

CHILTERN DISTRICT COUNCIL

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Resources Overview Committee

Tuesday, 21st June, 2016 at 6.30 pm

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

A G E N D A

- 1 Evacuation Procedures
- 2 Minutes (*Pages 5 - 8*)
To sign the Minutes of the meeting held on 23 March 2016.
- 3 Apologies for Absence
- 4 Declarations of Interest
- 5 28 Day Notice (Forward Plan) (*Pages 9 - 10*)
Appendix 1 (Pages 11 - 16)
- 6 Annual Performance Report 2015-16 (*Pages 17 - 20*)
Appendix A (Pages 21 - 22)
Appendix B (Pages 23 - 26)
Appendix C (Pages 27 - 30)
- 7 Quarter Four 2015/16 Write Offs (*Pages 31 - 36*)
Appendix 1 (Pages 37 - 38)
Appendix 2 (Pages 39 - 40)
Appendix 3 (Pages 41 - 42)

Appendix 4 (Pages 43 - 44)

Appendix 5 (Pages 45 - 50)

8 Exclusion of the Public

9 Private reports (if any)

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

Date of next meeting – Thursday, 14 July 2016

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CHILTERN DISTRICT COUNCIL

MINUTES of the Meeting of the
RESOURCES OVERVIEW COMMITTEE
held on **23 MARCH 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
J E MacBean
M W Shaw
H M Wallace
C J Wertheim

APOLOGIES FOR ABSENCE were received from Councillors M J Harrold, R J Jones, D W Phillips and D M Varley

ALSO IN ATTENDANCE: Councillor M J Stannard

42 MINUTES

The Minutes of the Resources Overview Committee meeting held on 26 January 2016, copies of which had been previously circulated, were approved and signed by Councillor N Rose, Chairman of the Committee, as a correct record.

In response to a question regarding the future impact of the proposed permanent extension of small business rates relief, the Director of Resources advised that the relief was to be increase to 100%, up until 2019/20 the current arrangement would continue where the loss of business rate income was offset by a grant from Central Government. When full devolution of business rates commences in 2019/20 this would be one of the responsibilities for funding passing totally to local authorities.. It was an issue that was being discussed in the Parliamentary Select Committee and was likely to feature in the consultation on business rate devolution that will take place during 2016.. This and other matters affecting the business rate base will need to be modelled to understand the overall impact on the authority in 2019/20..

The Director of Resources added that there was a change in thresholds for qualification of small business rates which were to come into effect during 2017/18 plus taper arrangements and this would need to be explained to businesses in advance of the changes coming into effect from April 2017.

43 DECLARATIONS OF INTEREST

There were no declarations of interest.

44 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 will be published on 30 May 2016. Members considered the contents of the 28 Day Notice and asked questions of clarification which were confirmed by officers at the meeting.

Councillor S Berry arrived during consideration of this item at 6.41pm

Councillor C Ford entered during consideration of this item at 6.46pm.

RESOLVED:

That the content of the report be noted.

45 QUARTER 3 PERFORMANCE REPORT 2015/16

Consideration was given to the report which outlined the performance of Council services against performance indicators and service objectives during September to December 2015.

The Performance Indicators (PIs) identified in the report which had failed to meet targets were four PIs that relate to housing and it was reported that three of the targets were linked to the national increase in demand for temporary accommodation and these targets were seeking to be addressed through the Council's Housing Strategy. A further PI that had failed to meet the target was related to voluntary leavers as a percentage of the workforce; and it was noted that these issues had been addressed and explained in a full report to the Council's Personnel Committee at a meeting held on Tuesday 22 March 2016, and the Committee was encouraged to look at this report.

RESOLVED:

That the content of report was noted.

46 PERFORMANCE INDICATOR REVIEW 2016/17

Consideration was given to the report which provided an update on the outcomes of the Performance Indicator (PI) review for 2016/17 and to seek approval for the proposed changes to reporting.

The policy and performance team had met with each of the Heads of Service (HoS) and reviewed their Performance Indicators in detail to ascertain whether any changes were required to monitor performance.

Concern was expressed at the continual problems in relation to the provision for temporary accommodation and it was clarified that the Council was continuing the work with the Housing Association to seek ways to address the issues through the Council's Housing Strategy.

The Director of Resources confirmed that the issues raised by members in relation to the percentage of voluntary leavers had been referred to in a detailed report to the Council's Personnel Committee at its meeting held on Tuesday 22 March 2016; and in addition it was noted that a high level of satisfaction had increased based on the recent feedback from the staff survey.

It was queried that the latest average recycling rates had decreased in England and suggested that the Chiltern element in the figures would be useful information to ascertain whether the average drop may be the start of a trend and likely to have a significant impact on the Council's target. Members were advised that the focus was on ensuring the service was working well and then to encourage recycling rates.

