

CHILTERN DISTRICT COUNCIL

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Resources Overview Committee

Wednesday, 23rd March, 2016 at 6.30 pm

**Large & Small Committee Room, King George V House, King George V Road,
Amersham**

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 3 - 10*)
To sign the Minutes of the meeting held on the 26 January 2016.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 28 Day Notice (*Pages 11 - 12*)
Appendix 1: Cabinet 28 Day Notice (Pages 13 - 16)
Appendix 2: JWCC 28 Day Notice (Pages 17 - 18)
- 6 Quarter 3 Performance Report 2015/16 (*Pages 19 - 22*)
Appendix A (Pages 23 - 26)
Appendix B (Pages 27 - 30)
- 7 Performance Indicator Review 2016/17 (*Pages 31 - 32*)
Appendix A: Priority Performance Indicators (Pages 33 - 36)
Appendix B: Corporate Indicators (Pages 37 - 40)

- 8 Quarter 3 2015/16 Write Offs (*Pages 41 - 44*)
Appendix 1: Sundry Debts Write Offs (Pages 45 - 46)
Appendix 2: Housing Benefit & Council Tax Support Write Offs (Pages 47 - 48)
Appendix 3: Council Tax Write Offs (Pages 49 - 50)
Appendix 4: Non Domestic Rates Write Offs (Pages 51 - 52)

- 9 Exclusion of the Public (if required)
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.

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: Resources Overview Committee

Councillors: N M Rose (Chairman)
A J Garth (Vice-Chairman)
A K Bacon
S P Berry
C J Ford
J L Gladwin
M J Harrold
C M Jones
R J Jones
J E MacBean
D W Phillips
M W Shaw
D M Varley
H M Wallace
C J Wertheim

Date of next meeting – Tuesday, 21 June 2016

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CHILTERN DISTRICT COUNCIL

MINUTES of the Meeting of the
RESOURCES OVERVIEW COMMITTEE
held on **26 JANUARY 2016**

PRESENT: Councillor N M Rose - Chairman
" A J Garth - Vice Chairman

Councillors: A K Bacon
S P Berry
C J Ford
J L Gladwin
C M Jones
R J Jones
J E MacBean
M W Shaw
D M Varley

APOLOGIES FOR ABSENCE were received from Councillors D W Phillips and H M Wallace

ALSO IN ATTENDANCE: Councillors I A Darby and M J Stannard.

35 MINUTES

The Minutes of the Resources Overview Committee meeting held 18 November 2015, copies of which had been previously circulated, were approved and signed by Councillor N Rose, Chairman of the Committee, as a correct record.

36 DECLARATIONS OF INTEREST

There were no declarations of interest.

37 28 DAY NOTICE

The Committee 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 was published on 12 January 2016.

The Director of Resources advised that Performance Indicators Annual Review 2016/17 report would be submitted to the Overview Committees prior to Cabinet for comment as previously agreed (Minute No 32). He added that the issue of improving the timeliness of the quarterly Performance Reports was something that would be done for 2016/17. to ensure that members were receiving the information in a timely manner.

During consideration of this item, members made the following suggestions to improve the information presented to the Overview Committee:-

- It was suggested that the key decision threshold for Chiltern District Council and South Bucks District Council should be reviewed and harmonised.

- In future the Treasury Management Quarterly Reports would be presented to the Resources Overview Committee for comment
- The Homelessness Strategy was appropriate to be presented to Services Overview Committee but any financial implications arising from the Strategy would be picked up as part of the budgeting and budget monitoring processes.
- It was noted that financial implications arising from reports presented to Joint Committees would be reported to the Council through the budget and reporting mechanism

During consideration of this item, Councillor J MacBean joined the meeting at 6.45pm

RESOLVED:

That the content of the report be noted.

38 BUDGET 2016/17

Consideration was given to the report which provided information affecting the Council's revenue budget for 2016/17 in order for the Cabinet to make recommendations to Council on 24 February regarding the Council's budget and council tax for 2016/17.

The Director of Resources advised that the continuing material reduction in funding to the Council had been anticipated, but was now confirmed to be at a more accelerated pace. Funding reductions were to continue until at least 2019/20 and Chiltern District Council will no longer receive Revenue Support Grant (RSG) after 2016/17; which was due to Chiltern District Council being seen as a low needs and high resource authority. Chiltern was forecast to be in the top ten authorities by reduction in Government Funding assessments by the end of the Spending Review period (2019/20).

For authorities who were no longer in receipt of RSG before 2020/21, they would be subject to additional tariff payments so that the overall reduction in Government funding did not fall only on authorities in receipt of RSG, this could be seen as a 'negative RSG'. Chiltern had responded to the Government on this matter to express concern and seek some means to dampen the impact or phasing in its effects on a more gradual basis. The impact of the additional tariff was outlined in the report as £150K in 2017/18; £480K in 2018/19 and £850K in 2019/20.

The Director of Resources reported that an important source of grant funding for the authority was the New Homes Grant that currently rewarded authorities for each new home by providing a grant equivalent to the national average Band D Council Tax on the property for each of the six years following completion of the property.

The Government was consulting on changing the New Homes Grant system. The consultation was looking at reducing the duration of funding to four years or less, from the current six years; and also suggesting the following:

- Linking payments to authorities having in place an approved Local Plan

Item 2

- Having different payments for houses created after appeal from those approved by the authority without going to appeal
- Having a minimum baseline for housing growth numbers, above which additional funding would be received. The baseline was proposed to be that the normal growth in properties was 0.25% per annum. For Chiltern this was approximately 110 units.

These changes would impact on the funding the Council would receive from 2017/18 onwards.

Members were advised that growth in business rates above the baseline were subject to a 50% levy, with the levy being additional payments to the Government. The amount of the levy can be reduced if groups of authorities pool their business rates and payments to the Government. As Chiltern and two other Buckinghamshire Districts, South Bucks and Aylesbury Vale, expect to have business rate growth, they had formed a pool for 2016/17 in order to retain more of the growth.

It was reported that since Cabinet had reviewed the draft budget in December there had been five adjustments as follows:-

- Savings had been built in as a result of the Joint Revenues & Benefits Shared Services having been agreed £105K
- Final salary revisions £20K
- Savings arising from changes in the waste contract cost estimates £31K
- The payment to the parishes in respect to the impact of Council Tax Scheme on their tax bases for 2016/17 had been scaled back to £29K to match the reduction in RSG for Chiltern District Council
- Income figures had been updated to reflect the provisional Finance Settlement

It was drawn to members attention that the 2016/17 budget included a contribution to the Capital Projects Reserve to provide additional support to the Capital Programme over the coming years. The need for this was illustrated by the next report on the agenda.

During consideration of this item, Councillor C Ford joined the meeting at 7.00pm

In response to questions from Members, the Director of Resources advised that all Parish Councils had been advised of the reduction in payment in December, and that there would be no further support after 2016/17 as the council was no longer receiving RSG; and in terms of the criteria used for the determining the additional tariff members were advised that this was detailed on the Communities and Local Government website

During consideration of this item, Councillor D Varley joined the meeting at 7.10pm.

The Deputy Leader was in attendance at the meeting and added to the debate that it was key to not only plan for the current year in respect of the budget but

due to continuing pressures on finances the Council needed to look at long term impacts and implications to plan for this.

The Leader of the Council also contributed in response to a member's question in respect of the issues being raised nationally to highlight the concerns of councils facing the additional tariff. The Leader confirmed that Chiltern District Council were raising this, along with other authorities, at a national level.

Members felt it was important to explain to residents what the Government was doing with respect of the additional tariff on the District. It was felt that following the formal decision of Council in respect of Council Tax Setting the communications around this should include reference to the requirement on the Council to pay an additional tariff to the Government.

RECOMMENDED TO CABINET:

Revenue Budget 2016/17

- 1) That the Revenue budget for 2016/17 be approved, as summarised in the table below, and recommend this to Council.

