

Notice of Meeting

Overview and Scrutiny Management Commission

Tuesday, 8th April, 2014 at 6.30 pm
in Council Chamber Council Offices
Market Street Newbury

Date of despatch of Agenda: Monday, 31 March 2014

For further information about this Agenda, or to inspect any background documents referred to in Part I reports, please contact David Lowe / Charlene Myers / Elaine Walker on (01635) 519817 / 519695 / 5194
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**Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 8 April
2014 (continued)**

Further information and Minutes are also available on the Council's website at
www.westberks.gov.uk

Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 8 April 2014 (continued)

To: Councillors Jeff Beck, Brian Bedwell (Chairman), Jeff Brooks (Vice-Chairman), Sheila Ellison, Dave Goff, Mike Johnston, Alan Macro, Gwen Mason, Tim Metcalfe, Andrew Rowles, Garth Simpson, Tony Vickers, Virginia von Celsing, Quentin Webb, Emma Webster and Laszlo Zverko

Substitutes: Councillors Peter Argyle, Paul Bryant, George Chandler, Roger Hunneman, Carol Jackson-Doerge, David Rendel, Julian Swift-Hook and Keith Woodhams

Other Officers & Members invited:

Agenda

Part I

	Page No.
1. Apologies for Absence To receive apologies for inability to attend the meeting (if any),	
2. Minutes To approve as a correct record the Minutes of the meeting of the Commission held on 25 th February 2014.	1 - 12
3. Declarations of Interest To remind Members of the need to record the existence and nature of any Personal, Disclosable Pecuniary or other interests in items on the agenda, in accordance with the Members' Code of Conduct .	
4. Actions from previous Minutes To receive an update on actions following the previous Commission meeting.	13 - 14
5. West Berkshire Forward Plan 26 March 2014 to 31 July 2014 Purpose: To advise the Commission of items to be considered by West Berkshire Council from 26 March 2014 to 31 July 2014 and decide whether to review any of the proposed items prior to the meeting indicated in the Plan. http://www.westberks.gov.uk/index.aspx?articleid=1594	15 - 16
6. Overview and Scrutiny Management Commission Work Programme Purpose: To receive new items and agree and prioritise the work programme of the Commission for the remainder of 2013/14.	17 - 22



Agenda - Overview and Scrutiny Management Commission to be held on Tuesday, 8 April 2014 (continued)

7. **Items Called-in following the Executive on 27th March 2014**
To consider any items called-in by the requisite number of Members following the previous Executive meeting.
8. **Councillor Call for Action**
Purpose: To consider any items proposed for a Councillor Call for Action.
9. **Petitions**
Purpose: To consider any petitions requiring an Officer response.
10. **Continuing Healthcare (CHC)** 23 - 30
Purpose: To assess the effect of the CHC operations policy and procedures in practise
11. **Energy Saving** 31 - 44
Purpose: To review the Council's policies and procedures for Energy Saving
12. **Revenue and capital budget reports** 45 - 58
Purpose: To receive the latest period revenue and capital budget report
13. **Performance Report for Level One Indicators** 59 - 90
Purpose: To monitor quarterly the performance levels across the Council and to consider, where appropriate, any remedial action.
14. **Scrutiny Recommendations Update** 91 - 94
Purpose: To provide the Commission with an update on the progress of recommendations resulting from scrutiny reviews.

Andy Day
Head of Strategic Support

If you require this information in a different format or translation, please contact Moira Fraser on telephone (01635) 519045.



Note: These Minutes will remain DRAFT until approved at the next meeting of the Committee

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION

MINUTES OF THE MEETING HELD ON TUESDAY, 25 FEBRUARY 2014

Councillors Present: Jeff Beck, Brian Bedwell (Chairman), Sheila Ellison, Dave Goff, Mike Johnston, Alan Macro, Gwen Mason, Tim Metcalfe, Andrew Rowles, Garth Simpson, Tony Vickers, Virginia von Celsing, Quentin Webb, Emma Webster and Laszlo Zverko

Also Present: Sean Anderson (Head of Customer Services), Mel Brain (Service Manager - Housing Strategy and Operations), Nick Carter (Chief Executive), Andrew Bruce (Newbury Foodbank Chair), Adrian Brunskill (Sovereign South + West), David Lowe (Scrutiny & Partnerships Manager), Jan Rothwell (West Berkshire Citizens Advice Bureau) and Elaine Walker (Principal Policy Officer)

Apologies for inability to attend the meeting: Councillor Jeff Brooks

PART I

72. Minutes

The Minutes of the meetings held on 7 January 2014 and 21 January 2014 were approved as a true and correct record and signed by the Chairman, subject to the following amendments:

7 January 2014

- Councillor Andrew Rowles advised that he had been present at the meeting;
- Page 4, bullet point 2: amend '24 months after completion' to 'within 24 months of completion'.

21 January 2014

- Page 6, Item 66, paragraph 1: amend '2011/12' to '2013/14';
- Page 6, Item 66, paragraph 4: amend 'and that that this was expected' to 'and that this was expected'.

73. Declarations of Interest

There were no declarations of interest received.

74. Actions from previous Minutes

The Commission received an update on actions from the previous meeting and made the following comments:

2.2: Councillor Virginia von Celsing asked why the Continuing Healthcare update had been postponed until April. Nick Carter responded that he and Dr Cathy Winfield (Chief Officer of North West Reading CCG) would be more able to provide a full and clear update on progress at this time. Had an update been provided at this evening's meeting, it would not be sufficiently informative;

2.4: Councillor Tony Vickers asked what consideration had been given to the effects of road closures on 'available routes', identified as suitable routes for children to use when

walking to school, for example when the route was flooded. The Chairman agreed to request a response for the next meeting.

2.5: David Lowe provided information in relation to Freedom of Information requests received by the Council, commenting that five years worth of data had been provided which demonstrated a year on year increase in requests for information. David Lowe clarified that the Freedom of Information Act defined situations in which an exemption could be applied to allow the Council to refuse provision of the requested information. The majority of exemptions were due to requests involving personal information, or requests that would exceed the appropriate cost limit, which allowed 18 work hours to extricate the information.

Following questioning from the Commission, David Lowe provided the following responses:

- Approximately half of all appeals that had been escalated to the Information Commissioner had been found against the Council;
- There was legislation in place to allow appeals to continue to tribunal should the requester or public authority be unhappy with the Information Commissioner's findings;
- There was no clear reason for the increase in the number of requests for information, however it was considered likely that people were becoming more aware of their right to request information under the Act. In addition it was apparent that news stories would trigger a spate of requests for related information;
- There had been an increase in employees dealing with Freedom of Information requests from 1 FTE (full time equivalent) to 1.4 FTE. The team also dealt with corporate complaints;
- Where a request was too large to be accepted, it was the responsibility of the Council to inform the requester of this, and to provide advice for example to suggest that the scope of the request be reduced, or that they might wish to pay for the excess time required (this would approximate to £25 per hour). To date, no one had agreed to pay for the extra time;
- The number of people who made repeat requests was low. The number of distinct requesters would be confirmed to the Commission;
- The increase in requests in recent years was common across the public sector and there was no indication that this would stabilise or reduce in coming years;
- The average cost per information request was not calculated;
- Ongoing reviews at a national level were aimed at mitigating the effect of the number of requests being received. Consideration was being given to the introduction of a charge for each request with the aim of dissuading some from making the request, however this had not been applied and there was no certainty that it would be in the future;
- Both local and national media made requests to the Council for information, and might request information from all local authorities for the same information. However it was not possible to identify the number of requests from the media as only a name and address needed to be provided by them – it was not necessary for them to state in what capacity the request was being made;
- It was possible to aggregate several requests from a single person to establish whether the total work would exceed the appropriate limit of 18 hours;

- The team in Strategic Support was tasked with managing the process of logging the request, obtaining the information from the relevant service area, and responding within the required timescales. The team was not expected to be sufficiently knowledgeable in all areas of the organisation to be able to identify incorrect information unless it was clearly evident. It was the responsibility of individual service areas to ensure that the information they provided was accurate.
- Should incorrect information be released, and this was identified, a correct version would be sent with an apology. The recent example of incorrect information being released and published nationally was the first occurrence of this magnitude.

RESOLVED that:

- Caroline Corcoran would provide a response indicating what happens when 'available routes' become unusable due to local conditions;
- David Lowe would confirm the total number of individuals who had made Freedom of Information requests to the Council.

75. West Berkshire Forward Plan 12 February to 30 June 2014

The Commission considered the West Berkshire Forward Plan for the period covering February 2014 to June 2014.

Resolved that the Forward Plan be noted.

76. Overview and Scrutiny Management Commission Work Programme

The Commission considered its work programme for the remainder of 2013/14 and into 2014/15.

Councillor Quentin Webb advised the Commission that the recommendations that arose from the review into eligibility criteria had all been accepted by the Executive. The Chairman thanked the members of the Task Group for the work undertaken.

Councillor Webb additionally advised the Commission that the first meeting of the Task Group looking into homelessness amongst young families would be held on 3 March 2014 when the terms of reference would be agreed.

Councillor Jeff Beck informed the Commission that the expected last meeting of the Shaw House Task Group had been cancelled due to flooding and had been rearranged for 7 March 2014.

Councillor Laszlo Zverko enquired about the terms of reference for the review into energy saving and requested that information be provided on contract renewal procedures from the point of providing notice of renewal and the number of contracts for both gas and electricity. Councillor Tony Vickers asked that consideration also be given to methods for generating energy.

[7:05pm: Councillor Emma Webster joined the meeting.]

The Commission considered three new topics for scrutiny:

The governance arrangements in place for Children's Services

Councillor Gwen Mason asked if it was appropriate to include consideration of the Children and Young People Partnership when it had met only once. Nick Carter suggested that it might be appropriate if Members wished to ask why it had only met once.

The Commission agreed to add this item to the work programme.

Fairer Contributions Policy for non-residential care services

Councillor Mason requested that this item be added to the work programme as issues had been raised via the Disability External Scrutiny board and the West Berkshire Disability Alliance who had commented on the clarity and appropriateness of the policy in relation to Disability Related Expenditure.

The Commission agreed to add this item to the work programme.

The response to the flooding situation in West Berkshire

Councillor Alan Macro requested that an item be added to the work programme to consider the response given by all relevant organisations, including the Council, to the recent flooding in West Berkshire. Councillor Macro highlighted that this had been the third major flooding incident in ten years and he believed it important to continue to learn from these events in order to improve future responses.

The Chairman reminded the Commission of the scrutiny review into the flooding of July 2007, commenting on the success of some of the measures taken as a result of the review.

Councillor Vickers supported the request, and commented that this flooding had been significantly different to previous events and therefore a new review would be likely to uncover new issues and mitigation methods.

The Commission agreed to add this item to the work programme.

The Commission wished to thank all of the services that had assisted in recent weeks, and particular mention was made of the 33 fire authorities from other areas of the country who had contributed.

Resolved that:

- The review into energy saving within the Council would include consideration of:
 - contract renewal procedures from the point of providing notice of renewal;
 - the number of contracts for both gas and electricity;
 - methods for generating energy.
- The following items be added to the work programme:
 - The governance arrangements in place for Children's Services;
 - Fairer Contributions Policy for non-residential care services;
 - The response to the flooding situation in West Berkshire.

77. Items Called-in following the Executive on 13 February 2014

No items were called-in following the last Executive meeting.

78. Councillor Call for Action

There were no Councillor Calls for Action.

79. Petitions

There were no petitions to be received at the meeting.

80. Welfare changes

Sean Anderson introduced a report on the impact of welfare reform in West Berkshire. Mel Brain, Adrian Brunskill (Sovereign South + West Regional Housing Manager), Jan Rothwell (West Berkshire Citizens Advice Bureau Chief Executive) and Andrew Bruce (Newbury Foodbank Chair) were also present to provide information to the Commission.

Council Tax Support and Council Tax Collection Performance

Sean Anderson informed the Commission that Council Tax Benefit had been replaced by Council Tax Support in April 2013. Local Authorities had been tasked with creating their own schemes but were required to ensure that pensioners were not affected by any changes. The scheme in West Berkshire required that all households would pay a minimum of 8.5% of their Council Tax, excepting pensioners and people of working age in receipt of disability related benefits. This had resulted in approximately 2,500 people who now paid a contribution towards Council Tax who had previously been in receipt of 100% benefit.

The lead time for implementation of the support scheme had been short, however Sean Anderson believed that it had been delivered with little disruption to the process. At the end of the financial year, further analysis could be conducted to understand the levels of Council Tax collection and default payments, particularly within the group of people who were now required to pay a contribution.

Councillor Vickers asked about the reduction in the number of Council Tax Support claimants between April and December 2013, in particular, how many non-exempt people were no longer claiming the support. Councillor Vickers further asked for greater detail about the increase in those to whom a summons for non payment of Council Tax had been issued, noting that there had been an increase of approximately 20%. Sean Anderson responded that this information would not be available until the end of the financial year, but that it was intended that this information would be determined.

Councillor Dave Goff asked why there had been a reduction in the number of claims for Council Tax Support. Sean Anderson replied that the number of claims did vary from year to year, but that this reduction was considered to be reflective of the uplift in the economy and the resulting employment statistics.

Councillor Goff commented on the apparently contradictory information showing a reduction in claimants against an increase in the number of people defaulting on their payments. Sean Anderson again confirmed that this detail would not be analysed until the end of the financial year but suggested that the reason could be work related.

Councillor Webb asked whether employment rates would be tracked in order to draw future comparisons. Sean Anderson confirmed that they would.

Social Sector Size Criteria

Sean Anderson explained that this scheme reduced the level of housing benefit that would be paid to tenants in social sector housing in order to support only the space that was considered necessary for the number of tenant(s) in a property. The scheme had been referred to nationally as 'Bedroom Tax'.

Adrian Brunskill explained that Sovereign Housing Association had spent time preparing their tenants for this change prior to its implementation, but had found that many people were not willing to act until the last minute. For some people it was because they had formed an attachment to their homes, particularly if they had been tenants for some time, and were unwilling to leave. There was a greater demand for smaller properties than Sovereign were able to supply.

Preparatory work had included:

- Tenancy Support Advisors to assist people to understand their options, for example applying for discretionary housing payments to cover the difference between their rent and their housing benefit;
- Sovereign altered their procedures to allow people to move even when they were in arrears with their rent which previously was not allowed;

- Money was put aside to assist in practical ways for example assistance with moving costs;
- Tenants were encouraged to use 'Homeswappers' in order to arrange mutual exchanges with other tenants. Sovereign assisted people to advertise their homes effectively on this system, and allowed these exchanges even if a tenant was in arrears. There had been a 31% increase in mutual exchanges.

Adrian Brunskill explained that rent arrears had increased from 3.9% to 4.3%. This was concerning to Sovereign as a regular income stream was vital to enable payments to be made for new property builds. There remained many tenants who wished to downsize but there was not enough appropriate property currently available. Discretionary Housing Payments had proved helpful to many.

The associated costs of a tenant moving to a different property had increased for Sovereign. As landlord they were required to carry out standard electricity and gas testing, and minor repairs were more often reported on a property new to a tenant than one they had been living in for some time. This had an onward impact on Sovereign's ability to undertake more significant repairs.

The Chairman asked if people had been generally willing to downsize. Adrian Brunskill responded that some had been proactive in the early stages and had been able to obtain a good property; also some who had been looking to increase their property size took advantage and were able to negotiate this. However some people had believed they would manage the increase in their costs, and had made no early enquiries, but were now struggling.

The Chairman asked what Sovereign was doing to encourage developers to build one and two bedroom properties to satisfy the demand. Adrian Brunskill confirmed that Sovereign were active in this area, but the lead time for new properties was up to two years before they were able to be let and the change in levels of housing benefit payments had occurred over a relatively short period of time.

Mel Brain informed the Commission that the Council had also undertaken significant amounts of preparatory work including amending policy to ensure tenants would not be considered to be under-occupying a property once the scheme came into force. Negotiation also took place with developers to encourage the building of a greater number of smaller properties.

There were significant implications for the Council as, if tenants were evicted due to defaulting on rental payments, this would create a duty of homelessness for the Council to manage. It had not yet been determined whether defaulting on rental payments because of the introduction of the social sector size criteria could be considered as intentional homelessness (which would incur a lesser duty for the Council) and this would remain uncertain until tested in law. Mel Brain continued that there had been a number of legal challenges to the welfare reforms but so far none had been successful. It was necessary to consider that some people might be hoping for a successful challenge that would assist their position, but if this did not occur, they might find themselves in difficulty.

Adrian Brunskill advised the Commission that the number of evictions had increased but it was not certain whether this was due to a reduction in housing benefit payments as a result of this scheme.

Councillor Beck asked why rent arrears were greater in this region than in others. Adrian Brunskill was not aware of any factor to cause this but commented that more recent figures now showed the increase to be only slightly worse than last year.