A member raised the issue of whether there should be a PI to give some indication about the outcome of Planning Enforcement work.

In response to a member's query on a deleted PI 'Number of private sector dwellings vacant for more than 6 months and returned to occupation following local authority intervention', and whether it should be retained given the issues with housing provision in the area. The Principal Officer for Policy, Partnership and Communications advised that the request would be reported back to the relevant Head of Service for consideration..

RESOLVED:

- i) That the recommendations of the Heads of Service be approved as detailed in the following appendices:**
 - a) Appendix A PI Review – Priority PIs 2016-17 – CDC – proposals for reporting priority indicators during 2016/17 with future targets; and**
 - b) Appendix B PI Review - Corporate Indicators 2016-17 – CDC – proposals for reporting Corporate PIs during 2016/17 with future targets**

47 QUARTER 3 2015/16 WRITE OFFS

Consideration was given to the report which advised that the meeting of the Audit and Standards Committee held on 19 March 2015 had 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. The report related to quarter three 2015/16.

In response to a Member's query, the Director of Resources agreed that in future a trend of quarterly write offs could be include in the report.

RESOLVED:

That the content of the report on the quarter three write offs be noted.

The meeting ended at 7.21pm

SUBJECT:	<i>28 Day Notice</i>
REPORT OF:	<i>Cabinet Portfolio Holder for Support Services (Deputy Leader)</i>
RESPONSIBLE OFFICER	<i>Head of Legal & Democratic Services</i>
REPORT AUTHOR	<i>Joe Crowley, 01494 732011: jcrowley@chiltern.gov.uk</i>
WARD/S AFFECTED	<i>All wards</i>

1. Purpose of Report

1.2 28 Day Notice

Members are requested to look at the following 28 Day Notices to identify potential topics for review:

- Cabinet: 28 June 2016 (Appendix 1)

RECOMMENDATION

To review the work programme and to identify potential topics for review from the 28 Day Notices.

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
No	Annual Performance Report 2015-16: to consider the annual performance report	Services 14 June 16 & Resources 21 June 16	Cabinet 28 June 16	No	Sarah Woods Email: swoods@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
No	Treasury Management Annual Report 2015/16: To report on Treasury Management 2015/16	No	Cabinet 28 June 16	No	Helen O'Keefe Email: hokeefe@chiltern.gov.uk
Yes	Capital and Repairs and Renewals Outturn 2015/16: To report the 2015/16 outturn for Capital and R&R and request the carry forward of unspent Capital and R&R budgets.	No	Cabinet 28 June 16	No	Jane Clarke Email: jclarke@chiltern.gov.uk

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

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 Email: cmarchant@chiltern.gov.uk

Yes	Leasing Further Space to Chiltern Clinical Commissioning Group: To report on negotiations with CCG and seek approval for a new lease.		Cabinet 28 June 16	Yes (Paragraph 3)	Andy Crow Email: acrow@chiltern.gov.uk
Yes	Energy Strategy: To consider adoption of the Buckinghamshire Energy Strategy	Services 14 March	Cabinet 28 June 16	No	Ben Coakley Email: bcoakley@chiltern.gov.uk
Yes	Amersham Multi-Storey Car Park Development: To seek agreement for construction and financing		Cabinet 13 Dec 16	Yes (Paragraph 3)	Chris Marchant Email: cmarchant@chiltern.gov.uk
Yes	Chesham 10p Tariff Bands: review of 10p tariff band.		Cabinet 28 June 2016	No	Julie Rushton Email: jrushton@chiltern.gov.uk
Yes	Chiltern Council Car Parks: Review of car park arrangements	EPAG 15 June 2016	Cabinet 28 June 2016	Yes	Julie Rushton Email: jrushton@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

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
Yes	Indoor Sports and Leisure Facilities Strategy: To consider the options in relation to the leisure needs strategy	Services 14 June	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	Services 14 June	Cabinet 28 June 16	No	Martin Holt Email: mholt@chiltern.gov.uk
Yes	Temporary Accommodation Procurement Statement: To identify the options available to the Council in the provision of temporary accommodation		Cabinet 06 Sep 16	No	Martin Holt Email: mholt@chiltern.gov.uk

