave the family home and who are currently receiving a care package/support package from Bucks CC.
3. Families living within another household where there is sufficient bedrooms to accommodate both families e.g. adult children with their own families living in the parental home
4. Armed Forces applicants who have been discharged due to serious injury in the past five years

Band D

1. Applicants who are subject to the main housing duty S193(2) under the Housing Act 1996 Part VII and have been accepted as homeless, in priority need and unintentionally so by:-
 Aylesbury Vale District Council
 Chiltern District Council
 South Bucks District Council
 Wycombe District Council
2. Singles/Couple with no dependent children sharing where there is no overcrowding. (For the purpose of this policy sharing accommodation means sharing the use of the kitchen, bathroom and toilet facilities)
3. Singles/Couples who are living in HMOs (House in Multiple Occupation). (For the purposes of this policy, a HMO is a building which is lived in by more than one separate household who share basic facilities such as kitchen, bathroom or a toilet. People are treated as being part of the same household if they are related to each other (family members) or live together as a couple)
4. Sofa surfers, single person households without a fixed address who rely upon friends and family for accommodation for limited periods (also known as Sofa Surfers) and verified rough sleepers. (Verified by the Council's partner agencies)
5. Singles or couples who are over 55 and seeking designated aged persons accommodation for persons 55 and over and whose circumstances do not fall into bands A-C and do not hold any form of social housing tenancy within the partnership.
6. Applicants living in Supported Housing who do not qualify under a

move on protocol.

7. Applicants who are in care of Children and Families who wish to register prior to being 18 under the Buckinghamshire Leaving Care Protocol.
8. Applicants who are serving in the armed forces (or have served in the armed forces with the five year period immediately preceding their Bucks Home Choice Application) and who do not satisfy any of the Reasonable Preference categories listed in Appendix 3.
9. Applicants who have recently left ministry of defence accommodation because of the death of a spouse, who served in the regular force and whose circumstances do not fall in Priority Bands A,B or C.

Band E

1. Applicants who are homeless within the meaning of Part VII of the Housing Act 1996 and who have been assessed as being owed a relief duty by one of the members of the partnership.
2. Applicants who are homeless within the meaning of Part VII of the Housing Act 1996 and who have been assessed as being owed a prevention duty by one of the members of the partnership(unless a higher priority banding applies).
3. Applicants who have applied for assistance to one of the four District Councils' belonging to the Bucks Home Choice Partnership under Part VII of the Housing Act 1996 where the Council has reached a decision that they are homeless and in priority need but have been determined to be homeless intentionally s191(3).
4. Applicants who have applied for assistance to one of the four District Councils' belonging to the Bucks Home Choice Partnership under Part VII of the Housing Act 1996 where the Council has reached a decision that they are homeless but not in priority need.
5. Applicants who have applied for assistance to one of the four District Councils' belonging to the Bucks Home Choice Partnership under Part VII of the Housing Act 1996 and have ceased to be subject to a duty under S193 and who meet the circumstances set down in 6.4.2
6. Applicants who have been assessed as having worsened their circumstances.
7. Applicants who are subject to Reasonable Preference under Section 166A(3) of the Housing Act 1996 (see Appendix 3) and who fall within one of the classes of person listed in Section 2.3B of the Policy (i.e. applicants who are deemed not to qualify for the Bucks Home Choice scheme unless they are deemed to have a Reasonable Preference)
8. Applicants accepted under the Right to Move (see Paragraph 3.4)

Appendix 2

Bedroom Standard and Type of Accommodation

When deciding the size of property for which applicants will be eligible, the following Bedroom Standard will be used.