Councillor Webster asked how Sovereign was managing those people who were unwilling to move due to emotional attachments to their homes. Adrian Brunskill acknowledged that some of the smaller properties within Sovereign's portfolio were not desirable to current clients, but advised that flats were being built, and that there had been an increase in the popularity of bungalows. Sovereign were undertaking a review of their asset base more generally.

Councillor Vickers commented that whilst this scheme was painful, it was necessary to avoid unfairness in the private rental sector. Councillor Vickers referred to the statement that if people were not able to afford social sector rent, they would not be able to afford a home anywhere, and asserted that the Council should be taking action to address this, suggesting that the Council could use its borrowing power, and should address issues with developers who cited economic viability as a reason not to progress affordable homes. Councillor Vickers asked whether Sovereign's and other provider's credit ratings had been affected by the greater uncertainty of rental income. Adrian Brunskill replied that building smaller homes in numbers was difficult to achieve, and that part of the intent of the reform was to encourage people to alter their circumstances, for example to get a job and no longer be reliant on housing benefit, thereby being able to remain in their larger home. With regard to credit ratings, the greater concern was for the introduction of Universal Credit which would pay benefits to the individual rather than directly to the provider. This would create far more uncertainty as to whether rent would be paid and Sovereign, and other providers, would maintain their income. Currently financial institutions were comfortable with the mitigation work that Sovereign had undertaken and were not concerned for their financial stability. Mel Brain commented that mutual exchanges were taking place between registered providers, but most involved Sovereign properties which reflected the high proportion of stock held by them.

Councillor Macro asked how Sovereign's tenancy affordability assessment related to social sector size criteria. Adrian Brunskill explained that the assessment considered all of the potential tenant's income, including benefits that they received, and compared this to the rent they would pay. Sovereign would not expect the rent payment to exceed 40% of income. Seven people had been refused tenancies over the last year due to this assessment, but the Council's Housing Service was often able to assist perhaps by acting as a guarantor. Mel Brain raised a concern that where an applicant would receive housing benefit to cover 100% of their rent, this should be considered even if the rental value was greater than 40% of their income. Adrian Brunskill advised the Commission that Sovereign would soon be reviewing whether this level was appropriate. He explained that Sovereign would explore with the applicant ways in which they could incur less rent, for example looking at other locations and other types of property; referring people to tenancy support services and getting more involved in job seeking. However if indications remained that the person would not be able to afford the rent, they would be refused a tenancy.

Councillor Goff asked if anyone had been made homeless as a result of refusing them a tenancy. Mel Brain replied that the Council had picked up a duty to some people and arrangements had been made for them for example by becoming a guarantor for their rent for a year, in the knowledge that they would receive 100% housing benefit.

Jan Rothwell informed the Commission that under-occupancy had caused problems for people with disabilities who used a small room for storage of equipment or where couples were required to sleep in different rooms. An issue had also arisen where people had become suddenly ill and unable to work. There was a general feeling of unfairness as there were insufficient smaller properties available. Adrian Brunskill informed the Commission that there had been cases of properties being reclassified as 'one-bedroom' where the second room was very small. However Mel Brain advised that this

reclassification would cause landlords to incur a loss as the rent level would be recalculated.

Councillor Macro asked whether tenants with a spare room could have a lodger. Mel Brain confirmed that this would be possible and was an option suggested to tenants both by the Council and by Sovereign.

Councillor Sheila Ellison asked whether there had been any effect on the waiting list for people looking to increase the size of their property as three bedroom houses had previously been popular and therefore in short supply. Mel Brain responded that some mutual exchanges had taken place and that some larger homes had become available.

Discretionary Housing Payments

Mel Brain explained that Discretionary Housing Payments (DHP) were not a benefit but were to provide temporary financial assistance to those in receipt of housing benefit where the benefit was not sufficient. Local policy had been developed in line with national guidance and was applied equally to all applications. There was an annual allocation of funds to which the Government and the Council contributed, and an applicant would need to demonstrate financial hardship and be in receipt of housing benefit in order to be successful. In addition, the payments were only able to be applied to things that were housing benefit eligible. Vulnerable people would be prioritised according to the policy, and payments would be used to assist people to maintain employment, to prevent homelessness and to provide rent in advance or rent deposits.

Applications for DHP had increased significantly since the introduction of the welfare reforms with 711 applications in 2013/14. Each decision required two Officers to agree, although the applicant could request a review of the decision if they were unhappy. The average payment made was £28.42 per week.

Payments were often awarded for a period of three to six months, and applicants might submit a new application to continue payments following this period. Where an applicant could not demonstrate that they had taken active steps to address their situation, the continued payment might be refused.

Property adaptations for disabled people were supported and were not a barrier to moving properties if an appropriate property became available.

Councillor Vickers expressed his contentment with how DHP was being dealt with, but asked what would happen to the remaining fund if it was not all spent. Mel Brain replied that any remaining fund would meet the Council's existing liabilities under the policy. Mel Brain reassured the Commission that funding was not held in reserve for any reason, and that all applications were considered and assessed against the same criteria.

Councillor Vickers further asked why a limit had been set for payments covering rental costs. Mel Brain responded that should the Council decide to increase payments to cover rent, it would have the effect of increasing rent prices more generally thereby making rent even more unaffordable. The Council were able to make higher payments to assist with more expensive rental prices. This was uncommon but had proved successful where it had been applied.

The Chairman asked how long payments could be paid for. Mel Brain replied that payments might be for a single week or for a period of time that ended on 31 March of the financial year. It was not possible to approve a payment into the following financial year, however clients were encouraged to reapply if their need remained. The policy recommended that payments should be made for between three and six months.

Community Grants

Mel Brain informed the Commission that the Department for Work and Pensions (DWP) had abolished the Community Care Grant and Crisis Loans a year ago, with the Council being required to set up the Communities Grant scheme. One difference was that under the previous schemes, applicants had received a cash sum to address their needs, but under the current scheme, the Council would source the item required to ensure that the applicant received it.

Jan Rothwell advised the Commission that the new scheme was not a replacement for the previous scheme as it was necessary for a person to be in receipt of certain benefits in order to apply. The change had impacted most on people who found themselves in temporary financial hardship and the DWP would not provide a short term loan, and the Council would not approve a Community Grant.

The Chairman asked whether the Council received Government funding for this scheme. Mel Brian informed the Commission that the Government were providing two years of funding and it was unknown what assistance might be given after this time.

Councillor Zverko asked how Officers were managing the changes relating to welfare reform. Sean Anderson advised the Commission that Officers were mitigating the impact of the changes through effective working and they continued to work in the interests of the claimant. The expected implementation of Universal Credit would be challenging for Officers.

Food Bank

Andrew Bruce gave a presentation to the Commission on the work of the West Berkshire Food Bank explaining that the need for a Food Bank in Newbury had been established 20 months ago by Christians Together. There were at the time, several small operations providing food and essential goods to people in need, but it was recognised that a central system would be more beneficial to a greater number of people. It was estimated that approximately 800 people were being fed and this might rise to 1800 given the economic climate at the time.

The Trussell Trust enabled the West Berkshire Food Bank to be set up 46 weeks prior to the meeting, as a charitable organisation – the first in the UK. Currently Newbury, Thatcham and Hungerford were each operating a food distribution centre and talks were underway to establish a fourth food bank in the east of the district. There were over 100 active volunteers and 65 occasional volunteers operating the centres.

As well as the provision of food, the food banks were able to provide toiletries and cleaning products. Products were donated by churches, supermarkets, organisations and individuals. Food warehousing space was limited and the Food Bank aimed to maintain stock for eight to ten weeks. This helped to avoid food stocks going out of date.

The centres operated through a voucher system. People were provided with up to three vouchers, each of which entitled them to obtain ten meals worth of food from one of the distribution centres. Vouchers were provided by referrers such as the Council, the Citizen's Advice Bureau and Sovereign.

The centres had seen a continued increase in the number of people being fed over the 46 weeks of operation. The biggest group of people attending were white, single people between 25 and 64 years of age, and most often not in employment or on low income.

Councillor Webster asked when it was expected that a food distribution centre would be open in the east of the district. Andrew Bruce replied that it was not certain but could be another three or four months. Councillor Webster requested that the Commission be informed when it opened. Councillor Macro suggested that discussions be opened in the Mortimer or Burghfield areas where he believed a food bank was being set up.

Councillor von Celsing asked why people were in need of food bank vouchers. Jan Rothwell explained that it was often due to a delay in receiving benefits following application for them, or when people transitioned between benefits.

Benefit Cap

Sean Anderson informed the Commission that the Government had implemented a 'cap' on the total value of benefits a family could claim. There were certain exemptions, and to date 31 families in West Berkshire had been identified as being affected by the cap. The excess benefit above the cap was to be removed from the family's housing benefit and was therefore of concern to the Council.

Councillor Mike Johnston commented that the example of a family's benefits package being reduced by £293 per week implied that the family were previously in receipt of benefits totalling over £50,000 per year, more than some families earned. Sean Anderson replied that there were often complex issues behind the statistics and that this report sought to present the information, not to defend it.

Universal Credit

Sean Anderson advised the Commission that Universal Credit had been expected to have been implemented already, but there had been delays in the national roll out programme. The system was intended to streamline the benefits system to make it clearer and easier to understand. Mel Brain expressed the generally felt concern that a single payment would be made to the individual who would be expected to manage their money appropriately.

Jan Rothwell informed the Commission of research undertaken by the Citizen's Advice Bureau during the pilot schemes. The research found that 50% of clients would be affected and five areas of essential preparation had been identified:

- Budgeting
- Managing Money
- Banking
- Staying informed of changes to the system
- Being online (Universal Credits would be operated digitally by default)

The research found that 70% of people would need assistance in one or more of these areas.

The purpose of the chosen approach was to prepare people for employment and the resulting home budgeting, but there was an expectation that some people would not budget appropriately, and might prioritise an immediate, non-essential requirement above future rent payments for example.

Adrian Brunskill reported that the greatest threat to Sovereign was that housing benefit would no longer be paid directly to them, and this raised a risk of people falling into rent arrears. Sovereign had reviewed their current client base and identified that people who were in less stable employment whose benefit history was sporadic were of greatest risk. There was also a group of people, who currently received full housing benefit and had had no need to manage payments to Sovereign themselves, who were an unknown risk as it was uncertain how they would manage their income from Universal Credit. It was expected that notification would be received of those affected by the change, and Sovereign could then seek to assist individuals, however it was not certain that notification would be forthcoming.

Sean Anderson advised the Commission that the scheme was being piloted in four areas currently and that lessons were being learned from those.

OVERVIEW AND SCRUTINY MANAGEMENT COMMISSION - 25 FEBRUARY 2014 - MINUTES

The Chairman asked if it would be helpful for the Council to write to the Government to seek clarity on the scheme. Adrian Brunskill suggested that this information would be sought by every local authority, but was still not available.

Councillor Webb asked if tenants were able to pay by direct debit. Adrian Brunskill replied that some paid by direct debit, and where this worked it would be viewed favourably, but it would be necessary for Sovereign to know the date that the individual would receive their benefit payment in order that Sovereign could arrange a direct debit payment the following day.

Councillor Vickers commented that whilst the intention to encourage self-management was good, the method of payment was of concern and it was clear that agencies would need to be informed of who would be affected in order that they could be prepared and advised in advance, and it was not certain that this information would be received.

The Chairman thanked everyone who had contributed to the meeting.

(The meeting commenced at 6.30 pm and closed at 9.20 pm)

CHAIRMAN

Date of Signature

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Agenda Item 4.

Title of Report:	Actions from previous meetings
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	8 th April 2014

Purpose of Report: To advise the Commission of the actions arising from previous meetings

Recommended Action: To note the report

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 942 0196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Service
Tel. No.:	01635 519695
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1. Introduction

1.1 This report provides the Overview and Scrutiny Management Commission with an update on the actions arising from previous meetings.

2. Actions

2.1 **Resolution:** The review into energy saving within the Council would include consideration of:

- (i) Contract renewal procedures from the point of providing notice of renewal;
- (ii) The number of contracts for both gas and electricity;
- (iii) Methods for generating energy

Action/ Response: completed

2.2 **Resolution:** The following items would be added to the work programme:

- (i) The governance arrangements in place for Children's Services;
- (ii) Fairer Contributions Policy for non-residential care services;
- (iii) The response to the flooding situation in West Berkshire.

Action/ response: completed

2.3 **Resolution:** Caroline Corcoran would provide a response indicating what happens when 'available routes' become unusable due to local conditions;

Action/ response: The primary consideration would be the duration of any impact on the 'available route'. If deemed a short term impact then no further action would be taken. If longer term impacts could be expected then the parent/ guardian could request a review of the eligibility assessment.

2.4 **Resolution:** David Lowe would confirm the total number of individuals who had made Freedom of Information requests to the Council.

Action/ response:

Year	Total Fol requests	Total Number of requesters
2009	520	381
2010	558	419
2011	773	592
2012	823	613
2013	1172	810
2014 (Jan &Feb)	255	212

Appendices

None

Agenda Item 5.

Title of Report:	West Berkshire Forward Plan
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	8 April 2014

Purpose of Report: To advise the Overview and Scrutiny Management Commission of items to be considered by West Berkshire Council from 01 November 2013 to 28 February 2014 and decide whether to review any of the proposed items prior to the meeting indicated in the plan.

Recommended Action: That the Overview and Scrutiny Management Commission considers the West Berkshire Council Forward Plan and recommends further action as appropriate.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 942 0196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 The Forward Plan attempts to cover all decisions, not just those made by the Executive, which the Authority intends to take over the next 4 months. The Forward Plan, attached at Appendix A, for the months of 26 March 2014 to 31 July 2014, also shows the decision path of each item including Council, Executive and Overview and Scrutiny Management Commission.
- 1.2 In order to hold the Executive to account, Overview and Scrutiny Management Commission Members are asked to identify any areas of forthcoming decisions which may be appropriate for future scrutiny.
- 1.3 The West Berkshire Council Forward Plan - 26 March 2014 to 31 July 2014 is available at <http://www.westberks.gov.uk/index.aspx?articleid=1594> and will be displayed on screen during the meeting.

Appendices

There are no appendices to this report.

Agenda Item 6.

Title of Report:	Overview and Scrutiny Management Commission Work Programme
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	8 April 2014

Purpose of Report: To receive, agree and prioritise the Work Programme of the Commission.

Recommended Action:

- To consider the current items and any future areas for scrutiny.
- To consider and approve the suggested topic for scrutiny – Children’s Services.
- To consider and approve the suggested topic for scrutiny – Fairer Contributions Policy

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Chairman of the Overview and Scrutiny Management Commission

Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

Supporting Information

1. Introduction

- 1.1 The work programme for the Overview and Scrutiny Management Commission is attached at Appendix A for the Commission's consideration. Members are also asked to consider any future areas for scrutiny.