Yes	Regulators Code for shared services: To consider the shared service regulators enforcement code		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	Services 14 June	Cabinet 28 June 16	No	Martin Holt Email: mholt@chiltern.gov.uk
Yes	Leisure Contract Performance Report 2015/2016: To report the performance of GLL and their effectiveness in operating the leisure centre/community development contract covering Chalfont, Chesham and Chiltern Pools Leisure centres	CHHPAG 19 July 16	Cabinet 6 Sept 16	No	Paul Nanji Email: pnanji@chiltern.gov.uk
Yes	Leisure Centre Capital Report 2016/2017: to agree funding to undertake capital works at Chalfont, Chesham and Chiltern Pools Leisure centres during 2016/2017	CHHPAG 19 July 16	Cabinet 6 Sept 16	No	Paul Nanji Email: pnanji@chiltern.gov.uk
No	Leisure Advisory Board: to consider the proposal to create a Joint Chiltern and South Bucks Leisure Advisory Group		Cabinet 6 Sept 16	No	Martin Holt Email: mholt@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	Services 18 Oct 16 CHHPAG 12 Oct	Cabinet 1 Nov 16	No	Michael Veryard Email: mveryard@chiltern.gov.uk
Yes	Homelessness Strategy: To consider a joint Homelessness Strategy	Services 18 Oct CHHPAG 12 Oct	Cabinet 1 Nov 16	No	Martin Holt Email: mholt@chiltern.gov.uk
No	Sustainability and Carbon Reduction Strategy: The development and implementation of an updated joint strategy for South Bucks DC and Chiltern DC, building on	CHHPAG 20 March 17	Cabinet 4 April 17	No	Joanna Faul Email: jfaul@chiltern.gov.uk

	existing activities and opportunities				
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DRAFT

- 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 £30,000 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 – www.chiltern.gov.uk/democracy – usually 5 working-days before the date of the meeting. Paper copies may be requested (charges will apply) using the contact details below.
- 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 (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 – www.chiltern.gov.uk/democracy

Contact: Democratic Services, Chiltern District Council, King George V House, King George V Road, Amersham, HP6 5AW; email: chiefexecs@chiltern.gov.uk; tel: 01494 732143

- 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 initial followed by their surname e.g. Bob Smith = bsmith@chiltern.gov.uk

SUBJECT:	<i>Chiltern District Council Performance Report Annual Report 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 the year 2015-16.

RECOMMENDATION

Cabinet is asked to note the performance reports and review the Annual Report which is different to previous years as it is now in an info-graphic format.

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	5	0	5	4
Sustainable development	10	6	3	0	1
Environment	6	4	1	0	1
Support services	7	3	3	0	1
Customer services	5	4	0	0	1
Total PIs	45	23	7	6	9

3. Reasons for Recommendations

3.1 This reports factual annual performance against pre-agreed targets. Management Team, Cabinet 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. This year the Annual Report is in a different format. Previously, the Annual Report was a 40+ page document, but was reduced last year. This year it has been reduced

further to a two sided info-graphic designed to highlight the main achievements for the year and main achievements for the year ahead.

3.2 The Annual Report and two detailed performance tables accompany this report:

- **Appendix A – Annual Report CDC 2015-16**
- **Appendix B – Priority performance indicators 2015-16**
- **Appendix C – Quarterly corporate performance indicators 2015-16.**

4. Key points to note this quarter:

4.1 Of the six off-target PIs, one is a priority PI. Please refer to the appendices for full details.

4.2 Of the nine unknown PIs, three are provided for information only, five 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 five 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. New performance indicators for 2016 will split out long term and short term sickness. These have been effective from 1 April 2016.

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

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

9. Next Step

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

Background Papers:	N/A
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This document aims to highlight our major achievements and performance between April 2015 and March 2016

To find out more about what we are aiming to achieve, see our joint business plan with South Bucks District Council at www.chiltern.gov.uk/Aims-and-Objectives

To find out more about our financial performance, see our financial accounts at www.chiltern.gov.uk/statementofaccounts

Performance against targets

We set ourselves 45 key targets to achieve. The full table and results can be viewed at www.chiltern.gov.uk/performance-reports

Key achievements during 2015 - 2016



Chiltern and South Bucks District Councils have combined their senior management; agreed 16 shared service teams, saving around £7.5m since 2012



Supported 341 households to secure housing through Bucks Home Choice, prevented 57 from becoming homeless and assisted 236 households with homelessness applications of which 128 were accommodated



Working with our partners and community, secured additional tunnelling and other mitigation to protect the Area of Outstanding Natural Beauty from the impact of HS2



Started to prepare a joint Chiltern and South Bucks local plan



Collected over 99.36% council tax



Worked in partnership with Thames Valley Police to reduce crime and disorder



Invested £650k at Chiltern Pools and Chesham Leisure Centre



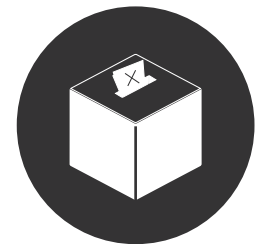
Supported 144 people to obtain disability adaptations and accessed over £800k funding



Delivered superfast wireless in Chesham and superfast broadband to 3,293 homes in Chiltern District



100% of major planning applications, 83% of minor planning applications and 93% of other applications processed in time



Successfully ran the combined parliamentary, district and parish elections in May 2015



Consistently achieved a next day service for responding to local land charges searches



Over 50,000 tonnes of waste was reused, recycled or composted in Chiltern and Wycombe