Bedroom Standard				
Household Size	Number of bedrooms			
	1 *	2	3	4
Single Person	✓			
Couple wishing to live together	✓			
In exceptional cases e.g. where there are care needs adult siblings wishing to live together		✓		
Parent(s) with one child		✓		
Parent(s) with two children of the same sex both aged under 18 years		✓		
Parent(s) with two children of opposite sex both aged under 10 years		✓		
Parent(s) with two children of the same sex and the oldest is aged 18 years or more			✓	
Parent(s) with two children of opposite sex where the older child is aged 10 years or over			✓	

Parents with three children where two children can share (because they are (i) same sex both under 18 or (ii) different sex both under 10)			✓	
Parents with four children where it is possible for two pairs of children to each share a bedroom (because they are (i) same sex both under 18 or (ii) different sex both under 10)			✓	
Parents with three children where none of which can share (same sex over 18 or different sex over 10)				✓
Parents with four children where only two can share (same sex both under 18, or different sex both under 10)				✓
Parents with five or more children				✓

*For the purposes of this policy a bedsit/studio is considered suitable for either a single person or a couple.

In all cases, where children meet the criteria to share a bedroom, the applicant will only be considered for a property which meets the families need, based on the above bedroom standard.

- When deciding whether an applicant and his or her household is under-occupying accommodation, or lacks one or more bedrooms, the lower number of bedrooms shown against each size of household will be used as the “standard” number of bedrooms required. For example, a family with two children who is living in a relative’s home and has the use of one bedroom will be deemed to lack one bedroom.

Where a bedroom can accommodate bed/beds in line with Housing Benefit rules, this is deemed adequate. There may be exceptions to this i.e. Sloping ceiling under stair or eaves, where it may be relevant to reconsider.

A bedroom being used for storage will still be considered to be available as a bedroom

Where a property has two reception rooms it may be considered that one of the reception rooms can be used as a bedroom.

Type of accommodation

- Age restricted housing will normally be available for applicants over 55.

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- Accommodation that is designated as supported housing will be available only for applicants who are eligible for that particular accommodation. For example, some supported housing is provided exclusively for people with learning difficulties, or for young people leaving care.

Where accommodation is available only for applicants who satisfy such special criteria, this will be made clear in the advertisement of the property

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Appendix 3 Reasonable Preference

The Housing Act 1996 requires that the Bucks Home Choice scheme must give Reasonable Preference to certain groups of people.

The Reasonable Preference groups are listed in Section 166A (3) of the Housing Act 1996 as follows:

- People who are homeless (within the meaning of Part 7 (Homelessness) of the Housing Act);
- People who are owed a duty by any local housing authority under Part 7 (Homelessness) of the Housing Act 1996 because they are:
 - Homeless and in priority need but homeless intentionally;
 - Homeless and in priority need and not intentionally homeless;
 - Threatened with homelessness and in priority need and not intentionally homeless;
 - Not intentionally homeless but not in priority need;
- People occupying insanitary or overcrowded housing or otherwise living in unsatisfactory housing conditions.
- People who need to move on medical or welfare grounds (including grounds relating to disability).
- People who need to move to a particular locality in the district of the authority, where failure to meet that need would cause hardship to themselves or others.

The specific categories in the Priority Need bandings (see Appendix 1) take account of these Reasonable Preference categories. However, in deciding how one applicant should be prioritized compared to another with similar needs, the Bucks Home Choice scheme will also take account of factors such as local connection, behaviour and the financial resources available to each applicant.

For example, an applicant who;

- (i) falls into one of the Reasonable Preference categories and
 - (ii) who has a local connection to the Managing Partner's district
- will be placed in a higher priority band than an applicant with similar needs who does not have a local connection.

Further information on the qualification and prioritising of applicants can be found in Section 2 of this Policy

Appendix 4

Explanation of the terms used in this policy	
Applicant	The term “applicant” includes single people and couples.
Household	The term “household” includes all eligible adults and dependent children included in the applicant’s application. Short term sharing arrangements or temporary part time arrangements will not normally be classified as a household member (see Section 3.3)
Reasonable Preference category	. See Appendix 3.
The Act	The Housing Act 1996 as amended
Child	A person under 16
Housing Register	A database of applicants for Bucks Home Choice
Change of Circumstances	A change in household circumstances (e.g. address/accommodation, addition of an adult household member) that may affect BHC qualification and/or priority banding
Registered Provider	A private non-profit making body that is registered and regulated by Government to provide and manage affordable housing (also known as a Housing Association)
Definition of Social and Affordable Housing	Affordable housing is social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market.