Appendices

Appendix A – Overview and Scrutiny Management Commission Work Programme

Overview and Scrutiny Management Commission Work Programme - 2014/2015

Reference	Subject	Purpose	Format	Methodology	Start Date	End Date	Lead Officer / Service Area	Portfolio Holder	Status	Comments
OSMC/11/119	Continuing Healthcare (CHC)	To assess the effect of the CHC operations policy and procedures in practise	In meeting		Dec-13	Apr-14	Belwinder Kaur – 2736 Adult Social Care	Councillor Joe Mooney	Scheduled	Monitoring of the CHC independent review action plan. Update against actions requested after 6 months. Following the update heard at the December meeting - the CCGs have been asked to return to the April meeting to provide further information around performance
OSMC/09/02	Performance Report for Level One Indicators	To monitor quarterly the performance levels across the Council and to consider, where appropriate, any remedial action. Quarterly Item	In meeting		Jan-14	Apr-14	Jason Teal – 2102 Policy & Communication	Councillor Roger Croft	Scheduled	Quarterly item. To be heard (Jan 14 for Q2, April for Q3 , next meeting TBC but exec circle end date 24th July 2014)
OSMC/09/57	Revenue and capital budget reports	To receive the latest period revenue and capital budget reports	In meeting	Quarterly item.	Apr-14	Apr-14	Andy Walker – 2433 Finance	Councillor Alan Law	Scheduled	May lead to areas for in depth review.
OSMC/11/110	Energy Saving	To review the Council's policies and procedures for Energy Saving.	In meeting		Apr-14	Apr-14	Adrian Slaughter	Councillor Dominic Boeck	Scheduled	Completed in April 2012. Review to be undertaken in April 2014.
OSMC/11/111	Risk Register	To scrutinise individual items on the Risk Register on an annual basis. Annual recurrence	In meeting		Apr-14	Apr-14	Ian Priestley	Councillor Roger Croft	Scheduled	Annual item initially scheduled for January 2014. Ian Priestly advised that the item was not yet ready for discussion and it would therefore be postponed until April 2014
OSMC/12/135	Annual target setting	To examine the annual targets being set for 2014/15.	Task Group (Cllrs Webb, Webster & Vickers)	Task group working directly with PM officers	May-14	May-14	Jason Teal – 2102 Strategic Support	Councillor Roger Croft	Scheduled	Annual review
OSMC/14/152	Severe weather	To understand the effect of and response to severe weather experienced during the winter of 2013/14.	Special meeting		Apr-14	May-14	Carolyn Richardson - 2105 Civil Contingencies Manager	Councillor Pamela Bale	To be scheduled	Suggested by Councillor Alan Macro and added to the work programme at the meeting of 25 February 2014.
OSMC/12/144	Shaw House	To understand the utilisation and income generated	Task Group (Cllrs Brooks, Beck & Ellison)		Jun-13	Jul-14	Steve Broughton - 2837 Head of Culture & Environmental Protection	Councillor Hilary Cole	In Progress	Task Group to examine the Portfolio Holder's report following work undertaken by the Cultural Asset Working Group
OSMC/11/129	Housing Allocations policy	To conduct a review of the effectiveness of the Council's Housing Allocation Policy	In meeting		Sep-14	Sep-14	Mel Brain - 2403 Social Care Commissioning and Housing	Councillor Roger Croft	Scheduled	Review of the policy 12 months after its implementation.
OSMC/12/149	Newbury town centre parking	To ensure that the needs of Newbury residents, businesses and visitors are appropriately balanced.	Task Group		Early 2014	Mid 2014	Mark Edwards--2208 Highways and Transport	Councillor Pamela Bale	To be scheduled	Suggested by Councillor Tony Vickers and added to the work programme at the meeting of 2 July. To be discussed following completion of the BID/WBC car parking review
OSMC/13/150	Homelessness - young families	To understand the reasons why West Berkshire apperars to have a disproportionate amount of young families facing homelessness whose friends and extended family are unwilling or unable to provide them with temporary housing.	Task Group (Cllrs Bryant, Ellisson, Vickers & Webb)		Jan-14	TBC	Mel Brain--2403 Housing	Councillor Roger Croft	In progress	Arose from the 2012 review of homelessness (recommendation 12) Task Group established, first meeting to be held on 3 March 2014

Reference	Subject	Purpose	Format	Methodology	Start Date	End Date	Lead Officer / Service Area	Portfolio Holder	Status	Comments
OSMC/14/151	Children's Services governance arrangements	To assess the extent to which the internal and partnership bodies governing the activities of Children's Services collectively provide a framework that is necessary, comprehensive, efficient and effective.	Task Group				Mark Evans - 2735 Children's Services	Councillor Irene Neill	To be scheduled	Suggested by Rachael Wardell and added to the work programme at the meeting of 25 February 2014. Will possibly go ahead mid 2014.
OSMC/14/152	Fairer Contributions policy	To assess the intent and scope of the Fairer Contributions policy.	Task Group				June Graves - 2733 Head of Care Comm, Housing, Safeguarding	Councillor Joe Mooney	To be scheduled	Suggested by Councillor Gwen Mason and added to the work programme at the meeting of 25 February 2014.

Suggest a topic for scrutiny

About you – contact details	
Title	Councillor
Firstname*	Alan
Surname*	Law
Email Address	alaw@westberks.gov.uk
Telephone Area Code/Number*	01491 873614

Your suggested topic(s)	
Your suggested topic for scrutiny:	
Self Insurance Fund	
Your reasons for requesting that this topic be considered: <i>(Please include your reasons for suggesting the topic and include details of any evidence you may have)</i>	
Topics suggested for scrutiny need to meet one of the following criteria. Please click the appropriate box(es):	
(1) The issue is an area of key public concern (e.g. as identified through Members surgeries, constituents' concerns, the Annual Satisfaction Survey, raised in the local media, etc).	<input type="checkbox"/>
(2) There is evidence of poor performance within the activity (i.e. through performance indicator data, experience of Members, internal or external auditor findings, etc).	<input type="checkbox"/>
(3) It is a budgetary area in need of examination to ensure value for money is being obtained.	<input checked="" type="checkbox"/>
(4) There has been a pattern of budgetary overspends within the area.	<input type="checkbox"/>
(5) It is a corporate priority for the Council as published within the Council Strategy.	<input type="checkbox"/>
(6) It has an external focus (e.g. scrutiny of the Council's partners, government agencies, utility providers, private sector companies, etc)	<input type="checkbox"/>
(7) It is a Central Government priority area.	<input type="checkbox"/>
(8) It is an area of new Government legislation that has significant implications for the Council or its partners.	<input type="checkbox"/>
The outcomes you hope scrutiny of this topic will achieve:	
1. Recommended adequate level of reserves to be held in fund 2. Recommended balance between assumed level of risk and size of reserve 3. Review of last 3 years claims and performance	
If you have already raised this issue with a Member or Officer of West Berkshire Council, please provide details here:	
Raised with the OSMC Chairman, following a commitment made at Council.	

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Agenda Item 10.

Title of Report:	Continuing Health Care (CHC) Update
Report to be considered by:	Overview & Scrutiny Management Commission
Date of Meeting:	8 April 2014

Purpose of Report: To update Members on the current position regarding the Continuing Health Care waiting list in West Berkshire following a presentation to the Overview and Scrutiny Management Commission on the 10th December 2013.

Recommended Action: To note the progress that has been made since the presentation to the Overview and Scrutiny Management Commission on the 10th December 2013.

Key background documentation:

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 9420196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Nick Carter
Job Title:	Chief Executive
Tel. No.:	01635 519101
E-mail Address:	ncarter@westberks.gov.uk

Executive Report

1. Introduction and Background

- 1.1 NHS Continuing Health Care is a package of continuing care arranged and solely funded by the National Health Service (NHS) where the individual has a primary health need. There is statutory guidance in place regarding its application. The Council has been concerned for some time that the national guidance was not being applied properly at a local level, resulting in the Council funding clients who should instead be funded by the NHS through Continuing Health Care. This ongoing dispute has to a degree been exacerbated by the NHS (CCG) struggling to find staff able to process CHC applications. This has led to a backlog.
- 1.2 In June 2012 an independent review was undertaken by the Strategic Health Authority (SHA) into the processes and practices supporting the delivery of Continuing Health Care commissioning in Berkshire. The subsequent report identified 5 key areas for urgent action and a further 54 recommendations to improve working arrangements between the NHS and Social Services. An action plan was subsequently produced and agreed by all of the unitary authorities in Berkshire for implementation.
- 1.3 On the 19th March 2013, the Health Scrutiny Panel examined progress with the implementation of the Action Plan, noting that it was taking longer than originally anticipated. The Primary Care Trust (PCT) was abolished on 31st March 2013 and replaced by Clinical Commissioning Groups on 1st April who assumed responsibility for CHC commissioning and implementing the action plan.
- 1.4 Remedial action was undertaken to accelerate implementation of the Action Plan which included the training of both WBC and NHS staff in the implementation of the newly agreed policy and procedures. This was eventually completed in October 2013 at which point it was agreed that the impact of the newly agreed policies and procedures could only be properly assessed by the end of March 2014 (six months from that date).
- 1.5 The Overview and Scrutiny Commission, at its meeting on 10th December, received presentations from both Council and NHS Officers, highlighting the current situation regarding CHC. It was resolved at that meeting that;
 - the CCGs would be asked to confirm the total value in which the percentage forecast and overspend had been measured;
 - Sam Ward would ask NHS England to provide the comparative data to show the number of assessments conducted within 28 days of the checklist being issued in Berkshire West and neighbouring local authorities;
 - David Lowe would identify, and then communicate to the Health Service representatives, measures of CHC performance for consideration at the Commission's February 2014 meeting.

2. Progress since December 2013

- 2.1 Significant progress with addressing the backlog in CHC cases has been made since the OSMC meeting in December and a joint presentation will be made by senior officers from the Council and CCG at your meeting. A copy of that presentation is attached for information and to help with any queries that Members may wish to raise.

Key points to highlight are;

- the jointly agreed policies and procedures have bedded down well and the Council and NHS are happy with how they are being applied;
- the NHS has outsourced the processing of the backlog in the CHC review process to address the staffing issues highlighted earlier. This has had a positive impact on the backlog. The NHS has agreed to keep this additional resource in place until they are confident that they can manage the workload going forward;
- this report relates only to CHC cases involving the Berkshire CCGs. There are a number of West Berkshire cases which involve various other CCGs across the country.

3. Conclusions

- 3.1 Significant progress has been made in reducing the historical backlog in CHC cases. The newly adopted policy and procedures have proved effective in moving the process forward along with additional resources deployed by the NHS.
- 3.2 There is confidence from both the Council and NHS that the current backlog can now be removed in a matter of weeks and future new cases managed in an efficient and effective manner.

Appendices

Presentation to be given at the meeting

Consultees

Local Stakeholders: n/a
Officers Consulted: Corporate Board
Trade Union: n/a

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Continuing Health Care Overview and Scrutiny Management Committee



Definition

- NHS Continuing healthcare is a package of continuing care arranged and solely funded by the NHS where the individual has a primary health need.
- National Framework for NHS Continuing Care 2007 - statutory guidance



Eligibility Criteria

- WBC
 - eligibility for social care “critical”
 - chargeable
- CHC :-
 - Complexity, unpredictability, intensity nature.
 - Non chargeable



CHC Process

- ❑ Checklist – referral stage with low threshold
- ❑ Decision Support Tool (DST) – Collation of evidence
- ❑ Multi Disciplinary Team (MDT) – reviews evidence and makes recommendation
- ❑ Panel (CCG) - Decision makers
- ❑ Disputes process if disagree with Panel



Outcomes and Waiting Lists

When O&S considered this issue on 21st January 2014 the figures for the year were as follows;

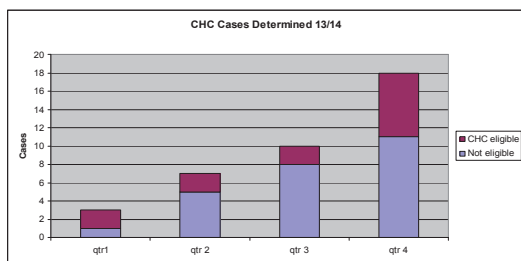
16 completed cases – 3 found eligible (19%)
 38 cases open (includes residents who had self referred and referrals by health professionals) – 29 over 3 months old (76%)

Today

38 completed cases – 13 found eligible (34%)
 26 cases open – 18 over 3 months old (69%)
 (10 new referrals made in the period since O&S)



Summary for 2013/14



Waiting List

Key Points to Note

- ❑ Arranging the MDT meetings is a challenge as obtaining all the evidence and agreeing dates with all interested parties can be very difficult.
- ❑ MDT dates have been set for 10 of the 18 over 3 months old. 5/6 MDTs being held each week so backlog should be cleared by end of April.
- ❑ New checklists are submitted every week so whilst focus on backlog there is a need to make sure adequate resources to deal with new cases



Joint Working

- ❑ Fortnightly meetings held between Head of ASC and Assistant Director for Berkshire NHS CHC
- ❑ Case lists discussed and actions agreed. Areas of disagreement being discussed in constructive manner.
- ❑ WBC CHC specialist attending majority of MDTs and, whilst not always agreeing with outcomes, is providing generally positive feedback on the fairness of decisions.
- ❑ CCG has outsourced the work required to address the backlog and will continue to do so until the backlog has gone and the ongoing workload can be managed.



Further Work

Whilst good progress has been made in the last few months there is more to do

- The Council needs to improve the identification of potential CHC cases as an earlier stage
- The quality of submissions made needs to be more consistent
- The CCG needs to ensure appropriate resources are in place to prevent further backlogs



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Title of Report:	Energy Efficiency Measures operating at West Berkshire Council
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	8 th April 2014

Purpose of Report: To review the status of the energy efficiency measures being undertaken by West Berkshire Council.

Recommended Action: For the Overview and Scrutiny Management Commission.

Resource Management Working Group Chairman	
Name & Telephone No.:	Brian Bedwell
E-mail Address:	Bbedwell@westberks.gov.uk
Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 On the 24th April 2012 Members of the Resource Management Working Group received a status report of the energy efficiency measures being undertaken by the Council.
- 1.2 The Energy Management Team planned to review and update the Carbon Management Plan in 2012/13 and re-brand it as the 'Council's Energy Management Plan' as part of the 'Protecting the Environment' Council Policy for 2012 to 2016
- 1.3 The Resource Management Working Group resolved that the status of the Council's Energy Saving Programme would be reviewed in 2014.
- 1.4 The 2012 report is shown at Appendix A and the update at Appendix B.

Appendices

Appendix A - Energy Management update report 2012

Appendix B - Energy Management update report 2014

Consultees

Local Stakeholders:

Officers Consulted: Energy Management Team

Trade Union: N/A

APPENDIX A

Energy Efficiency update report for the Resource Management Working Group – 24th April 2012.

1.0 Introduction

- 1.1 This report is in response to a request by the Resource Management Working Group for an update on the Council's policies and procedures for energy saving.

2.0 Statutory Legislation

- 2.1 Introduced in 2009/10, the Carbon Reduction Commitment: Energy Efficiency Scheme (CRC) is a mandatory scheme aimed at helping the Government in meeting its national carbon reduction targets by improving energy efficiency and cutting emissions in large public and private sector organisations.
- 2.2 The scheme features a range of reputational, behavioural and financial drivers, which aim to encourage organisations to develop energy management strategies that promote a better understanding of energy usage.
- 2.3 West Berkshire Council, including maintained schools and academies, is subject to the CRC scheme as it currently consumes more than the threshold set by the government (6,000 megawatts of electricity through half hourly meters).

3.0 Formal Policy

- 3.1 In 2009, Executive approved the adoption of the Council's Carbon Management Plan (CMP). This document was produced as part of the Carbon Trusts 'Local Authority Carbon Management Programme' and involved liaising with external Carbon Trust approved Consultants to analyse the Council's carbon footprint. At a very high level, potential energy efficiency/carbon saving projects were identified that if implemented would help to improve the Council's energy efficiency and reduce its carbon footprint.
- 3.2 Since 2009, our understanding of the Council's carbon footprint and the 'Green' technology market has advanced and as a consequence a number of assumptions made within the CMP are no longer valid. As a result, the aims, objectives and projects identified within the CMP are due to be reviewed and where necessary updated.
- 3.3 To support energy efficiency projects run under the CMP, a capital budget of £500,000 has been allocated as an 'Invest to Save' budget. The aim of this budget is to pump prime energy efficiency projects or enhance other projects by improving their energy efficiency outcomes. Payment is made as an internal loan and repayments come from realised energy savings within energy bills (Revenue).
- 3.4 In 2011 the Council formally adopted a 'Sustainable Procurement Impact Assessment' (SPIA). The SPIA has been designed to help identify the main sustainability risks associated with the letting and ongoing management of all WBC contracts valued in excess of £50,000. Areas to be considered when applying this methodology to contracts include impacts on energy, water, waste and emissions. If required, more

APPENDIX A

detailed information on the SPIA can be obtained through the Council's Contracts and Procurement officer.

4.0 Energy Management Projects

4.1 The Council has both investigated and implemented a number of energy efficiency projects. These include:

- In 2010, the Council carried out a feasibility study for the potential of wind turbine technology on Council owned land. This study was undertaken in partnership with 'Partnership for Renewables', an arm of the Carbon Trust specifically set up to investigate the potential for commercial wind turbine technology on public authority owned land. The conclusion at the end of this study was that no council owned land was commercially suitable to site a wind turbine.
- Installation of a number of different renewable energy technologies across the Council's estate. To date these are:
 - Biomass – 3 buildings, with a further building being investigated
 - Solar PV – 4 buildings, with 2 further installations being investigated
 - Ground Source Heat Pumps – 2 buildings, with a further installation being investigated
 - Solar Heating – 2 buildings
 - Air Source Heat Pumps – 1 building
- The Energy Management team has been heavily involved in providing guidance on funding models for solar PV installations at a number of schools.
- Installation of Variable Speed Drives in 4 Leisure Centres. This project was fully funded from the Carbon Management budget, costing £16,000; payback is approximately 2 years and should save approximately 93 tonnes carbon per annum.
- Installation of specialist window film to stop solar gain and improve heating/cooling costs at the Council's Market Street Offices. Again this project was fully funded from the carbon management budget, costing £33,000; payback is approximately 5 years and should save approximately 40 tonnes carbon per annum.
- Installation of replacement windows at Compton Primary School. Part funded by the Carbon Management budget (£13,000), payback is 5 years.
- AMR phase 1: implementation of 5 AMR pilot studies in schools. AMR technology allows real time monitoring of a buildings energy consumption profile. Through real time monitoring the user is able to establish a normal energy consumption profile and quickly identify divergence from the norm. The pilot studies were fully funded from the Carbon Management budget (£16,000) and identified savings of approximately £21,000 in the first year. Monitoring is ongoing.
- AMR phase 2: the Council has recently entered into a contract to install AMR technology in a further 5 to 10 Council buildings.
- AMR phase 3: the Energy Management team are currently exploring the feasibility and cost of a wider programme of AMR installation across all Council buildings, including schools.
- The Energy Management team have initiated a feasibility study for improving the energy efficiency of lighting installations at both the Council's Market Street Offices and Kennet and Northcroft multi-storey car parks.