	2015/16	2016/17	2017/18	2018/19	2019/20
	£k	£k	£k	£k	£k
RSG	-1,055	-407			
Business Rates	-1,355	-1,666	-1,690	-1,730	-2,170
Additional Tariff			150	480	850
New Homes Grant	-734	-1,047	-667	-438	-448
CT Freeze Grant	-70				
Investment Income	-110	-140	-80	-60	-60
Collection Surplus	-100	-23	-20	-20	-20
Contribution to Parishes	80	29			
Total Income	-3,344	-3,254	-2,307	-1,768	-1,848
Service Expenditure	9,101	9,104	9,312	9,545	10,114
Notional Interest	70	54	30	10	10
Change in Reserves:					
Elections	-76	20			-80
Capital Contribution	394	394	394	394	394
LDF Fund	-306	-163			
Capital Projects	1,307	1,197			
Total Net Expenditure	10,490	10,606	9,736	9,949	10,438
Precept Required	7,146	7,352	7,429	8,181	8,590
Council Tax Base	43,143	43,560	43,660	43,910	44,060
Band D	165.62	168.77	172.13	175.56	179.05

	2015/16 £k	2016/17 £k	2017/18 £k	2018/19 £k	2019/20 £k
Precept on Collection Fund					
Total collected	7,146	7,352	7,515	7,709	7,889
Surplus/Shortfall	0	0	-86	472	701

- 2) That in total £29,000 be provided to Chiltern District Council parishes in respect of the impact of Council Tax Scheme on their tax bases for 2016/17.
- 3) That the following use of earmarked reserves for 2016/17 be agreed:
 - Local Development Plan £163,500
- 4) That the following additions to earmarked reserves for 2016/17 be agreed:
 - Capital – Funding replacement refuse vehicles, £394k
 - Capital – Funding of future capital programme, £1,197k.
- 5) That a budget requirement of £10,495k be approved, which will result in a District council tax of £168.77 for a Band D property.
- 6) That the level of fees and charges for 2016/17 already considered by Portfolio Holders as part of the information underpinning their budgets be confirmed
- 7) That the advice of the Director of Resources be noted (Appendix A).

Setting the Council Tax

- 8) That the report be made available to all Members of the Council in advance of the Council Tax setting meeting on 24th February, and a final report is produced for the Council meeting incorporating the information from preceptors, and the final decisions of the Cabinet on the budget.

39 CAPITAL PROGRAMME AND REPAIRS & RENEWALS PROGRAMME 2016/17 TO 2019/20

Consideration was given to the report that outlined the proposed Capital Programme for 2016/17 – 2019/20; and the proposed Repairs and Renewals Programme for 2016/17 – 2019/20.

The key table in the report highlighted the current funding position of the programme to 2019/20

The Director of Resources advised that the impact of funding the programme on available capital resources outlined in the table meant that the currently available capital resources were likely to be exhausted by the end of 2018/19.

Item 2

Capital Resources	Latest Budget 15/16 £	Original Budget 16/17 £	Original Budget 17/18 £	Original Budget 18/19 £	Original Budget 19/20 £
Opening Capital Resources	2,680,222	2,459,218	1,266,154	376,257	31,767
New Capital Receipts					
New General Capital Contributions	1,307,486				
Use of Capital Receipts/Contributions	-1,528,490	-1,193,064	-889,897	-344,490	-344,490
Closing Capital Resources	2,459,218	1,266,154	376,257	31,767	-312,723

Members raised questions in relation to the following which were responded to by the Director of Resources:-

- Community Capital Sums programme
- Paper Sort Reinstatement
- The Council's contribution to the Lords Mill Weir works
- Leisure Centres funding
- ICT Strategy

During consideration of this item, Councillor J Wertheim left the meeting at 7.30pm.

RECOMMENDED TO CABINET:

That Cabinet recommend to Council:

- i) That the Capital Programme for 2016/17 – 2019/20 as set out in Appendix A be approved;**
- ii) That the Repairs and Renewals Programme for 2016/17 – 2019/20 as set out in Appendix B be approved; and**
- iii) That the implication for the Financial Strategy of the proposed programme be noted.**

40 TREASURY MANAGEMENT STRATEGY 2016/17

Consideration was given to the Treasury Management Strategy and related policies that should be adopted by the Council for 2016/17.

The Director of Resources advised that the Council was required to formally review its treasury management policies each year as part of determining what level of returns will be achieved from investments. The format of the treasury management policies was defined by the Code of Practice adopted by the Council, and was required to be approved by the Council on recommendation from the Cabinet. The Treasury Management policies underpin the strategy for the year in question, which seek to achieve a level of investment return.

The Treasury Management Strategy 2016/17 was attached to the report as Appendix 1. The proposed strategy was as follows, and made appropriate

recognition of the Government's advice to prioritise security and liquidity over returns.

- Basic cashflow requirement of up to £6m which will not be invested for more than one year, expected return averaging 0.5%
- Core investment cash of £15m, of which £9m can be invested for durations longer than two years.
- The long term investments can include property and bond funds and could be expected to deliver returns of at least 3%.

The expected return for 2016/17 from the proposed strategy was £140,000.

The Director of Resources advised that the Council's treasury consultants, Capita Asset Services were appointed under a joint contract with South Bucks District Council and provided advice in terms of credit rating and provided access to member training events and technical expertise which provided good value for money. The contract with Capital was due for renewal during 2016. Even though the contract was low value and delivering good value for money members felt it was important to undertake the joint re-tendering.

During consideration of this item, Councillors M Shaw and R Jones left the meeting at 7.43pm.

The Director of Resources confirmed that a report would be presented to a future meeting of Support Services PAG to outline long term investment options. In response to a Member's question, it was noted that the criteria for the short term borrowing limit was based on judgement rather than a fixed calculation to allow for flexibility depending on the circumstances that might give rise to the need for short term borrowing..

RECOMMENDED TO CABINET:

That the Annual Treasury Management Strategy for 2016/17 be recommended to Council, including approving the following appendices to the Annual Investment Strategy (Appendix 1):

- **Appendix 1A – Annual Investment Strategy Policies**
- **Appendix 1B – Prudential Indicators including the borrowing limits**
- **Appendix 1C – the Minimum Revenue Provision method to be used in 2016/17**

41 SERVICE PLAN SUMMARIES

The Committee considered the report which provided a summary of each of the service plans produced by service areas within the Council.

The Service Plans provided a summary of achievements from the current year and an overview of what each service aims to deliver for 2016-17; and looked at the aims and achievements, covering the following range of areas:

- Shared Services Programme
- Know your customer and equalities
- Performance Indicators and risks
- Costs and cost comparison information

The following points were raised for possible inclusion in the Services Plans:

- Further reference to the provision and monitoring of litter bins
- Progress of ICT Shared Service Review
- KPIs outcomes on enforcement

It was agreed that Performance Indicators targets for 16/17 were to be presented to the Overview Committees for comment prior to submission to Cabinet and that the streamlining of quarterly reporting with the decision making process would be improved so members received information in a more timely manner.

RECOMMENDED TO CABINET:

That the content of the Service Plans be noted.

The meeting ended at 7.56pm

SUBJECT:	28 Day Notice
REPORT OF:	<i>Portfolio Holder for Support Services</i>
RESPONSIBLE OFFICER	<i>Head of Legal & Democratic Services</i>
REPORT AUTHOR	<i>Mat Bloxham, 01494 732143, mbloxham@chiltern.gov.uk</i>
WARD/S AFFECTED	<i>All</i>

1. Report

The Access to Information Regulation 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 Notice / Forward Plan](#) are published on the Council's website.