Appendix 5

Policies

In accordance with Section 166A (12) of the Housing Act 1996, the Bucks Home Choice Allocation Policy has been prepared with regard to the following Strategies:

Bucks Tenancy Strategy (Adopted January 2013)

Aylesbury Vale District Council Housing and Homelessness Strategy 2014-2017

Chiltern and District Council and South Bucks District Council Joint Housing Strategy (Affordable Housing and Homelessness) 2018-2021

Wycombe District Council Homelessness Strategy 2014-2019

Appendix 2– Bucks Home Choice – Review of Allocations Policy

Summary of key revisions to the Policy

Para	Proposed Revision	Reasons
2.3A 2.3B	Additional categories of non-qualifying persons	<p>This will exclude persons who:</p> <ul style="list-style-type: none"> -have sufficient available resources to secure their own accommodation privately -have previously owned their own home and disposed of the capital from any sale without making other housing arrangements -have previously been social housing tenants and exercised the right to buy or right to acquire -have outstanding housing related debt with the local authority <p><i>This will not apply if the applicant deemed to fall into one of the statutory reasonable preference categories (S. 166A(3) of Housing Act 1996)</i></p>
2.3.3	Amendments to local connection criteria	<p>This continues the current requirement that applicants must have a local connection of at least 2 years residence or employment in district (and clarifies how any periods of absence or change of jobs are taken into account in assessing this). It will meet statutory and legal requirements by formally adding the following to the list of those persons exempted from local connection requirements:</p> <ul style="list-style-type: none"> -persons who meet the national Right To Move criteria (i.e. social housing tenant needing to move areas to take up work) and -persons who fall into one of the statutory “reasonable preference” categories.
2.3.4	Remove exemption for owner occupiers who are aged 55 or more and are seeking accommodation specifically designated for persons aged 55 or more	<p>This is a response to the experience of some allocations under the existing policy which has seen owner occupiers selling their accommodation and then moving into age designated or sheltered schemes. This is not considered an appropriate use of social housing tenancies which should be targeted at persons who cannot secure accommodation on the private market.</p> <p><i>This will not apply if the applicant is deemed to fall into one of the statutory reasonable preference categories (S. 166A(3) of Housing Act 1996)</i></p>

2.3.5	Tightening of restrictions on applicants how have current or previous rent arrears	This is intended to ensure that applicants must clear any rent arrears in full before being prioritised for re-housing (with exceptions allowed for cases of hardship or other mitigating circumstances)
3.3	Clearer guidance on who can be included in a Bucks Home Choice application	Where a household with adult children is re-housed via Bucks Home Choice, there is a risk that the accommodation soon becomes under-occupied because the adult children move on. The policy revision will mean that adult children aged over 18 will not normally be considered as part of the household making an application. There will be exceptions in cases of adult children with support needs etc. Siblings of the same sex will be expected to share a bedroom until the older sibling reaches 18 years of age.
3.4	Additional paragraph on "Right to Move"	This has now been formally included to meet the requirements of the national "Right to Move" scheme which supports social housing tenants to re-locate when they obtain employment in other areas.
4.2	Expansion of section on "Assessment of Medical Needs"	This clarifies that applicants requiring level access accommodation will not normally be considered for properties with internal or external stairs.
5.2	Expansion of section on "Advertising Criteria"	This gives added guidance on ensuring that we make the best use of family sized accommodation by: <ul style="list-style-type: none"> - prioritising properties with gardens for those with younger children and - allowing that in larger properties (with two reception rooms) one of the reception rooms can be used as a bedroom