Introduced new improved recycling collection for flats



Achieved the bronze Investors In People accreditation



Draft the joint Chiltern and South Bucks local plan



Continue to make savings in order to deal with on-going reductions in Government funding



Continue to financially support the rollout of superfast broadband



Ensure our open spaces and leisure facilities are suitable for the needs of our residents now and in the future



Empower communities to deliver services



Deliver a Housing Strategy to help people in need to secure appropriate housing



Continue to petition for a long tunnel and further mitigation to prevent damage by HS2



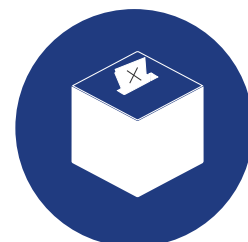
Increase off street car parking spaces in our main centres



Roll out customer web access for parking fines



Investigate alternative uses of council owned land and buildings to better serve residents



Manage the EU referendum

Appendix B - Priority PIs 2015-16 Annual - 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	2015/16 Actual	Target 2015/16	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	8.16	8.29	7.95	7.95	11	<input checked="" type="checkbox"/>	69.62 for March + 1405.42 = 1475.04(info taken from Workforce)/185.45(average FTE figure) = 7.95/12*12=7.95 From 1 April 2016, long term and short term sickness absence will be split out.
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%	2.00%	-10.20%	-10.90%	-19.20%	-19.20%	data only	n/a	Chiltern has seen an increase in burglaries of 19.2 percent over a rolling year. 211 offences compared to 177 the previous rolling 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	1	1	0	0	0	<input checked="" type="checkbox"/>	
Page 21 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	29	32	31	31	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. Demand for temporary accommodation remains high but we have maintained a broadly consistent overall number and avoided sharp increases by being proactive in moving households on to secure accommodation wherever 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	2015/16 Actual	Target 2015/16	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%	95.24%	95.45%	95.65%	95.65%	51.00%	☑	<p>Review period is 1st July 2014 - 30th June 2016. If performance falls below 51% at the end of the monitoring period, the Council will be placed into special measures.</p> <p>One Major application was determined in March 2016. As an extension of the time period to make a decision was agreed with the applicant (EOT), it was determined 'in time'.</p> <p>The total number of Major applications determined so far during the 2-year assessment period increases to 23. Of these 22 have been determined either within the statutory 13 week period or an EOT.</p>
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%	9.38%	9.38%	9.38%	9.38%	19.00%	☑	<p>Of the 32 Major applications determined in the assessment period, 12 have been appealed and the number overturned (allowed) by the Planning Inspectorate remains at 3. Cumulative performance remains at 9.38% and continues to be better than the 'special measures' target of 'less than 20%' [3/32*100].</p> <p>Looking forward, no new appeals relating to Major planning applications were lodged during March. It means that an appeal on 1 Major application was awaiting a decision from the Planning Inspectorate at the end of the month (Woodrow Farm Amersham CH/2014/1427/FA).</p>
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%	81.95%	81.90%	81.92%	81.92%	70.00%	☑	For the year to date, 213 out of 260 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%	91.96%	92.02%	92.15%	92.15%	92.00%	☑	For the year to date, 1,186 out of 1,281 were processed on time.

Environment

Appendix

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	2015/16 Actual	Target 2015/16	Traffic Light	Latest Note
CdWR3	Percentage of household waste sent for reuse, recycling and composting (cumulative)	50.32%	56.00%			54.70%			51.60%			52.29%			52.53%	52.53%	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. The result is below set target. This is partly because collection crews have received refresher training on what materials are acceptable in the blue bins and were given tags to put on bins containing incorrect material. This has led to a larger number of bins being rejected due to containing the wrong items. Although this has partly reduced the volume of recycling material collected, it is a positive move towards improving the quality of recycling collected and providing further education to residents. More significantly, the packaging industry continues to produce lighter packaging which reduces the weight of recycling collected and the latest reported national recycling rate, at 44.8% (2014/15), has dropped slightly from the previous year.
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	12.06	15.7	15.29	16.08	18		
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	4.95	4.65	4.41	4.72	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%	92.28%	98.70%	99.36%	99.36%	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%	89.93%	95.77%	98.30%	98.30%	98% (57.17%)		

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Appendix C - CDC Quarterly Corporate Performance Indicator Report - Annual 2015-16