RECOMMENDATIONS

The Cabinet is asked to note the following draft 28 Day Notice / Forward Plan notices:

- Cabinet: 5 April (Appendix 1)
- CDC & WDC Joint Waste Collection Committee: 7 April (Appendix 2)
- Joint Committee: Date to be confirmed (No items on this notice)
- Joint Waste Committee for Bucks: 16 June (No items on this notice)
- Chilterns Crematorium Joint Committee: 23 June (No items on this notice)

Background Papers:	None.
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28-DAY NOTICE – FORWARD PLAN

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

Leader (Councillor Isobel Darby)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Lead Officer ⁵
Yes	Bucks Advantage Business Plan: to consider a report on the Bucks Advantage business plan		Cabinet 5 April 16	Yes (Paragraph 3)	Anita Cacchioli Email: ACacchioli@chiltern.gov.uk
No	Quarter 3 Performance Report 2015/16: This report monitors performance against pre-agreed targets and seeks approval for any proposed changes to targets.	Resources 23 Mar 16 Services 15 Mar 16	Cabinet 5 April 16	No	Rachel Prance Email: rachel.prance@southbucks.gov.uk
No	Performance Indicator Review 2016/17: This report introduces proposed changes to the performance indicators for 2016-17.	Resources 23 Mar 16	Cabinet 5 April 16	No	Rachel Prance Email: rachel.prance@southbucks.gov.uk
No	Joint Business Plan refresh 2016/21: This report presents the Council's refreshed Joint Business Plan with Chiltern District Council, 2016-21, in line with Service Planning 2016-17.		Cabinet 5 April 16	No	Rachel Prance Email: rachel.prance@southbucks.gov.uk
Yes	HS2 Update: setting out Select Committee recommendations, assurances secured and seeking discussion on Qualifying Authority status as well as resources implications.	HS2 Members Steering Group	Cabinet 5 April 16	Yes (Paragraph 3)	Ifath Nawaz inawa@chiltern.gov.uk Ben Coakley bcoakley@chiltern.gov.uk
Yes	HS2 Petitioning to House of Lords Report: setting out history to petitions for extended tunnel, counsel's advice and financial implications of pursuing matter to House of Lords.	HS2 Members Steering Group	Cabinet 5 April 16	Yes (Paragraph 3)	Ifath Nawaz inawa@chiltern.gov.uk Ben Coakley bcoakley@chiltern.gov.uk

Support Services - Deputy Leader (Councillor Mike Stannard)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Lead Officer ⁵

Sustainable Development (Councillor Peter Martin)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Lead Officer ⁵
No	Proposed Builders Partnership Scheme: To consider a report on a proposed pilot scheme to provide customers with information about builders		Cabinet 5 April 16	No	Lynn Heckford lynn.heckford@southbucks.gov.uk
Yes	Chalfont St Peter Neighbourhood Plan: To report the outcome of the legal challenge to the neighbourhood plan and decide how to progress the plan, including the possibility of further consultation and ultimately the need for a new referendum	SDPAG 16 March 16	Cabinet 5 April 16	No	Peter Beckford pbeckford@chiltern.gov.uk

Environment (Councillor – Mike Smith)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Lead Officer ⁵
Yes	Dissolution of the Joint Waste Committee for Bucks: To agree the JWC recommendation to dissolve the JWC, waiver the 12 month notice period and consider any residual matters including how remaining funds would be dealt with.		Cabinet 28 June 16	No	Chris Marchant cmarchant@chiltern.gov.uk

Community, Health & Housing (Councillor Graham Harris)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Lead Officer ⁵
No	Chiltern District Council Strategic Housing Framework 2014-15: To receive an update on affordable housing delivery and to consider the Council's draft Strategic Housing Framework 2014-15	CHHPAG 20 June 16	Cabinet 28 June 16	No	Michael Veryard Email: mveryard@chiltern.gov.uk
Yes	Regulators Code for shared services: To consider the shared service regulators enforcement code	CHHPAG 20 June 16	Cabinet 28 June 16	No	Martin Holt Email: mholt@chiltern.gov.uk
Yes	Shared Service Food and Health and Safety Business Plans: To consider a shared service food and health & safety business plans	CHHPAG 20 June 16	Cabinet 28 June 16	No	Martin Holt Email: mholt@chiltern.gov.uk
Yes	Homelessness Strategy: To consider a joint Homelessness Strategy	CHHPAG 20 June 16	Cabinet 28 June 16	No	Martin Holt Email: mholt@chiltern.gov.uk
Yes	Housing Strategy (Framework): To consider a joint Housing Strategy or Housing Framework	CHHPAG 20 June 16	Cabinet 28 June 16	No	Martin Holt Email: mholt@chiltern.gov.uk
Yes	Private Sector Housing Strategy: To consider a joint Private Sector Housing Strategy and Housing Financial Assistance Policy	CHHPAG 20 June 16	Cabinet 28 June 16	No	Martin Holt Email: mholt@chiltern.gov.uk

Customer Services (Councillor – Fred Wilson)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Lead Officer ⁵

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

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**CHILTERN & WYCOMBE JOINT WASTE COLLECTION COMMITTEE
(JWCC)**

Meeting: 7 April 2016 (WDC)					
Key Decision (Y/N) ¹	Report Title & Summary ²	Consultation ³	Decision Maker & Date	Private Report (Y/N) and Reason Private ⁴	Contact Officer and Telephone Number (01494)
No	Waste Service Highlight Report: Update on the Joint Waste Service		JWCC 7 April 16	No	Sally Gordon sgordon@chiltern.gov.uk
Yes	Joint Waste Team Review: To consider the proposal for a joint Chiltern, South Bucks and Wycombe Waste Team		JWCC 7 April 16	Yes (Para. 1, 3 & 4)	Chris Marchant cmarchant@chiltern.gov.uk
No	Joint Waste Contract Update: To receive an update on the joint waste contract		JWCC 7 April 16	Yes (Para. 1, 3 & 4)	Sue Markham sue.markham@southbucks.gov.uk
No	Recycling Centre and Flats Programme: To receive an update on the recycling and flats programme		JWCC 7 April 16	No	Sally Gordon sgordon@chiltern.gov.uk

SUBJECT:	<i>Chiltern District Council Performance Report – Q3 2015-16</i>
REPORT OF:	<i>Leader of the Council – Councillor Isobel Darby</i>
RESPONSIBLE OFFICER	<i>Acting Chief Executive – Bob Smith</i>
REPORT AUTHOR	<i>Rachel Prance (01494 732903) Sarah Woods (01494 586 800)</i>
WARD/S AFFECTED	<i>Report applies to whole district</i>

1. Purpose of Report

The purpose of this report is to outline the performance of Council services against performance indicators and service objectives during September to December 2015.

RECOMMENDATION

Cabinet is asked to note this report.

2. Executive Summary

Overview of performance indicators (PIs) against targets across the Council:

Portfolio	No of PIs	PI on target ✓	PI slightly below target □	PI off target ✗	Unkn own / Data only
Leader	3	1	0	1	1
Community, health & housing	14	4	0	4	6
Sustainable development	10	5	4	0	1
Environment	6	1	1	0	4
Support services	7	3	2	1	1
Customer services	5	4	0	0	1
Total PIs	45	18	7	6	14

3. Reasons for Recommendations

3.1 This reports factual annual performance against pre-agreed targets. Management Team, Cabinet, Council and Resources Overview & Services Overview Committees receive regular updates detailing our progress towards service plan objectives, performance targets and strategic risks, in line with our Performance and Improvement Framework.

3.2 Two detailed performance tables accompany this report:

- **Appendix A – Priority performance indicators 2015-16**
- **Appendix B – Quarterly corporate performance indicators 2015-16.**

4. Key points to note this quarter:

- 4.1 Of the five off-target PIs, two are priority PIs. Please refer to the appendices for full details.
- 4.2 Of the 14 unknown PIs, four are provided for information only, eight are not reported this quarter and two relate to new PIs for this year which are awaiting targets to be set, or the method of calculation has not yet been finalised.
- 4.3 **Community, health & housing**: the four PIs which failed to meet targets relate to housing, please refer to the appendices to view the reasons for this. Three are linked to the national increase in demand for temporary accommodation, which a government briefing paper states¹ is 11% nationally year on year at March 2015, with a further 3% increase by June 2015, the biggest single area impacted being London.
- 4.4 **Leader's**: the PI which failed to meet target related to voluntary leavers as a percentage of the workforce. A report is being prepared for Personnel Committee, analysing this information. Further to the request from the Resources Overview Committee in November 2015 that long term and short term sickness are split out when reporting on working days lost due to sickness absence, the Human Resources Manager is currently preparing a report for the personnel committee to this effect. It agreed this would come into place from 1/4/16.