6.1	Expansion of section on “Determining priority between shortlisted applicants”	This now includes additional wording to clarify that the Registered Provider landlords may also apply their own assessment and qualification criteria to a potential tenant when receiving a nomination via the scheme
6.4	Amendment to section dealing with applicants who are subject to the Council’s statutory homelessness duties (Part 7 of the Housing Act 1996)	This is being amended to reflect the changes in the Council’s homelessness duties introduced by the Homelessness Reduction Act 2017. The revision is intended to ensure that homeless persons receive a reasonable preference under the Allocations Policy but that this does not outweigh the level of priority awarded to other applicants with different housing needs (e.g. living at home with family). This will support the Council in providing advice and assistance to applicants who may be facing homelessness and avoid a situation where a person may feel that they will be in a better position on the Bucks Home Choice scheme if they become homeless (rather than working with the Council to remain where they are or make other housing arrangements).
App	Appendix 1- Amendments and additions to Priority Bands (Note – There are currently 4 Priority Bands – from the highest priority Band A to the lowest priority Band D)	<p>The main changes are:</p> <ul style="list-style-type: none"> -Applicants who are severely overcrowded (any tenure) or who are under-occupying social housing have been moved from Band B to the highest Band A. This improves the chances of severely overcrowded household securing a social housing tenancy (rather than become homeless) and increase the prospect of under-occupiers being able to downsize. - Applicants living in insanitary conditions or significant disrepair have been moved from Band C to Band B (if the problems cannot be rectified). Again this improves the prospect of securing another tenancy rather than becoming homeless because the problem persists in the long term. -Applicants with care needs who are ready to move on with care and support packages are in Band B and C (depending on the individual circumstances)

	<p>Appendix 1- Amendments and additions to Priority Bands (continued)</p>	<ul style="list-style-type: none"> - Homeless households (including those in temporary accommodation) are now banded as Band D and Band E (see Reasons column for paragraph 6.4 for further explanation) - An additional Band E has been added which will become the lowest Priority Band. This will allow the scheme to meet the requirements of the new Homelessness Reduction Act 2017 by allowing the registration of households subject to the relief duty and other households who have been deemed non-priority, intentionally homeless etc. - The additional Band E will also allow the scheme to meet the statutory requirements to register non-local connection Right to Move and “reasonable preference” applicants while ensuring that they are not awarded a higher priority than applicants who do have a local connection
	<p>Appendix 2 – Bedroom Standard and Type of Accommodation</p>	<p>Siblings of the same sex will be expected to share a bedroom until the older sibling reaches 18 years of age (this is 16 years of age in the current policy)</p>

**CHILTERN DISTRICT COUNCIL
SOUTH BUCKS DISTRICT COUNCIL**

MINUTES of the Meeting of the
CHILTERN & SOUTH BUCKS JOINT COMMITTEE
held on **13 FEBRUARY 2019**

PRESENT: Councillor N Naylor - Chairman
I Darby - Vice Chairman

Councillors: P Martin
M Smith
F Wilson
E Walsh
B Gibbs
P Hogan
J Read
D Smith
L Sullivan

APOLOGIES FOR ABSENCE were received from Councillor M Stannard

20 MINUTES

The minutes of the Joint Committee held on 10 October 2018 were approved and signed by the Chairman as a correct record.

21 DECLARATIONS OF INTEREST

There were no declarations of interest.

22 CUSTOMER EXPERIENCE PROGRAMME PROGRESS REPORT

Members received a progress report on the customer experience programme and the plans to implement the aims of the customer experience strategy. The report was considered by the Joint Overview and Scrutiny Committee on 21 January 2019. The following key points were highlighted:

- The programme was well into phase 1.
- Meetings were being held with GOSS twice weekly to look at the progress of all projects.
- All online forms for the services in phase 1 had been designed.
- Positive feedback had been received from the services in phase 1 in relation to the online forms that had been developed in conjunction with the services.

- On 13 February 2019, work began on the design of the customer and Councillor accounts.
- Some of the work undertaken on telephony had been shared with the Customer Services Member Working Group on 11 February 2019.
- Website migration to the cloud was progressing well and the website was due to go live at the end of the month. In addition, work had commenced to improve the look and accessibility of the website, as well as the search facility.
- The process of moving to unitary governance has meant that the Revenues and Benefits Service will not be adopting a joint system ahead of the formation of the new authority.
- The 'go live' dates have been set for the phase 1 services, beginning with the Waste Service on 20 May 2019.
- Members of the respective Customer Services PAGs at their next meetings would receive a demo of the customer account and online forms. It was suggested that an all Member session also be arranged, and that the session details be provided in the weekly Members Bulletin.

