

## **Finance and Property Committee**

**Monday, 17 November 2014 at 10:30**

**County Hall, County Hall, West Bridgford, Nottingham, NG2 7QP**

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### **AGENDA**

1	Minutes of the last meeting held on 13 October 2014	5 - 10
2	Apologies for Absence	
3	Declarations of Interests by Members and Officers:- (see note below) (a) Disclosable Pecuniary Interests (b) Private Interests (pecuniary and non-pecuniary)	
4	Financial Monitoring Report Period 6 2014-15	11 - 34
5	ICT Programmes and Performance Quarter 2 2014-15	35 - 44
6a	Transfer of Part of the Former Shireoaks Colliery	45 - 52
6b	Sherwood Energy Village - Revisions to Terms of Transaction	53 - 60
6c	Ruddington Youth and Community Centre - New Lease	61 - 66
6d	Property Services Performance and Mid Year Update 2014-15	67 - 86
7	Work Programme	87 - 92

## 8 EXCLUSION OF THE PUBLIC EXCLUSION OF THE PUBLIC

The Committee will be invited to resolve:-

“That the public be excluded for the remainder of the meeting on the grounds that the discussions are likely to involve disclosure of exempt information described in paragraph 3 of the Local Government (Access to Information) (Variation) Order 2006 and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.”

### **Note**

If this is agreed, the public will have to leave the meeting during consideration of the following items.

## 9 Exempt Items

Exempt Appendices to Property Transaction Reports:

### 9a Transfer of Part of the Former Shireoaks Colliery EXEMPT Appx

- Information relating to the financial or business affairs of any particular person (including the authority holding that information);

### 9b Sherwood Energy Village - Revisions to Terms of Transaction EXEMPT Appendix

- Information relating to the financial or business affairs of any particular person (including the authority holding that information);

### 9c Ruddington Youth and Community Centre - New Lease EXEMPT Appx

- Information relating to the financial or business affairs of any particular person (including the authority holding that information);

### 9d Property Services Performance and Mid Year Update 2014-15 EXEMPT Appendix

- Information relating to the financial or business affairs of any particular person (including the authority holding that information);

### **Notes**

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act

should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Paul Davies (Tel. 0115 977 3299) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar - <http://www.nottinghamshire.gov.uk/dms/Meetings.aspx>



Meeting FINANCE AND PROPERTY COMMITTEE

Date 13 October 2014 (commencing at 10.30 am)

**Membership**

Persons absent are marked with an 'A'

**COUNCILLORS**

Councillor David Kirkham (Chair)  
Councillor Darren Langton (Vice-Chair)

Reg Adair  
Nicki Brooks  
Richard Butler  
Kay Cutts MBE  
Stephen Garner

Diana Meale  
Liz Plant  
Darrell Pulk  
Ken Rigby

A Ex-Officio: Alan Rhodes

**OTHER COUNCILLORS IN ATTENDANCE**

Ian Campbell

**OFFICERS IN ATTENDANCE**

Sara Allmond, Advanced Democratic Services Officer  
Pete Barker, Democratic Services Officer  
Ian Brearley, Principal Estates Officer, Property Strategy and Compliance  
Tim Gregory, Corporate Director, Environment and Resources  
Florian Pratt, ICT Services, Environment and Resources  
Andrew Stevens, Group Manager, Property Strategy and Compliance  
Nigel Stevenson, Acting Service Director, Finance and Procurement

**MINUTES OF THE LAST MEETING**

The minutes of the meeting held on 15 September 2014 were confirmed and signed by the Chair.

## **APOLOGIES FOR ABSENCE**

None.

## **DECLARATIONS OF INTEREST**

Members declared the following non-pecuniary private interests:

Councillor Brooks and Councillor Pulk in the development of the site at Wighay Farm item as members of Gedling Borough Council.

Councillor Garner in the selling of surplus properties item as a Governor at Abbey Primary School.

## **FINANCIAL MONITORING REPORT: PERIOD 5 2014/2015**

### **RESOLVED: 2014/090**

- 1) That the revenue budget expenditure to date and year end forecasts be noted
- 2) That the use of revenue contingency as reported at paragraph 21 be approved
- 3) That the progress with savings be noted
- 4) That the Capital Programme expenditure to date and year end forecasts be noted and the variances to the Capital Programme be approved
- 5) That the Council's Balance Sheet transactions be noted

## **PROPERTY TRANSACTIONS**

### **PHASE 1B RESIDENTIAL DEVELOPMENT SITE, TOP WIGHAY FARM, HUCKNALL – DISPOSAL: RENEWAL OF APPROVAL**

### **RESOLVED: 2014/091**

That the renewal of the approval to the sale of this site be approved, subject to the matters detailed in the exempt appendix.

## **APPROVAL TO SELL (MARKET) SURPLUS PROPERTIES – VARIOUS LOCATIONS**

### **RESOLVED: 2014/092**

That the list of properties detailed in the Exempt Appendix be confirmed as surplus and available for sale.

**TRANSFER OF GREENSPACE AND STONEY LANE FOOTPATH AT BILSTHORPE**

**RESOLVED: 2014/093**

That approval is given to the granting of a 50 year lease to Bilsthorpe Parish Council.

**POST 16 AND LEISURE CENTRE, WEST CARR ROAD, RETFORD**

**RESOLVED: 2014/094**

1. That approval is given to the variation of the PFI Contract for the Post 16 Centre and Leisure Centre to provide for: -
  - (i) the removal of the access road (shown cross hatched black on the attached plan) from the PFI Site to facilitate its inclusion within the adjoining residential development site pending its subsequent adoption on completion of the development scheme; and
  - (ii) the inclusion within the PFI site of the part re-alignment of the southern boundary of the PFI Site to provide for the incorporation of a small strip of land circa 3.5 metres in depth (as shown shaded black on the attached plan) to allow potential for vehicular access to the rear of the Post 16 Centre.
2. That approval is given to the creation of additional car parking provision to the rear of the Post 16 Centre (shown as area 2 on the attached plan) subject to the granting of planning permission and any statutory consent required.
3. That approval is given to offset the costs associated with recommendation 2 above against the capital receipt from the sale of the adjoining development site.

**KILTON TERRACE, WORKSOP & MEDEN COURT, MANSFIELD - REMOVAL FROM CAPITAL RECEIPT PROGRAMME**

**RESOLVED: 2014/095**

That both Kilton Terrace, Worksop and Meden Court, Mansfield, are removed from the capital receipt programme in the interests of maintaining a good income stream for the County Council.

## **OPERATIONAL DECISIONS - MAY - SEPT 2014**

### **RESOLVED: 2014/096**

That the information set out in the report is noted.

## **WORK PROGRAMME**

### **RESOLVED: 2014/097**

That the Committee's work programme is noted.

## **EXCLUSION OF THE PUBLIC**

### **RESOLVED: 2014/098**

That the public be excluded from the remainder of the meeting on the grounds that discussions are likely to involve the disclosure of exempt information described in paragraph 3 of the Local Government (Access to Information) (Variation) Order 2006 and the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

## **EXEMPT INFORMATION ITEMS**

### **PHASE 1B RESIDENTIAL DEVELOPMENT SITE, TOP WIGHAY FARM, HUCKNALL – DISPOSAL: RENEWAL OF APPROVAL**

### **RESOLVED: 2014/099**

That the information set out in the exempt appendix to the report be noted.

### **APPROVAL TO SELL (MARKET) SURPLUS PROPERTIES – VARIOUS LOCATIONS**

### **RESOLVED: 2014/100**

That the information set out in the exempt appendix to the report be noted.

### **POST 16 AND LEISURE CENTRE, WEST CARR ROAD, RETFORD**

### **RESOLVED: 2014/101**

That the information set out in the exempt appendix to the report be noted.



**KILTON TERRACE, WORKSOP & MEDEN COURT, MANSFIELD - REMOVAL  
FROM CAPITAL RECEIPT PROGRAMME**

**RESOLVED: 2014/102**

That the information set out in the exempt appendix to the report be noted.

**OPERATIONAL DECISIONS - MAY - SEPT 2014**

**RESOLVED: 2014/103**

That the information set out in the exempt appendix to the report be noted.

The meeting closed at 11.00 am.

**CHAIR**



17 November 2014

Agenda Item: 4

## **REPORT OF THE SERVICE DIRECTOR – FINANCE AND PROCUREMENT**

### **FINANCIAL MONITORING REPORT: PERIOD 6 2014/2015**

#### **Purpose of the Report**

1. To provide an update of the intended approach for in year budget monitoring and setting.
2. To remind Members of the latest summary revenue position of the County Council with year-end forecasts.
3. To inform Members of progress against savings.
4. To provide a summary of Capital Programme expenditure to date and year-end forecasts.
5. To inform Members of the Council's Balance Sheet transactions.

#### **Information and Advice**

##### **Background**

6. The Council approved the 2014/15 budget at its meeting on 27 February 2014. As with previous financial years, progress updates will be closely monitored and reported to both management and Committee on a regular basis.

##### **Summary Revenue Position**

7. A 'provisional outturn' exercise is undertaken during October each year. This is a thorough re-base of the Council's budget to fully inform the year end forecast and provide a detailed position for the forthcoming year's budget requirement. The conclusions of this process are currently being quantified and will be reported to Committee in December as part of the Period 7 Financial Monitoring report.
8. Table 1 below summarises the revenue budgets and forecast outturn for each Committee as at period 6. Pending the results of the provisional outturn process, an underspend of £3.2m is predicted and this, together with the explanations for the main variations, remains unchanged from the position reported at period 5 to October Finance & Property Committee.

**Table 1 – Revenue Expenditure and Forecasts**

Previous Forecast Variance £'000	Committee	Annual Budget £'000	Actual to Period 6 £'000	Year-End Forecast £'000	Latest Forecast Variance £'000
292	Children & Young People	153,488	44,774	153,780	292
(2,317)	Adult Social Care & Health	217,089	109,302	214,772	(2,317)
(557)	Transport & Highways	60,309	12,201	59,752	(557)
70	Environment & Sustainability	30,856	13,388	30,926	70
75	Community Safety	3,011	527	3,086	75
87	Culture	13,803	7,638	13,890	87
(1,167)	Policy	26,765	12,069	25,598	(1,167)
(381)	Finance & Property	28,396	20,056	28,015	(381)
(86)	Personnel	2,559	1,189	2,473	(86)
-	Economic Development	1,378	1,029	1,378	-
1,666	Public Health	850	(1,224)	2,516	1,666
<b>(2,318)</b>	<b>Net Committee (under)/overspend</b>	<b>538,504</b>	<b>220,949</b>	<b>536,186</b>	<b>(2,318)</b>
(1,932)	Central items	(12,313)	(1,531)	(14,245)	(1,932)
-	- Schools Expenditure	182	-	182	-
-	- Contribution to/(from) Traders	(235)	1,905	(235)	-
<b>(4,250)</b>	<b>Forecast prior to use of reserves</b>	<b>526,138</b>	<b>221,323</b>	<b>521,888</b>	<b>(4,250)</b>
2,500	Transfer to / (from) Corporate Reserves	(10,962)	(2,092)	(8,462)	2,500
(1,492)	Transfer to / (from) Departmental Reserves	(5,731)	-	(7,223)	(1,492)
-	- Transfer to / (from) General Fund	(5,184)	-	(5,184)	-
<b>(3,242)</b>	<b>Net County Council Budget Requirement</b>	<b>504,261</b>	<b>219,231</b>	<b>501,019</b>	<b>(3,242)</b>

9. The Council's budget includes a contingency of £4.1m to cover redundancy costs, slippage of savings and unforeseen events. Several schemes have been approved in the year to date and there is currently £2.3m remaining in the contingency budget. Table 1 assumes that this balance will be used before year end as further new requests are likely to emerge. Alternatively Members have the option to utilise any underspend against contingency to fund current year transformation costs associated with the Redefining Your Council programme. This will allow schemes to be accelerated and ensure the Strategic Development Fund (approved in the February 2014 Budget report) is available for future use.

#### **Progress with savings and risks to the forecast (Forecast shortfall £1.0m)**

10. Since 2010/11 the Council has delivered savings in excess of £110m. Given the continued financial challenge that the Council is facing, further savings proposals of £36m were approved at Council on 27 February 2014 for delivery in 2014/15 (£81m in total over the medium term).
11. To date slippage amounting to £1.0m in 2014/15 has been identified across 4 of the high governance savings projects. Officers will continue to monitor the deliverability of individual schemes and targets as part of the budget monitoring process and reflect achievability in the forecast outturn. A full list of savings with current status is provided at Appendix A.

12. The slippage on the Home Based Services savings has been partly offset by a carry forward to cover the dual running of the monitoring systems. The remaining shortfall on the community care savings for 2014/15 has been included within the year end forecast.
13. The savings anticipated from the Libraries, Archives, Information & Learning project assumed that the services would in the future be run by community groups.
14. The retention of 11 business support staff on a temporary basis for Children's Social Care has been requested whilst a full review of this service is undertaken. This will defer the achievement of savings (£140,000) until 2015/16 and (potentially) beyond for the BSSR project.
15. In addition to the slippage identified on the high governance projects, there is also a risk to the Intermediate Care savings which were due to be delivered from October 2014, following an overspend in 2013/14. Whether or not these savings are achieved primarily depends on the ability of County Health Partnerships to deliver a revised service offer.
16. The Economic Development proposal to develop a shared service delivery model with Borough and District Councils has been classed as compromised and a write off request will be sought in due course.

## Capital Programme

17. Table 2 summarises changes in the gross Capital Programme for 2014/15 since approval of the original programme in the Budget Report (Council 27/02/14):

**Table 2 – Revised Capital Programme for 2014/15**

	2014/15	
	£'000	£'000
Approved per Council (Budget Report 2014/15)		112,593
Variations funded from County Council Allocations :		
Net slippage from 2013/14 and financing adjustments	17,761	
Approved variations to July F&P Committee	(5,726)	
		12,035
Variations funded from other sources :		
Net slippage from 2013/14 and financing adjustments	6,800	
Approved variations to July F&P Committee	(589)	
		6,211
<b>Revised Gross Capital Programme</b>		<b>130,839</b>

18. Table 3 shows actual capital expenditure to date against the forecast outturn at Period 6.

**Table 3 – Capital Expenditure and Forecasts as at Period 6**

<b>Committee</b>	<b>Revised Capital Programme £'000</b>	<b>Actual Expenditure to Period 6 £'000</b>	<b>Forecast Outturn £'000</b>	<b>Expected Variance £'000</b>
Children & Young People	54,511	18,563	54,550	39
Adult Social Care & Health	2,206	18	2,206	-
Transport & Highways	42,884	15,570	40,989	(1,895)
Environment & Sustainability	2,189	368	2,339	150
Community Safety	4	(1)	4	-
Culture	4,602	1,803	4,226	(376)
Policy	4,591	1,049	4,591	-
Finance & Property	11,071	4,010	9,967	(1,104)
Personnel	1,878	1,317	1,878	-
Economic Development	5,320	310	5,320	-
Contingency	1,583	-	-	(1,583)
<b>Total</b>	<b>130,839</b>	<b>43,007</b>	<b>126,070</b>	<b>(4,769)</b>

19. In the Transport and Highways Committee, there is a total forecast underspend of £1.9m. This is as a result of slippage on the Rolls Royce Development (£3.0m) as only minimal preparatory costs will be incurred in 2014/15. The project will now be on site during 2015/16. This is offset by over-programming of £1.1m in the Local Transport Plan and Road Maintenance and Renewal programmes. Work is on-going to drive these forecast overspends down and to manage within approved budgets.

20. In the Culture Committee, a forecast underspend totalling £0.4m has been identified which mainly relates to minor slippage (£0.3m) against the Nottinghamshire Archives Extension project.

21. In the Finance and Property Committee, a forecast underspend totalling £1.1m has been identified which mainly relates to a forecast underspend against the Business Management System programme (£0.2m) as well as slippage identified against the Microsoft Enterprise Agreement (£0.5m) and the Rokerfield project (£0.2m).

22. It is also forecast that the capital contingency (£1.6m) will slip into 2015/16 to help fund future capital projects.

### **Financing the Approved Capital Programme**

23. Table 4 summarises the financing of the overall approved Capital Programme for 2014/15.

**Table 4 – Financing of the Approved Capital Programme for 2014/15**

Committee	Capital Allocations £'000	Grants & Contributions £'000	Revenue £'000	Reserves £'000	Gross Programme £'000
Children & Young People	19,780	21,243	-	13,488	54,511
Adult Social Care & Health	2,167	(6)	45	-	2,206
Transport & Highways	14,527	25,560	-	2,797	42,884
Environment & Sustainability	1,236	453	500	-	2,189
Community Safety	4	-	-	-	4
Culture	3,129	530	-	943	4,602
Policy	3,091	-	-	1,500	4,591
Finance & Property	9,420	50	-	1,601	11,071
Personnel	-	1,706	-	172	1,878
Economic Development	527	4,793	-	-	5,320
Contingency	1,583	-	-	-	1,583
<b>Total</b>	<b>55,464</b>	<b>54,329</b>	<b>545</b>	<b>20,501</b>	<b>130,839</b>

24. It is anticipated that borrowing in 2014/15 will increase by £11.4m from the forecast in the Budget Report 2014/15 (Council 27/02/2014). This increase is primarily a consequence of:

- £17.8m of net slippage from 2013/14 to 2014/15 and financing adjustments funded by capital allocations.
- Variations to the 2014/15 capital programme funded from capital allocations totalling £3.4m as approved at the September Finance and Property Committee.
- Net slippage in 2014/15 of £3.0m of capital expenditure funded by capital allocation identified as part of the departmental capital monitoring exercise.