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 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

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




¹ (<http://researchbriefings.files.parliament.uk/documents/SN02110/SN02110.pdf>)

Background Papers:	N/A
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Appendix A - Priority PIs 2015-16 Q3 - CDC

Code	Title	2014/15 Actual	2014/15 Target	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Target 2015/16 (YTD)	Traffic Light	Latest Note
Leader's																		
CdHR1	Working days lost due to sickness absence	9.4	7.6	8.62	8.1	9.2	8.61	8.45	8.46	8.64	8.45	8.16				11	<input checked="" type="checkbox"/>	88.54 for December + 1036.36 = 1124.90(info taken from Workforce)/183.77(average FTE figure) = 6.12/9*12=8.16 Further to the request from the Resources Overview Committee in November 2015 that long term and short term sickness are split out when reporting on working days lost due to sickness absence, the Human Resources Manager is currently preparing a report for the CDC personnel committee to this effect. If agreed this would come into place from 1/4/16.
Community, Health and Housing																		
CdCmSf1	Percentage reduction in burglaries from dwellings year on year for Chiltern (monthly)	30.30%	data only	n/a	15.80%	10%	3%	-4.30%	-2.10%	4.10%	9.50%	2%				data only	n/a	There has been a small decrease compared to the previous rolling year. Between January and December 2015 there were 193 burglaries compared to 197 the previous year.
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)	1	0	2	2	2	2	3	3	4	3	2				0	<input checked="" type="checkbox"/>	Of the remaining two, one is leaving B&B following an intentionality decision and the other is currently pending a review.
CdHS8	Number of households living in temporary accommodation (snapshot at the end of the month)	25	22	31	28	33	33	32	37	34	31	28				21	<input checked="" type="checkbox"/>	This reflects the national trend with significant demand for temporary accommodation arising from an upturn in applications and limited opportunities to move on existing TA occupiers, due to a low number of vacancies arising in social housing stock. Officers are continuing to work to reduce numbers in TA through use of direct lettings and focus on prevention measures where possible.
Sustainable Development																		

Code	Title	2014/15 Actual	2014/15 Target	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Target 2015/16 (YTD)	Traffic Light	Latest Note
CdSD2	Special measures: speed of processing major applications, for assessment in Oct/Nov 2016 (cumulative)	86.84%	41.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	95.24%	95.24%				51.00%		Review period is 1st July 2014 - 30th June 2016. 19 out of 19 major applications during this period processed within time. If performance falls below 51% at the end of the monitoring period, the Council will be placed into special measures. No Major applications were determined in December 2015.
CdSD5	Special measures: quality of major applications, for assessment in Oct/Nov 2016 (cumulative)	8.00%	19.00%	8.00%	7.40%	7.10%	6.90%	6.90%	6.90%	6.67%	6.25%	6.25%				19.00%		Period for major applications determined is: 1st January 2014 - 31st December 2015. Period for appeals overturned against the applications determined in this period is to 30th September 2016. If performance falls above 19%, the Council will be placed into special measures.
CdSD10	Processing of planning applications: minor applications processed within 8 weeks (cumulative)	80.99%	70.00%	84.21%	80.39%	79.71%	83.84%	82.61%	82.22%	80.92%	81.76%	81.67%				70.00%		For the year to date, 156 out of 191 applications were processed on time.
CdSD11	Processing of planning applications: other applications processed within 8 weeks (cumulative)	94.33%	90.00%	93.39%	89.66%	91.74%	93.33%	92.16%	91.93%	92.07%	91.74%	91.71%				92.00%		For the year to date, 885 out of 965 were processed on time.
Environment																		
CdWR3	Percentage of household waste sent for reuse, recycling and composting (cumulative)	50.32%	56.00%			54.70%			51.60%			52.29%				57.00%		Jointly reported for Chiltern and Wycombe as per the joint contract. Provisional figure, subject to verification. Work is being undertaken to improve this percentage.
Customer Services																		
CdRB1	Speed of processing - new HB/CTB claims (by period monthly)	16.39	18	17.08	16.46	15.58	17.51	17.47	16.56	13.9	20.24	15.19				18		

Code	Title	2014/15 Actual	2014/15 Target	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Target 2015/16 (YTD)	Traffic Light	Latest Note
CdRB2	Speed of processing - changes of circumstances for HB/CTB claims (by period monthly)	3.09	5	5.48	4.1	4.74	4.68	4.91	4.42	4.55	4.99	4.74				5		
CdRB3	% of Council Tax collected (cumulative)	99.30%	99.00%	5.35%	15.23%	24.88%	34.47%	44.04%	53.77%	63.38%	78.81%	82.69%				99% (57.75%)		
CdRB4	Percentage of Non-domestic Rates Collected (cumulative)	98.60%	98.00%	9.87%	19.67%	28.73%	37.66%	46.20%	55.60%	63.50%	72.49%	81.34%				98% (57.17%)		

Appendix B - CDC Quarterly Corporate Performance Indicator Report - Q3 2015-16

Note: Excludes Priority Performance Indicators - see Appendix A

KEY <input checked="" type="checkbox"/> This PI is below target <input type="checkbox"/> This PI is slightly below target <input checked="" type="checkbox"/> This PI is on target																			
PI code	Name	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes
Leader's portfolio																			
CdCP1 (C)	Number of unique visitors to the main website (by period)	288,504	data only	26,463	33,573	25,476	25,313	23,007	28,084	27,049	24,898	23,610				data only	n/a	Rachel Prance	
CdHR2 (C)	Voluntary leavers as a % of workforce (extrapolated for the year)	new PI	new PI			21.90%			22.00%			20.20%				8%	<input checked="" type="checkbox"/>	Judy Benson	9 leavers during quarter 3 plus 24 for Q1& Q2 = 33, average headcount of 217.67. Extrapolated, this equates to 44 for the full year, 20.21% (448/217.67%).
Community, health and housing																			
CdCL1 (C)	Customer satisfaction rating at the Chiltern leisure facilities	new PI	new PI	annual PI												t.b.a.	n/a	Martin Holt	
CdCL2 (C)	Total participation in physical activities delivered through the GLL community engagement plan (by period)	new PI	new PI			775			1,496			2,528				6,000 (1,500)	<input checked="" type="checkbox"/>	Martin Holt	Activity tends to be higher in school holidays.
CdCL3 (C)	Total number of users at all leisure centres (by period)	874,748	840,000			228,569			222,228			228,037				875,000 (218750)	<input checked="" type="checkbox"/>	Martin Holt	
CdHSf2 (C)	Percentage reduction in violent offences against a person, rolling year on year	data only	data only			-14.7%			-36.90%			46.10%				data only	n/a	Martin Holt	There has been a 46.1% increase in violent offences against the person which may be as a result of changes to reporting standards. The police are reviewing the detail behind this figure.
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)	42	33			4			13			18				33 (16.50)	<input checked="" type="checkbox"/>	Martin Holt	Total comprises (i) 18 new build properties (4 in converted office block at The Chequers, Chesham, and 14 in re-development at Wallers Way (former Amersham and Wycombe college site of Lycrome Road in Chesham), (ii) 0 vacancies generated and (iii) 0 acquisitions (Paradigm has put acquisition programme on hold while it reviews its overall business plan following Government policy announcements)
CdHS3i (C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of quarter)	3.3	5			16			9.2			18				5	<input checked="" type="checkbox"/>	Martin Holt	An increase in the demand for temporary accommodation, reflecting national trends, and a low turnover of social housing tenancies has resulted in households having to be accommodated in bed and breakfast accommodation for longer periods until they can be moved on to alternative housing.
CdHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	26	40	annual PI												40	?	Martin Holt	Reported annually.