A question was asked as to whether the universal credit roll out was affecting the Revenues and Benefits Service. It was noted that although universal credit was not delivered by the district councils, it did impact customers for instance those applying for council tax support. The Head of Customer Services was looking to arrange an awareness session or briefing on universal credit for Members and will consult on this with the Department of Work and Pensions.

RESOLVED:

That the progress made to date be noted.

23 ICT STRATEGY PROGRESS REPORT

Members received a report on the progress of the ICT strategy. It was noted that the report was also considered by Members of the Joint Overview and Scrutiny Committee on 21 January 2019. The following key points were highlighted:

- Some of the current ICT products were expected to reach end of life in 2020.
- It was expected that the move to cloud technology could generate savings.
- The overarching strategy of moving to cloud delivery of ICT services was one accepted and starting to be implemented by all Bucks authorities.
- The Business Support team does not currently have the expertise or capacity to deliver the cloud projects without help. PowerOn has a

proven track record in helping local authorities deliver cloud migrations successfully.

Members expressed their thanks to the Head of Business Support and Business Support team for their work on the project.

A question was asked as to whether working with Wycombe District Council to deliver cloud migration would help the Councils to make savings, and it was advised that this would not be the case as the Councils were at different stages of cloud migration.

RESOLVED:

- 1. that the initiation of the projects to move the Councils ICT desktop services and infrastructure estate to Microsoft's Azure cloud be approved;**
- 2. that the selection of PowerOn through the CCS G-Cloud framework to provide professional services to deliver these cloud migration projects be approved; and**
- 3. that expenditure of £199,749 from the reserve earmarked for transformation projects to cover the cost of moving the Councils ICT estate to cloud based technology be authorised.**

24 WORK PROGRAMME

RESOLVED:

That the work programme be noted.

The meeting ended at 6.24 pm

**AYLESBURY VALE DISTRICT COUNCIL
CHILTERN DISTRICT COUNCIL
WYCOMBE DISTRICT COUNCIL**

MINUTES of the Meeting of the
**AYLESBURY VALE, CHILTERN AND WYCOMBE DISTRICTS CREMATORIA
JOINT COMMITTEE**
held on **23 JANUARY 2019**

PRESENT: Councillor M Smith - Chairman
H Mordue - Vice Chairman

Councillors: D Barnes

APOLOGIES FOR ABSENCE were received from Councillors P Martin, G Peart and J Ward

74 DECLARATIONS OF INTEREST

There were no declarations of interest.

75 MINUTES

The minutes of the Joint Committee held on 26 September 2018 were approved and signed by the Chairman as a correct record.

76 FEES AND CHARGES

The Joint Committee received a report which asked Members to determine the fees and charges to come into effect from 1 April 2019. The Director of Resources reported that an across the board increase of 3% (other than the recommended cremation fee increase of 5.8%) had been applied and rounded up to 50p for most other fees where relevant and dependent on size. It was proposed that the cremation fees for Chilterns and Bierton were the same for administration efficiency. The table in the report illustrated that Chilterns Crematorium basic fee was lower than most of the surrounding crematoria. The Amersham Crematorium was also one of the busiest in the Country. Members needed to be mindful of the long term funding requirements of the Capital Programme and future strategic developments when agreeing the fee level.

Members supported the recommendation including increasing the cremation fee to £630 as the fee was still likely to remain lower than most of the surrounding crematoria and represented good value for money.

RESOLVED:

That the fees and charges as shown in Appendix 1 and in particular the level of the main adult cremation fee of £630 for both crematoria be approved.

77 CREMATORIUM STAFFING

The Joint Committee considered a report which sought approval for an additional full time clerical assistant. The Superintendent and Registrar reported that the office was the most sensitive part of the business in terms of the direct impact of increases in workload and that staffing levels had not changed over a decade, during which time customer service demand had continued to increase. Workloads were expected to decrease with the new death certification system which would have resulted in the end of the Crematorium Medical Referees, however this had been delayed by the Ministry of Justice. Workloads would also be impacted with the opening of the new Birtton Crematorium. Members were informed that, with the exception of the Senior Administrator, all office staff were part time to provide maximum flexibility. However, with the increase in workload it would be an advantage to the full running of the business to have a full time presence in the main Chiltern office in addition to the Senior Administrator.