APPENDIX A

- A request for £100,000 funding from the Carbon Management budget has been approved for the ICT Server refurbishment project. The business case states that this would provide a 5 year payback on the £100,000 investment and the project is now underway.
- The Energy Management team undertook a tender process for the implementation of Voltage Optimisation technology across 10 identified schools. At the end of the tender process, analysis of the bids identified issues with the level of investment required and payback periods. It was concluded at the time that value for money was not to be had from this project. Since this project was suspended, voltage optimisation (V.O) technology has improved and the Council is now looking at feasibility studies for implementation of V.O in the Kennet and Northcroft multi-storey car parks which initially suggest improved and viable payback periods.

5.0 Community Leadership

5.1 Through its involvement with the Local Strategic Partnership Greener sub-partnership the Council has supported a number of community and business focused activities and projects. These include:

- The 'Greening Campaign'. This is a community focused and community run energy/sustainability awareness campaign containing a number of stages that each engaged community will go through. In 2011, 3 communities (Cold Ash, Hermitage and Thatcham) reached stage 2 of the campaign. In completing stage 1, between them the 3 communities calculated that they saved a total of 297 tonnes of CO₂, 521,000 litres of water and £59,000. A further 2 communities (Wash Common and Burghfield) have recently launched Stage 1 of the campaign.
- The 'Green Exchange'. This was set up by the Energy Management team as a result of requests from local community action groups and individuals. The exchange meets on a quarterly basis and provides a forum for local community groups and individuals to meet and discuss sustainability best practice. Occasionally experts are invited to attend and deliver presentations/workshops.
- 'West Berkshire Green Business Network'. The network was set up to help local business landlords and small and medium enterprises, either through raising awareness of energy and waste management issues or supporting 'green enterprises'. Recent activities include a breakfast energy management workshop, in partnership with the Carbon Trust, and a Landlord / Tenant event.

6.0 Informal Actions

6.1 As well as the formal policy and projects identified above, the members of the Energy Management team are also involved in the following activities on an informal basis.

- Collating monthly energy meter readings from corporate buildings and schools
- Meeting on a regular basis with Property Projects team / Special Projects / Education Assets, advising on retrofit energy efficiency options
- ICT monitoring energy consumption of IT equipment
- Input into building/refurbishment projects (Council and School) at design stage, advising on energy efficiency options at start of project. In the case of schools this includes consultation as a part of the recognised SPAR notification process.

APPENDIX A

- Meeting directly with Schools, advising on energy efficiency options, behaviour change programme, and energy management and monitoring.
- Reviewing new/existing 'green' and renewable energy technologies.

7.0 Energy Management Plan

- 7.1 As mentioned in 3.2 above, the Energy Management Team is planning to review and update the Carbon Management Plan in 2012/13, re-branding it as the Council's 'Energy Management Plan'. This is in support of the proposed 'Protecting the Environment' Council priority for 2012 to 2016.
- 7.2 The aim is to review, update, capture and formalise all of the above and other identified areas such as renewable energy, alongside strategies / policies that already exist such as the Council's Waste Strategy and The Procurement Strategy, creating a joined up sustainable approach.
- 7.3 New areas that will also need to be analysed and included in any Energy Management Plan include the transfer of public health responsibilities and related issues such as 'fuel poverty'.
- 7.4 Timescales for production of a formal Energy Management Plan are to be determined and firmed up once more is known with regards the recent announcement of a public consultation on the Carbon Reduction Commitment. This consultation has been introduced by the Government in response to feedback from participants that the scheme as it stands is not aligned to normal 'business' operations, is too onerous and the way in which it is being implemented is leading to additional administrative costs.
- 7.5 Whilst this work is being programmed, the Energy Management Team will continue to promote, support and implement energy efficiency technologies and projects within the Council's estate and the district.

APPENDIX B

Energy Management update report – Overview and Scrutiny Management Commission, 8th April 2014.

1.0 Introduction

- 1.1 The following report is written as an update for the Overview and Scrutiny Management Commission, following the original report in April 2012.

2.0 Statutory Legislation

- 2.1 As stated in 2012, the Carbon Reduction Commitment: Energy Efficiency Scheme (CRC) mandatory scheme is still in operation. The Energy Management Team (EMT) is responsible for the CRC process on behalf of the authority.
- 2.2 West Berkshire Council, including maintained schools and academies, remains subject to Phase 1 of the CRC scheme.
- 2.3 Table 1 below shows the Council's submissions to the Environment Agency in terms of carbon dioxide emissions from its building estate (inc schools) over Phase 1 of the scheme. Consumption and associated emission figures for the financial year are collated and reported retrospectively by July of the following financial year so the figures for 2013/14 are yet to be calculated.

Table 1: Council (inc Schools) CRC Phase 1 reported emissions.

	Compliance Year			
	10/11	11/12	12/13	13/14
CO2 emissions (tonnes)¹	14,775	10,648 ²	11,634 ³	tbc

- 2.4 Between March and June 2012, the Government initiated a consultation on the CRC, with the express aim of simplifying the scheme beyond Phase 1. The Government then took 6 months to analyse all the responses it received before publishing its response in December 2012. As a result of this consultation, a

¹ It should be noted that the CRC does not require emission figures to be weather corrected. (2010 – 12th coldest year in the last 100 years, 2011 – second warmest year on record stretching back 353 years)

² For 2011/12 the metering methodology for the Council's street lighting was purposefully changed. This meant that emissions associated with street lighting were no longer included in the Council's CRC returns.

³ Changes to the CRC reporting regime were introduced in 2012/13. The Council no longer had to report on all fuel types. The Council now only had to report 100% of its electricity and 100% of its gas consumption, where the gas meter consumed more than 73,200 kWh per annum.

APPENDIX B

number of changes to the scheme have either been, or are in the process of being, implemented by the Government.

- 2.5 The biggest impact for the Council is that from the start of Phase 2 (financial year 14/15), consumption figures from state schools and academies in England are no longer the responsibility of the Local Authority.
- 2.6 The above, coupled with better management of the energy consumption within the Council's remaining qualifying electricity supplies, means that the Council is now outside the requirements of the CRC scheme.
- 2.7 Phase 2 is currently due to end in 2018/19, with the qualifying year for Phase 3 currently set at 2017/18.
- 2.8 Best advice is that there are likely to be further changes to the CRC scheme and reductions in the threshold criteria during this timeframe (e.g. bringing street lighting back as a qualifying supply).
- 2.9 This would have a significant impact on our reported consumption and there is the potential for the Council to qualify for Phase 3, beginning 2019/20.
- 2.10 With this in mind the EMT intend to closely monitor communication from government and continue to annually collate and internally report on its buildings energy consumption / carbon dioxide emissions.

3.0 Formal Policy

- 3.1 The Carbon Management Plan (2009) is soon to be replaced by the 'Energy Management Strategy' (EMS).

4.0 Energy Management Projects

- 4.1 The EMT apply a simple hierarchy when considering energy management projects:
 - Any potential project should reduce energy use/wastage. *(Typically these types of projects should be low/no cost and include the introduction of change management techniques, cultural change initiatives and the introduction of specific policies)*
 - Second, any project should improve the efficiency in the way in which energy is consumed. *(These types of projects typically include physical improvements to the fabric of a building, e.g. insulation, double glazing, lighting, but also the*

APPENDIX B

introduction of improving technology such as variable speed drives and voltage optimisation.)

- Once we have successfully carried out the first two elements we can then look at the potential to 'retrofit' renewable technologies such as Solar PV. This means adding current technologies to existing corporate estate. Any investment in technology without the first two elements would be at risk.

4.2 Project Management

4.3 There are 2 styles adopted by the EMT.

- Lead role: (2 examples below)

1. *The replacement of all non half hourly electricity meters within the Council's central energy contract with 'smart' meters.*
2. *The replacement of oil central heating systems with Biomass.*

- Advice and guidance service:

1. *A good example of this is the Education School Premises Alteration Request (SPAR) methodology. Should a school wish to undertake any building works then they are required to submit a request to Education. This request is then circulated to identified teams within the Council to ensure that the proposed works are carefully considered and implications identified. The Energy Management Team are now consulted as part of this process.)*

5.0 Project Finance

5.1 In order to support any capital project, the EMT has a capital fund used on an 'Invest to Save' basis. Any budget manager can approach them and bid for capital support, this will be assessed using a methodology designed to look at the risks associated with the pay back of the loan.

5.2 Table 2 below summarises those projects that have benefited from the carbon management 'Invest to Save' loan.

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Table 2: Use of the Council's 'Invest to Save' carbon management budget

Project	Loan Amount (£)	Predicted CO2 reduction per annum (tCO ₂)	Simple payback period
Variable Speed Drives (Leisure Centres)	£16,000	96.21tCO ₂	1.99 years
Compton Primary	£15,000	Not calculated	5 years
Market Street Lighting	£50,500	23 tCO ₂	7 – 10 years
Market Street Solar Film	£33,000	40 tCO ₂	5.13 years
Market Street ICT Server Suite	£100,000	111 tCO ₂	5 years
Mortimer Library	£25,000	Not calculated	5 years
Falkland Primary Solar PV	£15,000	9.5 tCO ₂	5 years
MSCP Voltage Optimisation	£20,000	47.46 tCO ₂	2.5 years

6.0 Renewable Energy

6.1 A number of sites have installed renewable energy.

Table 3: Implementation of Renewable Energy across Council Estate (inc Schools)

Technology type	Number of sites	Installed capacity	Carbon savings per annum ⁴
Solar PV	5	53.66 kWp	25.17 tCO ₂
Solar Thermal	2	13.6	16 tCO ₂
Biomass	3	750 kWp	
Ground Source Heat Pumps	1	31.4kWp	5.8 tCO ₂
Air Source Heat	1	8.5kWp	1.5 tCO ₂

⁴ Estimated based on installed capacity. Actual savings can differ dependent on a number of factors.

APPENDIX B

Pumps			
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6.2 Solar

6.2.1 The current market price of Solar panels is approximately £1,500 per kW peak. Using data from the Energy Savings Trust it can be calculated that a 1 kW peak system generates around 925 kWh of electricity and saves approximately 450kg (0.45 tonnes) of CO₂ a year. The p/kWh that the Council currently pays in the central energy contract varies depending on a number of factors but an average figure of 9.3 p/kWh is an indicative figure.

6.2.2 Using the above information, the basic ROI for solar PV is approximately 17.4 years. This may be reduced slightly when taking into account economies of scale.

6.2.3 In order to promote and expand the renewable energy market the Government introduced the Feed in Tariff scheme. Appendix A gives more details.

6.3 Biomass

6.3.1 The focus has been to progress with schools who have oil central heating systems. A series of feasibility studies have led to a number of sites being identified as 'suitable for a biomass heating system'. Currently there is one fully operational, with more due to be delivered in the next 12mths.

6.3.2 This latest project demonstrates that a £70,000 capital investment (to procure and install the biomass heating system) the school would save approximately 42 tonnes CO₂ per annum because biomass is considered carbon neutral.

6.3.3 To encourage the move towards such technologies, the Department for Energy and Climate Change (DECC) have developed an investment tool called the Renewable Heat Incentive (RHI) scheme. There are risks associated with such projects but currently the guarantee is based around approved technology and the consumption data that is submitted by the owner of technology. With the schools project, payback on the capital investment will be achieved within 7 years (based on current RHI rates).

6.4 The EMT regularly reviews the available technologies and the associated government incentives to assess the risk of any capital investment.

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7.0 Community Leadership

- 7.1 As well as undertaking functions that are internally focused, the EMT also currently provide support and guidance to external organisations, community groups and private individuals through the Energy Efficiency Officer (Community) (EEOC) post.
- 7.2 The EEOC is a member of the LSP Greener sub partnership which supports delivery of the 'greener' aims of the Sustainable Community Strategy 'breath of fresh air'. The main themes adopted by the LSP greener sub partnership, under which specific action points are included in an annual action plan, are:
- Reducing the Carbon Footprint of the District
 - Increasing the use of local resources
 - Increasing fuel security through local energy provision
 - Reducing the environmental impact of transport in West Berkshire
 - Reducing the impact of commercial waste
- 7.3 Historical and current activities under these themes include the Westfields 'greening campaign', 15% of the households in this area took part and calculated savings of approx 95 tonnes CO₂, 300,000 litres of water and £23,000 per annum.
- 7.4 The EEOC is also part of the management committee of the West Berkshire Green Exchange. The 'Exchange' represents local green community groups and individuals within West Berkshire, holding 3 forums and a conference in 2013/14. The 'Exchange' is also responsible for a small budget, sourced by West Berkshire Council from the Greenham Common trust, to support local green activities such as Greening Campaigns and Swap Shops.
- 7.5 Liaising with the Council's Housing Team, the EEOC has also been involved in the process of the Council becoming a shareholder in 'Green Deal Together', a community interest company set up as a 'Green Deal' provider to deliver the Governments 'Green Deal' scheme. The company is currently aiming to launch in April 2014 and will be able to provide 'Green Deal' assessments to householders in West Berkshire.

8.0 Central Energy Contract

- 8.1 The Energy Management team took over responsibility for the Council's central energy framework contract, and its day to day management, from the Council's Procurement Team in 2010.

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- 8.2 At that time, the framework was in the process of switching from PASA (NHS) to Buying Solutions (Government procurement organisation). Since then, Buying solutions have been renamed the Government Procurement Service and most recently the Crown Commercial Service (CCS).
- 8.3 By using a framework energy supply contract, the Council is ensuring that it complies with EU procurement rules and the Council also benefits from the economies of scale and control of risk that come with CCS being responsible for a large portfolio of customers and their energy requirements.
- 8.4 In terms of the energy supplier contracts through the framework then the Council has a 1 year rolling contract with British Gas Business (non half hourly electricity), EDF (half hourly electricity) and Corona (gas).
- 8.5 As part of the CCS there is a 6 month notice to quit.
- 8.6 The view of EMT is that the CCS process has performed well, balancing against market average costs and the reduced risk of being involved with a large number of organisations. This also reduces the day to day demands on the EMT for detailed knowledge of the energy markets and ongoing negotiations.
- 8.7 Whilst there is currently no formal policy that requires Council sites and schools to use the central energy contract, the vast majority are included. At the last count the central energy contract had 189 non-half hourly electricity meters, 9 half hourly electricity meters and 80 gas meters. This indicates that the vast majority of the Council's energy consumption and therefore exposure is via its non half hourly electricity consumption.
- 8.8 In terms of 'green' credentials then it should be noted that for 2013/14, all of the Council's electricity supply came from sustainable sources and therefore the Council was exempt from paying the Climate Change levy on any of its electricity bills.
- 8.9 Due to the rural nature of West Berkshire, not all of the Council's sites are connected to the mains gas network and therefore rely on fuel oil for their heating requirements. In order to provide these sites with access to the advantages of a framework agreement and national suppliers, the Energy Management Team has sourced the ESPO Liquid Fuels framework. This is essentially a 'call off' contract whereby each individual Council site enters into a supply contract with a national fuel oil supplier each time that they place an order. The contract is then fulfilled when the supply of fuel oil has been delivered.

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APPENDIX A

- 1.0 Subject to the type of renewable energy and size of installation, this scheme pays 'owners' a set tariff for energy generated and exported to the national grid. The Government reviews and changes these tariff levels on a prescribed 3 month cycle. However, once installed then the system is guaranteed the tariff level at the time of initial installation for a period of 20 years. This is also index linked.

For example:

A 10 kW peak system should cost approximately £15,000 to install and generate approximately 9,250 kWh per annum. Also saving approximately 4,500 kg (4.5 tonnes) per annum.

ROI is calculated as follows:

$$9,250 \times 0.093 = \text{£}860.25^5$$

$$9,250 \times 0.1303 = \text{£}1,205.28^6$$

$$2,775 \times 0.0477 = \text{£}132.37^7$$

Total annual income / savings for the installation = £2,197.90

- 1.1 Therefore return on investment (ROI) is approximately 6.8 years but due to expected energy price rises and index linking this maybe slightly less.
- 1.2 It should also be noted that for organisations intending to install solar PV on more than 25 sites then there is a special aggregation FITs tariff that is currently set at 90% of the prevailing Tariff rate.

⁵ Value of electricity consumption per annum avoided using today's energy prices.

⁶ Value of annual FITs payment for generated electricity using current tariff levels.