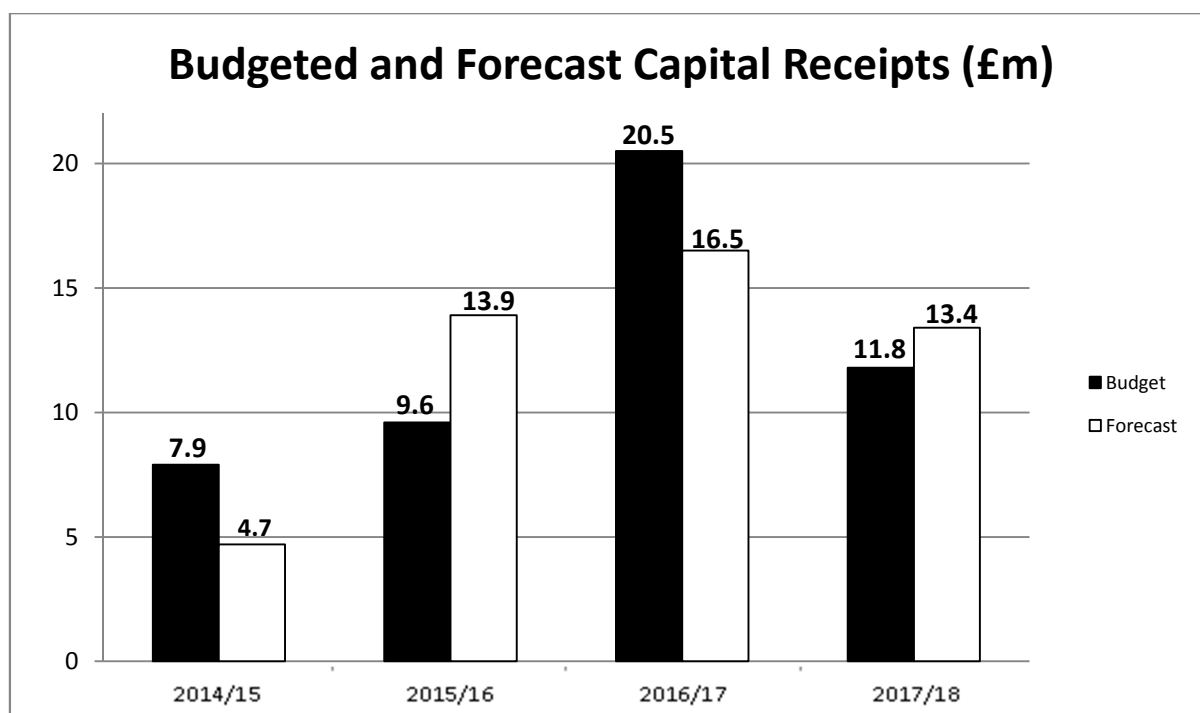
### Prudential Indicator Monitoring

25. Performance against the Council's Prudential Indicators is regularly monitored to ensure that external debt remains within both the Operational Boundary and the Authorised Limit.

### Capital Receipts Monitoring

26. Anticipated capital receipts are regularly reviewed. Forecasts are currently based on estimated sales values of identified properties and prudently assume a slippage factor based upon a review of risk associated with each property. They also include an estimated £50,000 of vehicle receipts.

27. The chart below shows the budgeted and forecast capital receipts for the four years to 2017/18.



28. The dark bars in the chart show the budgeted capital receipts included in the Budget Report 2014/15 (Council 27/02/2014). These capital receipts budgets prudently incorporated slippage, giving a degree of “protection” from the risk of non-delivery.
29. The capital receipt forecast for 2014/15 is £4.7m which is £3.2m less than the budgeted capital receipts as a result of slippage. To date in 2014/15, capital receipts totalling £1.8m have been received.
30. The number and size of large anticipated receipts increase the risk that income from property sales will be below the revised forecasts over the next three years. Although the revised forecasts incorporate an element of slippage, a delay in receiving just two or three large receipts could result in sales being lower than these forecasts.
31. Current Council policy (Budget Report 2014/15) is to set capital receipts against the principal of previous years’ borrowing. This reduces the amount of Minimum Revenue Provision (MRP) to be set aside each year. It is important to regularly monitor capital receipt forecasts and their effect on the overall revenue impact of the Capital Programme.

## **Balance Sheet**

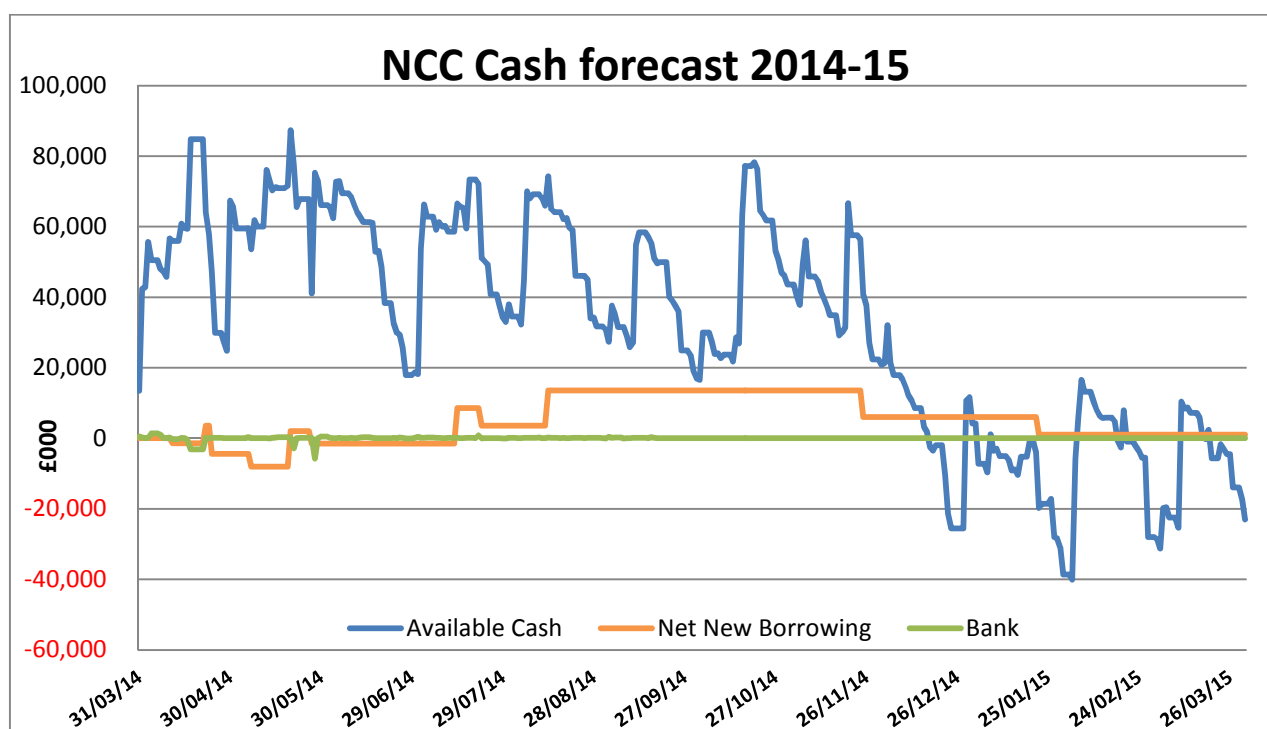
### **General Fund Balance**

32. Members approved the 2013/14 closing General Fund Balance of £29.1m at Council 26 June 2014. The 2014/15 budget approves utilisation of £5.2m of balances which will result in a closing balance of £23.9m at the end of the current financial year. This is 4.7% of the budget requirement.



## Treasury Management

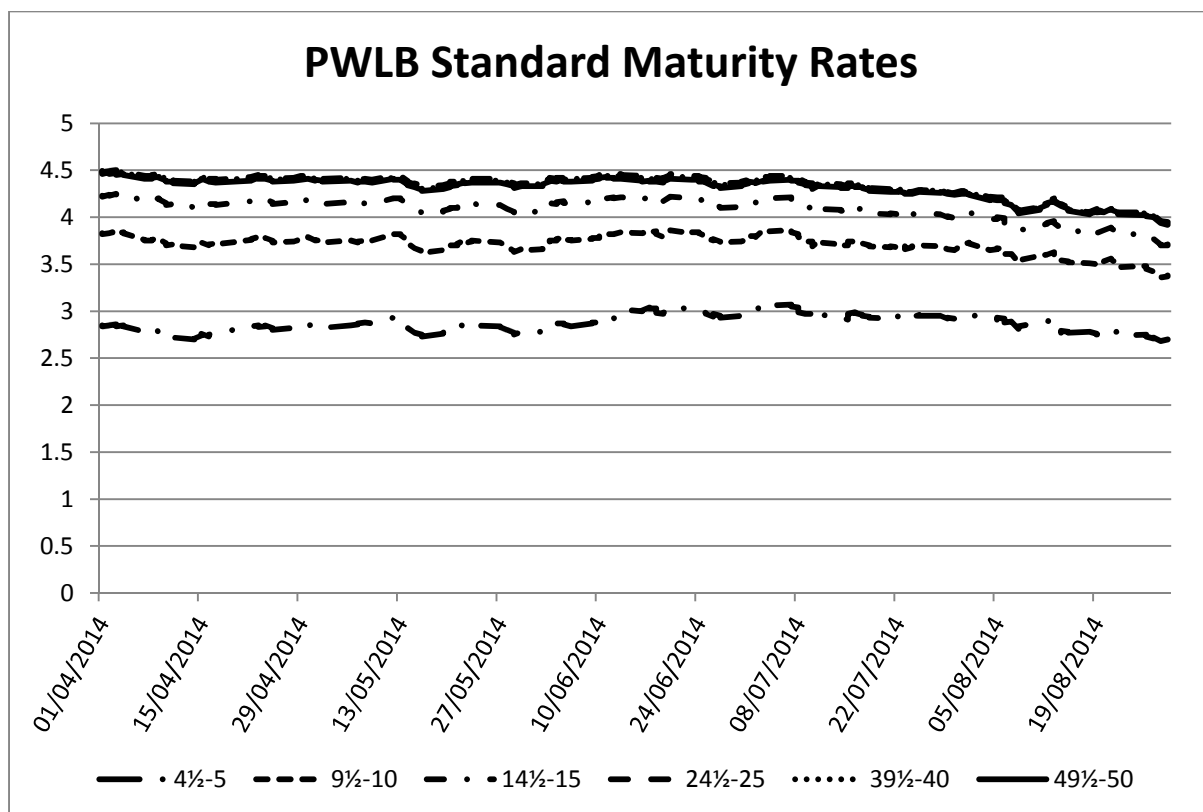
33. Cash flow is monitored by the Senior Accountant (Pensions & Treasury Management) with the overall position reviewed quarterly by the Treasury Management Group. The following chart shows the actual cash flow position to date and forecasts for the remainder of the year. Cash inflows are typically higher at the start of the year due to the front loading receipt of Central Government grants, and the payment profile of precepts. However, cash outflows, in particular capital expenditure, tend to increase later in the year.



34. The chart above gives the following information:

<b>Bank balance</b>	Daily cleared balance across the pooled bank accounts.
<b>Available cash</b>	Surplus cash (invested in call accounts or money market funds) or a shortfall of cash indicating a need to borrow.
<b>Net new borrowing</b>	New loans taken during the year net of principal repayments on existing borrowing.

35. Daily cash management aims for a nil balance across the Council's pooled bank accounts with any surplus cash invested in accordance with the approved Treasury Management Policy. The bank balance shows two periods with noticeable overdrawn balances resulting from non-receipt of precept. The net new borrowing shown above includes new loans from PWLB of £10m in May, £10m in July and £10m in August. These loans were taken as longer term PWLB rates dipped towards, and briefly below, 4%. The chart below shows the movement in standard PWLB maturity rates during 2014/15.

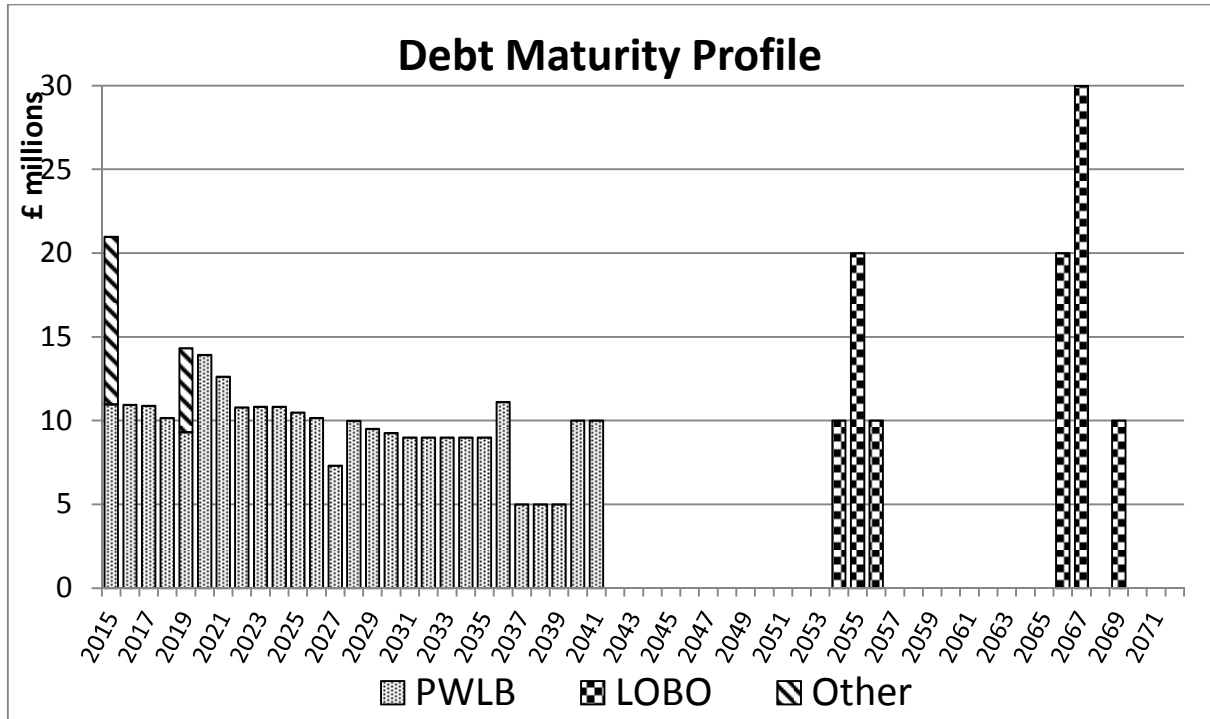


36. The Treasury Management Strategy for 2014/15 identified a need for additional borrowing of £67m to fund the capital programme, replenish internal balances and to replace maturing debt. Short term borrowing was used towards the end of 2013/14 to minimise interest costs and so additional long term borrowing of £21m needs to be factored in to the 2014/15 strategy. Additional borrowing is therefore likely to be undertaken before the year end.

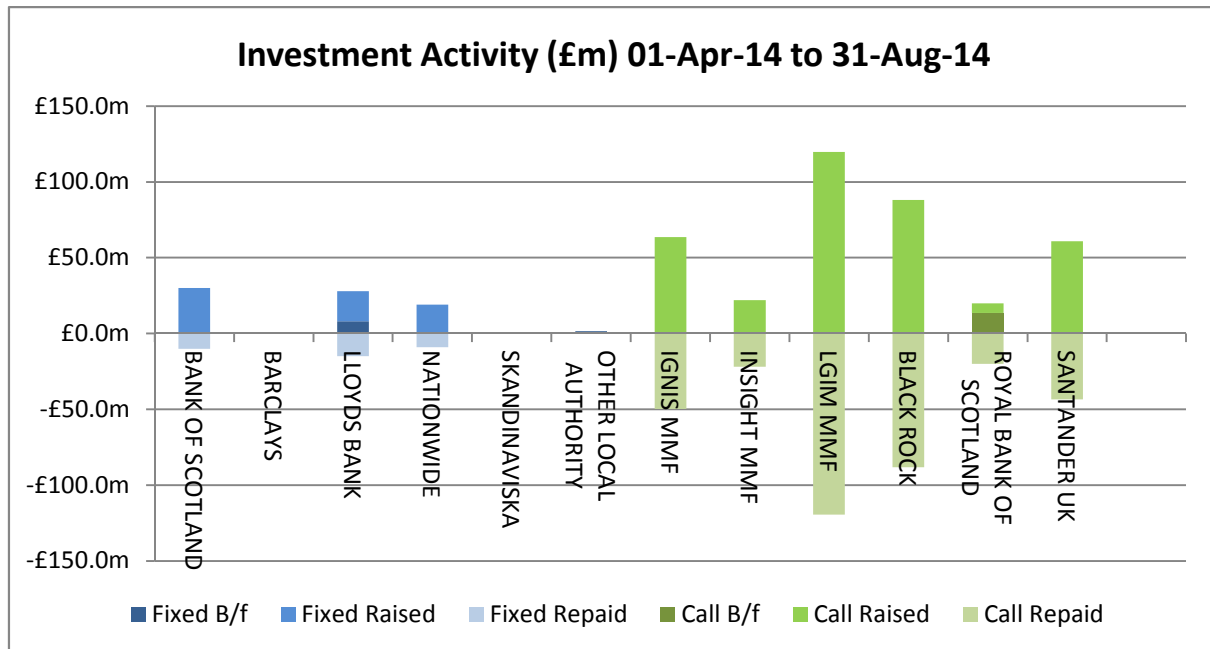
37. Borrowing decisions will take account of a number of factors including:

- expected movements in interest rates
- current maturity profile
- the impact on revenue budgets and the medium term financial strategy
- the treasury management prudential indicators

38. The maturity profile of the Council's debt portfolio is shown in the chart below. The PWLB loans are reasonably well distributed and have a maximum duration of 26 years. Longer-term borrowing (maturities up to 55 years) was obtained from the market some years ago in the form of 'Lender's Options, Borrower's Options' loans (LOBOs). The 'other' loans denote more recent borrowing from the money markets where the main objective was to minimise interest costs. Refinancing of these loans has been factored into the Treasury Management Strategy.



39. The investment activity for 2014/15 to the end of August 2014 is summarised in the chart and table below. Outstanding investment balances totalled £23m at the start of the year and £76.25m at the end of the period. This increase reflects the forecast cash flow profile for the year. In light of this forecast, a number of fixed term deals have been placed for periods up to 190 days to take advantage of the higher rates available.



	<b>Total B/f</b>	<b>Total Raised</b>	<b>Total Repaid</b>	<b>Outstanding</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
BANK OF SCOTLAND	0	30,000,000	-10,000,000	20,000,000
BARCLAYS	0	0	0	0
LLOYDS BANK	8,000,000	20,000,000	-15,000,000	13,000,000
NATIONWIDE	0	19,000,000	-9,000,000	10,000,000
SKANDINAVISKA	0	0	0	0
OTHER LOCAL AUTHORITY	1,500,000	0	0	1,500,000
IGNIS MMF	0	63,650,000	-49,700,000	13,950,000
INSIGHT MMF	0	21,950,000	-21,950,000	0
LGIM MMF	0	119,850,000	-119,550,000	300,000
BLACK ROCK	0	88,210,000	-88,210,000	0
ROYAL BANK OF SCOTLAND	13,500,000	6,500,000	-20,000,000	0
SANTANDER UK	0	60,850,000	-43,350,000	17,500,000
	<b>23,000,000</b>	<b>430,010,000</b>	<b>-376,760,000</b>	<b>76,250,000</b>

40. The Council's new banking arrangements with Barclays Bank went live on 1 October 2014. Barclays were the successful bidder in the recent tender, following the decision by the Co-operative Bank to withdraw from providing banking services to local authorities. A project has been underway since the contract was awarded to ensure the change was implemented as smoothly as possible.
41. Nearly 400 accounts have been opened with Barclays to cover the main Council activities, imprest accounts, schools and the Pension Fund. The BACS service has been successfully transferred to Barclays and system changes have been implemented to ensure the appropriate information feeds into the Business Management System. Cash flow monitoring procedures have been adapted to take account of information from both banks while accounts are still open with the Co-op. All Co-op accounts will be scheduled for closure over the next two months.
42. The changes have been communicated both internally to staff across the Council and externally to suppliers and other stakeholders. Further communications will be issued where necessary to ensure the new bank details are being used.