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KEY This PI is below target This PI is slightly below target This PI is on target																			
PI code	Name	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes
CdHS9 (C)	Bucks Home Choice – rolling year on year change in number of applicants (%)	new PI	data only			34%			29%			13.70%				data only	n/a	Martin Holt	Number of "live" applications (i.e. accepted as qualifying for the scheme and able to bid for vacancies) at end of December 2015 was 549. This is an increase of 13.7% on the position at the end of December 2014 (229 applicants)
CdEH2 (C)	Percentage of food premises (risk rating A to C) that are broadly compliant (snapshot quarterly)	92.28%	89%			96.00%			96.00%			96.00%				91%		Martin Holt	
JtLI3 (C)	Percentage of customers satisfied with the licensing service received (annual)	67%	89%	annual PI												89%	?	Martin Holt	Reported annually.
JtLI5 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative)	98%	95%			83.20%			97.70%			98.10%				97%		Martin Holt	158 out of 161 completed online.
Sustainable development																			
JtE1 (C)	Applications checked within 10 working days	83.64%	82%	79.00%	86.30%	83.05%	84.20%	88.20%	88.30%	89.12%	90.44%	91.08%				85%		Peter Beckford	
JtE2 (C)	Customer satisfaction with the building control service (cumulative)	95.16%	93%	94.00%	94.44%	91.23%	91.90%	92.00%	92.70%	94.25%	93.85%	93.33%				94%		Peter Beckford	Demanding target. Performance only slightly off target.
CdPP1 (C)	Net additional homes provided	189	133	annual PI												133	?	Peter Beckford	Reported annually.
CdSD7 (C)	Percentage of planning applicants who are satisfied or very satisfied with the planning service (cumulative)	new PI	new PI			76.92%			77.89%			73.91%				80%		Peter Beckford	New performance indicator in 2015/16. Target had to be set without any data from 2014/15.
CdSD8 (C)	Planning appeals allowed (cumulative)	39.00%	35%			43.33%			37.50%			40.32%				35%		Peter Beckford	During the quarter (October to December) a total of 14 appeals were determined by the Planning Inspectorate. Of the 14 appeals determined, 5 were allowed in full (overturned) and 2 allowed in part. Of the 7 appeals dismissed 2 were for 'Major' developments. This is important for future 'special measures' quality of decisions assessment.

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KEY <input checked="" type="checkbox"/> This PI is below target <input type="checkbox"/> This PI is slightly below target <input checked="" type="checkbox"/> This PI is on target																			
PI code	Name	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes
CdSD12 (C)	Percentage of new enforcement cases where an initial site visit for an urgent priority case is undertaken within the timescale set out in the Enforcement Policy (cumulative)	100.00%	30%			100.00%			100.00%			100.00%				30%	<input checked="" type="checkbox"/>	Peter Beckford	Resources Overview Committee in Nov 2015 asked that this PI is changed to a mid-month calculation; the enforcement team need to ensure that this is workable and therefore this needs further consideration. If agreed with the Head of Sustainable Development it would become effective as from 1 April 2016.
Environment																			
CdSE1 (C)	Cumulative CO2 reduction from local authority operations from base year of 2008/09	22.00%	7.80%	annual PI												9.10%	?	Martin Holt	Reported annually.
CdSE2 (C)	Planning to adapt to climate change (5 levels of performance 0=low 5= high)	3	4	annual PI												4	?	Martin Holt	Reported annually.
JtPF1 (C)	Percentage of faults fixed within SLA period (for implementation when new joint contract starts towards end of 2015)	new PI	new PI			n/a			n/a			n/a				t.b.a.	n/a	Chris Marchant	New PI for when the new plant maintenance contract is implemented.
CdR1 (C)	Waste customer satisfaction survey	new PI	new PI	6 monthly					87.80%	6 monthly					86%	<input checked="" type="checkbox"/>	Chris Marchant	Reported six monthly. September results relate to survey data collected in May 2015. Suggested target is 86%	
CdR2 (C)	Residual household waste kg per household (including used for energy from waste)	396.47	445.00	annual PI												445.00	?	Chris Marchant	Reported annually.
Support services																			
JtLD1 (C)	Client satisfaction with the shared service. Percentage satisfied or very satisfied.	100.00%	96%	6 monthly					90.00%	6 monthly					94%	<input type="checkbox"/>	Joanna Swift	Work pressures caused delay dealing with a specific case, causing satisfaction to dip.	
CdBS1 (C)	Availability of ICT systems to staff from 8am to 6pm (by period)	99.00%	99%			99.90%			99.90%			99.80%				99.50%	<input checked="" type="checkbox"/>	Sim Dixon	
CdBS2 (C)	Percentage of calls to ICT helpdesk resolved within agreed timescales (by period)	85.00%	95%			87.50%			84.50%			82.00%				95%	<input type="checkbox"/>	Sim Dixon	Infrastructure staff dealing with project work continues to impact the resolution of calls in agreed turnaround times.
CdBS3 (C)	Percentage of responses to FOI requests sent within 20 working days (by month)	new PI	new PI	57.00%	82.00%	100.00%	100.00%	100.00%	100.00%	94.00%	90.00%	tba				90%	<input checked="" type="checkbox"/>	Sim Dixon	Due to deadlines for processing, this will always be reported one month in arrear.
CdF1 (C)	Percentage of small businesses paid within 15 days (by period)	new PI	new PI			80.90%			82.60%			79.90%				90%	<input checked="" type="checkbox"/>	Rodney Fincham	183 out of 229 small business invoices paid within 15 days. Note a number of the unpaid invoices will have been disputed.
CdLD2 (C)	The percentage response to the annual canvass	96.00%	94%	annual PI												94%	?	Joanna Swift	Reported annually.
CdLD3 (C)	Percentage of standard searches carried out within five working days (by period)	100.00%	100%			100.00%			100.00%			100.00%				100%	<input checked="" type="checkbox"/>	Joanna Swift	304 qualifying searches received - 304 carried out within 5 working days
Customer services																			

KEY <input checked="" type="checkbox"/> This PI is below target <input type="checkbox"/> This PI is slightly below target <input checked="" type="checkbox"/> This PI is on target																			
PI code	Name	2014/15 Value	Annual target 2014/15	Apr-15 value	May-15 value	Jun-15 value	Jul-15 value	Aug-15 value	Sep-15 value	Oct-15 value	Nov-15 value	Dec-15 value	Jan-16 value	Feb-16 value	Mar-16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes
CdCS1 (C)	New measure for complaints - t.b.a.	new PI	new PI				n/a				n/a					t.b.a.	n/a	Nicola Ellis	New PI for when the joint customer services team is implemented.

SUBJECT:	<i>PI Review 2016/17</i>
REPORT OF:	<i>Leader of the Council – Councillor Isobel Darby</i>
RESPONSIBLE OFFICER	<i>Acting Chief Executive – Bob Smith</i>
REPORT AUTHOR	<i>Rachel Prance (01494 732903) Sarah Woods (01494 586 800)</i>
WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

The purpose of this report is to provide an update on the outcomes of the Performance Indicator (PI) review for 2016/2017 and to seek approval for the proposed changes to reporting.

RECOMMENDATION

The policy and performance team met with each of the Heads of Service (HoS) and reviewed their PIs in detail to ascertain whether any changes were required to monitor performance. HoS recommendations are included in the appendices.

The following appendices are attached to this report.

Appendix A PI Review - Priority PIs 2016-17 - CDC - provides proposals for reporting priority indicators during 2016/17 with future targets.

Appendix B PI Review – Corporate Indicators 2016-17 - CDC- provides proposals for reporting Corporate PIs during 2016/17 with future targets.

2. Reasons for Recommendations

Currently, 13 priority indicators are reported on a monthly basis, within the monthly budget pack.

The quarterly performance report includes 32 corporate indicators (formerly selected by MT and Cabinet), as well as the 13 priority indicators. A total of 45 performance indicators are reported quarterly.

Each service unit has been asked to identify 2 to 3 indicators which would be strong and meaningful measures of overall performance, avoiding duplication where they are regularly reported via PAG updates. An exception is Finance, as full reporting is included in the monthly budget packs for each Council so no further PIs were deemed necessary.

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.

For CDC, HoS are required to log into Covalent and activate PIs after they have been updated by officers. For 2016/17, we propose removing this step from the process as it is not currently done in SBDC and officers are best placed to ensure their covalent entries are correct.

If approved, for 2015/16 there will be 15 priority PIs and 28 additional corporate PIs – a total of 43.

3. Consultation

Not Applicable

4. Options

Not applicable

7. Corporate Implications

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 any dips in performance are identified and resolved in a timely manner. This report links to all three of the Council's objectives.

9. Next Step

Cabinet are asked to note Appendix A and approve the proposed changes to the priority performance indicators.