⁷ Value of annual FITs payment for electricity back into the national grid.

Agenda Item 12.

Title of Report:	Financial Performance Report - Month 10 2013-14
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	8 th April 2014
Forward Plan Ref:	

Purpose of Report: To inform Members of the latest financial performance of the Council.

Recommended Action: For Members to note this report.

Reason for decision to be taken: To ensure that members are fully aware of the latest financial position for the Council

Key background documentation: Papers held in Accountancy

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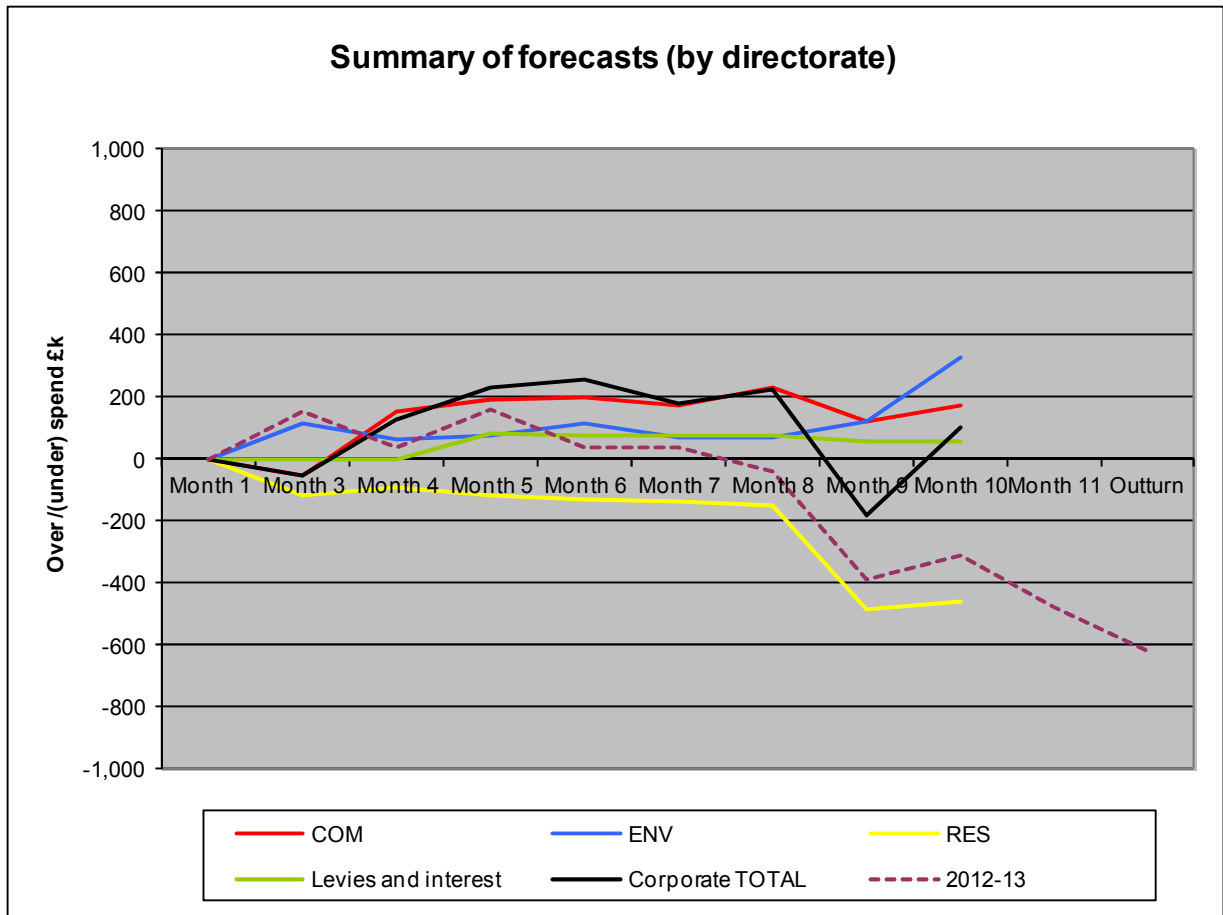
Executive Report

1. Introduction

- 1.1 The forecast outturn position as at Month Ten of the 2013-14 financial year is an over spend of £101k, an increase of £284k from Month Nine.

2. Summary Revenue Position

- 2.1 Overall, the Council is showing a relatively low forecast over spend.
- 2.2 In Communities, Children's Services are forecasting an over spend of £277k, an increase of £47k from Month Nine. The over spend is due to pressures in fostering services and non residential placements. In order to address the increased projected over spend, expenditure across Children's non placement budgets and all Communities Services' budgets is being re-profiled.
- 2.3 In Environment, Highways and Transport are forecasting a pressure of £484k, which is a £194k move from the £290k over spend forecast in Month Nine. The increase is due to the increased forecast in the Emergencies budget as a result of the recent storms and flooding. Much of the additional expenditure incurred in relation to the flooding response will be the subject of a claim against the Bellwin fund set up by the Government to alleviate some of the Local Authorities' pressures for this emergency situation and the full impact of this claim on current forecasts will be reported at year end.
- 2.4 Culture and Environmental Protection are forecasting an under spend of £201k, a decrease of £3k from the previous month.
- 2.5 Strategic Support are forecasting an under spend position of £395k, however, £258k of this under spend is due to the release of the Drug and Alcohol Action Team budget in Month Nine, after all service commitments have been funded. This budget was historically within Strategic Support but is now managed by Public Health.
- 2.6 The other Council services are all forecasting close to a breakeven position for the end of the financial year.
- 2.7 Levies and Interest is currently forecasting a £56k overspend mainly due to a lower return on temporary investments than originally expected.



Appendices

Appendix 1 – Summary Revenue position
 Appendix 2a, b, c – Directorate commentaries

Consultees

Local Stakeholders:

Officers Consulted:

Trade Union:

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2013/14 Budget Monitoring
Period 10

Appendix 1

Description	Past Performance				Forecasted Performance							Annual Net Budget for 2013/14 £
	Cum. Budget to 31/Jan/2014 £	Cum Exp/Inc to 31/Jan/2014 £	Actual Variance to date £	Outstanding Commitment for the year £	Expenditure			Income			Net	
					Annual Expenditure Budget for 2013/14 £	Forecast Expenditure £	Expenditure Variance £	Annual Income Budget for 2013/14 £	Forecast Income £	Income Variance £	Net Variance £	
EDUCATION (DSG FUNDED)	11,992,115	9,330,798	-2,661,317	278,636	97,811,000	7,639,884	-90,171,116	-98,531,890	-8,360,774	90,171,116	0	-720,890
CORPORATE DIRECTOR - COMMUNITIES	226,601	239,776	13,176	10,379	276,980	276,980	0	0	0	0	0	276,980
ADULT SOCIAL CARE	29,257,099	26,103,995	-3,153,105	752,547	46,312,300	46,416,236	103,936	-7,941,110	-8,045,046	-103,936	0	38,371,190
CARE COMMISSIONING, HOUSING & SAFEGUARDING	4,880,892	4,277,934	-602,958	216,078	7,158,130	7,272,890	114,760	-940,360	-1,106,558	-166,198	-51,438	6,217,770
CHILDRENS SERVICES	10,114,219	10,763,644	649,425	1,451,781	14,184,450	14,639,343	454,893	-1,205,730	-1,383,543	-177,813	277,080	12,978,720
EDUCATION	9,224,560	8,336,183	-888,376	2,013,897	16,109,010	16,109,273	263	-4,009,750	-4,063,218	-53,468	-53,205	12,099,260
ASC CHANGE PROGRAMME	415,706	399,179	-16,527	88,466	500,850	500,850	0	0	0	0	0	500,850
COMMUNITIES	66,111,191	59,451,509	-6,659,683	4,811,784	182,352,720	92,855,455	-89,497,265	-112,628,840	-22,959,139	89,669,701	172,436	69,723,880
CORPORATE DIRECTOR - ENVIRONMENT	135,018	136,474	1,456	69	163,170	163,170	0	0	0	0	0	163,170
CULTURE & ENVIRONMENTAL PROTECTION	14,956,349	16,630,944	1,674,595	434,392	27,889,910	27,563,903	-326,007	-5,782,220	-5,657,350	124,870	-201,137	22,107,690
HIGHWAYS & TRANSPORT	5,659,793	5,691,287	31,495	1,289,302	12,299,920	12,769,380	469,460	-4,601,860	-4,587,520	14,340	483,800	7,698,060
PLANNING & COUNTRYSIDE	3,314,300	3,224,061	-90,239	358,678	6,404,360	6,352,490	-51,870	-2,213,300	-2,112,430	100,870	49,000	4,191,060
ENVIRONMENT	24,065,459	25,682,766	1,617,307	2,082,442	46,757,360	46,848,943	91,583	-12,597,380	-12,357,300	240,080	331,663	34,159,980
CHIEF EXECUTIVE	426,569	412,759	-13,811	2,311	520,100	495,100	-25,000	0	0	0	-25,000	520,100
HR	972,802	998,060	25,258	83,502	1,500,550	1,492,070	-8,480	-305,780	-339,100	-33,320	-41,800	1,194,770
ICT & CORPORATE SUPPORT	2,208,850	2,404,003	195,153	158,940	3,649,970	3,723,080	73,110	-832,470	-905,350	-72,880	230	2,817,500
LEGAL	738,587	720,435	-18,152	5,810	1,178,000	1,232,030	54,030	-246,560	-234,560	12,000	66,030	931,440
STRATEGIC SUPPORT	2,742,546	2,628,828	-113,718	202,904	4,411,310	4,065,959	-345,351	-903,380	-953,380	-50,000	-395,351 *	3,507,930
CUSTOMER SERVICES	-947,340	2,943,811	3,891,151	63,310	40,945,380	41,121,943	176,563	-39,138,330	-39,290,260	-151,930	24,633	1,807,050
PUBLIC HEALTH	-298,847	-2,104,515	-1,805,668	12,455	4,470,870	4,390,870	-80,000	-4,470,870	-4,470,870	0	-80,000	0
FINANCE	1,502,628	1,663,820	161,191	86,406	3,815,580	3,778,860	-36,720	-1,774,900	-1,746,207	28,693	-8,027	2,040,680
RESOURCES	7,345,795	9,667,201	2,321,405	615,638	60,491,760	60,299,912	-191,848	-47,672,290	-47,939,727	-267,437	-459,285	12,819,470
CAPITAL FINANCING & MANAGEMENT	-282,018	3,359,270	3,641,289	0	7,443,560	7,462,558	18,998	-478,570	-441,479	37,091	56,089	6,964,990
MOVEMENT THROUGH RESERVES	-1,375,800	-2,391,411	-1,015,611	0	-1,333,300	-1,333,300	0	0	0	0	0	-1,333,300
LEVIES AND INTEREST	-1,657,818	967,859	2,625,677	0	6,110,260	6,129,258	18,998	-478,570	-441,479	37,091	56,089	5,631,690
GRAND TOTAL	95,864,628	95,769,335	-95,293	7,509,864	295,712,100	206,133,568	-89,578,532	-173,377,080	-83,697,645	89,679,435	100,903	122,335,020

* Note:
Strategic Support underspend -£ 137,851
DAAT underspend -£ 257,500
-£ 395,351
DAAT is now managed by Public Health although the budget for this year sits with SSU

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COMMUNITIES DIRECTORATE POSITION AS AT MONTH 10**Revenue:**

	Month10 Forecast £000
DSG	0
CORPORATE DIRECTOR – COMMUNITIES	0
ADULT SOCIAL CARE	0
CARE COMMISSIONING, HOUSING AND SAFEGUARDING	-51
CHILDRENS SERVICES	277
EDUCATION	-53
ADULT SOCIAL CARE CHANGE PROGRAMME	0
Total	173

Corporate Director's summary:**Overview**

The forecast position at month 10 is an over spend of £173k. This is a £51k increase on the forecast at month 9. This is predominately due to the over spend on Children's Services increasing by £47k. The number of Looked After Children (LAC) and total number of supported children (including non LAC) has increased during the financial year resulting in a placement pressure of £894k. In order to address the increasing pressure created by unprecedented numbers of children being admitted into the care system, spend on non commissioning budgets (predominately Youth Services, Youth Offending Teams and Connexions Service) has been deliberately reduced. Care Commissioning, Housing & Safeguarding are forecasting an underspend of £51k and Education Services are forecasting a £53k under spend. Adult Social Care is forecasting on line.

Pressures on the 2013-14 budget**Placements (Children's)**

The Directorate is forecasting a year end over spend as a result of the level of children currently in Looked After Placements. The current total number of children placed by Children's Services is 229. In order to address the increased projected over spend, expenditure across Children's non placement budgets and all Communities Services' budgets is being re-profiled. The current forecast outturn is therefore net of these projected savings.

Management action to address the emerging pressures

The Directorate has put a number of actions in place to control spend, and these will have an impact over time.

This includes:

- Gate keeping process for all new placements agreed at HoS level

- Scrutiny of all budgets to reduce/suspend expenditure where it can be safely managed
- Holding some posts vacant where safe and appropriate to do so
- Programme of activity aimed to reduce reliance on agency staffing

The recently initiated Children's Efficiency Programme has a programme of actions in place to identify potential efficiencies within the service and address current budgetary pressures. Projects have been initiated focusing on reducing placement costs and a social worker restructure designed to reduce agency pressure in future financial years.

Risks identified

A summary of the main risks identified for Children's Services are as follows:

		Most Likely £	Worst Case £
1	Looked After Children's Placements increasing	400,000	1,000,000
2	Increasing Agency Usage	300,000	600,000
3	Young person placed on remand (average cost of a single placement is £200k)	0	200,000
	Total	700,000	1,800,000

ASC maintains a Risk Register to identify potential budget pressures. This is reviewed regularly by the Head of ASC and the Finance Manager: Communities. The key risks include:

NHS Continuing Healthcare

Work to implement the Action plan following the South Central Health Authority independent review into the implementation of the CHC Framework in Berkshire continues with joint (WBC and NHS) staff training now underway. We are beginning to see some improvements on the ground and receiving more CHC funding from the West of Berkshire CCGs. A Berkshire group of CHC and LA senior managers continues to monitor this activity on a monthly basis.

Ordinary Residence

There are always risks surrounding ordinary residence with claims made by other local authorities that WBC should be funding a person's care package. WBC has no means to identify when further claims will be made but is ensuring that it has chased up all WB residents living in supported living in other areas and made OR claims where appropriate. The Berkshire LA s are also discussing a protocol to prevent OR claims on one another.

Learning Disability – unknown clients presenting

Whilst young people with learning disabilities living in our area are carefully monitored, there are on occasion, clients that present with significant needs for whom we have no prior knowledge.

Learning Disability clients at risk

There are currently 26 clients at risk of their circumstances changing due to family carers becoming frail or unstable family home situations. If the risk materialises, there would be significant pressure on the Service.

It should be noted that the overall forecast position holds a large risk in that it is based on the ability to hold demand at a static level. This has proved to be difficult in the past. New management controls are in place but the service is always vulnerable to sudden spikes in demand or new, very high cost clients appearing.

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ENVIRONMENT DIRECTORATE POSITION AS AT MONTH 10**Revenue:**

	Month 10 forecast £000
CORPORATE DIRECTOR	0
HIGHWAYS & TRANSPORT	484
PLANNING & COUNTRYSIDE	49
CULTURE & ENVIRONMENTAL PROTECTION	-202
Total	331

Corporate Director's summary:**Overview**

- 1.1 The forecast revenue over spend for the Environment Directorate is £331,373 against the budget of £34 million net. This compares with a forecast of £122,843 in month 9. The main increase in the over spend is due to the expenditure on emergencies associated with the recent flooding.

Pressures on the 2013-14 Budget

- 1.2 In Highways and Transport there is a pressure of £484k which is an increase of £194k from last month. This increase was mainly due to an increased forecast in the Emergencies budget as a result of the recent storms and flooding.
- 1.3 The overall pressure in Planning and Countryside has increased from £37k to £49k. This is as a result of the notification of 2 planning appeals where costs have been awarded against us.
- 1.4 In the Culture and Environmental Protection Service there are pressures in Adventure Dolphin from anticipated reduction in income from Children's Services together with a payment from Kennet School which has not yet been agreed. These are being managed within the Service which is reporting an overall under spend of £202k.

Management action taken to address emerging pressures

- 1.5 Expenditure at Adventure Dolphin is under review in order to minimise the income shortfall. The payment by Kennet School is being pursued.

- 1.6 Much of the additional expenditure incurred in relation to the flooding response will be the subject of a claim against the Bellwin fund set up by the Government to alleviate some of the Local Authorities' pressures for this emergency situation. The full impact on the Highway's & Transport forecast position will be reported at year end.