### **Debt Recovery Performance**

43. Due to an issue with the Abacus system, which processes social care charges, a number of invoices were delayed slightly at the end of August and were processed in early September. This led to significantly more invoices being raised in this period compared to period 5. Even with the increase in invoicing of over £11m on period 5, the overall debt at the end of the period only increased by just over £30,000. The over 6 months debt decreased by £127,000 in the period, the third month in a row that the over 6 months debt has decreased.
44. Work is continuing on preparing for the impact of the Care Act. There is particular concern about the planned repeal of section 22 of the Health and Social Services and Social Security Adjudications Act 1983 (HASSASA) which will remove the Authority's ability to place a legal charge on a service users property. The Debt Recovery team will be represented on a number of the work streams looking at the implications on NCC policies and procedures, and in particular on the likely impact on amounts invoiced and collecting of those amounts.

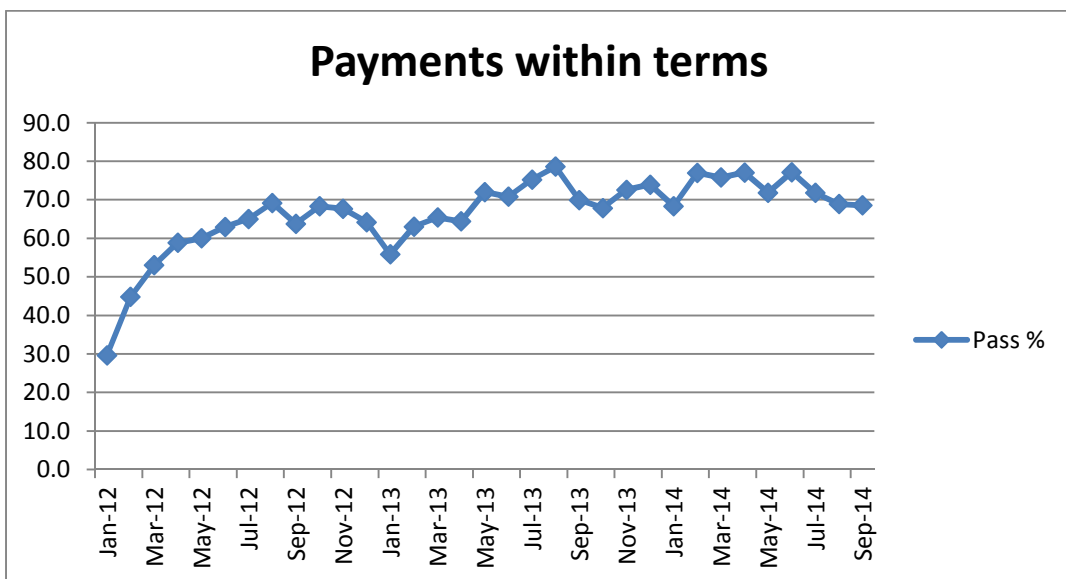
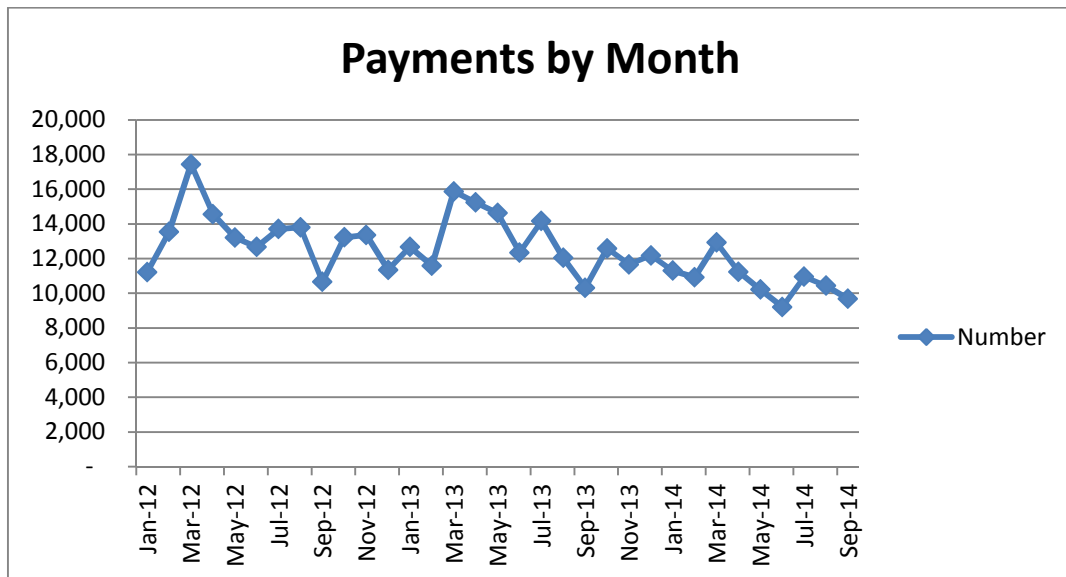
**Table 5 - Invoices raised Period 6 2014/15**

	Period 6	Year to date
Number	20,099	94,244
Value	£16,222,057	£87,395,430

**Table 6- Debt Position**

	Residential & Domiciliary Care	All other	Total
Total	£8,895,020	£6,409,374	£15,304,394
Over 6 months	£4,601,110	£644,075	£5,245,185
% over 6 months	51.7%	10.0%	34.3%

### Accounts Payable (AP) Performance



45. The payment within terms figure for September is 68.56% of 9,681 invoices paid. As with performance in August, reduced September performance was expected as early figures in September were lower than previous months. As previously reported there is a consistent theme to the issues that impact on the section's current ability to improve performance –
- Ongoing non-compliance with processes and procedures by both business and suppliers – examples include invoices being sent to the business and not directly to AP as well as failure to comply with the Authority's policy of No Po No Pay.
  - Agency invoices continue to be amongst the highest failures. The move to engagement of agency staff via the appointed MSP (Managed Service Provider) and the implementation of revised order, goods receipting and invoicing processes should radically improve payment within terms for this area of spend.
  - Efforts are being made to improve the performance in October and regular reports of outstanding invoices still with business users are being produced. These are being circulated and AP and other staff are contacting business users to assist with any issues that are delaying approval for payment.

## **Statutory and Policy Implications**

This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATIONS**

- 1) To note the provisional outturn approach for budget monitoring and setting
- 2) To note the revenue expenditure to date and year end forecasts
- 3) To note the progress with savings
- 4) To note the Capital Programme expenditure to date and year end forecasts
- 5) To note the Council's Balance Sheet transactions

## **Nigel Stevenson Service Director – Finance & Procurement**

### **For any enquiries about this report please contact:**

Pauline Moore - Senior Accountant, Financial Strategy and Accounting

Glen Bicknell - Senior Finance Business Partner, Capital and External Funding

Simon Cunnington - Senior Accountant, Pensions and Treasury Management

## **Constitutional Comments**

Because this report is for noting only no Constitutional Comments are required.

### **Financial Comments (PM 22/10/14)**

The financial implications are stated within the report itself and will be incorporated into the Medium Term Financial Strategy as part of the budget setting process.

### **Background Papers and Published Documents**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- 'None'

### **Electoral Division(s) and Member(s) Affected**

- 'All'





Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
TRANSFORMATION PROGRAMME PROJECTS												
N/A	ASCH	ASCH&PP	ASC - 105	Redesign of Home Based Services	A	A	865	0	0	865	353	0
B01 / B07	ASCH	ASCH&PP	ASC - 303	Redesign of Assessment and Care Management Functions & Organisational Re-design	G	G	215	1,194	250	1,659	0	0
A01	ASCH	ASCH&PP	ASC 401	Living at Home Phase II	G	G	425	555	397	1,377	0	0
B04	ASCH	ASCH&PP	ASC 405	Reduction in supplier costs - older person's care homes	R	R	0	2,335	0	2,335	0	2,335
B05	ASCH	ASCH&PP	ASC 406	Reduction in supplier costs - Younger Adults	R	R	1,184	761	592	2,537	284	1,537
C01	ASCH	ASCH&PP	ASC 408	Reducing Community Care Spend - Older Adults	Y	G	902	1,762	0	2,664	0	0
C02	ASCH	ASCH&PP	ASC 409	Reducing the average community care personal budget - Younger Adults	Y	Y	925	1,178	701	2,804	0	0
C03	ASCH	ASCH&PP	ASC 410	Reduction in long term care placements	Y	Y	550	550	423	1,523	150	0
C04	ASCH	ASCH&PP	ASC 411	Reduction in cost of transport services	G	G	0	0	0	0	0	0
C07	ASCH	ASCH&PP	ASC 412	Day Services	G	G	350	220	490	1,060	0	0
C10	ASCH	ASCH&PP	ASC 413	Savings from the Supporting People budget	G	G	2,030	1,250	1,950	5,230	0	0
C13	ASCH	ASCH&PP	ASC 415	Targeting Reablement Support	Y	G	0	755	755	1,510	0	0
C06	ASCH	ASCH&PP	ASC 417	Residential Short Breaks Services	G	G	0	250	250	500	0	0
N/A	ASCH	ASCH&PP	ASC 418	Care Act	N	G	0	0	0	0	0	0
N/A	Culture	CFCS	CFC - 108	Sherwood Forest Visitor Centre	N	B	0	0	0	0	0	0
N/A	CYP	CFCS	CFC 302	MASH Lean Review	Y	G	0	0	0	0	0	0
B12	CYP	CFCS	CFC 402	Early Years and Early Intervention	G	G	1,000	0	3,000	4,000	0	0
B13	Culture	CFCS	CFC 403	Libraries, Archives, Information and Learning	A	A	250	375	375	1,000	0	350

Consultation Ref.	Committee	Dept	Verto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
B16	CYP	CFC	CFC 404	Looked After Children Placements	Y	Y	2,320	2,570	1,700	6,590	0	0
C16	CYP	CFC	CFC 405	Children's Disability Service	Y	Y	0	1,180	1,180	2,360	0	0
N/A	F&P	E&R	E&R 301	Traded Services ASDM Options Review	G	G	0	0	0	0	0	0
A41	T&H	E&R	E&R 402	Reduce Street Lighting Energy Costs	G	G	300	500	700	1,500	0	0
B17	T&H	E&R	E&R 403	Efficiencies & Local Bus Service reductions	G	G	800	1,000	0	1,800	0	0
N/A		Cross Cutting	HOR - 014	Ways of Working	G	G	0	0	0	0	0	0
N/A		Cross Cutting	HOR - 303	Channel Shift	B	B	0	0	0	0	0	0
N/A		Cross Cutting	HOR - 304	Strategic Management Framework	G	G	0	0	0	0	0	0
N/A		Cross Cutting	HOR - 305	One Space	G	G	0	0	0	0	0	0
A07 & A15	ASCH & CYP	Cross Cutting	HOR - 307	Business Support Services Review (ASCH&PP and CFC)	Y	A	911	2,330	0	3,241	140	0
N/A		Cross Cutting	HOR - 401	Digital First	G	G	0	0	0	0	0	0
N/A		PPCS	PPC - 201	Broadband	G	G	0	0	0	0	0	0
<b>OTHER SAVINGS</b>												
A02	ASCH	ASCH&PP		Dementia Quality Mark	G	G	500	0	0	500	0	0
A03	ASCH	ASCH&PP		Use of Public Health funding	B	B	200	0	0	200	0	0
A04	ASCH	ASCH&PP		Development of reablement in Physical Disability services	G	G	150	150	0	300	0	0
A05	ASCH	ASCH&PP		Reduction in staff posts in the Joint Commissioning Unit	B	B	34	0	149	183	0	0
A06	ASCH	ASCH&PP		Reduction in staff posts in the Performance Improvement Team	G	G	92	0	0	92	0	0
A08	ASCH	ASCH&PP		Reduction in staffing in the Framework Development Team	G	G	79	0	0	79	0	0
A09	ASCH	ASCH&PP		Restructure of Adult Care Financial Services (ACFS) and a reduction in posts	G	G	93	121	0	214	0	0

Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
A12	ASCH	ASCH&PP		Group Manager Restructure	B	B	0	200	0	200	0	0
B02	ASCH	ASCH&PP		Use of NHS social care funding to offset budget pressures	B	B	1,912	0	0	1,912	0	0
B03	ASCH	ASCH&PP		Reduce no. of social care staff in hospital settings by 15%	G	G	49	147	0	196	0	0
B06	ASCH	ASCH&PP		Use of NHS social care funding to offset pressures	B	B	1,912	0	0	1,912	0	0
B08	ASCH	ASCH&PP		Changes to the delivery structure of the Safeguarding Adults Team	G	G	172	0	0	172	0	0
B09	ASCH	ASCH&PP		Reduction in Benefits Advice staff - withdrawn	G	G	0	0	0	0	0	0
C05	ASCH	ASCH&PP		Managing Demand in Younger Adults	G	G	175	200	0	375	0	0
C08	ASCH	ASCH&PP		Employment Services	G	G	160	0	0	160	0	0
C09	ASCH	ASCH&PP		Various contract changes by the Joint Commissioning Unit	G	G	131	179	190	500	0	0
C11	ASCH	ASCH&PP		Cease NHS short breaks service (Newlands)	G	G	0	460	0	460	0	0
C14	ASCH	ASCH&PP		Various options to reduce the cost of the intermediate care service	Y	Y	540	540	0	1,080	0	0
C15	ASCH	ASCH&PP		Notts Welfare Assistance Fund (NAAF)	B	B	2,130	0	0	2,130	0	0
A10	Community Safety	ASCH&PP		Reduction in Emergency Planning staffing	G	G	35	0	0	35	0	0
A11	Community Safety	ASCH&PP		Registration Service Income Generation	G	Y	47	0	0	47	0	0
B30	Community Safety	PPCS		Service Restructuring	B	B	367	0	0	367	0	0
B33	Community Safety	PPCS		Redesign focus of service.	B	B	245	0	0	245	0	0

Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
C12	Community Safety	ASCH&PP		Reduction in Trading Standards staffing and increased income generation	G	Y	292	195	0	487	0	0
A60	Culture	PPCS		Conservation restructuring - staff reductions	G	G	50	0	0	50	0	0
B14	Culture	CFCS		Cultural and Enrichment Services	G	G	50	130	0	180	0	0
B15	Culture	CFCS		Country Parks and Green Estates	G	G	150	160	190	500	0	0
A13	CYP	CFCS		Support to Schools	G	G	1,000	370	0	1,370	0	0
A14	CYP	CFCS		SEND Hub	G	G	492	0	0	492	0	0
A16	CYP	CFCS		School Access	G	G	0	50	50	100	0	0
A17	CYP	CFCS		Targeted Support and Youth Justice	G	G	800	100	100	1,000	0	0
A18	CYP	CFCS		Children's Social Care Management Review	G	G	120	80	0	200	0	0
A19	CYP	CFCS		Planning, Performance and Quality Assurance Group	G	G	1,350	150	0	1,500	0	0
A20	CYP	CFCS		CFCS Management Structure Review	G	G	80	110	185	375	0	0
B10	CYP	CFCS		Independent Travel Training	G	G	0	200	300	500	0	0
B11	CYP	CFCS		Young People's Service	G	G	675	675	0	1,350	0	0
B14	CYP	CFCS		Cultural and Enrichment Services	G	G	150	420	50	620	0	0
B18	E&S	E&R		Renegotiation of Waste Management Contracts	G	G	800	200	0	1,000	0	0
B19	E&S	E&R		Introduce a range of measures associated with HWRC's	G	G	205	505	0	710	0	0
B20	E&S	E&R		Provide financial support to Waste Collection Authorities to introduce kerbside Green Waste Collections	G	G	0	200	0	200	0	0
B21	E&S	E&R		Increase Energy Contract Rebate Income	G	G	200	0	0	200	0	0

Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
B26	E&S	PPCS		Planning Policy restructuring - staff reductions. Income generation.	G	G	73	0	0	73	0	0
B28	Economic Development	PPCS		Development of a shared service delivery model with Borough & District Councils.	G	R	0	250	0	250	0	250
B29	Economic Development	PPCS		Reducing the NCC contribution to Experience Nottinghamshire	G	G	100	0	0	100	0	0
A30	F&P	E&R		Reduction in County Offices Maintenance	G	G	300	200	100	600	0	0
A31	F&P	E&R		Reduction in Property Staffing	G	G	167	100	0	267	0	0
A32	F&P	E&R		Rationalisation and staffing reductions	G	G	0	50	200	250	0	0
A33	F&P	E&R		Reduction in Planned Maintenance Budget	G	G	0	0	519	519	0	0
A49	F&P	E&R		Finance & Procurement Staffing Reductions	G	G	700	250	250	1,200	0	0
A50	F&P	E&R		Contract Savings	G	G	0	0	350	350	0	0
A51	F&P	E&R		Savings in provision of online @home service	G	G	250	0	0	250	0	0
A52	F&P	E&R		Termination of licence agreement	G	G	80	0	0	80	0	0
A53	F&P	E&R		Reduction in provision of ICT equipment replacement	G	G	0	100	0	100	0	0
A54	F&P	E&R		Staffing reductions in the Business Support and Development team	G	G	60	0	0	60	0	0
B34	F&P	PPCS		Reduce Councillors' Divisional Fund	B	B	335	0	0	335	0	0
A22	Personnel	E&R		Review Human Resources activity & support - increased self service	G	G	500	0	47	547	0	0

Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
A23	Personnel	E&R		Review Health & Safety service - income generation and sharing of services	G	G	80	0	0	80	0	0
A24	Personnel	E&R		Deletion of Senior Analyst post - Job Evaluation	G	G	41	0	0	41	0	0
A25	Personnel	E&R		Cease counselling service and signpost employees to alternative providers	G	G	49	0	0	49	0	0
A26	Personnel	E&R		Review of integrated Learning & Development activity - to further streamline structures; commission more training externally and with others	G	G	1,000	0	0	1,000	0	0
B25	Personnel	E&R		Schools meal price changes	G	G	0	0	0	0	0	0
A21	Policy	E&R		Restructure, efficiencies and cost reductions in the Business Support Centre	G	G	1,000	500	200	1,700	0	0
A27	Policy	E&R		Customer Service Centre - efficiencies and shift to more cost effective access channels	G	G	45	200	120	365	0	0
A28	Policy	E&R		Customer Service Centre - generation of additional income and sharing of services with other public sector providers	G	G	50	50	0	100	0	0
A29	Policy	E&R		Review of face to face customer service provision across the county	G	G	100	0	0	100	0	0
A61	Policy	PPCS		Legal services - redesign staffing structure	B	B	246	408	12	666	0	0
A62	Policy	PPCS		Cease holding of Member Forum meetings.	B	B	27	0	0	27	0	0

Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
A63	Policy	PPCS		Reorganise Civic Office support staff and reconfigure support activities.	B	B	87	0	0	87	0	0
A64	Policy	PPCS		To provide governance & democratic support service to the PCP and PCC.	B	B	81	0	0	81	0	0
A65	Policy	PPCS		To move to partial electronic only provision of committee papers.	Y	Y	43	0	0	43	0	0
A66	Policy	PPCS		Streamline corporate complaints	B	B	113	0	0	113	0	0
A67	Policy	PPCS		Redesign staffing structure	B	B	51	0	0	51	0	0
A68	Policy	PPCS		Redesign staffing structure	B	B	246	0	0	246	0	0
A69	Policy	PPCS		Refocus communications and marketing activity	B	B	178	0	0	178	0	0
A70	Policy	PPCS		Alternative delivery of translation and interpretation services.	B	B	55	0	0	55	0	0
A71	Policy	PPCS		Income generation	B	B	24	24	24	72	0	0
A72	Policy	PPCS		Review PPCS management structure	B	B	50	0	0	50	0	0
B27	Policy	PPCS		Dev't Mgmt restructuring - staff reductions. Income generation.	G	G	64	0	3	67	0	0
B31	Policy	PPCS		Reduce the financial contribution to HealthWatch Nottinghamshire	B	B	95	50	0	145	0	0
B32	Policy	PPCS		To cease awarding grant aid to Nottingham Playhouse in 2014/15	B	B	95	0	0	95	0	0
A34	T&H	E&R		Highways Contract savings	G	G	1,170	0	0	1,170	0	0
A35	T&H	E&R		Increased efficiency by Highways Operations Group	G	G	900	0	100	1,000	0	0

Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
A36	T&H	E&R		Efficiencies through more effective pothole repair & patching service	G	G	0	100	100	200	0	0
A37	T&H	E&R		Reduce contribution to Highways Safety Shared Service	G	G	200	100	100	400	0	0
A38	T&H	E&R		Shared Service for Central Processing Unit	G	G	0	25	0	25	0	0
A39	T&H	E&R		Renegotiation of contribution to the Urban Traffic Control Shared Service	G	G	50	0	0	50	0	0
A40	T&H	E&R		Removal of Robin Hood Line subsidy	G	G	0	80	0	80	0	0
A42	T&H	E&R		Increased Highways Income from additional housing development activity	G	G	10	10	13	33	0	0
A43	T&H	E&R		Increased income from various service areas	G	G	20	30	30	80	0	0
A44	T&H	E&R		Increased income from providing services to neighbouring local authorities	G	G	13	0	0	13	0	0
A45	T&H	E&R		Restructuring - staff reductions	G	G	133	217	0	350	0	0
A46	T&H	E&R		Restructuring - staff reductions	G	G	0	0	0	0	0	0
A47	T&H	E&R		Restructuring - staff reductions	G	G	175	284	0	459	0	0
A48	T&H	E&R		Restructuring - staff reductions	G	G	192	311	0	503	0	0
A55	T&H	E&R		Staffing Reductions in Transport & Travel Services	G	G	150	150	0	300	0	0
A56	T&H	E&R		Establishment of fund for replacing worn out integrated transport measures	G	G	200	200	200	600	0	0
A57	T&H	E&R		Reduction of discretionary spend	G	G	100	100	100	300	0	0
A58	T&H	E&R		Use of financial contributions (Commuted Sums) from developers	G	G	250	0	0	250	0	0



Consultation Ref.	Committee	Dept	Veto Code	Title	Previous Status	Current Status	Cashable Benefits				At Risk	
							2014/15 £000	2015/16 £000	2016/17 £000	TOTAL £000	2014/15 £000	Total £000
A59	T&H	E&R		Gully cleaning	G	G	50	0	0	50	0	0
B22	T&H	E&R		Reduction in Rights of Way Service	G	G	100	50	0	150	0	0
B23	T&H	E&R		Increase charges for Blue Badges	G	G	40	40	56	136	0	0
B24	T&H	E&R		Deliver Road Safety Education as part of public health commissioning for Nottinghamshire	G	G	0	79	0	79	0	0
							<b>38,602</b>	<b>28,265</b>	<b>16,501</b>	<b>83,368</b>	<b>927</b>	<b>4,472</b>

#### Key for Status

<b>On Target</b>	Successful delivery of the project to time, cost and quality is achievable and there are no major outstanding issues at this stage that threaten delivery
<b>Experiencing Obstacles</b>	Successful delivery is probable, however, there are minor issues which need resolving to ensure they do not materialise into major issues threatening delivery
<b>At Risk</b>	Based on available evidence, successful delivery still appears feasible but significant issues exist with scope, timescales, cost, assumptions and/or benefits. Issues appear resolvable, but action is required
<b>Compromised</b>	Based on available evidence, successful delivery of the project appears to be at significant risk. There are major issues with project scope, timescales, cost, assumptions and/or benefits. Immediate action required to resolve issues.
<b>Completed</b>	Project benefits have been achieved, or there has been an official change to the benefits profile (through change control) so the project is complete
<b>No Status</b>	Awaiting major points of clarification / decision-making to enable PID and plan to be completed



**17 November 2014****Agenda Item: 5****REPORT OF THE SERVICE DIRECTOR, ICT****ICT PROGRAMMES AND PERFORMANCE QUARTER 2 2014-15****Purpose of the Report**

1. To provide the Finance and Property Committee with a 1<sup>st</sup> quarter progress update on key projects and performance measures for ICT Services and to outline the major planned activities over the next 6 month period.

**Information and Advice****Programmes Update**

2. The ICT Strategy 2014-17, approved by Policy Committee in May 2014, identifies the five ICT strategic themes that will support business transformation across the County Council and these are shaping much of the activity and priorities within ICT Services, covered in the progress and planning sections of the report (paragraphs 3 and 4). The five key themes are:
  - **Workforce mobilisation:** using technology to transform the productivity, efficiency and mobility of the workforce
  - **Customer channel shift:** using technology to support the delivery of effective web based self-serve functions for public service users
  - **Business performance reporting:** using technology to improve how business data is extracted from multiple systems, interrogated and reported through to users
  - **Partnership working:** using technology to support the greater integration of public facing services, including the effective sharing of data, systems and ICT solutions
  - **Reliability and compliance:** maintaining a current and fit for purpose ICT estate that supports improved business continuity and is compliant with Public Services Network (PSN) standards
3. Significant progress has been made in most of the priority ICT projects over the last quarter. A summary of progress is as follows:
  - i. As part of the project to commission corporate and school broadband network connectivity and internet services, the tender documentation has been issued and the

evaluation process has begun. The current contract with Capita expires in October 2015. It is planned to take advantage of new technologies, network designs and tariffs to deliver £350k annual savings from 2016-17.

- ii. A Mobilisation Steering Group with departmental representation has been established and is working to prioritise and scope the initial tranche of mobilisation activity and identify the associated financial and non-financial benefits. The pilot project with social care staff identified productivity savings of 16% through delivering their workflow through tablet computers rather than traditional working methods. Windows 8.1 tablet devices are being evaluated within ICT Services prior to commencing their deployment.
- iii. As part of the Digital First Programme the new eForms solution (AchieveForms) has been implemented and two new on-line forms have been implemented (schools request for Office 365 migration and Wedding Fayre booking form). The new Content Management System (Umbraco) that will be used for a new County Council web site has been installed and is undergoing testing.
- iv. The Cryptshare secure e-mail solution (for use with non PSN partners) has been implemented for all corporate users.
- v. Preparation of an Ofsted readiness plan to ensure the ICT capability required to support an Ofsted inspection can be geared up at short notice.
- vi. As part of the PSN compliance activity the Core switch, through which all of the ICT infrastructure interconnects (servers, computers, routers, switches), has been upgraded.
- vii. Supported the transfer of the corporate bank account to Barclays.

4. Over the next 6 months the major focus of activity will include the following:

- i. As part of the project to commission corporate and school broadband network connectivity and internet services, the tender evaluation will be completed with the aim of having a contract agreed with the supplier by the end of the third quarter.
- ii. Delivery of the mobilisation ICT platform (TotalMobile and Windows 8.1) into a live service ready for the roll-out of devices, the agreement of departmental priorities and an initial deployment programme.
- iii. Development of an electronic roster and scheduling solution to improve the efficiency of front-line resource planning.
- iv. Scope and agree the ICT delivery strands supporting the Digital First and Customer Access Programmes. This will include the development and deployment of a new content management system for the County Council's website and the implementation of the Civica eStore solution for credit card transactions.

- v. The Civica pensions ICT system has been selected to replace the current pensions system (Heywoods AXISe) which becomes unsupported from the end of December 2014. The new solution will be internally hosted by the County Council and is planned to be implemented in November 2014.
- vi. The deployment of a fax server will support the digital switch over of faxing which will help save up to £300k per annum. It will enable faxes to be received as e-mails and sent as PDF documents.
- vii. Support the introduction of a new electronic monitoring system (CM2000) to support the charging process for home based care services. The new arrangements will enable social care workers to complete assessments, for the information to be accessed by suppliers that design care packages within prescribed budgets and to monitor actual service delivery. Managing the provision of home care services based on actuals rather than commissioned packages is estimated to save £2 million per annum.
- viii. Implementation of a new externally hosted redeployment and eRecruitment solution.
- ix. Scoping and phasing the ICT requirements of the Care Act.
- x. Shaping the ICT requirements in response to the Corporate Performance Reporting Project.
- xi. Scoping the next phase of Microsoft Lync deployment. As part of the Ways of Working programme Lync has been deployed to 1,900 users on the West Bridgford campus to provide audio, presence and instant messaging across the ICT network.
- xii. Public Wi-Fi extension into an additional 31 Libraries and supporting the implementation of the externally hosted Library Management System.

## **Performance Update**

- 5. To provide a balanced assessment of performance ICT Services measures four groups of indicators that cover business activities, customers, staff and finance. Performance for the first 3 months of 2014-15 is attached as an Appendix.

## **Business Activity Indicator**

- 6. The business activity indicators measure some of the key day to day operational performance areas, with the two most significant being systems availability and incident resolution. The focus is to ensure that business critical systems are operational during business hours and that any incidents are resolved speedily and within service level agreement (SLA). Systems availability continues to remain at high levels with 99.94% achieved in the quarter. The target has also been raised for the fourth year running, to 99.6%.
- 7. Incident resolution has improved with 87.2% achieved within SLA during this quarter. Performance is consistent with the same period last year but is expected to improve further as new operating model and staffing structure is bedded in.

8. The County Council is increasingly reliant on its ICT provision and so disruptions to services need to be avoided wherever possible. During the quarter there was a significant upgrade to the Core switch (see 3. vi above) which was undertaken over a weekend and was broadly very successful, but led to a 3 hour service disruption for some users at County Hall and Trent Bridge House on the Monday morning. This was due to how the new equipment had been configured. All other sites were unaffected. Hardware issues with servers resulted in short periods of downtime for the Frameworki system (care records system) and Good for Enterprise system (used on iPads).
9. Within the quarter there were significant ongoing issues with the 10Gb link that connects the two data centres (County Hall and Node 4) and it took many attempted out of hours fixes by BT and Capita, supported by our in-house staff, to resolve. The value of having a resilient second 10Gb connection between the two sites meant that no users were aware of the issues. Without the resilient link there would have been a loss of access to services for many users.
10. The business activity indicators also show two project performance indicators that are used by CIPFA (Chartered Institute of Public Finance and Accountancy). The project delivery index is used to measure conformance to good project management standards e.g. adoption of PRINCE 2 methodology, business case produced, delivery to timelines, business benefits achieved etc. Performance against this indicator remains good. The second indicator is related to project milestones, and measures the overall percentage of milestones delivered by the planned timelines. Progress has been good here too with 90% of milestones delivered and this is reflected in the update outlined in paragraph 3.

### **Customer Indicator**

11. The access channel into ICT Services is the Service Desk which receives and handles the incidents, service requests and enquiries. The efficiency and effectiveness of this function is crucial for the user perception of the whole range of services provided. Daily customer satisfaction feedback is collected from corporate and school users of the Service Desk and is being measured against a target score of 4.5 (score 1-poor, 5-excellent). This is the first year of target setting in this area and performance has improved in quarter 2 with an average score of 4.75 from corporate users and 4.6 from school users being achieved.

### **Staff Indicator**

12. The average number of sick days per staff member within ICT Services has been at levels well within the County Council target and remains so. Training activity for ICT Services staff is crucial to ensuring that the relevant and required skills are available and the supporting statistics collected are based on staff correctly completing and coding timesheets. Given the new technologies being deployed it is important that skills and knowledge are continually refreshed and updated and we are currently showing training and development activity in line with plans.

### **Financial Indicator**

13. Revenue and capital spending is currently in line with budget plans for the year. ICT Services also continues to provide very favourable cost comparisons with other public sector

bodies with each of the financial indicators within the best and lowest cost quartile of the current 2013 annual CIPFA benchmarking.

### **Reason for Recommendation**

14. To raise awareness of progress on the key ICT programmes and performance indicators for 2014-15.

### **Statutory and Policy Implications**

15. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION**

To note the progress against the key programme and performance measures for ICT Services and the priorities for the next 6 month period.

**Ivor Nicholson**  
**Service Director - ICT**

**For any enquiries about this report please contact: Ivor Nicholson on 0115 9774006**

### **Constitutional Comments**

This report is for noting only so no constitutional comments are required.

### **Financial Comments (SEM 24/10/14)**

There are no specific financial implications arising directly from this report.

### **Background Papers**








None





### **Electoral Division(s) and Member(s) Affected**

All









## ICT Services Overall Performance: Quarter 2 2014-15

## Key symbols table:

Status	Indicators	Trend	Base this on change from same period last year
	Below target by more than 10%		Improving trend
	Below target by up to 10%		Deteriorating trend
	On or above target		No change
	No reported data or no target		

Business Activity Indicator	Performance 2014-15					Comments
	Q1 Actual	Q2 Actual	Target	Status	Trend	
Average availability to users of NCC's business critical services during business hours	99.96%	99.94%	99.6%			<p>There are now 41 services identified as Business Critical to the County Council e.g. e-mail, internet, Framework, BMS, Capita ONE etc.</p> <p>Contributory factors to this high level of availability are the investment in the ICT infrastructure (such as the network, servers and cabling, the refurbished data centre and use of Node 4), a proactive approach to infrastructure alerts and monitoring (taking pre-emptive action where necessary) and the rapid response of technical teams should issues occur.</p> <p>The target has been increased in 2014-15 from 99.5% to 99.6%.</p>
% Incidents resolved within agreed service levels	85.5%	87.2%	92%			<p>This indicator assesses the performance of the ICT function in restoring service and responding to incidents within our Service Level Agreement (SLA). The trend throughout 2013-14 was one of continuous performance improvement with 90.8% achieved in Q4. Although performance remains below target it is improved on Q1. Performance should further improve following the recent transition to a new operating model and staffing structure. In this quarter there were 8,041 incidents reported (6,979 last quarter).</p>















% incident SLA breaches	15%	13%	8%			This is a new performance measure for 2014-15 to highlight the proportion of incidents reported to the Service Desk that are not resolved within SLA. Performance should further improve following the recent transition to a new operating model and staffing structure.
% of ICT changes successfully completed	99.22%	93.75%	98%			The ICT change management process aims to ensure that upgrades and new services are implemented without any negative impact on service provision and ensure that all changes to business critical services have been comprehensively planned, tested and authorised before being carried out. In this quarter there were 288 changes (304 last quarter). This is the first quarter that performance has dropped below target for this indicator since reporting was initiated. Many of the unsuccessful changes related to attempted fixes, over a number of weeks, to a 10Gb link that connects the two data centres. This was not service affecting as we used the resilient 10Gb link until a successful fix was applied. It is not expected that this trend will continue.  The target was 97% in 2013-14.
Compliance to CIPFA project delivery index	8.0	7.6	7.5			This indicator assesses the effectiveness of ICT project management and delivery by assessing approved projects completed in the quarter against a set of 9 defined criteria established by CIPFA and based around PRINCE 2.
% of project milestones delivered	78%	90%	85%			Each project incorporates a series of milestones (both for ICT Services and the business) that are the basis for assessing progress. These can be updated by Project Boards to reflect revisions to scope, priorities etc. Progress has been made against all priorities outlined in paragraph 3.

Customer Indicator	Performance 2014-15					Comments
	Q1 Actual	Q2 Actual	Target	Status	Trend	
Customer satisfaction score:						The access channel into ICT Services is the Service Desk which receives and handles the incidents, service requests and enquiries.

Corporate/school users	4.68/4.55	4.75/4.6	4.5	✓	↑	The efficiency and effectiveness of this function is crucial for the user perception of the whole range of services provided. ICT Services collects information regarding customer's satisfaction (score 1-poor, 5-excellent) of the ICT incident management process for both corporate and school users (weekly sample sizes are approximately 30 corporate users and 20 school users).
Service Desk 1 <sup>st</sup> call resolution	63.3%	61%	58%	✓	↓	First call resolution measures the effectiveness of the Service Desk at first point of call. The 58% target is a balance of being able to manage the call volumes through the desk and maintaining a high % success rate within the allocated call period (5 minutes).
Average Service Desk call duration	4.4 mins	5.1 mins	5 mins	⚠	↓	In order to manage call volumes and achieve a lower call abandonment rate a target of 5 minutes (ICT industry practice) is allocated to each call to the first line Service Desk.
% dropped calls on Service Desk	13%	11%	12%	✓	↑	This measures the proportion of calls unanswered by the Service Desk (including calls that are terminated by the user having heard recorded incident updates).

Staff Indicator	Performance 2014-15					Comments
	Q1 Actual	Q2 Actual	Target	Status	Trend	
Average Number of sick days per staff member	1.65	2.99	4.2	✓	↑	This average level of staff sickness is within the profile of the annual county council target of 8.5 days per member of staff.
Average number of professional training days per member of staff	0.72	2.07	1.5	✓	↑	The annual target is 3 days per member of staff. We now undertake significant levels of computer based training activities, rather than traditional classroom courses, covering more activity in less time. The actual figures are based on completed timesheets. Staff development has included Windows 8.1 tablets, Umbraco content management system (for new website), eForms (for use on the web) and various Microsoft technologies.

Financial Indicator	Performance 2014-15				Comments
	Actual	Target	Status	Trend	
Expenditure against revenue	58%	57%			Planned budget reductions of £330k have been delivered for 2014-15 (£3 million of annual savings over the last 4 years).
Expenditure against capital	51%	50%			Capital spending is broadly in line with plans for the infrastructure replacement programme, strategy programmes and Microsoft licensing.
Cost of ICT support per user	£171	£192			Our current cost of £171 per user puts the county council in the lowest cost quartile of CIPFA 2013 benchmarking. The target of £192 is based on remaining within the top quartile.
Cost of ICT support per workstation	£180	£224			Our current cost of £180 per workstation puts the county council in the lowest cost quartile of CIPFA 2013 benchmarking. The target of £224 is based on remaining within the top quartile.
Acquisition cost of desktop PC	£398	£445			This includes the cost of procurement and installation as well as the cost of the device and software. We currently perform at the lowest cost quartile of CIPFA 2013 benchmarking.
Acquisition cost of laptop	£567	£634			This includes the cost of procurement and installation as well as the cost of the device and software. We currently perform at the lowest cost quartile of CIPFA 2013 benchmarking.