Note: Excludes Priority Performance Indicators - see Appendix B

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	2015/16 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	31,943	28,033	33,497	330,946	data only	n/a	Rachel Prance	330,946 for year	
CdHR2 (C)	Voluntary leavers as a % of workforce (extrapolated for the year)	new PI	new PI			21.90%			22.00%						18.62%	18.62%	8%	<input checked="" type="checkbox"/>	Judy Benson	8 leavers during quarter 4 plus 33 for Q1,Q2 & Q3 = 41/ average headcount of 220.17(%) = 18.62. In March there was 1 retirement.	
Community, health and housing																					
CdCL1 (C)	Customer satisfaction rating at the Chiltern leisure facilities	new PI	new PI	annual PI											59.00%	59.00%	t.b.a.	n/a	Martin Holt	Survey results are pre spend of £600k on improving the facilities at Chiltern Pools and Chesham.	
CdCL2 (C)	Total participation in physical activities delivered through the GLL community engagement plan (by period)	new PI	new PI			775			1,496						1,469	6,268	6,000 (1,500)	<input checked="" type="checkbox"/>	Martin Holt	Activity tends to be higher in school holidays. 6,268 for year.	
CdCL3 (C)	Total number of users at all leisure centres (by period)	874,748	840,000			228,569			222,228						236,548	915,382	875,000 (218750)	<input checked="" type="checkbox"/>	Martin Holt	915,382 for year.	
CdCL4 (C)	Percentage reduction in violent offences against a person, rolling year on year	data only	data only			-14.7%			-36.90%						-53.90%	-53.90%	data only	n/a	Martin Holt	Chiltern has seen a 53.9 percent increase in offences from 460 to 708 offences when comparing rolling years.	
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						22	22	33 (16.50)	<input checked="" type="checkbox"/>	Martin Holt	Total comprises (i) 22 (4 x rented flats at The Chequers, Chesham and 14 x rented/4 shared ownership properties at former college site off Lycrome Road, Chesham), (ii) 0 and (iii) 0	
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						12	12	5	<input checked="" type="checkbox"/>	Martin Holt	Total of 8 placements ended during the quarter with combined stay of 685 days (Average figure increased by one placement totalling 365 days - extended stay due to eligibility issues and review). 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											28	28	40	<input checked="" type="checkbox"/>	Martin Holt	Figure of 28 refers to those empty properties returned to use following significant contact between Council and owner	
CdHS9 (C)	Bucks Home Choice – rolling year on year change in number of applicants (%)	new PI	data only			34%			29%						13%	13%	data only	n/a	Martin Holt	Total number of live applications increased from 505 to 570 from 1/4/15 to 31/3/16.	

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Appendix C

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	2015/16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes	
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%			96.00%	96.00%	91%	<input checked="" type="checkbox"/>	Martin Holt		
JtLI3 (C)	Percentage of customers satisfied with the licensing service received (annual)	67%	89%	annual PI												61.80%	61.80%	89%	<input checked="" type="checkbox"/>	Martin Holt	Reported annually. The response rate was disappointingly low with just 35 responses which means the figures are not particularly meaningful. The survey has been reviewed and is now easier to complete to encourage more responses. A link to the survey can be found on email signatures and will be added to the website.
JtLI5 (C)	Percentages of licences received and issued/renewed within statutory or policy deadlines (cumulative)	98%	95%			83.20%			97.70%			98.10%			98.40%	98.40%	97%	<input checked="" type="checkbox"/>	Martin Holt	8 out of 508 completed outside of stat deadlines.	
Sustainable development																					
JtBC1 (C)	Applications checked within 10 working days (cumulative)	83.64%	82%	79.00%	86.30%	83.05%	84.20%	88.20%	88.30%	89.12%	90.44%	91.08%	91.59%	92.28%	92.70%	92.70%	85%	<input checked="" type="checkbox"/>	Peter Beckford		
JtB34 (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%	92.60%	93.12%	92.70%	92.70%	94%	<input type="checkbox"/>	Peter Beckford	Demanding target. Performance only slightly off target.	
CdPP1 (C)	Net additional homes provided	189	133	annual PI														133	?	Peter Beckford	Reported annually. This figure is currently unavailable and will be reported around June.
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%			77.00%	77.00%	80%	<input type="checkbox"/>	Peter Beckford	New performance indicator in 2015/16. Target had to be set without any data from 2014/15. The response rate to the survey is disappointingly low. Of around 2,000 sent, only 187 were returned across the year.	