Risks identified

- 1.7 Potential risks include:

- Pressure on income from car parks due to delays in implementation of new schemes and reductions in demand.
- Pressure on income from Development and Building Control due to changes in demand and Government legislation.
- Further severe weather conditions will result in an increased expenditure in the Highways budget for repairs which may not be the subject of the Bellwin claim.

RESOURCES DIRECTORATE POSITION AS AT MONTH 10**Revenue:**

	Month10 Forecast £000
CHIEF EXECUTIVE	-25
HUMAN RESOURCES	-42
ICT	-1
LEGAL SERVICES	66
STRATEGIC SUPPORT	-137
DAAT (reported in SS)	-258
CUSTOMER SERVICES	25
FINANCE	-8
PUBLIC HEALTH	-80
Total	-460

Overview:

The Directorate is forecasting to be £460k under spent at outturn compared with £483k under spend at Quarter Three. This decrease in the under spend is mainly due to the fact that we have needed to instruct further Counsel for the Asset Land case and therefore increase in the forecast for legal costs associated with this.

Pressures on the 2013-14 budget

The main pressure arising is as a result of a reduction of the Housing Benefit Admin Grant which was not known until after budget setting. New pressures in Legal have arisen as the result of 2 high profile cases. These cases may not be heard until next year but significant costs will be incurred for preparation work this year.

Management action taken to address emerging pressures

Savings are being identified across the Directorate to manage emerging pressures including the following:

- Reduced expenditure in the Chief Exec's contingency budget enabling a saving to be released.
- A new forecast for the recovery of court costs which has resulted in an additional recovery of £28k
- Funding from Public Health for a post and various service level agreements in Strategic Support.

Since taking over the Public Health function in 2013 the Council has sought to align services that may be undertaken currently within the Council that also

would be undertaken as part of the Public Health function. In order that these services can be maintained and provided efficiently, the funding of these services will be provided from the Public Health budget where they meet the criteria of contributing to the Public Health Outcomes Framework. This funding of existing Council activities from the Public Health budget is referred to as re-badging. Some of this funding has been provided this year as detailed above and some will form part of the Council's strategic plans for 14-15.

Risks identified

The legal cases identified as high profile this year will be heard next year and have significant costs associated with them.

Title of Report:	Key Accountable Measures and Activities 2013/14. Update on progress: Q3
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	8 April 2014

Purpose of Report:

1. To report quarter three outturns against the key accountable measures and activities contained in the 2013/14 Council performance framework
2. To report by exception those measures / activities, not achieved or behind schedule and cite remedial action taken and the impact it has had.

Recommended Action:

1. To note progress against the key accountable measures and activities contained in the Council's performance framework
2. Review those areas reporting as 'amber' or 'red' to ensure that appropriate corrective or remedial action is put in place

Key background documentation:

Council Strategy 2013
Individual service plans

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E-mail Address:	rcroft@westberks.gov.uk
Date Portfolio Member agreed report:	26 February 2014

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Executive Summary

1. Introduction

1.1 The report appraises progress against a basket of 47 key accountable measures and activities aligned to the objectives set out in the Council Strategy.

1.2 Of this 47 in Q3 data is available for 40 measures.

- 34 are reported as 'green' – or have been delivered / achieved at year end
- 3 are reported as 'amber' – or are behind schedule but are expected to be delivered / achieved at year end.
- 3 are reported as 'red'.

1.3 Reported 'ambers' in Q3 are:

- Proportion of children becoming the subject of a child protection plan for a second or subsequent time (within two years of previous plan end date).
- Number of active foster carers
- Number of days taken to make a full decision on new Benefit claims;

1.4 Reported 'reds' in Q3 are:

- Number of children accessing Short Breaks
- Proportion of older people still at home 91 days after discharge from hospital into re-ablement / rehabilitation services;
- Proportion of upheld planning appeals is less than the national average.

2. Equalities Impact Assessment Outcomes

2.1 There is no decision to be made and therefore no Equality Impact Assessment has been undertaken.

Appendices

Appendix A – Quarter Three Performance Report: Key Accountable Measures and Activities 2013/14: Update on progress: October - December 2014.

Consultees

Local Stakeholders: n/a

Officers Consulted: All data / commentary signed off by Heads of Service as minimum; Corporate Board.

Trade Union: n/a



Quarter Three Performance Report:

Key accountable measures and activities 2013/14

Update on progress: October – December 2013

compiled by:

Research, Consultation & Performance Team

Strategic Support Unit

westberks.gov.uk/performance

February 2014

For queries contact: Jason Teal (01635 519102 or jteal@westberks.gov.uk)

Purpose of this report

To provide an update on progress against the Council's key accountable measures and activities for quarter three, 2013/14.

The key measures / activities within this report have been distilled from those routinely monitored and managed through individual service plans to focus more singularly on those which are of particular importance / significance key in delivering the strategic objectives in the Council Strategy and to the ongoing work of the Council as a whole. This report therefore:

- provides assurance to the Executive that the objectives laid out in the Council Strategy are being delivered;
- provides assurance to the Executive that areas of significance / particular importance are performing;
- acts as an early warning system, flagging up areas of significance / particular importance which are not performing - or are not expected to perform - as hoped;
 - and therefore ensures that adequate remedial action is put in place to mitigate the impact of any issues that may arise.

Conventions used in this report

Throughout the report we have used a RAG 'traffic light' system to report progress:

- ★ means we have either achieved / exceeded - or expect to achieve / exceed - what we set out to do;
- ◆ means we are behind schedule, but still expect to achieve or complete the measure / activity by year end;
- indicates that we have either not achieved – or do not expect to achieve - the activity or target within the year;

indicators reported as Ⓢ are annual indicators that can only be reported at a particular point in time – i.e. GCSE results or the road condition survey, whilst;

indicators reported as U are where the quarterly data is not yet available.

Where measures / activities are reported as 'red', an exception report provides a description of why the measure / activity will not be achieved / completed, the impact of not achieving, the remedial action being taken to mitigate the impact of this as well as the revised anticipated year end position.

In total, there are 47 key measures or activities which are appraised by the Executive through this reporting mechanism. These are aligned to the strategic priorities laid out in the Council Strategy.

The main body of the report presents these in more detail. Along with a description of the measure, the table also provides:

- *Column 2*: an indication of whether or not the Council has direct / complete control over the measure.
- *Column 3*: an indication of the impact on either, service users or the community more generally, should the measure not be achieved.
- *Column 4*: the previous year's outturn.
- *Column 5*: the current year's target,
- *Column 6*: quarterly outturn and RAG rating.
- *Column 7*: any supporting commentary provided.

Commentary on Performance

Across this reporting framework as a whole, 51 key accountable measures and activities are captured in total.

Within Education there are 4 new measures relating to attainment. As a result academic year 2012/13 will set the baseline in order to calibrate aspirations and intended performance in subsequent years. For completeness, however, these are included in the list of key accountable measures; although no RAG ratings will be ascribed this year.

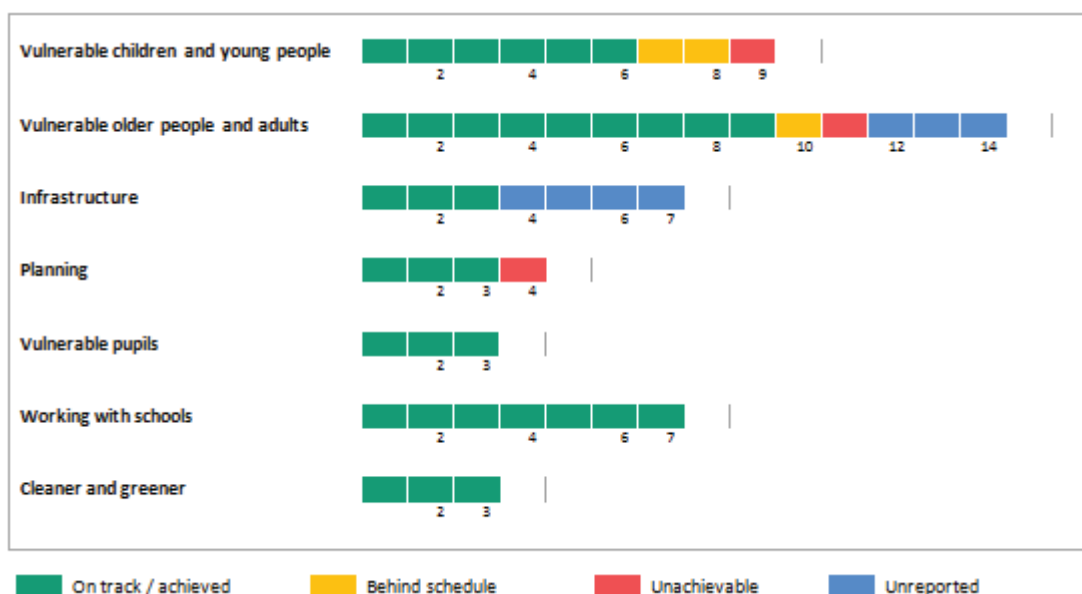
Of the remaining 47, outturns are available for 40 measures.

Of the reported measures / activities 34 are reported as ‘green’ – or have been delivered / achieved at year end and 3 are reported as ‘amber’ – or are behind schedule but are expected to be delivered / achieved at year end and 3 are reported as ‘red’ – or not achievable by year end.

The summary table below shows year end outturns by directorate.

Overview of performance outturns	2011/12	2012/13	2013/14 Q3 outturns			
	Year End	Year End	Overall	Comm	Env	Res
Green	27	45	34	25	8	1
Amber	0	0	3	2	0	1
Red	12	3	3	2	1	0
Annual (yet to be reported)	0	0	4	0	2	2
Unavailable at time of publication	0	1	3	3	0	0
Total	39	49	47	32	11	4

The graph below summarises the same data against the Council’s priorities. More information – outturns and commentary - on each of these measures is contained in the main body of this report.



This report is published at westberks.gov.uk/performance.

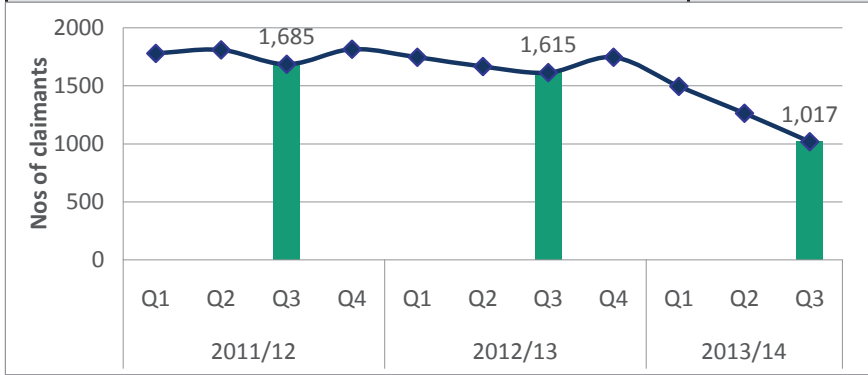
Key accountable measures and activities 2013/14

Quarter three: October – December 2013

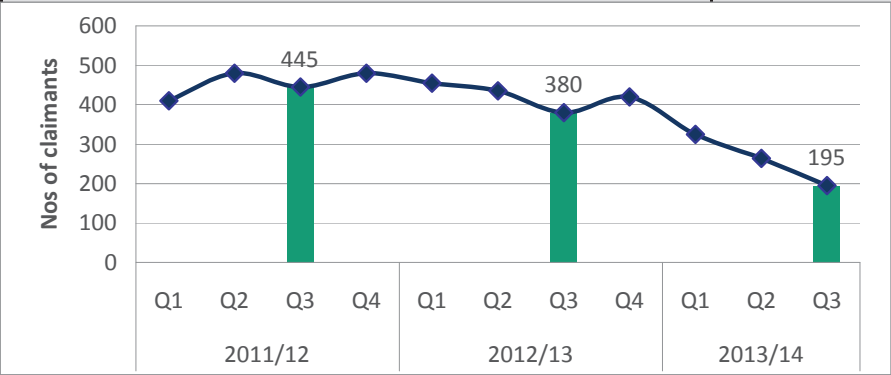
Contextual measures

State of the District: Economy

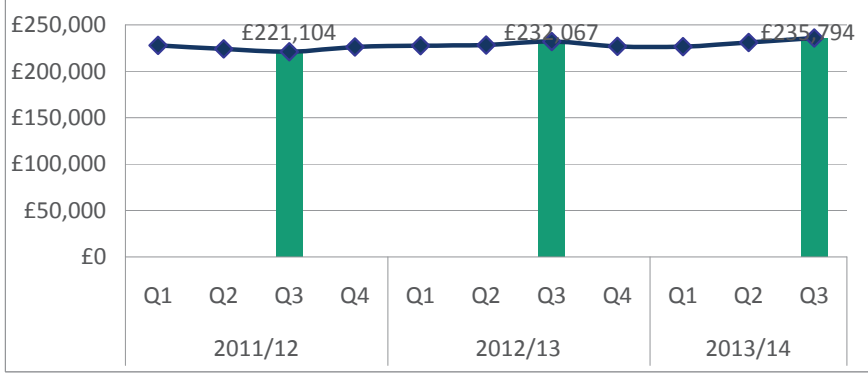
Total claimant count (aged 16-64)	Q3 '13/14	-37%
	v	
	Q3 '12/13	



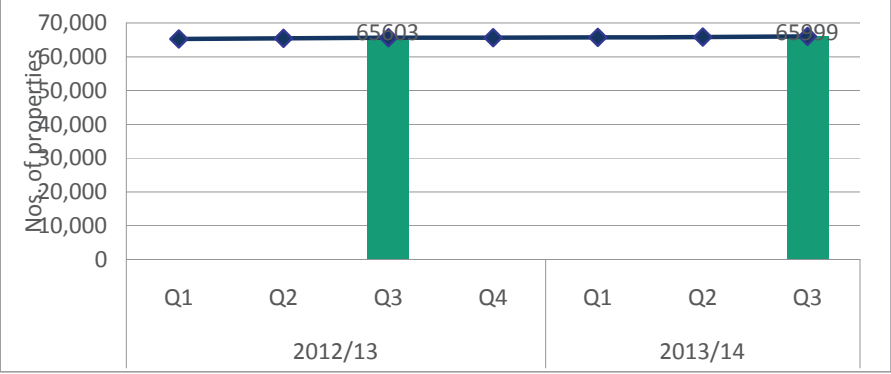
Total claimant count (aged 18-24)	Q3 '13/14	-49%
	v	
	Q3 '12/13	



Average house price	Q3 '13/14	+2%
	v	
	Q3 '12/13	



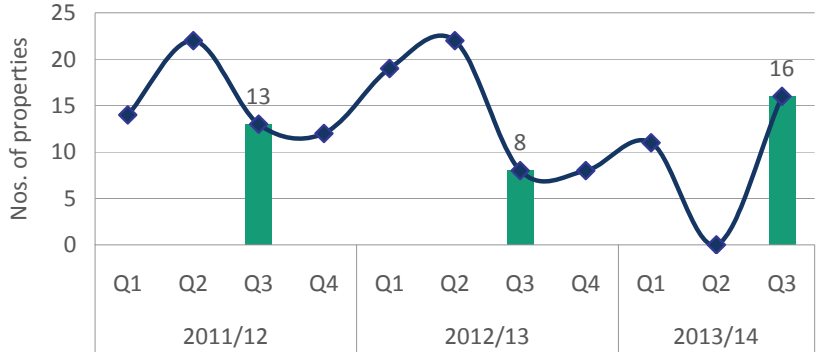
Net number of properties	Q3 '13/14	+1%
	v	
	Q3 '12/13	



State of the District: Economy

Number of households accepted by the local authority as eligible, unintentionally homeless and in priority need in accordance with the homelessness provisions of the Housing Act 1996.