**17 November 2014****Agenda Item: 6a****REPORT OF SERVICE DIRECTOR TRANSPORT, PROPERTY &  
ENVIRONMENT****TRANSFER OF PART OF THE FORMER SHIREOAKS COLLIERY,  
SHIREOAKS****Purpose of the Report**

1. To seek the approval of the Finance & Property Committee to transfer 5 Hectares of land at the former Shireoaks Colliery to the Friends of Woodlands & Coachwood Green Ltd (FWCG).

**Information and Advice**

2. Some information relating to this report is not for publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972. Having regard to the circumstances, on balance the public interest in disclosing the information does not outweigh the reason for exemption because divulging the information would significantly damage the Council's commercial position. The exempt information is set out in the exempt appendix.
3. FWCG set up a community interest company in 2013 as a vehicle to protect and promote the Shireoaks area for the benefit of the whole community via the Neighbourhood Plan.
4. In connection with their strategy, the Company wish to acquire 5 hectares of former mixed development land at Shireoaks with a long term proposal to manage and develop the site as a local nature reserve / community asset.

**Site History**

5. Shireoaks Colliery closed in 1990 and was sold to the County Council in 1997 by British Coal.
6. A reclamation scheme of works was then carried out by the Council, funded by English Partnerships. This resulted in twenty six hectares of green space and five hectares of development land being reclaimed.
7. The works included demolition of the colliery infrastructure, construction of a service road (not built to adoptable standards) with car parking, a re-profiled canal basin and restoration of the colliery tip to woodland/grasslands with a network of public tracks and trails.

8. The Council, British Coal and EMDA (East Midlands Development Agency, now HCA) also entered into a separate agreement relating to grant funding and future claw back arrangements for the 5 Hectare development site. Detail of the claw-back arrangement is included in the exempt appendix annexed to the report.

## **Planning History**

9. A review of the planning history of this site provides a useful indicator of the potential use for the land.

1995: The site was allocated in the Bassetlaw Local Plan for mixed use, with limited housing, a marina and a public house.

2005 – 2007: The site was marketed by the Council, and two prospective developers submitted applications to the local planning authority. However, both applications were withdrawn as no consensus or agreement was reached on the site layout or design.

2009: The site was identified as a possible development area in the Bassetlaw five year SHLAA, however due to market uncertainty and local opposition it was not promoted by the Council.

2010: Following the local planning authority review, the site was removed from the Bassetlaw SHLAA, hence losing its 1995 mixed use allocation.

2011: Feedback from consultation with local residents suggested that residents opposed housing, but supported community, recreational and potential education uses. Following this, the Local Core Strategy was adopted which placed the site outside the development boundary.

Early 2012: Further consultation took place between local residents and Bassetlaw, and part of the site was designated as a Local Wildlife Site.

10. Since May 2012: A Vision for the Community document has been drawn up by the local planning authority, the local community and FWCG.
11. In accordance with Financial Regulations, in order to ensure compliance with the Council's obligations under s123 of the Local Government Act 1972 to ensure "best consideration", the proposed terms for the sale have been reviewed by the Council's Group Manager (Legal Services) and the "Section 151 Officer" (Service Director, Finance and Procurement).

## **Other Options considered**

12. Retention of the property for continued Council use. This has been considered but no on-going use requirement exists. There are no resources to include this land in the Green Estates stewardship which relies heavily on volunteers to manage the existing land.

## **Reason/s for Recommendation/s**

13. To secure the disposal of the former mixed development site (5Ha) to FWCG and safeguard its long term future as a community asset.

## **Statutory and Policy Implications**

14. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) That approval is given to transfer ownership of approximately 12 acres (5 hectares) of the former Shireoaks Colliery site to The Friends of Woodlands and Coachwood Green Group Ltd.

**Jas Hundal**

**Service Director, Transport, Property and Environment**

**For any enquiries about this report please contact: Gael Gamble 0115 977 2083**

### **Constitutional Comments (CEH 22.10.14)**

15. The recommendation falls within the remit of the Finance and Property Committee by virtue of its terms of reference.

### **Financial Comments (TR 21.10.14)**

16. The financial implications are set out in the exempt appendix to the report.

### **Background Papers and Published Documents**

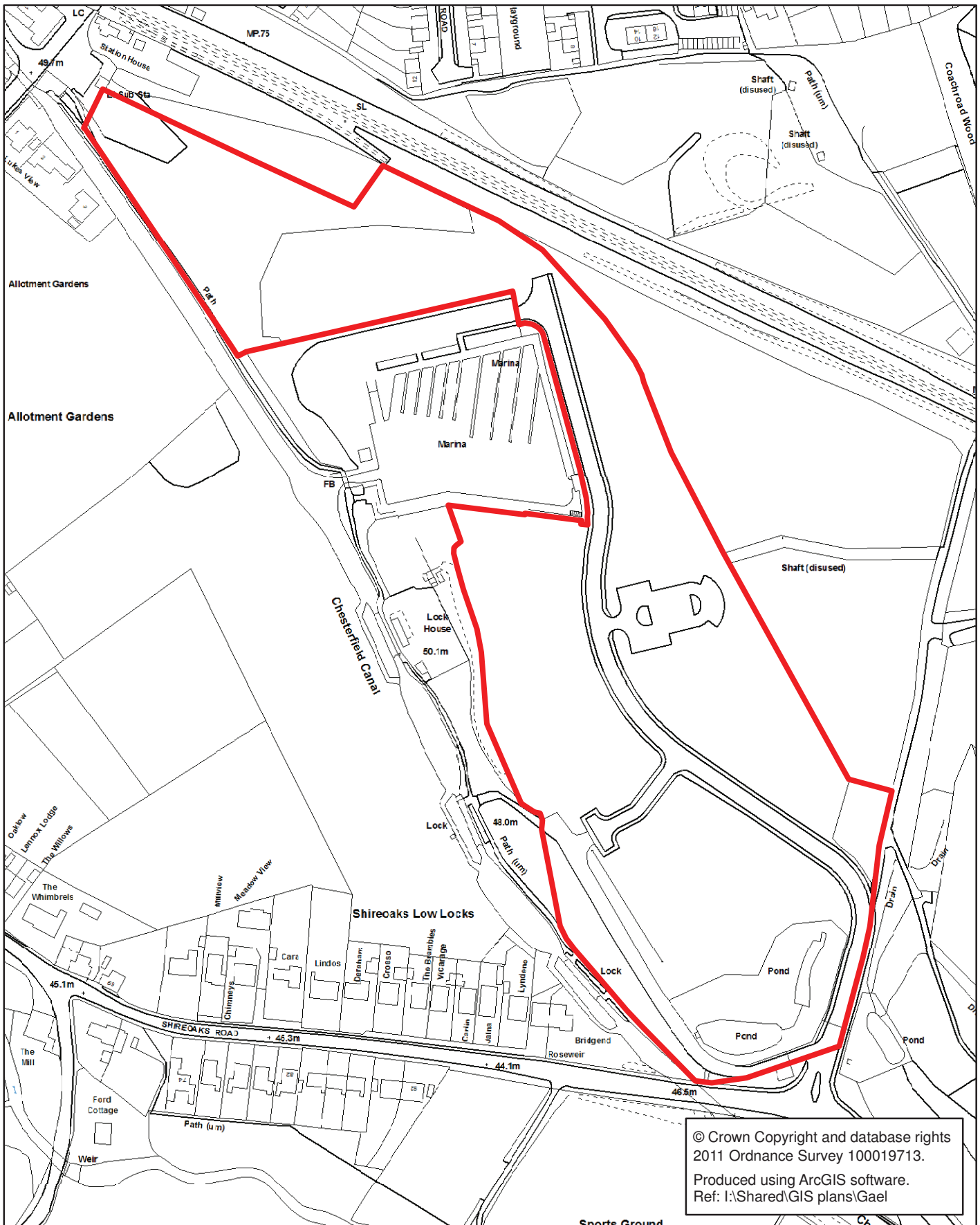
17. None

### **Electoral Division(s) and Member(s) Affected**

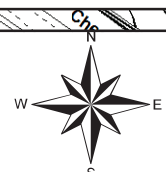
18. Ward(s): Worksop North  
Member(s): Councillor Sybil Fielding



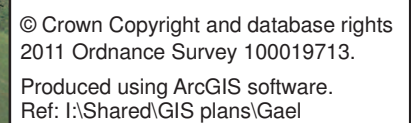




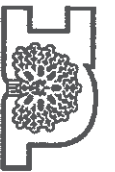
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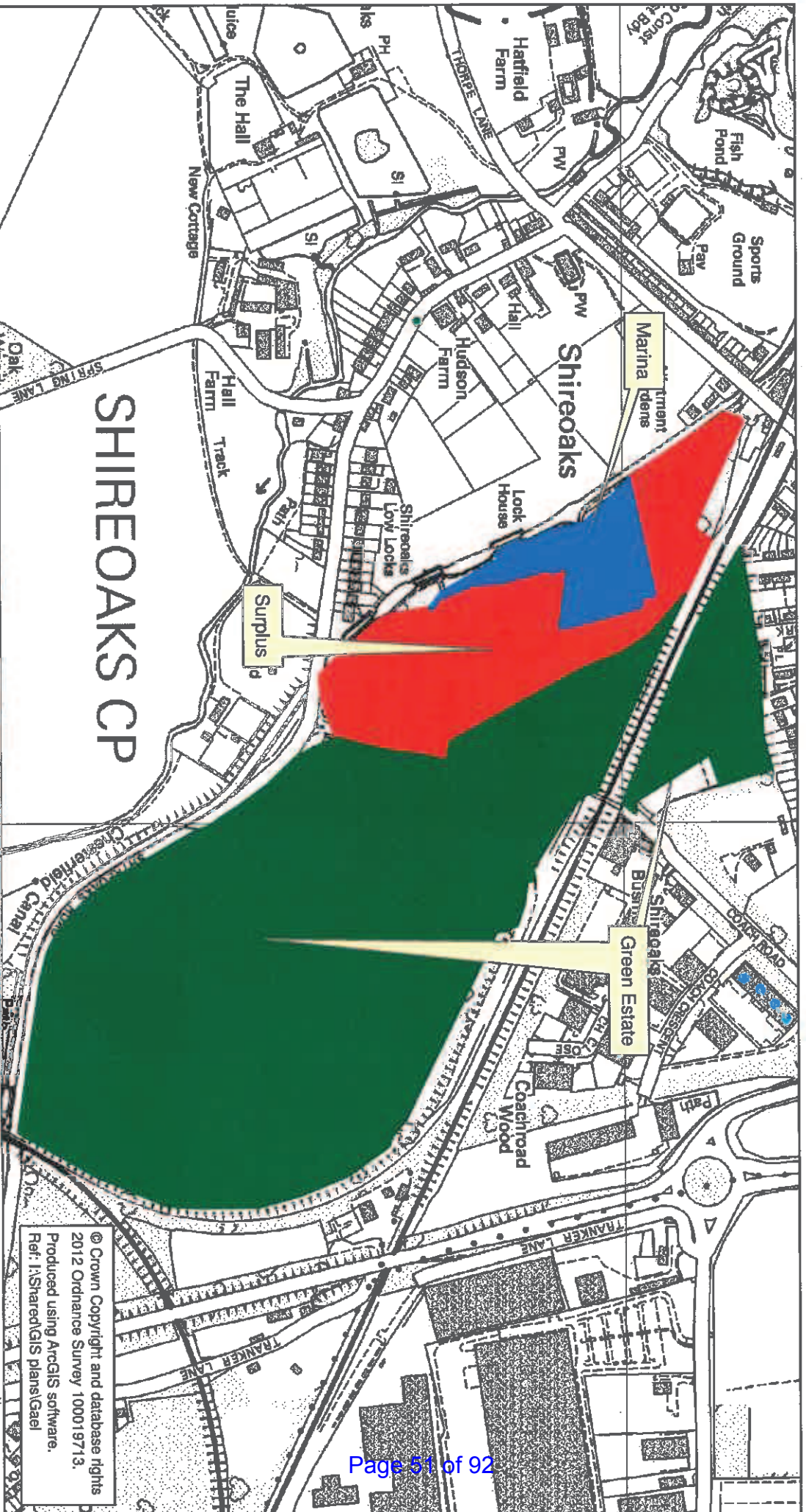


**Nottinghamshire  
County Council**

**Former Shireoaks Colliery**

**UPRN: 62144**

Plan provided by: EH





17 November 2014

Agenda Item: 6b

## **REPORT OF SERVICE DIRECTOR TRANSPORT, PROPERTY & ENVIRONMENT**

### **SHERWOOD ENERGY VILLAGE / OLLERTON SOUTH TIP, NEW OLLERTON: PROPOSED ACQUISITIONS AND DISPOSAL – REVISIONS TO TERMS OF TRANSACTION**

#### **Purpose of the Report**

1. To seek approval to revisions to some of the terms of the previously approved land contract at Sherwood Energy Village and Ollerton South Tip, as detailed in the exempt appendix.
2. To seek renewal of the approval dated 19 May 2014 (Resolution Numbers 2014/040 and 2014/049), subject to the changes proposed in this Report.

#### **Information and Advice**

3. Some information relating to this report is not for publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972. Having regard to the circumstances, on balance the public interest in disclosing the information does not outweigh the reason for exemption because divulging the information would significantly damage the Council's commercial position. The exempt information is set out in the exempt appendix.
4. At its meeting on 19 May 2014, Committee approved the terms of a proposed land transaction at Sherwood Energy Village/Ollerton South Tip (Resolution Numbers 2014/040 and 2014/049). A change in circumstances necessitates some changes to the proposed terms of this transaction. The substance of the proposed changes and the circumstances which have brought this about are detailed in the exempt appendix.
5. Furthermore, it is necessary under Financial Regulations to renew the original resolutions (as detailed above), subject to the changes outlined in this Report.
6. Several years ago, Sherwood Energy Village was constructed on the site of the former Ollerton Colliery. Nottinghamshire County Council was heavily involved in the original remediation of the site, in partnership with East Midlands Development Agency (now The Homes and Communities Agency) and the original developer, Sherwood Environmental Village Ltd. Sherwood Environmental Village Ltd later went into Liquidation and the freehold of the (largest part of the) Energy Village was acquired from the Liquidator by a company called Pathfinding (SEV) Ltd.

7. Prior to the Liquidation, Nottinghamshire County Council had taken assignments of long leases on a total of four office blocks from an associated company of Pathfinding (SEV) Ltd. These office blocks are known as Ollerton House, Bevercotes House, Welbeck House and Thoresby House. These properties are held on 125 year leases, granted in 2004 and 2007 respectively.
8. Nottinghamshire County Council has significant freehold land ownership to the south of Sherwood Energy Village, known as Ollerton South Tip. These areas comprise the reclaimed colliery spoil heaps of the former Ollerton Colliery.
9. The previously approved Report proposed a transaction between the County Council and the owners of the Sherwood Energy Village (Pathfinding (SEV) Ltd), aimed at rationalising and improving the County Council's landholdings in the area. The terms of the original proposal are detailed in the exempt appendix, but the key elements of the original proposal are summarised below:-

<b><u>Transaction Element</u></b>	<b><u>Description</u></b>
Purchase of Freehold Reversions in Welbeck House, Ollerton House, Bevercotes House and Thoresby House, Sherwood Energy Village	County Council to acquire freehold reversionary interests in the office blocks known as Thoresby House, Welbeck House, Ollerton House, Bevercotes House. This transaction will merge the Council's freehold and leasehold property interests at this location. The transaction will include grant of rights of way over estate roads and rights for the County Council, to discharge surface water in to the swales. The County Council will pay an annual Estate Charge towards the upkeep of the drainage swales, along with other building owners.
Deed of Grant	To permit the County Council, as highway authority, to discharge surface water in to Swales at Sherwood Energy Village.
Highways Adoptions	The owner of Sherwood Energy Village to dedicate land at the Energy Village to allow the County Council to adopt the estate roads as public highways maintainable at public expense.
Traffic Regulation Order	Following adoption of the Estate Roads as public highways, the County Council will promote a Traffic Regulation Order aimed at reducing congestion on the highways at the Energy Village.
"The Boulevard", Sherwood Energy Village	The existing pedestrian link between New Ollerton town centre (at Wellow Avenue) and the Energy Village (at Darwin Drive) is known locally as "The Boulevard." The owners of the Energy Village will grant rights for the general public to use The Boulevard as a pedestrian route in perpetuity.
Land Transfer (1)	The County Council will sell its freehold interest in PART of its land ownership at the former Ollerton South Tip to the owners of the Energy Village. It is anticipated that this will facilitate an extension to the Energy Village.

Land Transfer (2)	The owners of Sherwood Energy Village will transfer the freehold interest of a small part of the Energy Village site to the County Council. This will provide a regular and sensible boundary between the Energy Village and the Council's retained land to the south of the Energy village.
Right of Way	The owners of the Energy Village will grant the County Council a revised right of access through the Energy Village to the Council's retained land at Ollerton South Tip.

10. For reasons outlined in the exempt appendix, it is now proposed to exclude Land Transfer (1), as described above, from the proposed transaction and to substitute a monetary consideration, the details of which are contained in the exempt appendix.

11. Highways Comments:

- a. It has always been the County Council's intention to offer to adopt the roads associated with Sherwood Energy Village as highway. However, negotiations stalled due to the wider issues relating to the County Council's interests in the site as set out in the committee report and the Owner not being prepared to treat the highway adoption as a separate matter. Should this now be resolved, it is considered that the roads are in a reasonable state of repair for an estate of this age and that they can now be adopted. However, there are issues with the street lighting that will require repair and on street parking needs to be controlled by the use of a Traffic Regulation Order to ensure that this is undertaken in a sensible manner. Funding to facilitate both will be needed and is detailed in the Exempt Appendix.
- b. A deed of dedication will be required from the Owner of the estate such that the County Council can then adopt the roads as highway. This will require supporting by a deed of grant to allow the discharge of highway water into the estate's privately maintained sustainable drainage system. (This is provided for in the proposed transaction).
- c. Pedestrian access rights will also need to be secured between Darwin Drive and Rufford Avenue, "the Boulevard" to ensure an appropriate pedestrian connection is always available to the town centre. (This is provided for in the proposed transaction). This will incur some legal fees and there are already outstanding fees that have yet to be charged for that will need to be met.

12. Rail Officer's Comments: The County Council has a long-standing public transport aspiration to see the railway line to the south of Ollerton reopened to passenger traffic (as an extension to the Robin Hood Line). This aspiration is contained in the Nottinghamshire Local Transport Plan 2011-2026 (Paragraph 4.4.1). The proposed transaction is consistent with this Policy objective, and on that basis the transaction is strongly supported.

## **Other Options Considered**

13. There are realistically no other options available which would achieve the improvement and rationalisation of the County Council's landholdings in and around the site of the former Ollerton Colliery.

## **Reason/s for Recommendation/s**

14. To amend the terms for the proposed transaction to improve and rationalise the County Council's landholdings in and around the former Ollerton Colliery, as detailed in the exempt appendix.

## **Statutory and Policy Implications**

15. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) To approve the proposed revisions to some of the terms of the previously approved land contract at Sherwood Energy Village and Ollerton South Tip, as detailed in the exempt appendix.
- 2) To approve the renewal of the approval of Resolution Numbers 2014/040 and 2014/049), subject to the changes proposed in this Report.