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	2015/16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes
CdSD8 (C)	Planning appeals allowed (cumulative)	39.00%	35%			43.33%			37.50%			40.32%			39.76%	39.76%	35%		Peter Beckford	<p>During the fourth quarter of 2015/16 (January to March 2016), a total of 25 appeals were determined by the Planning Inspectorate.</p> <p>1 appeal allowed in the quarter related to a 'Major' application refused planning permission by the Council [new sports facilities at Amersham & Wycombe College]. This is important for future 'special measures' quality of decisions assessment by the Government.</p> <p>Performance during the quarter means that cumulative performance during 2015/16 improved slightly to 39.76% but is still below target [33 appeals allowed out of the total of 83 appeals determined and monitored for this indicator].</p>
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%			100.00%	100.00%	30%		Peter Beckford	This will move to a monthly calculation from 1 April and a new PI has been set up to record high priority cases.
Environment																				
CdSE1 (C)	Cumulative CO2 reduction from local authority operations from base year of 2008/09	22.00%	7.80%	annual PI											22.00%	22.00%	9.10%		Martin Holt	Reported annually. Cumulative Figure against baseline
CdSE2 (C)	Planning to adapt to climate change (5 levels of performance 0=low 5= high)	3	4	annual PI											3	3	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			n/a	n/a	t.b.a.	n/a	Chris Marchant	New PI for when the new plant maintenance contract is implemented.
CdWR1 (C)	Waste customer satisfaction survey	new PI	new PI	6 monthly					87.80%	6 monthly					85.60%	86.70%	86%		Chris Marchant	
CdWR2 (C)	Residual household waste kg per household (including used for energy from waste)	396.47	445.00	annual PI											418.54	418.54	445.00		Chris Marchant	Reported annually.
Support 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	2015/16 value	Annual target 2015/16	Traffic light (latest actual)	Responsible officer	Latest notes		
JtLD1 (C)	Client satisfaction with the shared service. Percentage satisfied or very satisfied.	100.00%	96%	6 monthly						90.00%	6 monthly						91.00%	90.50%	94%	<input type="checkbox"/>	Joanna Swift	Work pressures caused delay dealing with a specific case, causing satisfaction to dip. The delays in question related to requests for advice on 2 CLEUD applications at South Bucks and a TPO at CDC. They were caused by high workloads within the Planning Team at the time when a full time member of staff was on sick leave. Action was taken to deal with this by putting all new UU's and s106 Agreements out to external solicitors. Since introduction of the legal case management and time recording system in March this year the manager can monitor workload and turn round times more effectively.
CdBS1 (C)	Availability of ICT systems to staff from 8am to 6pm (by period)	99.00%	99%			99.90%			99.90%			99.80%			99.85%	99.86%	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%			82.00%	84.00%	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%	85.00%	65.00%	56.00%			90%	?	Sim Dixon	Due to deadlines for processing, this will always be reported one month in arrears. Reporting of the statistics for responses to FOI requests was impacted by two issues: 1. Technical problems following the migration of the Corporate Information Manager to the single network 2. Some areas of CDC have a legacy culture of not answering FOIs unless the requester chases up for a response. It is thought this is primarily due to this PI not previously being monitored at a senior level.		
CdF1 (C)	Percentage of small businesses paid within 15 days (by period)	new PI	new PI			80.90%			82.60%			79.90%			84.50%	82.00%	90%	<input type="checkbox"/>	Rodney Fincham	129 out of 151 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											94.00%	94.00%	94%	<input checked="" type="checkbox"/>	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%			100.00%	100.00%	100%	<input checked="" type="checkbox"/>	Joanna Swift	304 qualifying searches received - 304 carried out within 5 working days.		
Customer services																						
CdCS1 (C)	New measure for complaints - t.b.a.	new PI	new PI				n/a				n/a				n/a	n/a	t.b.a.	n/a	Nicola Ellis	New PI for when the joint customer services team is implemented.		

**Chiltern District Council
Resources Overview Committee 21 June 2016**

SUBJECT:	<i>Quarter Four 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 four 2015/16.

2. RECOMMENDATION

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

3. Discussion

- 3.1 During the fourth quarter there have been a total of 191 amounts written off (122 relate to PCNs over the whole year) totalling £75,971.05. These are further broken down as follows:

Type of Debt	Numbers	Total
Sundry Debts	4	£1036.54
HB/CT/CTS Overpayments	27	£13882.89
Council Tax	31	£21225.52
Business Rates	7	£31086.77
Penalty Charge Notices	122 (Q1-Q4)	£8739.68 (Q1-Q4)

- 3.2 The table below shows the totals for 2015/2016 broken down in to quarters as reported:

**Chiltern District Council
Resources Overview Committee 21 June 2016**

Type of Debt	Numbers	Total
<u>Quarter One</u>		
Sundry Debts	33	£13,101.83
Council Tax	54	£1837.22
Business Rates	4	£10,344.14
<u>Quarter Two</u>		
Sundry Debts	4	£2,030.61
HB/CT/CTS Overpayments	13	£12,983.27
Council Tax	35	£8,249.97
Business Rates	3	£59,626.58
<u>Quarter Three</u>		
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
<u>Quarter Four</u>		
Sundry Debts	4	£1036.54
HB/CT/CTS	27	£13882.89

**Chiltern District Council
Resources Overview Committee 21 June 2016**

Overpayments		
Council Tax	31	£21225.52
Business Rates	7	£31086.77
Penalty Charge Notices	122 (Q1-Q4)	£8739.68 (Q1-Q4)
<u>ANNUAL TOTALS</u>		
Sundry Debts		
HB/CT/CTS Overpayments	60	£39590.37
Council Tax	196	£48907.79
Business Rates	17	£103961.72
Penalty Charge Notices	122	£8739.68

Sundry Debts

3.3 The breakdown of the sundry debts write offs is included as Appendix 1. There are 4 write offs totalling £1036.54.

Housing Benefits, Council Tax Benefit and Council Tax Support Overpayments

3.4 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. 26 of the 27 overpayments written off are in this category. The other is a small overpayment where we are unable to trace the customer.