In response to a question, the Superintendent and Registrar reported that there were 2 part time clerical assistants at Birtton amounting to 1 FTE. However, it was the Chiltern Office which was currently understaffed, and which was expected to be the main centre of the Crematoria service. The current additional cost was £24,308.

RESOLVED:

That approval be given to appoint an additional full time clerical assistant.

78 MEDIUM TERM FINANCIAL STRATEGY

The Joint Committee received a report on the Medium Term Financial Strategy on the maintenance and operation of the existing facility at Amersham and the impact of the new crematorium being opened at Birtton. The Director of Resources reported that income figures had been calculated assuming 3,000 cremations, despite the new crematorium opening at Watermead in 2019. At Birtton income figures had been calculated assuming 650 cremations which was a prudent projection and less than the business case assumed with an increase expected after two years of operation. The combined net operating surplus from the two crematoria once Birtton had been fully operational for a full year was estimated to be as a minimum in the order of £1m per annum.

Members were referred to Table 5 which showed the accumulated reserves. Allowing for a minimum level of reserves, £750,000 would be released in April 2019 ensuring that there was sufficient held back for the capital programme requirements. Based on the Medium Term Financial Plan there should be scope in future years to distribute surpluses.

RESOLVED that the Medium Term Financial Strategy forecast be noted.

79 REVENUE BUDGET REPORT

The Joint Committee received the report which informed them of the forecast outturn for the current year and set out the proposed Revenue Budgets for 2019/20. The Director of Resources referred to the forecast outturn for 2018/19 and the budget for 2019/20 which included the main expenditure such as building repairs and maintenance.

The budget was summarised as follows:-

- The overall changes described in the report had reduced by 13% on the operating surplus before contributions to capital expenditure compared to last year's budget.
- Overall expenditure had increased by 39% compared to last year's budget mainly as a result of the new Berton operation, overtime payments, additional clerical assistant, building maintenance work at Amersham and new volumes of Books of Remembrance.
- In terms of the surplus £750,000 was proposed to be distributed between each constituent authority in April 2019 based on the number of cremations per district over the past five years.

Members supported the proposals, and in response to a question it was noted that there had been no redistribution of funds for many years. Members congratulated Officers, in particular the Superintendent and Registrar for the efficient running of the business.

RESOLVED:

- 1. That the Revenue Budget for the start up of the Berton operation for 2018/19 of £160,770 be approved**
- 2. That the Crematoria Revenue Budgets for 2019/20 to yield a revenue surplus of £884,370 be approved**
- 3. That the distribution of £750,000 of accumulated surpluses in 2019/20 in the proportions set out in paragraph 6.3 of the report be approved.**

80 CAPITAL PROGRAMME 2018/19 TO 2022/23

The Joint Committee received a report on the proposed 5 year capital programme with an overview of the major projects in the coming year.

The Director of Resources outlined the table on the capital programme, including forthcoming schemes. At present, no cremators were being replaced. However, the cremators at Chilterns Crematorium were coming towards the end of their useful working life, and it was noted that provision had been made in the capital programme to replace the cremators in 2021/22 by which time they will be 25 years old. A budget was required to complete the construction of Bierton but these costs were being carefully reviewed and where appropriate challenged to minimise expenditure as much as possible.

RESOLVED:

- 1. That the capital expenditure for Bierton for 2018/19 of £38k for Wesley System and Fencing plus additional capital expenditure of £971k (including VAT) required to complete the overall Bierton Crematorium Project be approved.**
- 2. That the proposed Capital Programme as detailed in paragraph 2.1 of the report which made allowances in the 2019/20 revenue budget for capital expenditure of £133,880 be approved.**

The meeting became quorate at 4.25pm when Cllr Barnes arrived and previous items were agreed with all three Members present.

81 SERVICE PLAN 2019/20

The Joint Committee received the Crematorium Service Plan for 2019/20 which was attached to the report at Appendix 1. The Superintendent and Registrar reported that one of the key objectives was to ensure that the Bierton Crematorium was ready to open when construction was completed, hopefully in April 2019 and to monitor the impact of the new crematorium at Watermead which was expected to open shortly.