**Jas Hundal**

**Service Director – Transport, Property & Environment**

**For any enquiries about this report please contact: Ian Brearley**

## **Constitutional Comments (CEH 17.10.14)**

16. The recommendations fall within the remit of the Finance and Property Committee by virtue of its terms of reference.

## **Financial Comments (TR 4.11.14)**

17. The financial implications are set out in the exempt appendix to the report. Approval from CAMG is required in order to fund the purchase of the Right of Way.



## **Background Papers and Published Documents**

18. None.

## **Electoral Division(s) and Member(s) Affected**

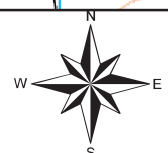
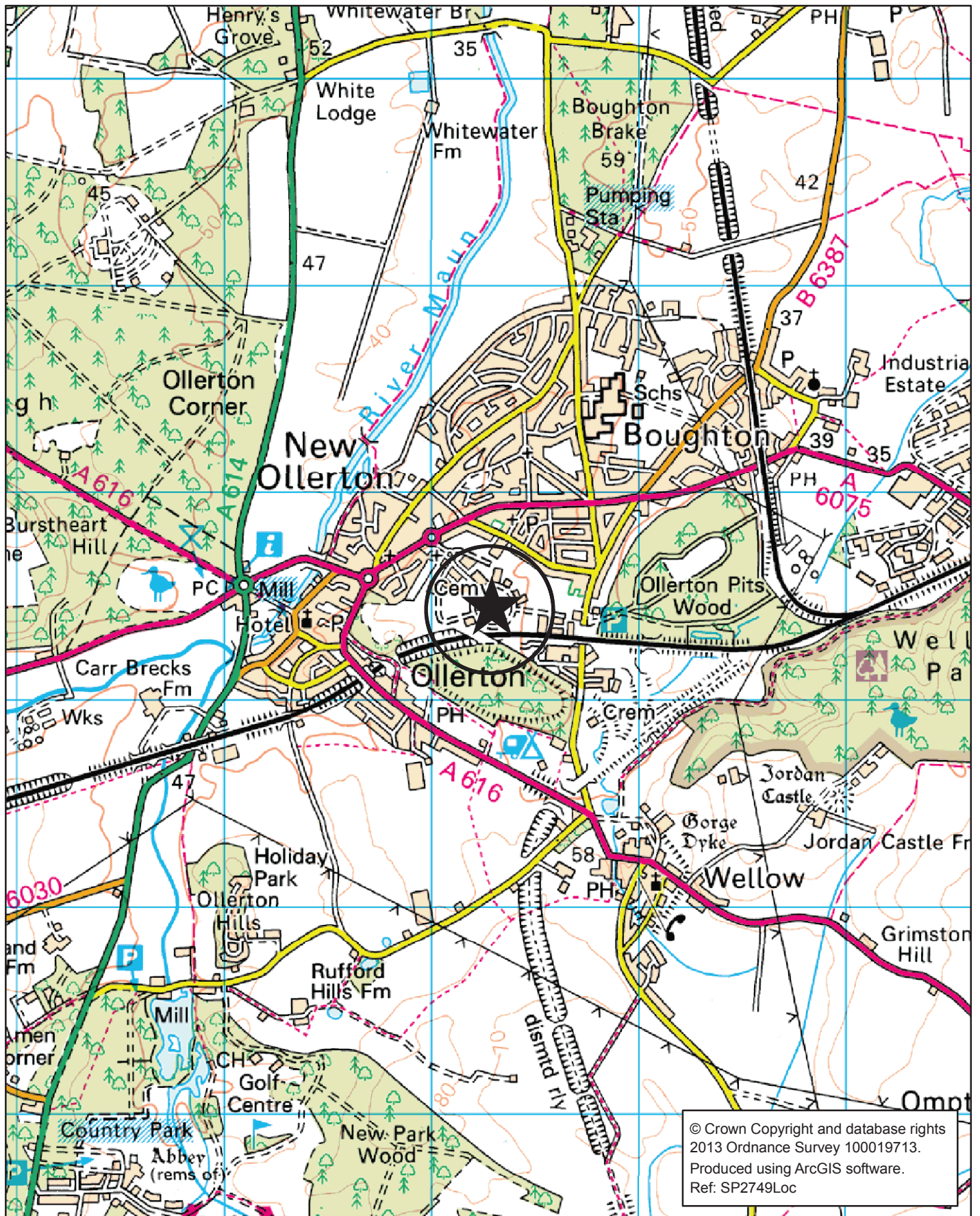
19. Ollerton

File ref.: /IB/SB/

SP: 2749

Properties affected: 00758 - Bevercotes House, 00759 - Thoresby House, 00761 - Ollerton House, 62230 - Ollerton South Pit, 00760 - Welbeck House







17 November 2014

Agenda Item: 6c

## **REPORT OF SERVICE DIRECTOR TRANSPORT, PROPERTY & ENVIRONMENT**

### **RUDDINGTON YOUTH & COMMUNITY CENTRE – NEW LEASE**

#### **Purpose of the Report**

1. To seek approval of Members to granting a ten year lease to a third sector provider to occupy and run the Ruddington Youth & Community Centre.

#### **Information and Advice**

2. Some information relating to this report is not for publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972. Having regard to the circumstances, on balance the public interest in disclosing the information does not outweigh the reason for exemption because divulging the information would significantly damage the Council's commercial position. The exempt information is set out in the exempt appendix.
3. The Young People's Service is restructuring to meet a 30% budget reduction (£1.3 million). Consequently, a report was approved on 17 March 2014 by the Children and Young People's Committee which proposed that a number of Young People's Centres and voluntary sector Youth Clubs would no longer be operated by the Youth Service. Following approval, a briefing note was thereafter submitted to the Full Council on 26 June 2014.
4. One of the Premises identified in the aforementioned reports is Ruddington Youth & Community Centre where it is proposed to grant a ten year lease to a third sector provider on the basis that they continue to provide a minimum of three evenings of youth activities to young people in the age range 13-19 years (25 with a disability) for a minimum of 38 weeks per year.
5. The Young People's Service undertook a tender exercise in July 2014. It is understood that two bids were made and of these, Project Body UK Ltd (PBUK), a Ruddington based health and wellbeing provider, were chosen as the preferred bidder.
6. Following extensive negotiations, terms have been agreed with PBUK, having due regard to the need to ensure that the existing users of the building are permitted to continue their occupancy, and these are detailed in the exempt appendix to the report.

## **Other Options Considered**

7. The various options available to The Young People's Service have been identified and discounted within the report to Children and Young People's Committee, dated 17 March 2014.

## **Reason/s for Recommendation/s**

8. The Young People's Service has obtained approval to working with local communities and stakeholders to achieve future delivery from those Young People's Centres at risk of closure. The terms agreed allow youth activities to be maintained whilst removing all future building running costs and responsibilities. The terms also ensure that the terms of occupancy for Sure Start and other existing users are not only maintained but protected.

## **Statutory and Policy Implications**

9. This report has been compiled after consideration of implications in respect of finance, the public sector equality duty, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) It is recommended that Members approve the granting of a ten year lease to a third sector provider to occupy the Ruddington Youth & Community Centre on the basis as outlined in this report.

**JAS HUNDAL**

**SERVICE DIRECTOR - TRANSPORT, PROPERTY & ENVIRONMENT**

**For any enquiries about this report please contact: Brian Hoyle 0115 9772479**

## **Constitutional Comments (CEH 4.11.14)**

10. The recommendation falls within the remit of the Finance and Property Committee by virtue of its terms of reference.

## **Financial Comments (TR 4.11.14)**

11. The financial implications are set out in the exempt appendix to the report.

## **Background Papers**

12. None.

### **Electoral Division(s) and Member(s) Affected**

13. Ward(s): Ruddington  
Member(s): Councillor Reg Adair

### **Background Papers and Published Documents**

14. None.

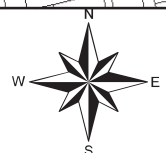
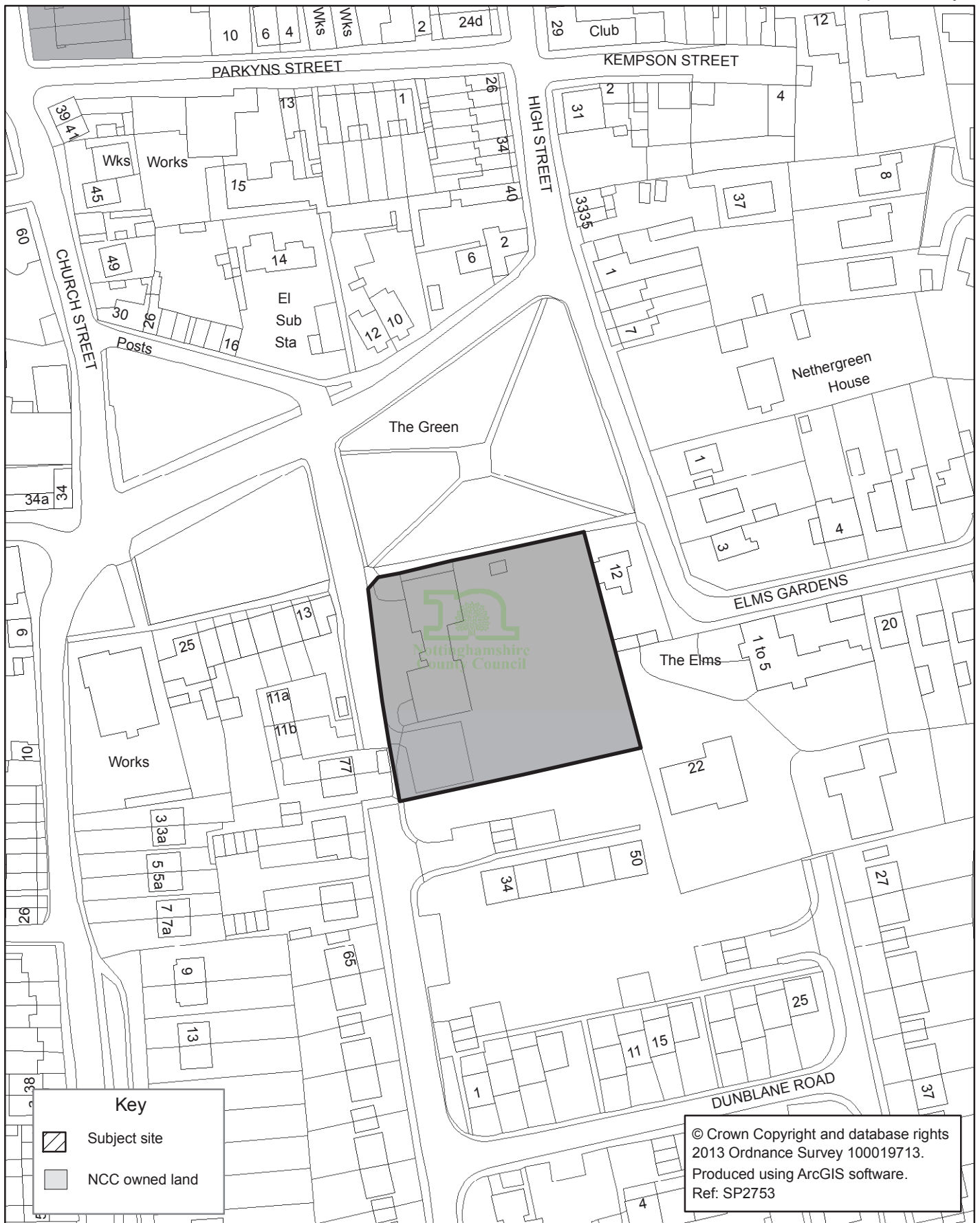
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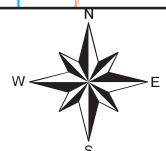
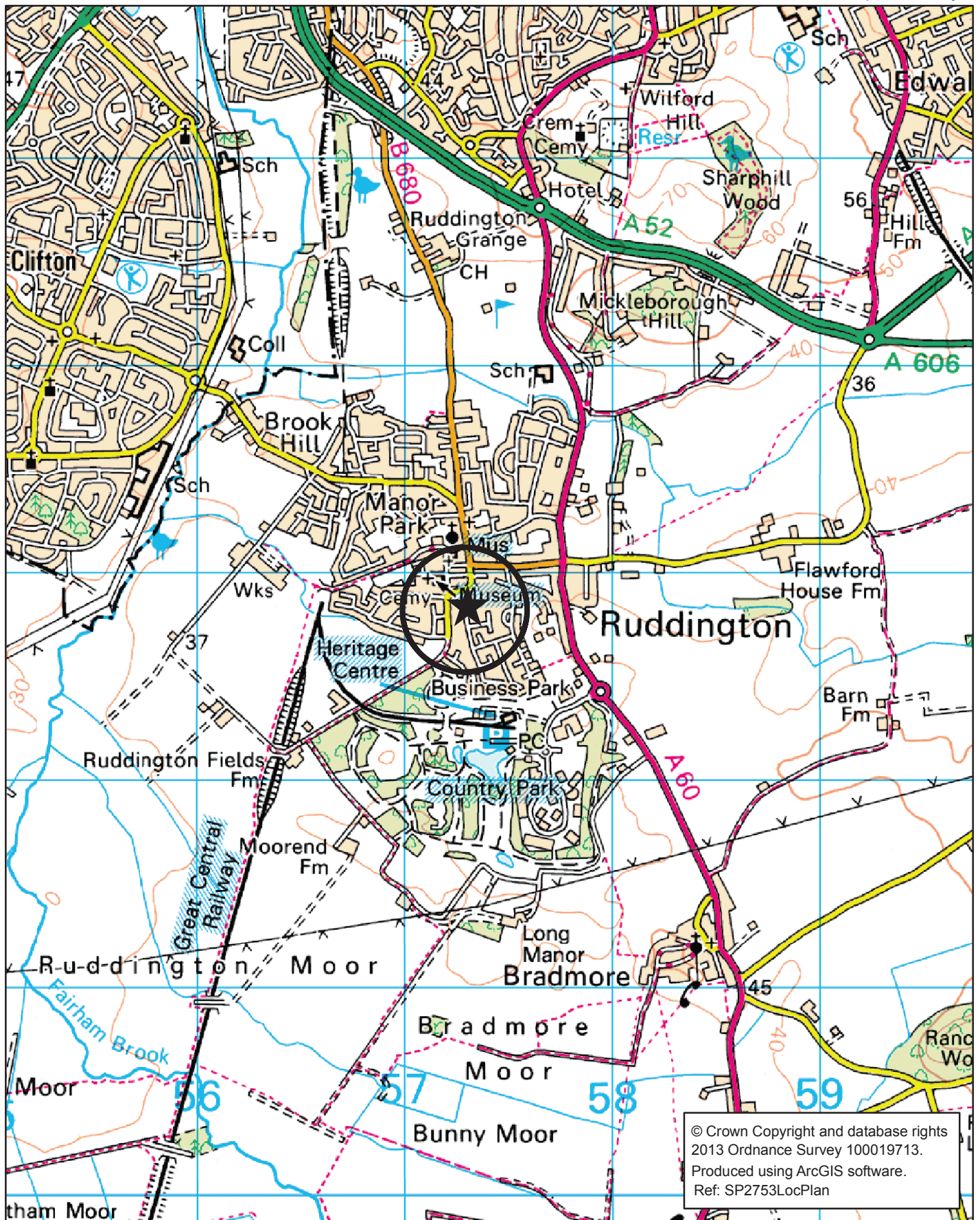
SP: 2753

Properties affected: 03131 - Ruddington Youth & Community









17 November 2014

Agenda Item: 6d

**REPORT OF SERVICE DIRECTOR, TRANSPORT, PROPERTY &  
ENVIRONMENT****PROPERTY SERVICES MID- YEAR PERFORMANCE UPDATE 2014/15****Purpose of the Report**

1. This report provides information to the Committee on key action areas identified within the previous performance report in May 2014; a review of existing local performance indicators and an update on the current capital disposal programme including the level and timing of potential capital receipts.

**Background**

2. Some information relating to this report is not for publication by virtue of paragraph 3 of Schedule 12A of the Local Government Act 1972. Having regard to the circumstances, on balance the public interest in disclosing the information does not outweigh the reason for exemption because divulging the information would significantly damage the Council's commercial position. The exempt information is set out in the exempt appendix.

**Property Reviews**

3. It was previously reported that as part of a continuing drive to assist with service delivery improvement a number of reviews had been commissioned, the CIPFA Value for Money Assessment; an internal lean review and the Viper Project review. All except the Viper review have been completed and reported upon previously.

**Follow-up findings from CIPFA review**

The CIPFA review findings were generally very positive. An exception was the cost of property management which appeared higher than other benchmarked bodies. Visits were made to several local authorities which had apparently a lower cost of service delivery. The visits revealed that NCC data did not include costings for the individual activities for example, sales and disposals, valuations etc. and instead provided a combined figure, which resulted in a higher overall cost for each activity. One of the improvements emanating from this exercise is the need for timesheets to be kept for each area of activity and case to enable a better break-down of costs. This will be rectified in the next return.

## Viper

4. The main findings to date from the review is that there should be a more structured flow of communications and instructions. It has been acknowledged by the review team that some of the weaknesses first evidenced when the review commenced have already been resolved as part of general improvements associated with the development of the new service delivery structure that was reported to this Committee on 24 February 2014.

### **Property High Level Indicators:**

5. The previous report introduced new high level property indicators for monitoring the performance of the whole estate. These reflected Government best practice guidance on property Asset Management Plans established under the National Property Performance Initiative (NPPMI) and promoted by the Chartered Institute of Public Finance and Accountancy (CIPFA). In summary these cover the following:-

Condition and required Maintenance

Environmental/Energy Usage

The Suitability of Buildings

Office property within the portfolio

The Efficiency in utilising space

6. Members may recall that the previous reported identified current performance under these headings with updates to be provided on an annual basis. The only indicator that was proving problematic to assess, was in relation to the utilisation of workspace. It is anticipated that the current on-going work associated with Ways of Working and the associated accommodation reviews will address this issue and thus aid better asset management.

### **Local Existing Performance Indicators**

7. The indicators reflecting the performance of the Group are outlined in appendix 1.0 and include a commentary explaining the reasons for the relevant out-turn. Particular points to note are:-

### **Customer Satisfaction**

8. Previous property performance reports have indicated that the customer satisfaction form would be reviewed, with a view to ensuring that it provides a greater opportunity in providing detailed feed-back on individual schemes after the work has been completed and the property has been used as opposed to immediately on completion. As a result this has meant that no new satisfaction survey forms have been returned during the first quarter 2014/15. It is anticipated the new survey forms will be issued shortly and the results will be reported within the next property performance report to the Committee.



## Project Management

9. Predictability against project design costs: The target of 95% has never been consistently achieved and is considered too high. A review of the latest available figures from Constructing Excellence (which is an industry benchmark nationally) shows an overall result of 79% for this KPI on all non-housing projects. NCCs first quarter figure KPI is 89% which compares very favourably with the UK Industry Performance Report. It is therefore proposed that the local KPI is set at 90%.