3.5 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). The figure written off in 2015/2016 totalled £39,590.

Council Tax

**Chiltern District Council
Resources Overview Committee 21 June 2016**

3.6 Appendix 3 shows the individual write offs in respect of Council Tax in quarter four. There have been 31 amounts written off. 23 of those are where the debtor has absconded and all efforts to trace them have been unsuccessful.

3.7 Three of the debts have written off because the debtor has been made bankrupt to taken other action with regard to debts that prevents us being able to recover e.g. debt relief order. Another debt was written off as it was remitted by the court. One amount was written off as the debtor is deceased and there were no funds in the estate. Some small balance write offs were completed prior to annual billing amounting to £36.

3.8 Two amounts were written off as they were deemed unreasonable to recover. One related to an irrecoverable overpayment of Council Tax Support and the other was due to an overpayment of Council Tax Support where a customer had not declared child maintenance as she believed these were disregarded. Following investigation in to the complaints the customer made it was accepted that they had received some misleading information.

Business Rates

3.9 Seven business rates debts were written off in the fourth quarter, shown in Appendix 4. Six of these were due to the company going in to liquidation/administration or bankruptcy and the other was because the debtor had absconded.

Parking Penalty Charge Notices

3.10 During 2015/2016 there have been 122 penalty charge notices written off totalling £8739.68. These are shown in Appendix Five. These will be reported quarterly in 2016/2017.

4. Corporate Implications

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.

5 Links to Council Policy Objectives

5.1 This report links to the following objective:

**Chiltern District Council
Resources Overview Committee 21 June 2016**

- Delivering cost- effective, customer- focused services

6 Next Step

6.1 Members are asked to note the write offs for the fourth quarter. Another report will be presented to the Committee following the end of quarter one of 2016/17.

Background	None
Papers:	

Ref	Cust No	Inv Date	Amount	Type of Debt
467	150	28/02/12	340.00	Rent Deposit Scheme
469	1966	02/12/14	59.48	Overpayment to ex member of staff
476	195	20/09/12	115.00	Rent Deposit Scheme
485	94	20/09/12	522.06	Rent Deposit Scheme
			<u>1,036.54</u>	

Reason

Debt Collector unable to collect
Uneconomic to pursue
Uneconomic to pursue
Debt Collector Unable to collect

Date	Claim	Reason
21/01/16	37314	LA error - failed to input tax credit income
21/01/16	24867	LA error - failed to input third occupational pension.
29/01/16	42451	LA error earnings incorrectly entered
29/01/16	17145	DHP dropped off due to increase in earnings not recovered
29/01/16	42299	LA error - shares accommodation with granddaughter
11/02/16	8063	LA error system not updating correct pension rate
11/02/16	18549	LA error change of AIF not input
11/02/16	13162	LA error we did not update partners State Retirement Pension
11/02/16	42085	LA error system did not update SRP in 2015
11/02/16	41897	LA error system did not update SRP in 2015
04/03/16	37034	LA error Tax Credits missed as income
04/03/16	27091	System error o/p did not offset when claim rebuilt
04/03/16	24414	LA error ESA not set up properly
04/03/16	42760	No forwarding address not recoverable
04/03/16	41986	Tax credits incorrectly set up
04/03/16	24297	Pension increase not set up properly
04/03/16	24297	Pension increase not set up properly
04/03/16	35612	disregard not set up properly
04/03/16	25838	Pension increase not set up properly
04/03/16	37308	Pension increase not set up properly
04/03/16	34580	Pension increase not set up properly
04/03/16	25838	Pension increase not set up properly
04/03/16	24414	ESA not set up properly
08/03/16	31012	ESA not set up properly
08/03/16	31012	ESA not set up properly
23/03/16	39517	Earnings incorrect pension contributions not taken into account
23/03/16	41285	Incorrectly treated second adult as non dependant

HB	DHP	CTB	CTS	
677.38			103.24	
291.13			66.57	
449.40			133.88	
	150.40			
2948.29			372.09	
0.02				
72.80				
189.00				
123.41				
205.80				
1697.36		659.02		
432.88				
			304.63	
1.60				
449.77				
			200.34	
597.00				
	54.72			
			44.27	
1.90				
			103.24	
144.96				
896.58				
292.48				
			163.93	
699.26			56.77	
			1298.77	
£ 10,171.02	£ 205.12	£ 659.02	£ 2,847.73	£ 13,882.89