Other objectives included:-

- Tender for the Book of Remembrance at Bierton and the ongoing service at both sites – this was an important memorial which they would provide at both sites. They had the same supplier for a number of years but were required to re tender.
- Redecoration and repair of existing buildings and ground works
- Installation of an updated sewage system at Chilterns Crematorium.

The Superintendent and Registrar was thanked for his high standard of service.

RESOLVED:

That the Crematorium Service Plan for 2019/20 attached at Appendix 1 of the report be approved.

82 COMPLAINTS AND COMPLIMENTS 2018

The Joint Committee received a report on complaints received in 2018 and how they were resolved. The Superintendent and Registrar reported that there had been no major complaints but there had been 9 substantial complaints which were defined as having been submitted in writing or if verbal, considered to have been of sufficient gravity to warrant a written reply. The Service provision questionnaires were also a good tool to provide feedback. Reference was made to the complaints made about audio-visual issues and the Superintendent and Registrar reported that they were looking to upgrade the music and media system in the early financial year.

In response to the complaints the following actions were noted:-

- Literature/website had been updated advising that 48 hours notice was required for audio-visual tributes and any later requests would incur an additional charge.
- Enquiries were ongoing with Wesley Media about the possibility of all services being recorded automatically and retained for a temporary period.
- Changes have been made to the way the flower display space was used in the chapel of remembrance making more room to place tributes at busy times.
- Reference was made to the lack of car parking spaces and the fact that once the new crematorium was opened this should relieve pressure on the Chiltern Crematorium.

Members thanked the Superintendent for the sensitive and quick handling of complaints and also commented that feedback from funeral directors on the level of service had been very complimentary.

RESOLVED that the report be noted.

83 HS2 - POTENTIAL IMPACT ON CHILTERN'S CREMATORIUM

The Joint Committee was advised of the potential adverse impact on funerals by the construction of an HS2 vent shaft adjacent to Corns Bridge (where the A413 crosses Whielden Street) less than 200 yards from the Crematorium

entrance on the A404. HS2 had been made aware of the Crematorium but there was a concern that there was no appreciation of the potential for serious disruption to funeral services. However, once completed it was very unlikely to affect the Crematorium with the railway line buried deep in a tunnel. The main overriding concern was the traffic flow during the construction works which would last for a significant period.

Following questions, Members noted that HS2 would not affect the Bierton Crematorium. They commented that it was important for HS2 to mitigate this risk, looking at options such as traffic lights. It was agreed that a formal letter should be written to HS2 expressing concern which should be copied to the local MP.

RESOLVED that the report be noted and that a letter should be sent to HS2 and the local MP expressing concern about the impact on the Chilterns Crematorium.

84 **EXCLUSION OF THE PUBLIC**

RESOLVED –

That under Section 100(A)(4) of the Local Government Act 1972 the Public be excluded from the meeting for the following items of business on the grounds that they involved the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Act.

Note: the relevant paragraph number and description is indicated under the Minute heading.

85 **BIERTON UPDATE REPORT**

The Joint Committee were informed that 80% of the works have been completed. The original completion date for the building was anticipated to be mid-January 2019 but due to delays this is now expected to be late March 2019. The main original delays were due to the very wet weather experienced early in 2018 and meeting revised planning conditions. The additional delays since September have been due to matters that have arisen as the work has progressed including finalising the planning material amendment application. The mobilisation project to deliver the new service was currently on time and was being adapted to help ensure the new Crematorium opens in April 2019. The Head of Environment reported that new equipment had been delivered, the gas works had been completed and the gas was now connected and the footpath had also been completed.

In response to questions it was noted that the new cremator was installed and would be tested. In terms of landscaping works the planning issue had been

resolved. The Head of Environment reported that they were currently waiting for a licence to operate the facility. There had been an impact on project costs due to the delay which was being managed. An opening ceremony would be held once the works were complete and it was hoped that an eminent figure would lead the ceremony. Members were welcome to visit the site and to contact the Head of Environment.

RESOLVED that the report be noted.

The meeting ended at 5.00 pm

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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