## Health and Safety

10. The last report to the Committee highlighted that there were two areas for concern relating to both Legionella monitoring and Asbestos reporting. This was due to the transition from the previous electronic property management system known as P2 to the Corporate BMS system. The new system was causing a resourcing issue and the ability to extract required information was proving problematic. System improvement is being investigated however this is unlikely to occur within the near future. In order to resolve the issues it has been decided to continue using P2 until BMS has been developed to a point where it provides the same level of reporting and data handling capabilities as P2.

## Asset Management Planning and asset sharing

11. One of the core improvement areas of work for the Property Group is the development of Asset Management practices to ensure the corporate property estate is managed as effectively as possible to meet strategic and corporate objectives.
12. A two year work plan has been established that will lead to the development of a strategic long term asset management plan. This period of time will be necessary to effectively work up key components that will help inform the AMP. The first stages that required progressing and completing by spring 2014 were:-
- Resurvey of non-school properties to develop accurate and up to date condition survey information from which property condition and back-log repair information can be established- **Completed December 2013.**
  - Development of a corporate wide and consistent suitability assessment model that will be trialled with property holding departments- **Completed December 2013.**
  - Development of a repairs and maintenance strategy- **Completed April 2014.**
  - 2<sup>nd</sup> stage covering the period Spring 2014 until December 2014.
  - Undertaking suitability assessments for all non- school properties- **Completed June 2014.**
  - Agree new suite of property performance and service delivery indicators- **High level indicators established local indicators require further development.**
  - Identify asset categories that require urgent review **by August 2014- Target re-assessed.**

13. This area of work has been over taken by the Redefining Your Council Initiative and has in part been undertaken in conjunction with Services as part of their targeted reviews. It is anticipated a whole scale review of all council assets will be take place in connection with the Ways of Working/ Accommodation review process that is currently at the scoping stage. A detailed timetable for the accommodation review should be available by the time of the next property performance update report.
14. Complete area mapping of partner assets by **September 2014 - Target missed**  
Progress on asset mapping is outlined in more detail below. It is taking longer than expected in securing data from District Councils In addition while our own ICT services have previously provided a temporary trial portal for this data a more robust solution is required and this is being developed at present and should be complete by mid-November.
15. Traditionally asset management has been undertaken in isolation with neighbouring partners. This often results in missed opportunities to improve joined up local service delivery and maximise occupancy of buildings. The Property Group will be aiming to explore and promote joint asset management planning.
16. The One Public Estate pilot scheme which was formally announced by Central Government in the March 2013 Budget, and given added impetus in the June 13 Spending Review provides an opportunity to progress this principle. The aim of the initiative is to encourage local councils to work with central government and other public sector organisations to share buildings and re-use or release surplus property and land.
17. The City Council has been selected as a pilot however; the City has recognised the benefits of extending the initiative county wide and as result NCC is a key participant. The County Council is leading on mapping all partner properties to assist in identifying hot spot groupings which identify opportunities to merge the use of assets.
18. Partners have been requested to provide specific information regarding the location, type and use of their Assets in order that it can now be uploaded into the mapping system. To date the City Council, Nottinghamshire Police Authority, East Midlands Ambulance Service, NHS Property Services (part date), Nottinghamshire Fire and Rescue Service, and Rushcliffe Borough Council have provided data and this has been uploaded. All the other District Councils have given a verbal confirmation of their intent but it has not yet been made available.
19. Currently ICT is in the process of providing access to those partners who have contributed to the mapping process to seek feed- back prior to general roll-out.
20. In addition an exercise is currently underway aimed at capturing various sets of data relating to the vision for, and management of, property assets. Capturing relevant data, and sharing it across public sector partners, will it is believed, achieve the following benefits:
  - Creation of stronger linkages between partners
  - Early warning of opportunities to collaborate

- Procurement efficiencies and improved speed to market through wider use of existing frameworks and contracting arrangements
- Better value for money in the use of internal resources
- Integrated, long term planning for use of property
- The data captured will be extracted from each partners spread sheet and collated into a single database managed by Nottingham City Council. The database will be shared among all partners.

21. In addition as part of this work, property officers are meeting with partners on a monthly cycle to directly explore and progress any opportunities for asset sharing. Opportunities to share offices with other public sector bodies are being examined and progress made will be reported to the Committee in due course. In recent months this has included the Mansfield Civic Centre and Sir John Robinson House (the former Home Brewery building).

### **Design and Delivery**

22. Recent examples of notable projects that have been undertaken is outlined below:-

#### **Schools Basic Need Programme13/14**

23. Fifteen projects form the 13/14 School Places programme which includes Chuter Ede/Fernwood phase 2 and Pierrepont Gamston. These projects, with the one exception of Richard Bonington, have now all completed on site and classrooms have been handed over to the individual schools. Richard Bonington is scheduled to complete in spring of 2015. However, it should be noted that because of planning constraints this project was always likely to be delivered at a later date.

24. The feasibility projects for the summer 2015 projects have now commenced.

#### **Schools Capital Refurbishment Programme**

25. All projects from year 1 are now complete. There is 1 project from year 2 still to conclude with approval from the programme executive board. There are 8 year 3 projects still to complete with 4 scheduled for handover at the October half term closure.

26. A number of projects are currently on hold pending the outcome of the Priority Schools Building Programme 2 (PSBP2) bidding process.

27. The programme for year 4 is progressing and is on target for completion in the current financial year. Initial survey work has commenced on the year 5 projects and asbestos analysts are being appointed.

#### **Capital Projects**

28. In addition to the main school programmes the Property Group has a number of significant capital schemes that are being progressed and these are detailed below:-

- Heymann Annexe: Budget estimate £6m, commenced 21 January 2013. West Bridgford House has been demolished, the key stage 1 building and Multi Use Games Area were handed over 1 October and the main site handed-over on 14 January, 2014. The refurbishment works are now ongoing in the original school building and are scheduled to complete in mid-January 2015.
- The Big House: £2.7m project to build a new respite care centre for children, the start was delayed but work recommenced on site week commencing 31 March 2014. During the interim period enabling works on bat and amphibian rehousing and knotweed control commenced. The derelict CLASP block to the rear of the Hall has now been demolished and the ground prepared to take the new foundations. The build duration will be 11 months. Works required to the existing Big House which are required by a planning condition will involve an expenditure of approximately £280,000. A separate capital funding bid will need to be submitted to cover this anticipated expenditure. At present there is no budget allocation.
- Worksop Bus Station: £2.9m project for construction of a new bus station original estimated start time June 2014. Current anticipated end date August 2015. The on-site enabling works commenced on the 15 September and all parties are working towards contract agreement for the 10 October.
- Archive Centre: £2.6m project to extend existing archives building with improvements to existing air conditioned storage and the addition of cold and frozen storage facilities and improved new facilities. The start was delayed due to target cost issues but these are now resolved and the project commenced on site 7 April. The project is currently running to programme with the steelwork installed and the exterior brickwork nearing completion.
- Clayfields: £0.8m external Design and Build project to construct a training building which is being delivered by Gelders. This project was completed and handed over to the end-user on the 20 June. A further project to upgrade the reception area has now commenced and is due to complete for Christmas; this second project is being managed in-house.
- Bingham Library: £760K project for the provision of a children's centre and library refurbishment. Following planning approval and the discharge of pre-commencement conditions this project started on site on the 7 July and is programmed to complete for Christmas.
- Beardall Street: £5.1m new build primary school to replace existing school with increased capacity provide for additional pupils from the new housing development in the East of Hucknall. This project completed to plan for the internal works on the 29 August and was handed over to the school in time for the new school year. The external landscaping works were completed on 9 September.
- Fernwood: £2.1m second phase of the new school. Phase 2 of a 3 phase project commenced 14 October 2013. This second phase of the project completed to plan on the 14 August and was handed over to the school in time for the new school year. The third phase is now under consideration though no construction times have yet been agreed with the client.



## **Capital Disposals**

29. As part of the budget setting process each year, a target is established for the amount of capital receipts it is anticipated will be achieved from the sale of surplus land and buildings during the next financial year. The target is set by considering the total number of properties that will be marketed during the next 12 months and based on various factors such as market conditions, the strength of demand for particular types of property etc. an assessment is then made of the likelihood of these properties being sold during this period. The target is then set for each year based on the assessment of risk and an estimated sale value of each asset.
30. As Members will appreciate for various reasons the actual number of properties that are sold within the 12 month period will almost certainly change during the year. Prospective purchasers may for example withdraw for a variety of reasons or attempt to renegotiate the terms of the sale in which case the sale may be delayed or one or other party withdraws and the property has to be remarketed. Some sites which are sold for development are complex and in order to maximise the receipts most are sold subject to planning permission being obtained and various surveys being carried, this can however, also impact on the estimated timescale for completion of the sale.
31. Development sites represent in value and number terms, the largest source of capital receipt generation. Property has on-going, regular and very positive dialogue with all the District Councils, in order to promote its strategic land holdings. As a result of this on-going planning work, the Council has achieved significant success in both bringing forward valuable sites to sell for development and protecting the Council's long-term interests. Future projections therefore rely heavily on the successful disposal of a small number of large development sites. In the event that the estimated timeframe for the disposal of any of these key sites slips, it can have a significantly adverse effect on capital receipts.
32. Capital receipts are monitored closely throughout the year during regular monthly meeting between property and finance and the revised estimate of receipts for the year is regularly reported to Finance and Property Committee as part of the budget monitoring process.
33. In addition to further improve the accuracy of the capital receipt projections, key disposals are more actively monitored with regular reports being presented to the Capital and Asset Management Group on progress with measures identified and agreed to mitigate risk, such as considering alternative methods of sale and the payment of non- returnable deposits once a draft contract is issued.
34. The capital receipts out-turn for year 2014/15 along with future year projections is shown below. Additional detail on some of the key asset disposals is set out in the exempt section of this report with an explanation on the reasons why the variation from target occurred.

	2014/15	2015/16	2016/17	2017/18
MTFS Target	7,900	9,600	20,500	11,800
Max Projected Potential Receipts	4,300	13,300	20,000	11,700
Balance	-3,600	3,700	-500	-100

**Initial Budget Book target for 2014/15: £7,900,000**

**Total Sales Achieved 2014/15: £1,277,512**

\* Will be subject to revision following new forecasting

### **Compliments and Complaints**

35. During the last two quarters four complaints were received. Three of the complaints related to insufficient contact by the project team and one related to the standard of the finished product. In both cases there was a general concern expressed that Officers are not easily contactable after the project has been finished should issues arise. Customer care post completion is being emphasised amongst the teams involved to seek improvement in this area. In the same period ten compliments were received these ranged from the ability to the project teams to problem solve to thanks for projects being well delivered.

### **Reason/s for Recommendation/s**

36. To provide the Committee with an update on key action areas identified within the previous performance report in May 2014; a review of existing local performance indicators and an update on the current capital disposal programme including the level and timing of potential capital receipts.

### **Statutory and Policy Implications**

37. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **RECOMMENDATION/S**

- 1) That the information set out in the report on the Property Group's performance is noted.
- 2) That the predictability against project time cost local indicator target is reduced from 95% to 90%.

- 3) That a further report is submitted to the Committee on the conclusions of the project review outlined within this report.

**Jas Hundal**

**Service Director – Transport, Property & Environment**

**For any enquiries about this report please contact: Andrew Stevens on 0115 9772085**

**Constitutional Comments (CEH 22.10.14)**

38. The recommendations fall within the remit of the Finance and Property Committee by virtue of its terms of reference.

**Financial Comments (TR 21.10.14)**

39. As this report is for noting only, financial comments are not required.

**Background Papers and Published Documents**

40. None.

**Electoral Division(s) and Member(s) Affected**

41. All


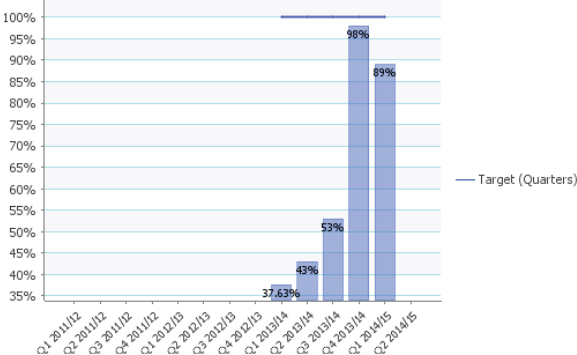
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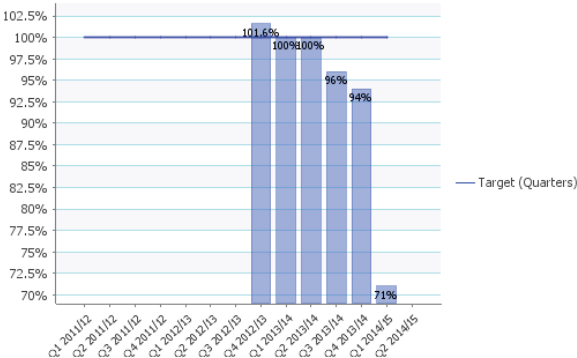



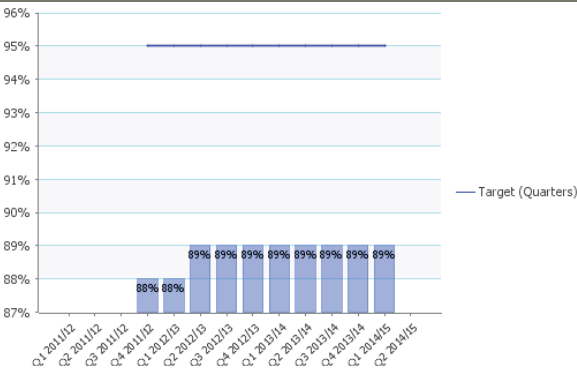
# Appendix 1.0


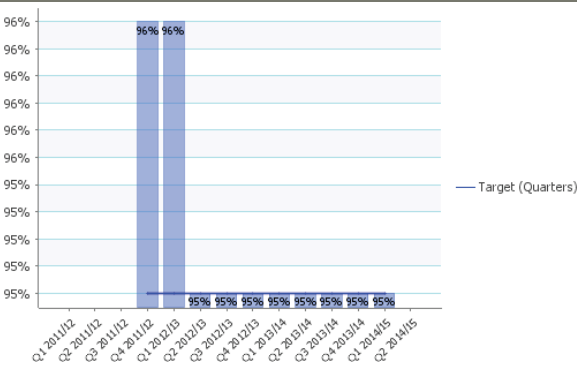
## Property Committee Performance Report Q1 2014/15

### Finance


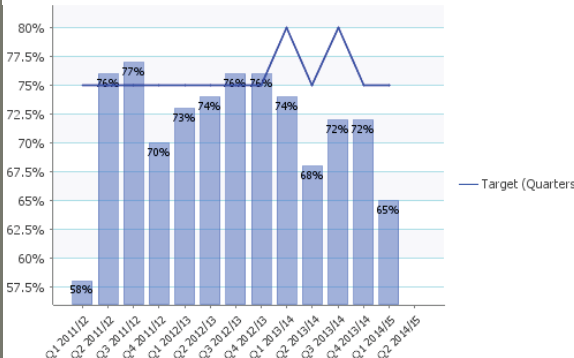
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Capital Receipts - target capital receipts figure delivered	Aim to Maximise	<p><b>Actual</b></p> <p>89%</p> <p><b>Target</b></p> <p>100%</p> 	 <p>Based on original capital receipts target profile of £7.8 m. 89% of expected receipts have been achieved. On risk adjusted profile, 164% has been achieved.</p>	


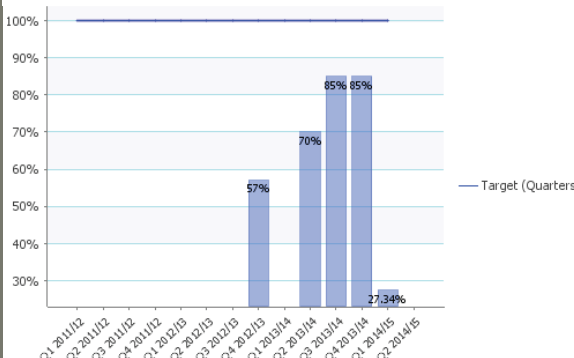
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Schools Capital Refurbishment Percentage Budget Spent	Aim to Maximise	<p><b>Actual</b></p> <p>71%</p> <p><b>Target</b></p> <p>100%</p> 	 <p>The relatively low quarter performance figure reflects the anticipated and planned delivery for later in the year (by end of March 2015). There is some expected and planned slippage due to projects being placed on hold due to speculative PSBN funding bids. Generally programme is on budget.</p>	


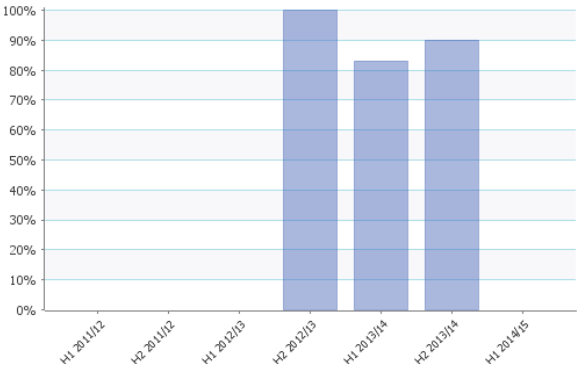
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Predictability of Project Design Cost (benchmarked against Constructing Excellence)	Aim to Maximise	<p><b>Actual</b></p> <p>89%</p> <p><b>Target</b></p> <p>95%</p> <p></p>		Proposal for target change (see main report)


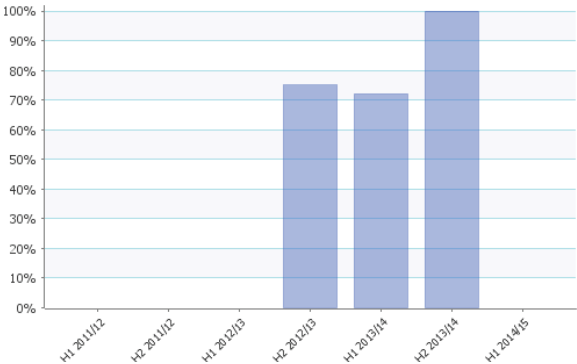
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Predictability of Project Construction Cost (benchmarked with Constructing Excellence)	Aim to Maximise	<p><b>Actual</b></p> <p>95%</p> <p><b>Target</b></p> <p>95%</p> <p></p>		