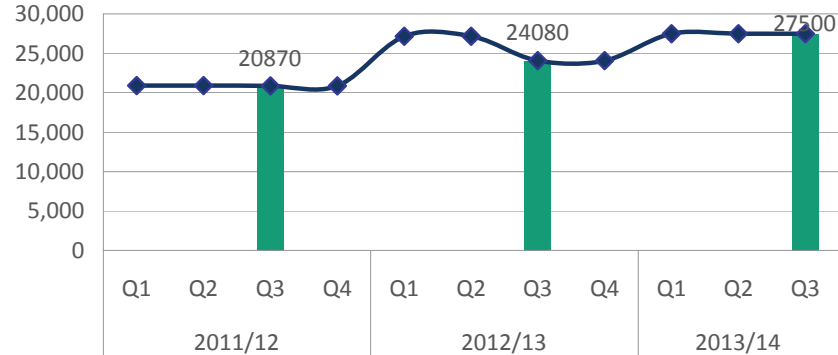
Q3 '13/14
v
Q3 '12/13



Newbury footfall

Q3 '13/14
v
Q3 '12/13

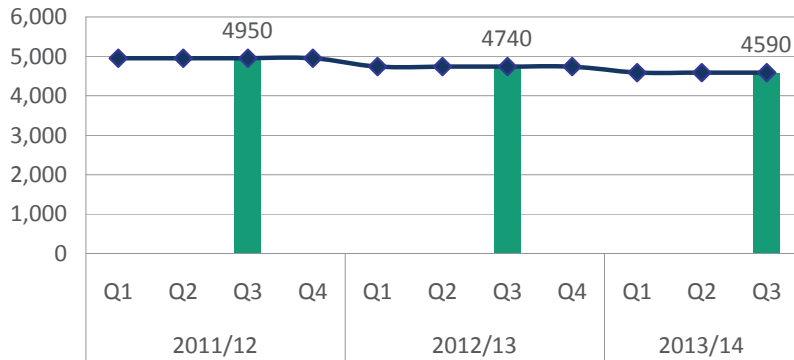
+4%



Hungerford footfall

Q3 '13/14
v
Q3 '12/13

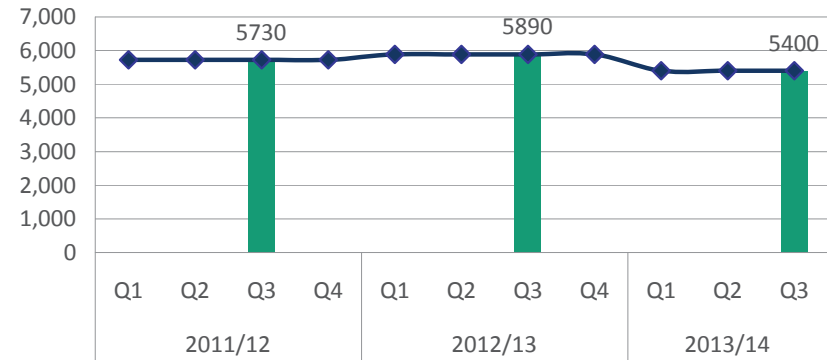
-3%



Thatcham footfall

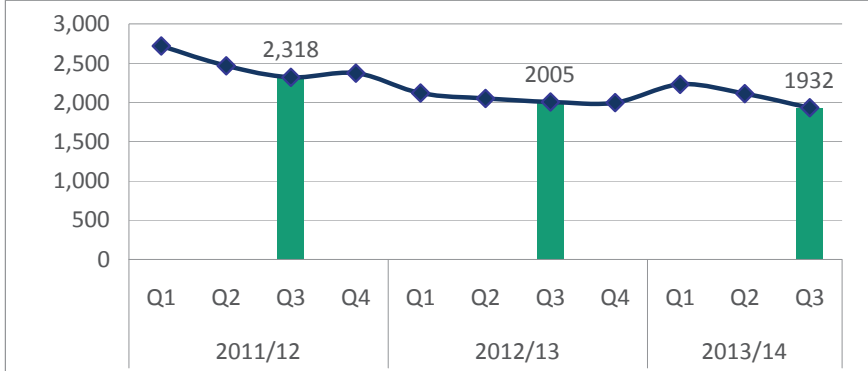
Q3 '13/14
v
Q3 '12/13

-8%

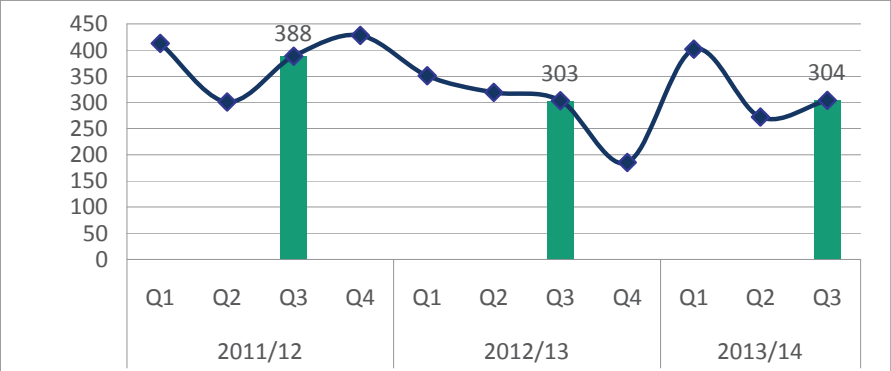


State of the District: Crime

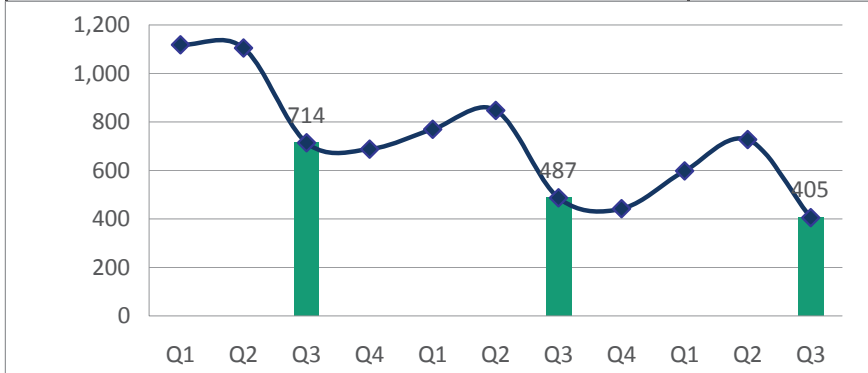
Number of crimes reported (All)	Q3 '13/14
	v
	Q3 '12/13
-4%	



Nos. of serious acquisitive crime incidents reported	Q3 '13/14
	v
	Q3 '12/13
+0%	



Number of ASB incidents reported	Q3 '13/14
	v
	Q3 '12/13
-17%	



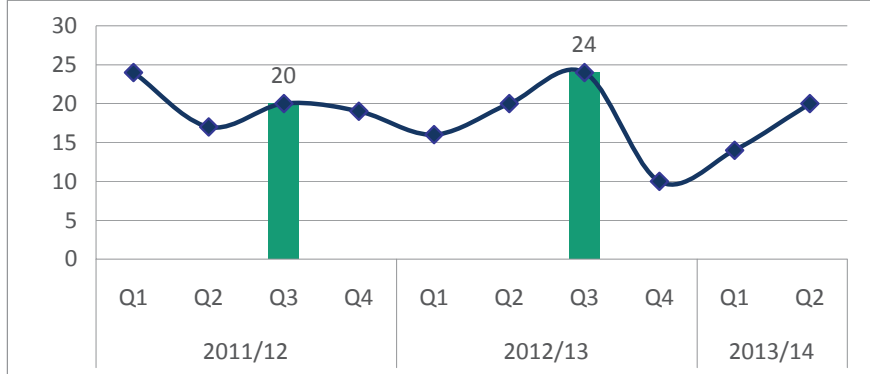
Domestic burglaries (dwellings)	Q3 '13/14
	v
	Q3 '12/13
-46%	



State of the District: Road safety

Number of people killed or seriously injured on roads in West Berkshire (incl. Highway Agency roads)

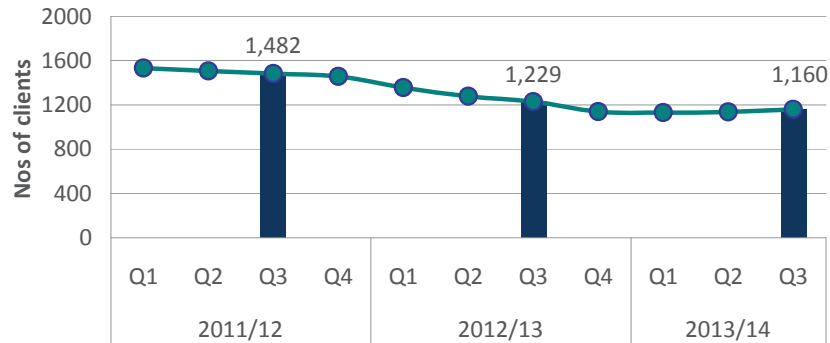
Q3 data unavailable.



Measures of volume: Communities Directorate

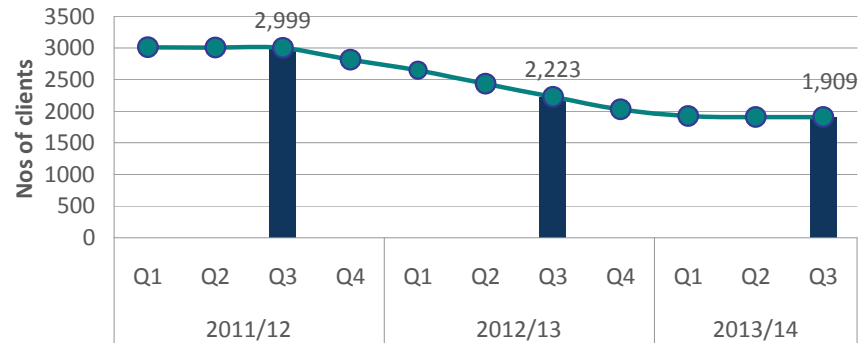
Nos. of clients aged 18 - 64 having received a community based service in the past 12 months, excluding residential/nursing care home

Q3 13/14
v
Q3 '12/13
-6%



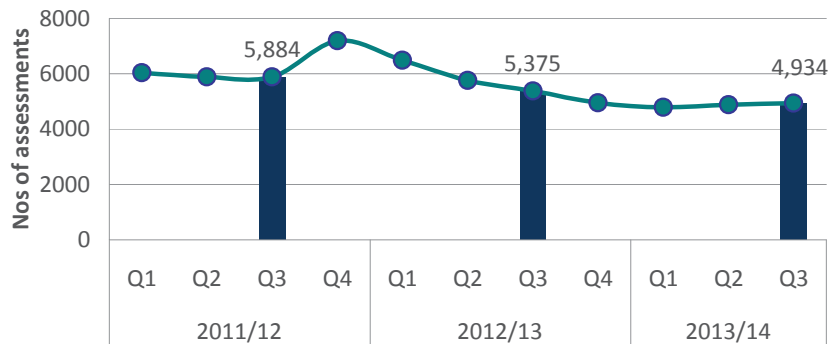
Nos. of clients aged 65 plus having received a community based service in the past 12 months, excluding residential/nursing care home

Q3 13/14
v
Q3 '12/13
-14%



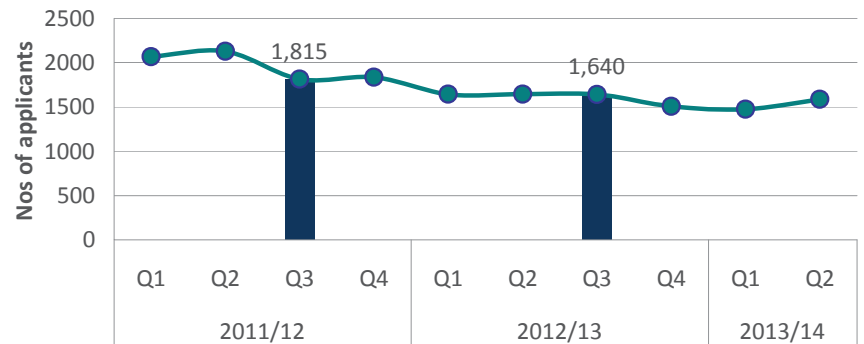
Nos. of social care assessments and reviews completed in the last 12 months

Q3 13/14
v
Q3 '12/13
-8%



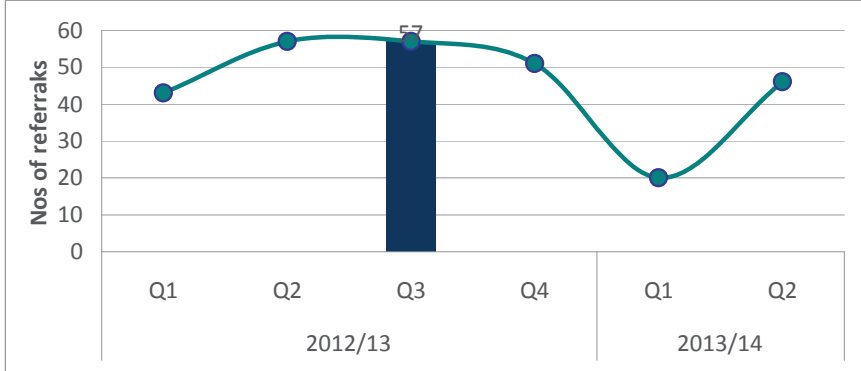
Nos. of live applicants on the Common Housing Register in the reasonable preference group

Q3 data
unavailable.

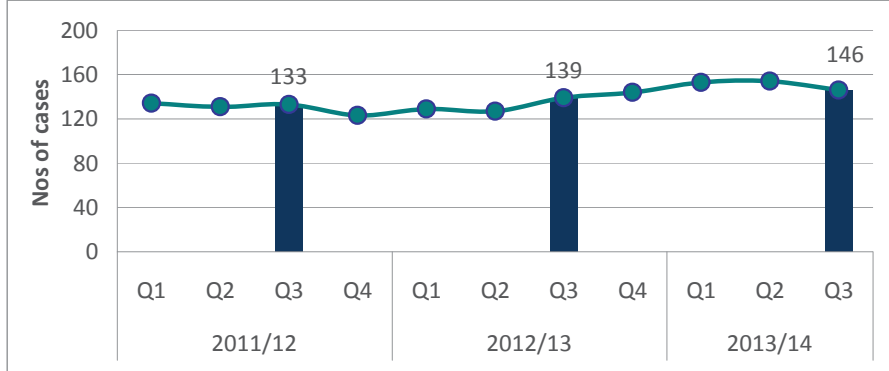


Measures of volume: Communities Directorate

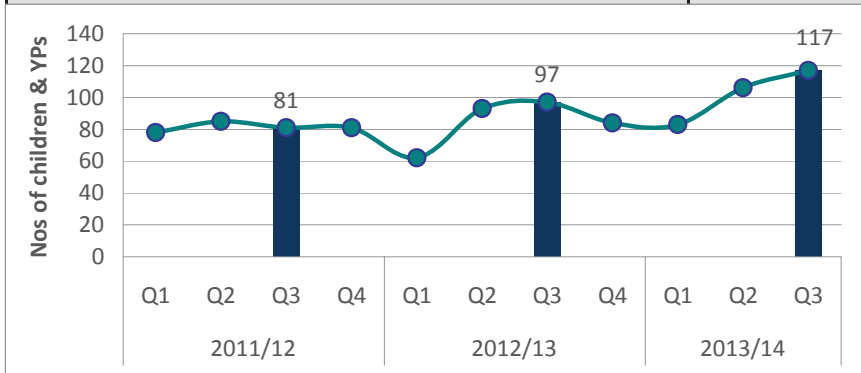
Number of safeguarding referrals received	Q3 data unavailable.
---	----------------------



Nos. of Looked After Children cases	Q3 13/14 v Q3 '12/13 +5%
-------------------------------------	--

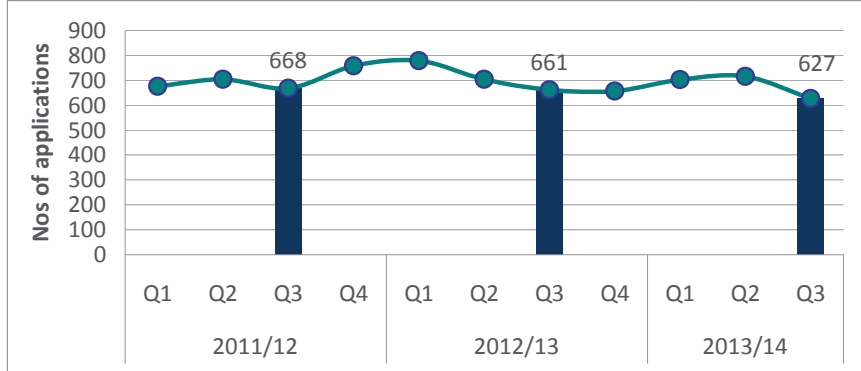


Nos. of children and young people subject to a child protection plan	Q3 13/14 v Q3 '12/13 +21%
--	---