Cabinet are asked to note Appendix B and approve the proposed changes to the corporate performance indicators.

<p>Background Papers:</p>	<p>Appendix A PI Review - Priority PIs 2016-17 - CDC - provides proposals for reporting priority indicators during 2016/17 with future targets.</p> <p>Appendix B PI Review – Corporate Indicators 2016-17 - CDC- provides proposals for reporting Corporate PIs during 2016/17 with future targets.</p>
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Appendix A - Priority PIs 2016-17 - CDC PI REVIEW

Code	Title	Latest result Dec 15	Target 2015/16 (YTD)	Target 2016/17	Target 2017/18	Target 2018/19	Comment
Leader's - Cllr. Darby							
CdHR1	Working days lost due to sickness absence	8.16	11	9.5	9	9	CIPD reports 8.7 days for 2015 average level of public sector sickness absence. In reviewing the 2016/17 figure which in 2015/16 we put down as 10 days, we have considered current sickness days as at Jan 16 ie 8.16 and consider that we need to reduce from 10 to 9.5. To reduce to 9 is too much of a risk as sudden long term sickness absences will soon impact on average days given we are a small employer
Page 33 NEW PI	Working days lost due to short term sickness absense (less than 20 days)	New PI	New PI	5	4.5	4	New KPI CDC short term sickness reported 5.29 days for 15/16 this is indicative figure only because in 15/16 only overall sickness was reported as a KPI. Target set going forward takes account of this and the fact that national data broken down to short & long term is sketchy and not easily comparable. New HR shared service will focus on sickness absence data and we want a downward trend.
NEW PI	Working days lost due to long term sickness absence (more than 20 days)	New PI	New PI	3	3	3	New KPI CDC long term sickness reported 3.38 days for 15/16 this is indicative figure only because in 15/16 only overall sickness was reported as a KPI. Target set going forward takes account of this and the fact that national data broken down to short & long term is sketchy and not easily comparable. New HR shared service will focus on sickness absence data and we want to continue to have this low level of long term sickness absence.

Code	Title	Latest result Dec 15	Target 2015/16 (YTD)	Target 2016/17	Target 2017/18	Target 2018/19	Comment
Community, Health and Housing - Cllr. Harris							
CdCmSf1	Percentage reduction in burglaries from dwellings year on year for Chiltern (monthly) Quarterly	2%	data only	data only	data only	data only	Change to quarterly reporting instead of monthly. This PI does not have a target and is data only because Thames Valley Police do not set a target.
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)	2	0	0	0	0	This is a statutory PI. Target of 0 is realistic – the average in 2015/16 was 1.74 It was higher this year due to appeal against the council's decision by an EU migrant who has now returned home.
Page 34 CdS8	Number of households living in temporary accommodation (snapshot at the end of the month)	28	21	30	30	25	No change to PI but target does change
Sustainable Development - Cllr. Martin							
CdSD2	Special measures: speed of processing major applications, for assessment in Oct/Nov 2016 (cumulative)	95.24%	51.00%	51.00%	51.00%	51.00%	No change

Code	Title	Latest result Dec 15	Target 2015/16 (YTD)	Target 2016/17	Target 2017/18	Target 2018/19	Comment
CdSD5	Special measures: quality of major applications, for assessment in Oct/Nov 2016 (cumulative)	6.25%	19.00%	9.90%	9.90%	9.90%	Target changed to 9.90% based on Government recommendations.
CdSD10	Processing of planning applications: minor applications processed within 8 weeks (cumulative)	81.67%	70.00%	70.00%	75.00%	75.00%	No change
CdSD11	Processing of planning applications: other applications processed within 8 weeks (cumulative)	91.71%	92.00%	90.00%	90.00%	90.00%	No change
Environment Cllr. Smith							

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Code	Title	Latest result Dec 15	Target 2015/16 (YTD)	Target 2016/17	Target 2017/18	Target 2018/19	Comment
CdWR3	Percentage of household waste sent for reuse, recycling and composting (cumulative)	52.29%	57.00%	58.00%	59.00%	59.00%	These targets are based on expansion of recycling services to residents living in flats across the Chiltern area, (which is not yet complete) and the start of focused communication work to encourage residents to recycle more and produce less waste. Work to target areas of low recycling participation and improve the quality of material collected is only just starting to yield results.
Customer Services - Cllr. Wilson							
CdRB1	Speed of processing - new HB/CTB claims (by period monthly)	15.19	18	18	18	18	No change
CdRB2	Speed of processing - changes of circumstances for HB/CTB claims (by period monthly)	4.74	5	5	5	5	No change
CdRB3	% of Council Tax collected (cumulative)	82.69%	99.00%	99.00%	99.00%	99.00%	No change
CdRB4	Percentage of Non-domestic Rates Collected (cumulative)	81.34%	98.00%	98.00%	98.00%	98.00%	No change

Appendix B - Corporate Performance Indicators - 2016-17 - CDC PI REVIEW

Note: Excludes Priority Performance Indicators - see Appendix A

PI code	Name	Latest result Dec 15	Annual target 2015/16	Annual target 2016/17	Target 2017/18	Target 2018/19	Responsible officer	Comment
Leader's portfolio - Cllr. Darby								
CdCP1 (C)	Number of unique visitors to the main website (by period)	23,610	data only	data only	data only	data only	Rachel Prance	No change
CdHR2 (C)	Voluntary leavers as a % of workforce (extrapolated for the year)	20.20%	8%	16%	16%	16%	Judy Benson	CdHR2 (C) Turnover has significantly increased this year HAY predicts 16% figure moving forward over next few years. This was a new KPI for 2015/16 and future targets for 16/17, 17/18 and 18/19 were based on previous low figure ie 8%. We need to increase for 2016/17 and future years to HAY's predicted figure. The employment market is now far more fluid since the economic upturn. The Hay Group is a global management consulting firm with 86 offices in 49 countries. It specialises in transforming organisations, providing professional services relating to people strategy. They regularly publish HR advice on predicted trends relating to all aspects of People Management.
Community, health and housing - Cllr. Harris								
CdCL1 (C)	Customer satisfaction rating at the Chiltern leisure facilities	Annual (figure due to be updated April 2016)	t.b.a.	65%	65%	65%	Martin Holt	No change
CdCL2 (C)	Total participation in physical activities delivered through the GLL community engagement plan (by period - annual)	2,528	6,000 (1,500)	6,600	7,000	7,000	Martin Holt	No change
CdCL3 (C)	Total number of users at all leisure centres (by period - annual)	228,037	875,000 (218750)	900,000	925,000	950,000	Martin Holt	No change
CdCmSf2 (C)	Percentage reduction in violent offences against a person, rolling year on year	46.10%	data only	data only	data only	data only	Martin Holt	No change
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)	18	33 (16.50)	33	33	33	Martin Holt	The target is set in the local plan and is realistic. However over a longer period this target has been reached by averaging over a number of years

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PI code	Name	Latest result Dec 15	Annual target 2015/16	Annual target 2016/17	Target 2017/18	Target 2018/19	Responsible officer	Comment
CdHS3i (C)	Average Length of stay in B & B temporary accommodation for all households (snapshot at end of quarter)	18	5	10	8	6	Martin Holt	This is a realistic target. The reason this was high this year was because an EU migrant appealed the decision of the council and has now returned home.
CdHS4 (C)	Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention	Annual-2014/15-26	40	40	40	40	Martin Holt	PI to be deleted. No longer required by government. This is monitored at an operational level
CdHS9 (C)	Bucks Home Choice – rolling year on-year change in number of applicants (%)	13.70%	data only	data only	data only	data only	Martin Holt	PI to be deleted. This is monitored at an operational level
CdHS2 (C)	Percentage of food premises (risk rating A to C) that are broadly compliant (snapshot quarterly)	96.00%	91%	96%	96%	96%	Martin Holt	Change targets to 96% (previously 95%)
NEW PI - Joint CDC and SBDC	Percentage of improved food premises with a Food Hygiene Rating Score that have become broadly compliant (annually)	NEW PI	NEW PI	data only	data only	data only	Martin Holt	New PI. Baseline: Total number of x premises are below FHR of 3 at 1st April 2016 Improvement; % Number of food premises that have improved above FHR of 3 by year end
JtLI3 (C)	Percentage of customers satisfied with the licensing service received (annual)	Annual - 2014/15 67%	89%	89%	89%	89%	Martin Holt	The Healthy Communities team suggest that this is moved to a departmental PI rather than a corporate PI.
JtLI5 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative)	98.10%	97%	97%	97%	97%	Martin Holt	No change
Sustainable development - Cllr. Martin								
JtBC1 (C)	Applications checked within 10 working days	91.08%	85%	92%	92%	92%	Peter Beckford	No change