## Performance


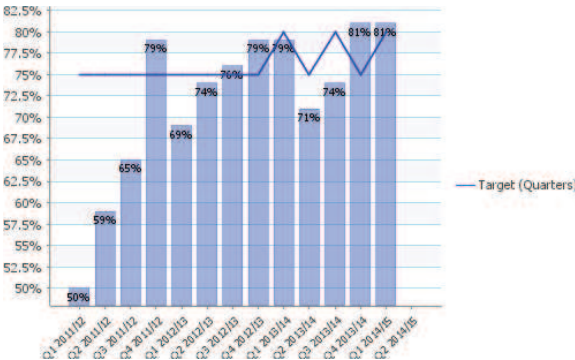
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Predictability of Project Design Time	Aim to Maximise	<p><b>Actual</b></p> <p>65%</p> <p><b>Target</b></p> <p>75%</p> 		<p>The Basic Need 14 projects have adversely affected the results. This is because this programme of work has proceeded against a very tight timescale and against original costs that were best estimates at the time but changes in scope and procurement route have had their effect.</p>

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Schools Capital Refurbishment Number of Projects Complete	Aim to Maximise	<p><b>Actual</b></p> <p>27.34%</p> <p><b>Target</b></p> <p>100%</p> 		<p>See previous comments regarding SCRP budgets.</p>


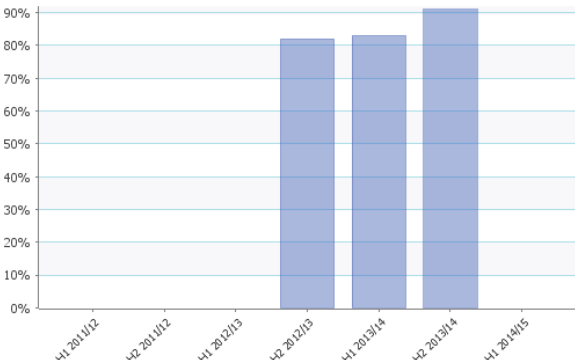
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Customer Satisfaction - defects a) internal provider	Aim to Maximise	<p><b>Actual</b></p> <p>90%</p> <p><b>Target</b></p> <p>80%</p> <p></p>		None collected in quarter 2 (see main report)


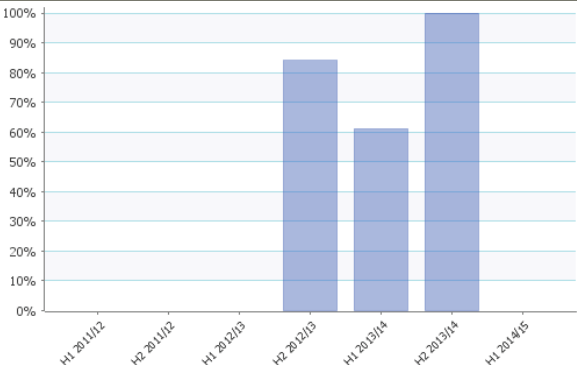
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Customer Satisfaction - defects b) external provider	Aim to Maximise	<p><b>Actual</b></p> <p>100%</p> <p><b>Target</b></p> <p>80%</p> <p></p>		None collected in quarter 2 (see main report)


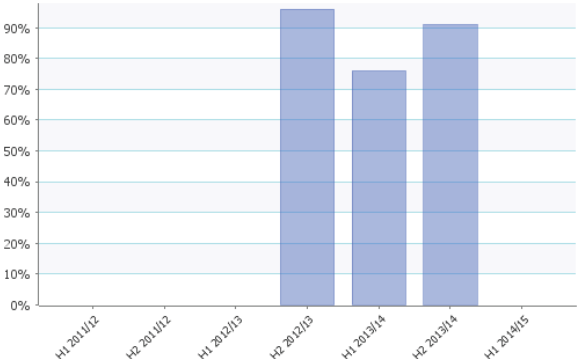



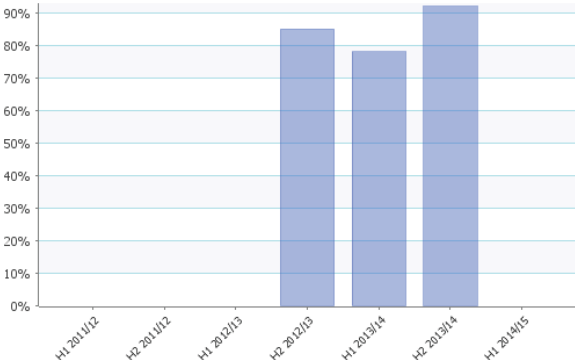
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements																																													
Predictability of Construction Time	Aim to Maximise	<div><div>Actual</div><div>81%</div><div>Target</div><div>80%</div><div></div></div>	 <table><caption>Quarterly Data for Predictability of Construction Time</caption><thead><tr><th>Quarter</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q1 2011/12</td><td>50%</td><td>75%</td></tr><tr><td>Q2 2011/12</td><td>59%</td><td>75%</td></tr><tr><td>Q3 2011/12</td><td>65%</td><td>75%</td></tr><tr><td>Q4 2011/12</td><td>79%</td><td>75%</td></tr><tr><td>Q1 2012/13</td><td>69%</td><td>75%</td></tr><tr><td>Q2 2012/13</td><td>74%</td><td>75%</td></tr><tr><td>Q3 2012/13</td><td>76%</td><td>75%</td></tr><tr><td>Q4 2012/13</td><td>79%</td><td>75%</td></tr><tr><td>Q1 2013/14</td><td>79%</td><td>75%</td></tr><tr><td>Q2 2013/14</td><td>71%</td><td>75%</td></tr><tr><td>Q3 2013/14</td><td>74%</td><td>75%</td></tr><tr><td>Q4 2013/14</td><td>81%</td><td>75%</td></tr><tr><td>Q1 2014/15</td><td>81%</td><td>75%</td></tr><tr><td>Q2 2014/15</td><td>81%</td><td>75%</td></tr></tbody></table>	Quarter	Actual (%)	Target (%)	Q1 2011/12	50%	75%	Q2 2011/12	59%	75%	Q3 2011/12	65%	75%	Q4 2011/12	79%	75%	Q1 2012/13	69%	75%	Q2 2012/13	74%	75%	Q3 2012/13	76%	75%	Q4 2012/13	79%	75%	Q1 2013/14	79%	75%	Q2 2013/14	71%	75%	Q3 2013/14	74%	75%	Q4 2013/14	81%	75%	Q1 2014/15	81%	75%	Q2 2014/15	81%	75%	
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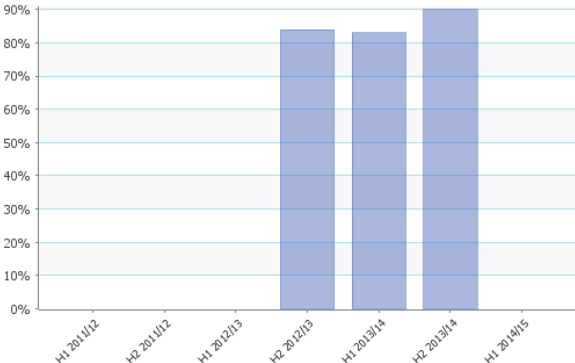
## Customer Satisfaction


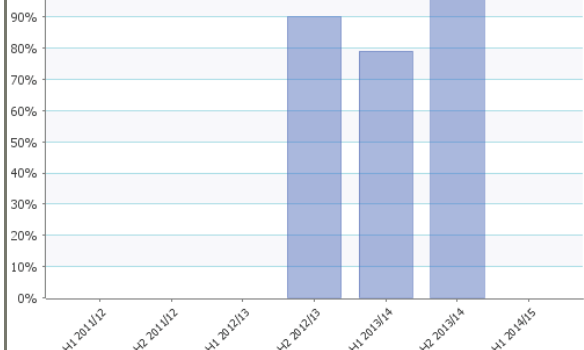
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements																								
Customer satisfaction - Service Design a) Internal provider	Aim to Maximise	<div><div>Actual</div><div>91%</div><div>Target</div><div>80%</div><div></div></div>	 <table><caption>Half-Yearly Data for Customer satisfaction - Service Design a) Internal provider</caption><thead><tr><th>Period</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>H1 2011/12</td><td>80%</td><td>80%</td></tr><tr><td>H2 2011/12</td><td>80%</td><td>80%</td></tr><tr><td>H1 2012/13</td><td>80%</td><td>80%</td></tr><tr><td>H2 2012/13</td><td>80%</td><td>80%</td></tr><tr><td>H1 2013/14</td><td>80%</td><td>80%</td></tr><tr><td>H2 2013/14</td><td>91%</td><td>80%</td></tr><tr><td>H1 2014/15</td><td>91%</td><td>80%</td></tr></tbody></table>	Period	Actual (%)	Target (%)	H1 2011/12	80%	80%	H2 2011/12	80%	80%	H1 2012/13	80%	80%	H2 2012/13	80%	80%	H1 2013/14	80%	80%	H2 2013/14	91%	80%	H1 2014/15	91%	80%	
Period	Actual (%)	Target (%)																										
H1 2011/12	80%	80%																										
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H1 2013/14	80%	80%																										
H2 2013/14	91%	80%																										
H1 2014/15	91%	80%																										

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Customer satisfaction - Service Design b) External provider	Aim to Maximise	<p><b>Actual</b></p> <p>100%</p> <p><b>Target</b></p> <p>80%</p> <p></p>		None collected in quarter 2 (see main report)


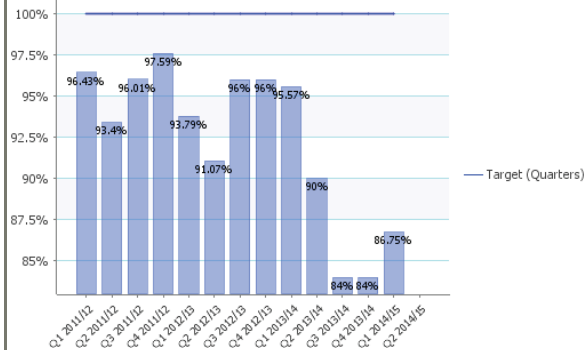
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Customer satisfaction - Service of Contractor a) Internal provider	Aim to Maximise	<p><b>Actual</b></p> <p>91%</p> <p><b>Target</b></p> <p>80%</p> <p></p>		None collected in quarter 2 (see main report)


Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements								
Customer satisfaction - Service of Contractor b) External provider	Aim to Maximise	<div><div>Actual</div><div>92%</div><div>Target</div><div>80%</div><div></div></div>	 <table><caption>Customer satisfaction - Service of Contractor b) External provider</caption><thead><tr><th>Period</th><th>Actual (%)</th></tr></thead><tbody><tr><td>H1 2012/13</td><td>85</td></tr><tr><td>H1 2013/14</td><td>78</td></tr><tr><td>H2 2013/14</td><td>92</td></tr></tbody></table>	Period	Actual (%)	H1 2012/13	85	H1 2013/14	78	H2 2013/14	92	None collected in quarter 2 (see main report)
Period	Actual (%)											
H1 2012/13	85											
H1 2013/14	78											
H2 2013/14	92											


Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements								
Customer satisfaction - End Product a) Internal provider	Aim to Maximise	<div><div>Actual</div><div>90%</div><div>Target</div><div>80%</div><div></div></div>	 <table><caption>Customer satisfaction - End Product a) Internal provider</caption><thead><tr><th>Period</th><th>Actual (%)</th></tr></thead><tbody><tr><td>H1 2012/13</td><td>85</td></tr><tr><td>H1 2013/14</td><td>83</td></tr><tr><td>H2 2013/14</td><td>90</td></tr></tbody></table>	Period	Actual (%)	H1 2012/13	85	H1 2013/14	83	H2 2013/14	90	None collected in quarter 2 (see main report)
Period	Actual (%)											
H1 2012/13	85											
H1 2013/14	83											
H2 2013/14	90											


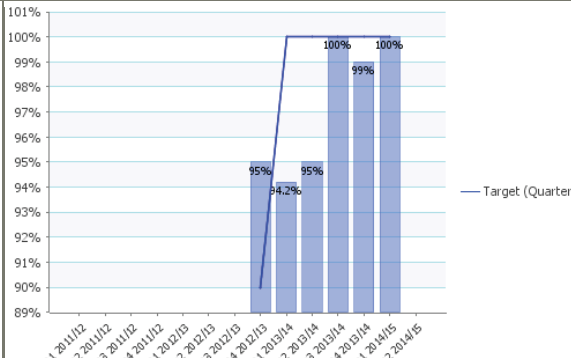
Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Customer satisfaction - End Product b) External provider	Aim to Maximise	<b>Actual</b> 96% <b>Target</b> 80% 		None collected in quarter 2 (see main report)

## Compliance

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Water -Biennial Risk Assessment	Aim to Maximise	<b>Actual</b> 86.75% <b>Target</b> 100% 		The overdue Risk Assessment are due to restricted access to sites where works are currently being undertaken (SCRPs & Planned Maintenance etc.) whereupon the Risk Assessment will be carried out on completion of the works, and there is no point carrying out a Risk Assessment until all works to water services are complete on a site, therefore there is a delay to the targeted sites, the water team have tried to minimise this shortfall by reorganising the locations where Risk Assessment can be carried out and this should reduce the backlog later in the year.

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Asbestos -Biennial Risk Assessment completed	Aim to Maximise	<p><b>Actual</b></p> <p>0%</p> <p><b>Target</b></p> <p>100%</p> 		<p>Reduction in outturn figure has been due to completing priority condition surveys for the suitability assessment. It is anticipated that assessments will be back on profile and meet target by the end of the financial year.</p> <p>It should however be noted that there are <u>no</u> health and safety issues arising from this delay because of the application of a risk based approach.</p>

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements
Annual audit of tank inspections	Aim to Maximise	<p><b>Actual</b></p> <p>100%</p> <p><b>Target</b></p> <p>100%</p> 		

Indicator	Maximise or Minimise	Actual Versus Target	Trend Chart	Improvements																																													
Fire -Biennial Risk Assessment completed	Aim to Maximise	<div><div>Actual</div><div>100%</div><div>Target</div><div>100%</div><div></div></div>	 <table><caption>Trend Chart Data</caption><thead><tr><th>Quarter</th><th>Actual (%)</th><th>Target (%)</th></tr></thead><tbody><tr><td>Q1 2011/12</td><td>-</td><td>100</td></tr><tr><td>Q2 2011/12</td><td>-</td><td>100</td></tr><tr><td>Q3 2011/12</td><td>-</td><td>100</td></tr><tr><td>Q4 2011/12</td><td>-</td><td>100</td></tr><tr><td>Q1 2012/13</td><td>-</td><td>100</td></tr><tr><td>Q2 2012/13</td><td>-</td><td>100</td></tr><tr><td>Q3 2012/13</td><td>-</td><td>100</td></tr><tr><td>Q4 2012/13</td><td>95</td><td>100</td></tr><tr><td>Q1 2013/14</td><td>94.2</td><td>100</td></tr><tr><td>Q2 2013/14</td><td>95</td><td>100</td></tr><tr><td>Q3 2013/14</td><td>100</td><td>100</td></tr><tr><td>Q4 2013/14</td><td>99</td><td>100</td></tr><tr><td>Q1 2014/15</td><td>100</td><td>100</td></tr><tr><td>Q2 2014/15</td><td>100</td><td>100</td></tr></tbody></table>	Quarter	Actual (%)	Target (%)	Q1 2011/12	-	100	Q2 2011/12	-	100	Q3 2011/12	-	100	Q4 2011/12	-	100	Q1 2012/13	-	100	Q2 2012/13	-	100	Q3 2012/13	-	100	Q4 2012/13	95	100	Q1 2013/14	94.2	100	Q2 2013/14	95	100	Q3 2013/14	100	100	Q4 2013/14	99	100	Q1 2014/15	100	100	Q2 2014/15	100	100	
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**17 November 2014****Agenda Item: 7****REPORT OF CORPORATE DIRECTOR, POLICY, PLANNING AND  
CORPORATE SERVICES****WORK PROGRAMME****Purpose of the Report**

1. To consider the Committee's work programme for 2014/15.

**Information and Advice**

2. The County Council requires each committee to maintain a work programme. The work programme will assist the management of the committee's agenda, the scheduling of the committee's business and forward planning. The work programme will be updated and reviewed at each pre-agenda meeting and committee meeting. Any member of the committee is able to suggest items for possible inclusion.
3. The attached work programme has been drafted in consultation with the Chair and Vice-Chair, and includes items which can be anticipated at the present time. Other items will be added to the programme as they are identified.
4. As part of the transparency introduced by the revised committee arrangements from 2012, committees are expected to review day to day operational decisions made by officers using their delegated powers. It is anticipated that the committee will wish to commission periodic reports on such decisions. The committee is therefore requested to identify activities on which it would like to receive reports for inclusion in the work programme.

**Other Options Considered**

5. None.

**Reason/s for Recommendation/s**

6. To assist the committee in preparing its work programme.

## **Statutory and Policy Implications**

7. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the NHS Constitution (Public Health only), the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required

## **RECOMMENDATION/S**

- 1) That the committee's work programme be noted, and consideration be given to any changes which the committee wishes to make.

**Jayne Francis-Ward**  
**Corporate Director, Policy, Planning and Corporate Services**

**For any enquiries about this report please contact: Paul Davies, x 73299**

## **Constitutional Comments (HD)**

1. The Committee has authority to consider the matters set out in this report by virtue of its terms of reference.

## **Financial Comments (PS)**

2. There are no direct financial implications arising from the contents of this report. Any future reports to Committee on operational activities and officer working groups, will contain relevant financial information and comments.

## **Background Papers**

None.

## **Electoral Division(s) and Member(s) Affected**

All



## **FINANCE & PROPERTY COMMITTEE - WORK PROGRAMME**

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>For Decision or Information ?</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
<b>15 December 2014</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various
Councillors Division Fund	Quarterly report on Councillors Divisional Fund	Information	Jayne Francis-Ward	Paul Davies
<b>19 January 2015</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various
<b>9 February 2015</b>				
Draft County Council Budget	Recommendation of draft County Council budget 2015/16 to County Council	Decision	Nigel Stevenson	Pauline Moore
<b>23 February 2015</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various
ICT Programmes and Performance	Update on projects and performance for Q3	Information	Ivor Nicholson	

<u>Report Title</u>	<u>Brief summary of agenda item</u>	<u>For Decision or Information ?</u>	<u>Lead Officer</u>	<u>Report Author</u>
<b>23 March 2015</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various
Councillors Division Fund	Quarterly report on Councillors Divisional Fund	Information	Jayne Francis-Ward	Paul Davies
<b>27 April 2015</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various
ICT Programmes and Performance	Update on projects and performance for Q3	Information	Ivor Nicholson	
<b>1 June 2015</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various
ICT Programmes and Performance	Update on projects and performance for Q4	Information	Ivor Nicholson	
<b>29 June 2015</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various
Councillors Division Fund	Quarterly report on Councillors Divisional Fund	Information	Jayne Francis-Ward	Paul Davies
Page 90 of 92				

<b><u>Report Title</u></b>	<b><u>Brief summary of agenda item</u></b>	<b><u>For Decision or Information ?</u></b>	<b><u>Lead Officer</u></b>	<b><u>Report Author</u></b>
<b>20 July 2015</b>				
Monthly Budget & Capital Monitoring Report 2014/15	Budget Capital Monitoring, Capital Receipts, Capital Variations	Decision	Nigel Stevenson	Pauline Moore
Property Transactions	Various	Decision	Jas Hundal	Various