Date	Account	Amount	Reason
07.01.16	2307577	£165.83	abscond
07.01.16	2206066	£371.58	abscond
07.01.16	2182203	£518.14	bankrupt
07.01.16	2250116	£655.47	abscond
07.01.16	2219902	£153.63	abscond
29.01.16	2287680	£872.55	abscond
29.01.16	2223540	£2,103.67	abscond
29.01.16	1304147	£960.47	abscond
29.01.16	2278929	£177.92	abscond
29.01.16	2220357	£2,533.02	abscond
29.01.16	2161464	£152.71	abscond
29.01.16	1432296	£232.45	abscond
29.01.16	2321599	£515.63	abscond
29.01.16	2241141	£221.00	abscond
29.01.16	2215992	£25.00	Deceased no funds
29.01.16	2166677	£545.07	abscond
29.01.16	2013858	£176.29	abscond
02.02.16	2171612	£616.16	abscond
04.02.16	Various	£36.90	Small debit / Small Credit
10.02.16	2100821	£2,366.97	remitted at court
10.02.16	2281427	£423.13	IVA
04.03.16	2161974	£2,341.40	abscond
04.03.16	2003538	£224.32	abscond
04.03.16	1527414	£1,900.10	recoverable but decision not to recover re misleading information on child maint disregard
23.03.16	2256533	£943.86	abscond
23.03.16	2180122	£283.21	debt relief order
23.03.16	2084925	£435.35	abscond
23.03.16	2095436	£59.62	abscond
23.03.16	1983826	£797.29	abscond
23.03.16	2334314	£211.06	abscond
23.03.16	1210818	£205.72	benefit adjustment irrecoverable

£21,225.52

Date	Account	Amount	Reason
07.01.16	808523	£ 3,303.28	Liquidation
07.01.16	824803	£14,680.33	Liquidation
29.01.16	819324	£ 3,943.28	Company dissolved and no forwarding details for directors
29.01.16	751935	£ 275.98	Co. in administration
04.03.16	815116	£ 5,695.13	Company dissolved and no forwarding details for directors
23.03.16	824113	£ 2,912.49	Abscond
23.03.16	815518	£ 276.28	Co dissolved
		£ 31,086.77	

PCN/ECN Number	DVLA No Address Trace		Write Off Amount £
CE00714948	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00715259	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00715441	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00715747	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00716284	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00716375	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00716772	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00717108	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00717130	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00846031	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00846199	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00846869	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00847103	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE0084725A	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00847373	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00847657	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	70
CE00847748	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00847828	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00848208	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00848332	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00849947	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00850130	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00850571	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00850709	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	70
CE00850979	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00851643	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00852012	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00852894	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00928770	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82

CE00940481	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00940776	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00941087	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00942181	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00942818	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE0094305A	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00943082	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00943151	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00943184	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00943592	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00945634	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00945962	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00947571	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE00949420	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	75
CE01042200	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01043804	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01043848	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01044035	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE0104432A	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01044647	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01044964	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01046631	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01046722	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01046799	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01046981	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01047179	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01047485	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01049287	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	50
CE01052623	2583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	105
CE00721466	5583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	75
CE00849936	5583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	75
CE01047929	5583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	75
CE00713934	6583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82

CE00845800	6583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00846803	6583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00849743	6583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00855021	6583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	75
CE01050672	6583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE0085268A	7583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	72
CE00950827	DVLA does not have a keeper on record	1	50
CE01054720	DVLA does not have a keeper on record	1	50
CE01052408	DVLA does not have a keeper on record	1	50
CE00855746	DVLA does not have a keeper on record	1	50
TOTALS		68	£4,226.00

PCN/ECN Number	Bailiff Unable To Recover Debt		Wite Off Amount £
CE00711666	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00711906	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	112
CE00813859	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00820038	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE0082323A	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00823976	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00824276	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE0082838A	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00831974	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00833685	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00835159	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00835716	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00836901	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00837212	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00840294	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00840352	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	112
CE00844047	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE0090679A	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82

CE00907227	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00911767	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00917300	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00925411	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00931684	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE0093228A	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00933919	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE00937782	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	112
CE00938005	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	112
CE01001429	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	47.64
CE01003876	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	77.04
CE01007287	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE0100917A	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01019242	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01019832	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01024592	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE0102510A	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01025187	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01026576	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01027207	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01027273	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01028629	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01029100	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01030110	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01030948	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	57
CE01031394	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01032284	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01032579	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01032670	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01033301	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01033312	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01036070	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01036183	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82

CE0103762A	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	112
CE01038214	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
CE01043087	8583 - F - CASE WAIVED - UNRECOVERABLE DEBT - NO LETTER	1	82
TOTALS		54	£4,513.68

Total for 1.4.15 to 31.3.16 (inclusive)

£8,739.68