PI code	Name	Latest result Dec 15	Annual target 2015/16	Annual target 2016/17	Target 2017/18	Target 2018/19	Responsible officer	Comment
JtBC4 (C)	Customer satisfaction with the building control service (cumulative)	93.33%	94%	92%	92%	92%	Peter Beckford	Target set at 92% as reflects the recruitment and retention package target.
CdPP1 (C)	Net additional homes provided	Annual - 2014/15 189	133	145	145	145	Peter Beckford	No change
CdSD7 (C)	Percentage of planning applicants who are satisfied or very satisfied with the planning service (cumulative)	73.91%	80%	80%	80%	80%	Peter Beckford	No change
CdSD8 (C)	Planning appeals allowed (cumulative)	40.32%	35%	35%	35%	35%	Peter Beckford	No change
CdSD12 (C)	Percentage of new enforcement cases where an initial site visit for an urgent priority case is undertaken within the timescale set out in the Enforcement Policy (cumulative)	100%	30%	100%	100%	100%	Peter Beckford	Target increased to 100%. MT have asked for additional PIs for each council to record priority cases (not just urgent cases). It is not possible to produce PIs which are comparable as Chiltern has 4 categories of priority (including "urgent") which are set out in its enforcement policy, whilst the South Bucks enforcement policy only sets out 3 categories of priority (the highest of which is "high"). Accordingly there will be more "high" priority cases at South Bucks than there will be "urgent" priority cases at Chiltern. On this basis it is not possible to have something directly comparable. MT are asked to consider this and confirm if they still want PIs that record all priority cases.
Environment - Cllr. Smith								
CdSE1 (C)	Cumulative CO2 reduction from local authority operations from base year of 2008/09	Annual - 2014/15 22%	9.10%	11.70%	12.00%	12.00%	Martin Holt	No change
CdSE2 (C)	Planning to adapt to climate change (5 levels of performance 0=low 5= high)	Annual - 2014/15 3	4	4	4	4	Martin Holt	The Healthy Communities team suggest that this is moved to a departmental PI rather than a corporate PI.
JtPF1 (C)	Percentage of faults fixed within SLA period (for implementation when new joint contract starts towards end of 2015)	n/a	t.b.a.	t.b.a.	t.b.a.	t.b.a.	Chris Marchant	Delete PI. This PI was introduced to measure the new facilities management contract. There is no need to report on this. There are lots of controls within the contract.
CdWR1 (C)	Waste customer satisfaction survey	6 monthly - Sept 2015 87.8%	86%	86%	86%	86%	Chris Marchant	No change

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Appendix B

PI code	Name	Latest result Dec 15	Annual target 2015/16	Annual target 2016/17	Target 2017/18	Target 2018/19	Responsible officer	Comment
CdWR2 (C)	Residual household waste kg per household (including used for energy from waste)	Annual – 2014/15-416.6	445.00	440.00	438.00	436.00	Chris Marchant	Delete PI as priority PI CdWR3 is a more relevant measure of performance.
Support services - Cllr. Stannard								
JtLD1 (C)	Client satisfaction with the shared legal service. Percentage satisfied or very satisfied.	6 monthly - Sept 2015 90%	94%	96%	98%	98%	Joanna Swift	No change
CdBS1 (C)	Availability of ICT systems to staff from 7.30 am to 6.30 pm (by period)	99.80%	99.50%	99.50%	99.50%	99.50%	Sim Dixon	This PI will be deleted as Steria are no longer in place for South Bucks and a joint PI will replace this.
CdBS2 (C)	Percentage of calls resolved within SLA period (by period)	82.00%	95%	95%	95%	95%	Sim Dixon	This PI will be deleted as Steria are no longer in place for South Bucks and a joint PI will replace this.
NEW PI - Joint CDC and SBDC	Availability of ICT systems to staff from 7.30 am to 6.30 pm (by period)	NEW PI	NEW PI	99.50%	99.50%	99.50%	Sim Dixon	New PI.Ddue to move from Steria to Service Desk that records both SBDC and CDC.
NEW PI - Joint CDC and SBDC	Percentage of calls resolved within SLA period (by period)	NEW PI	NEW PI	95%	95%	95%	Sim Dixon	New PI.Ddue to move from Steria to Service Desk that records both SBDC and CDC.
CdBS3 (C)	Percentage of responses to FOI requests sent within 20 working days (by month)	tba	90%	90%	90%	90%	Sim Dixon	No change
CdF1 (C)	Percentage of small businesses paid within 15 days (by period)	79.90%	90%	90%	90%	90%	Rodney Fincham	Delete PI. This PI was introduced in order to monitor the amount of time taken to pay small businesses during the recession. Now that we are in a period of recovery, this PI no longer needs to be a corporate PI, however we will continue to pay small businesses promptly
CdLD2 (C)	Percentage of canvass forms returned	Annual (figure due to be updated April 2016)	94%	94%	94%	94%	Joanna Swift	PI name changed from 'The percentage response to the annual canvass' to 'Percentage of canvass forms returned' for consistency
CdLD3 (C)	Percentage of standard searches carried out within five working days (by period)	100.00%	100%	100%	100%	100%	Joanna Swift	No change
Customer services - Cllr. Wilson								
CdCS1 (C)	New measure for complaints - t.b.a.	t.b.a	t.b.a.	t.b.a.	t.b.a.	t.b.a.	Nicola Ellis	No change

**Chiltern District Council
Resources Overview Committee 23 March 2016**

SUBJECT:	<i>Quarter Three 2015/16 Write Offs</i>
REPORT OF:	<i>Jim Burness, Director of Resources</i>
RESPONSIBLE OFFICER	<i>Nicola Ellis, Head of Customer Services</i>
REPORT AUTHOR	<i>Nicola Ellis - nellis@chiltern.gov.uk</i>
WARD/S AFFECTED	<i>All</i>

1. Purpose of Report

At its meeting of 19 March 2015 Chiltern District Council Audit Committee agreed changes to the financial procedure rules in respect of write offs. The Committee also requested that a quarterly report on volumes and amounts of write offs be reported to Resources Overview Committee. This report relates to quarter three 2015/16.

2. RECOMMENDATION

1. Resources Overview Committee note and comment on the quarter three write offs.

3. Discussion

- 3.1 During the second quarter there have been a total of 103 amounts written off totalling £35,148.50. These are further broken down as follows:

Type of Debt	Numbers	Total
Sundry Debts	3	£1,924.98
HB/CT/CTS Overpayments	20	£12,724.21
Council Tax	76	£17,595.08
Business Rates	4	£2,904.23

Sundry Debts

- 3.2 The breakdown of the sundry debts write offs is included as Appendix 1. There are three write offs.

Housing Benefits, Council Tax Benefit and Council Tax Support Overpayments

**Chiltern District Council
Resources Overview Committee 23 March 2016**

- 3.3 The overpayments written off as irrecoverable are included in Appendix 2. If an overpayment is classified as an official error i.e. an error made by the local authority, DWP or HMRC and the customer cannot be expected to know that they were being overpaid we are unable to seek recovery and these overpayments are classified as irrecoverable. All of the overpayments written off are in this category.
- 3.4 It should be noted that the Council receives 100% subsidy from central government in respect of these overpayments where the total amount written off does not exceed 0.48% of total expenditure (approximately £90,000).

Council Tax

- 3.5 Appendix 3 shows the individual write offs in respect of Council Tax in quarter three. There have been 76 amounts written off. 46 of those relate to debit balances and 30 to credits.
- 3.6 38 of the 76 write offs relate to small balance write offs. Small credit or debit balances sometimes remain on closed accounts or arise because of rounding issues relating to benefit awards. As these are low amounts ranging from 1p they are uneconomical for the Council to pursue further and so are written off.
- 3.7 22 of the remaining write offs are written off as the debtor has absconded and all efforts to trace them by the Council and by our enforcement agents have failed. Four of the debts are unable to be recovered as the debtor has been given a debt relief order or bankruptcy. Two debts have been written off as the payer has died and there are not enough funds in the estate to pay the bill. Two debts have been written off because of an incorrect calculation of Council Tax Support and the remaining eight write offs are credit write offs where the Valuation Office has retrospectively decreased the banding on a property and we are unable to trace the payer at that time.

Business Rates

- 3.8 Four business rates debts were written off in the third quarter, shown in Appendix 4. Two of these were in relation to a small debit and a small credit. One was due to insolvency and the other where a director has absconded and there are no company assets remaining.

3 Corporate Implications

**Chiltern District Council
Resources Overview Committee 23 March 2016**

4.1 Financial – There is a financial impact on the Council where debts are not recovered, however provision is made in the accounts to accommodate the writing off of bad debts.

4 Links to Council Policy Objectives

5.1 This report links to the following objective:

- Delivering cost- effective, customer- focused services

6 Next Step

6.1 Members are asked to note the write offs for the third quarter. Another report will be presented to the Committee following the end of quarter four.

<p>Background Papers:</p>	<p>None</p>
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Sundry Debtor Write Offs 2015/16 Quarter 3

Ref	Cust No	Inv Date	Amount	Type of Debt	Reason
355	1286	30.10.2013	280.00	Building Control Fees	Debt Collector unable to collect
357	1832	02.07.2014	1,200.00	Rent Arrears & Remedial Works	Debt Collector unable to collect
406	1877	26.09.2014	<u>444.98</u>	Rent Guarantee Scheme	Debt Collector unable to collect
			<u>1,924.98</u>		

Date	Claim	Reason	HB	CTS
27/11/15	42905	Rented HS2 property but as a govt tenant she is not entitled to HB should not have been set up	£ 784.62	
27/11/15	42064	WTC and CTC incorrect	£ 485.50	
28/11/15	35043	Incorrect earnings and pension calc	£ 116.18	
28/11/15	42402	Non deps not put on claim	£ 362.70	
28/11/15	42402	Non deps not put on claim		£ 30.00
28/11/15	37033	Payslips incorectly updated	£ 139.30	
28/11/15	38842	Tax credits incorrectly set up		£ 87.48
28/11/15	38842	Tax credits incorrectly set up	£460.76	
28/11/15	11520	Non deps not put on claim	£ 596.24	
30/11/15	22563	Earnings entered incorrectly		£ 14.20
30/11/15	35966	Incorrect earnings input LA error	£ 460.40	£ 105.29
30/11/15	22264	LA error not recoverable	£ 261.66	
30/11/15	41142	LA error not recoverable	£2,463.39	£ 515.64
30/11/15	18869	LA error system created incorrect premium	£ 672.32	£ 254.61
30/11/15	27295	LA error child tax missed as income	£ 784.08	£ 202.96
30/11/15	40018	LA error did not include non deps full income	£1,687.00	£215.24
30/11/15	2796	Debt raised but no notification sent to NOK recoverable but written off	£ 228.38	
30/11/15	41278	LA error income not input at start of claim	£ 656.59	£ 226.26
30/11/15	28428	Debt raised but no notification sent to NOK recoverable but written off	£ 132.79	
21/01/16	37314	LA error we failed to input tax credit income	£ 677.38	£ 103.24
			£ 10,969.29	£ 1,754.92

Date	Account	Amount	Reason
27.11.15	1676177	£62.11	Payer deceased no funds in estate
27.11.15	1049112	-£1,566.86	Band reduction no forwarding address
27.11.15	2346582	£25.01	Absconded
27.11.15	1098329	-£34.87	Band reduction no forwarding address
27.11.15	2331864	£432.78	Absconded to Dubai
27.11.15	1660901	£973.84	Debt relief order
27.11.15	2274515	£3,178.21	Debt relief order
27.11.15	2303406	£2,916.42	Payer made bankrupt
27.11.15	2237441	£170.04	Absconded
27.11.15	2343316	£813.33	Absconded
27.11.15	2321301	£1,355.22	Absconded
27.11.15	2163367	£492.51	Absconded
27.11.15	2337624	£322.61	Absconded
27.11.15	1939072	-£134.73	Band reduction no forwarding address
27.11.15	1802748	-£368.66	Band reduction no forwarding address
27.11.15	2372911	£525.39	Absconded
27.11.15	1927877	-£68.86	Band reduction no forwarding address
27.11.15	1825551	£141.59	Absconded
27.11.15	2188752	£1,524.00	Absconded
27.11.15	2236132	£750.15	Absconded
27.11.15	2291030	£866.67	Absconded
27.11.15	2129905	£34.64	Absconded
27.11.15	1355087	£228.43	Absconded
27.11.15	1647455	-£174.28	Band reduction no forwarding address
27.11.15	1439599	-£764.10	Band reduction no forwarding address
27.11.15	2152097	£1,157.53	Debt relief order
27.11.15	2220446	£629.00	Absconded
27.11.15	1912113	£303.58	Absconded
27.11.15	1779777	£1,518.39	Absconded
27.11.15	2343728	159.54	Absconded
27.11.15	2004702	£174.44	Absconded
27.11.15	2311037	£767.60	Absconded
27.11.15	2342956	£376.51	Absconded
27.11.15	2171256	£598.65	Absconded
27.11.15	1049159	-£1,240.62	Band reduction no forwarding address
28.11.15	2343675	£286.80	Error on Council Tax Support calculation non recoverable
28.11.15	1347975	£46.43	Error on Council Tax Support calculation non recoverable
02.12.15	1930064	£17.00	Small debit

02.12.15	1839971	-£1.63		Small debit
02.12.15	2282629	£2.94		Small debit
02.12.15	1666127	£8.78		Small debit
02.12.15	2312936	£8.79		Small debit
02.12.15	2237906	£1.87		Small debit
02.12.15	1295401	-£1.31		Small credit
02.12.15	1338113	-£12.74		Small credit
02.12.15	1370647	-£0.01		Small credit
02.12.15	1768679	-£3.91		Small credit
02.12.15	1978880	-£3.84		Small credit
02.12.15	2041563	-£1.01		Small credit
02.12.15	2077764	-£2.59		Small credit
02.12.15	2202596	-£0.51		Small credit
02.12.15	2218513	-£0.39		Small credit
02.12.15	2304493	-£3.85		Small credit
02.12.15	2314051	-£5.29		Small credit
02.12.15	2322156	-£0.01		Small credit
02.12.15	2354364	-£0.58		Small credit
02.12.15	1493802	-£3.54		Small credit
02.12.15	2349515	£1.31		Small credit
02.12.15	2357727	£1.92		Small credit
02.12.15	1314199	£0.01		Small debit
02.12.15	1346737	£3.03		Small debit
02.12.15	2305096	£0.26		Small debit
02.12.15	2118878	£0.27		Small debit
02.12.15	2301450	£13.84		Small debit
02.12.15	2332663	£4.39		Small debit
02.12.15	1792533	£7.40		Small debit
02.12.15	2280388	-£1.11		Small debit
02.12.15	2350602	£3.82		Small debit
02.12.15	1267844	-£0.01		Small credit
02.12.15	1347661	-£3.32		Small credit
02.12.15	1758170	-£1.53		Small credit
02.12.15	1849950	-£0.11		Small credit
02.12.15	2006777	-£2.78		Small credit
02.12.15	2052904	£0.01		Small credit
02.12.15	2286765	-£1.56		Small credit
30.11.15	1345983	£1,092.63		Hardship deceased payer no funds in estate
		£17,595.08		

Date	Account	Amount		Reason
27.11.15	822659	£2,250.28		Director absconded to Ireland no company assets
27.11.15	822222	£ 662.62		Insolvency
02.12.15	791566	-£ 8.68		Small credit
02.12.15	798248	£ 0.01		Small credit
		£2,904.23		