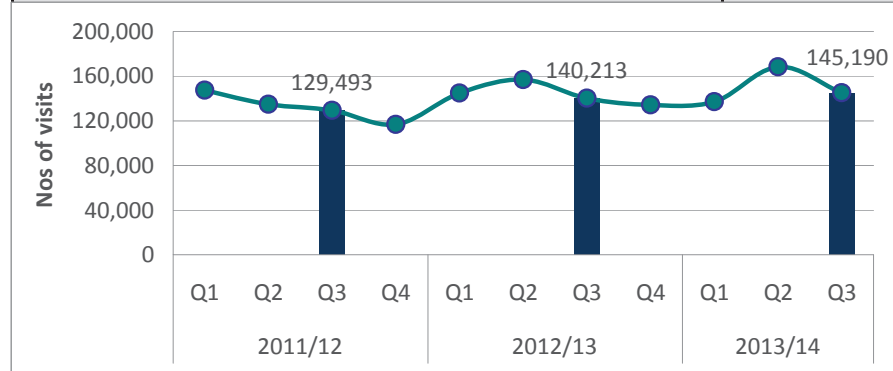


Measures of volume: Environment Directorate

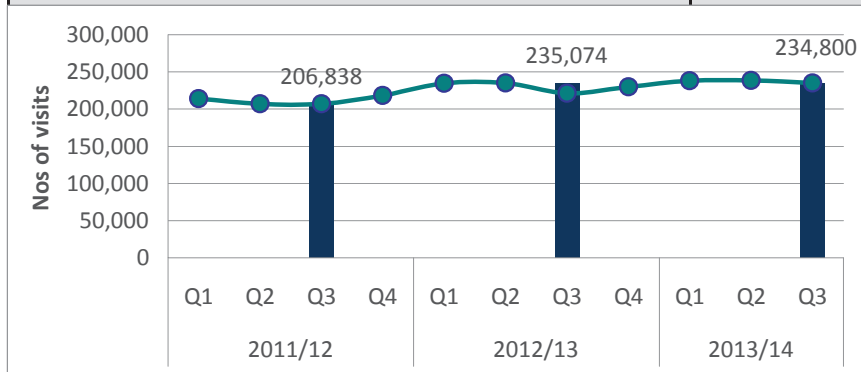
Total nos. of planning applications (Received)	Q3 13/14
	v
	Q3 '12/13
-5%	



Number of visits to library venues (physical / virtual)	Q3 13/14
	v
	Q3 '12/13
+4%	

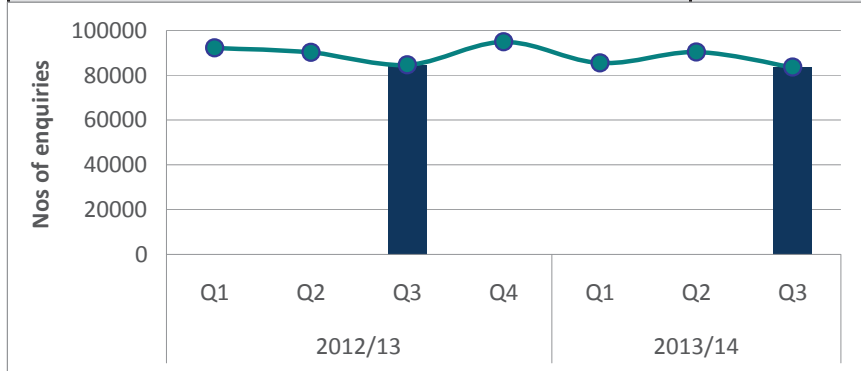


Number of visits to sports and leisure centres	Q3 13/14
	v
	Q3 '12/13
+6%	

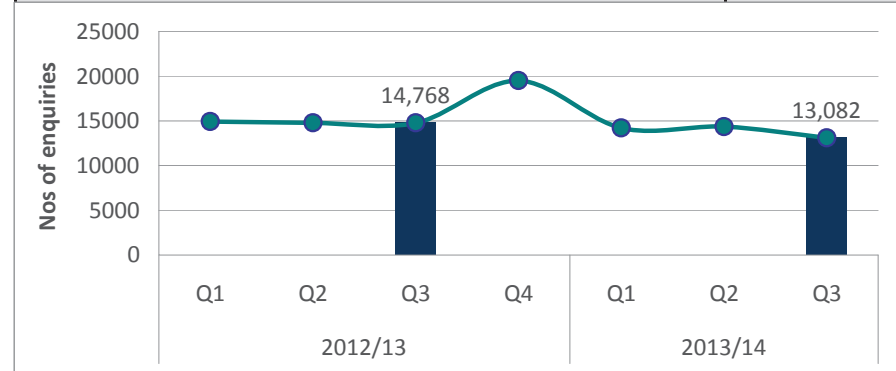


Measures of volume: Resources Directorate

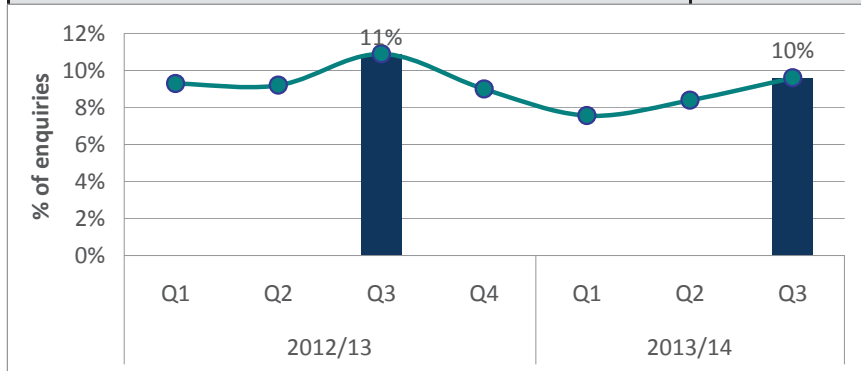
Total nos of enquiries with Contact Centre	Q3 13/14
	V
	Q3 '12/13
	-1%



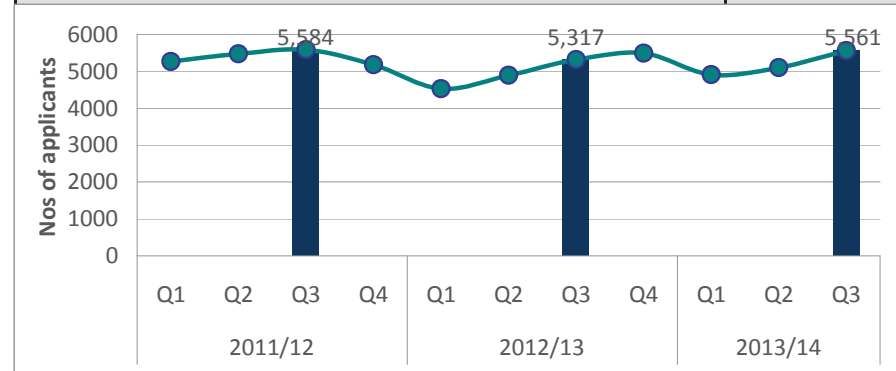
Total nos of Streetcare enquiries (received directly through Contact Centre & online fault reporting)	Q3 13/14
	V
	Q3 '12/13
	-11%



% of all enquiries (through Contact Centre and Streetcare) received via web reporting or email	Q3 13/14
	V
	Q3 '12/13
	+5%

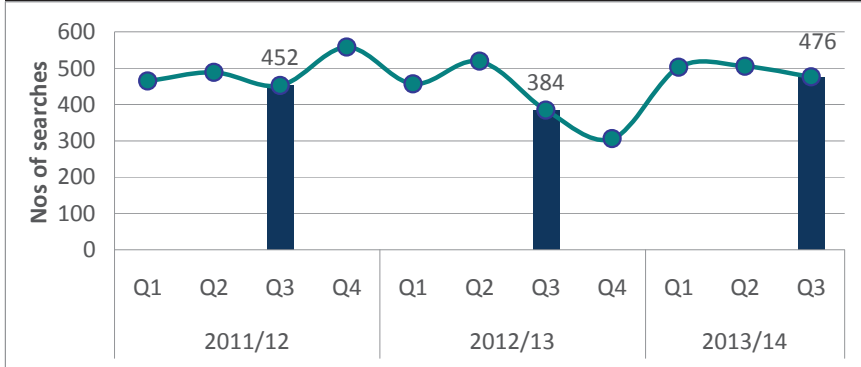


Nos. of helpdesk calls received (requests/incidents)	Q3 13/14
	V
	Q3 '12/13
	+5%

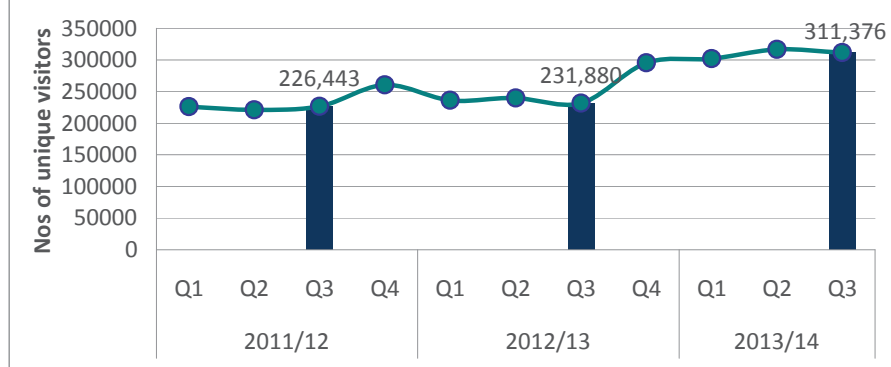


Measures of volume: Resources Directorate

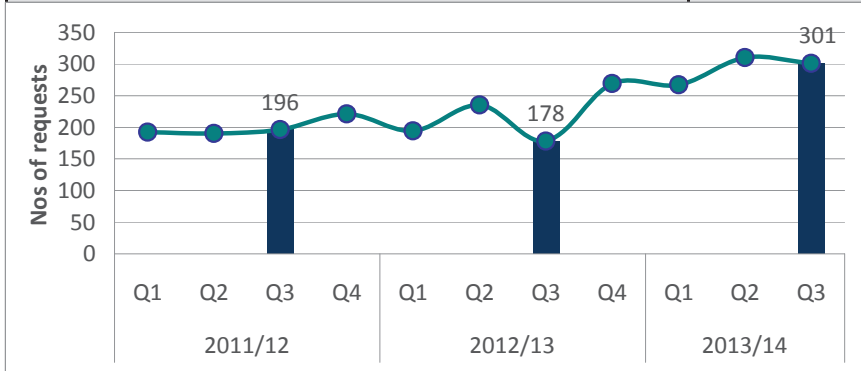
Nos. of local authority searches completed	Q3 13/14
	v
	Q3 '12/13
+24%	



Nos. unique visitors to website (excl. staff) <small>(Previous data source has been amended and metric has been updated)</small>	Q3 13/14
	v
	Q3 '12/13
+34%	



Nos. of Freedom of Information requests	Q3 13/14
	v
	Q3 '12/13
+69%	



Comment:

Please note, we have identified an error in the data source for the reporting of unique visitors over the previous periods. This has now been corrected and we have amended the outturns to reflect the updated this. For Q2 the measure showed numbers equivalent to just over 300,000 individual people visiting our websites at least once. This represents a quarterly comparison of +34%.

Key accountable measures and activities 2013/14

Quarter three: October – December 2013

Outturns

2013/14 West Berkshire Council key accountable measures

Measure / activity	Direct influence	Community / service Impact	2012/13 Year end outturn	2013/14 Target	Q1 RAG /outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
CARING FOR AND PROTECTING THE VULNERABLE								
Vulnerable children and young people								
Maintain the timeliness of Looked After Children (LAC) reviews carried out on time	Y	Medium	99%	98%	★ 98%	★ 100%	★ 99%	YTD: 141 / 142
Maintain the percentage of Child Protection Reviews carried out on time	Y	High	100%	98%	★ 100%	★ 100%	★ 100%	YTD: 88 / 88
To maintain a low percentage of child protection plans that last for 2 years or more	Y	Medium	3%	<5%	★ 3%	★ 2%	★ 1%	YTD: 3 / 205
To maintain a low proportion of children becoming the subject of a child protection plan for a second or subsequent time (within two years of previous plan end date)	Y	High	23%	5-20%	◆ 0%	◆ 1%	◆ 1%	This measure is being reported as amber as although it is currently 1% we know that there are a number of children who are about to become subject to CP plans for a 2nd time.
To maintain the % of Initial Assessments within 10 working days until such time as the new single assessment introduced	Y	Medium	88%	80%	★ 92%	★ 88%	★ 85%	Q3: 461 / 541
To maintain the number of children accessing Short Breaks	Y	Medium	626	625	U data unavailable	◆ 613	■ 613	A number of new providers started this year and it is taking some time to build up these services. See exception report for details.
To increase the total number of active foster carers	Y	High	61	65	★ 63	★ 65	◆ 63	It is anticipated that this target will be achieved by year end.
To maintain the number of new looked After Children (LAC) placed within 20 miles of their home wherever possible.	Y	Medium	88%	80%	★ 100%	★ 92%	★ 89%	Q3: 42 / 47
To maintain the percentage of Looked After Children (LAC) with 2 or less placements during the year	Y	High	94%	90%	★ 100%	★ 98%	★ 98%	Q3: 142 / 145
Vulnerable older people and adults								
Ensure 90% of safeguarding alerts are responded to within 24 hours	Y	High	-	90%	◆ 87%	◆ 88%	DNA	Data for Q3 is not available due to technical issues with the system. This data will be available in Q4 and actions will be taken as necessary.
Reduce the number of repeat safeguarding referrals through the monitoring and review of protection plans	Y	High	8%	8%	★ 5%	★ 6%	DNA	Data for Q3 is not available due to technical issues with the system. This data will be available in Q4 and actions will be taken as necessary.

2013/14 West Berkshire Council key accountable measures

Measure / activity	Direct influence	Community / service Impact	2012/13 Year end outturn	2013/14 Target	Q1 RAG /outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
Increase the proportion of service users receiving a personal budget, either commissioned, cash or a mixture of both	Y	High	55.7% (685/1230)	60% of eligible clients	★ 64%	★ 64%	★ 64%	Personal Budget (PB) Reports have been revised to include all clients funded from OP Domicillary Care and PD Domicillary Care cost centres as these clients have been allocated a PB at Resource Panel and then received a commissioned PB home care service. The denominator to capture eligible users for PB has been amended in line with new SALT (Short and Long Term) statutory reporting guidance that should exclude electrical equipment maintenance from long term services.
Maintain the proportion of older people still at home 91 days after discharge from hospital into reablement/rehabilitation services	Y	Medium	93%	93%	◆ 89%	◆ 86%	■ 85%	Our local system has been taking more complex cases through the reablement service. See exception report for details.
Maintain percentage of financial assessments within 3 weeks of referral to the Welfare Benefits Team	Y	Medium	99%	97%	★ 99%	★ 99%	★ 99%	Q2:736 / 738 YTD: 1359 / 1368
Ensure 95% of claims for Local Welfare Provision are processed within 10 working days	Y	Medium	-	95%	★ 100%	★ 98%	★ 98%	Q2: 182 / 186 YTD: 345 / 353
Increase the number of identified carers receiving help or support from the Council	Y	Medium	300	350	★ 251	★ 285	★ 320	Rolling 12 months, on track to reach target of 350 carers receiving services
Maintain the percentage of vulnerable people maintaining independent living through the provision of a housing related support service	Y	High	99%	98%	★ 99%	★ 99.6%	★ 98.0%	Q3: 567 / 597 - Still waiting for providers for Q2 and Q3
Maintain the percentage of people presenting as homeless where the homelessness has been relieved or prevented	Y	High	78%	78%	★ 87%	★ 81%	★ 81%	Q3: 125 / 156 YTD: 383 / 475
Maintain the number of people supported to move on from short term accommodation into independent living in a planned way	Y	Medium	63%	60%	★ 81%	★ 77%	★ 77%	Q3: 45 / 59 YTD: 124 / 161
Approve 95% of high priority Disabled Facilities Grants within 9 weeks of receipt of full grant application	Y	High	99%	95%	◆ 100%	◆ 90%	DNA	Data not available until Q4 due to technical issues with the reporting spreadsheet for DFGs.
Ensure 75% of claims for Discretionary Housing Payment are determined within 28 days following receipt of all relevant information	Y	High	-	75%	★ 81%	★ 98%	★ 85%	Q3: 123 / 145
The average number of days taken to make a full decision on new Benefit claims	Y	Medium	17.8 days	<18.5 days	◆ 18.8 days	◆ 18.73 days	★ 18.27 days	

2013/14 West Berkshire Council key accountable measures

Measure / activity	Direct influence	Community / service Impact	2012/13 Year end outturn	2013/14 Target	Q1 RAG /outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
The average number of days taken to make a full decision on changes in a Benefit claimants circumstances	Y	Medium	7.0 days	< 8 days	◆ 8.5 days	★ 7.74 days	◆ 8.34 days	Slightly above target at Q3. It is anticipated that this will be met by year end
PROMOTING A VIBRANT DISTRICT								
Infrastructure								
Ensure that no more than 5% of the principal road network (A roads) is in need of repair	Y	High	4%	<5%	● Annual	● Annual	● Annual	Reports in Q4
Ensure that no more than 10% of the classified non-principal road network (B and C roads) is in need of repair	Y	High	6%	<10%	● Annual	● Annual	● Annual	Reports in Q4
Aim to complete at least 75% of all works orders for permanent pothole repairs within 28 days of the order date.	Y	High	tbc	75%	★ 77%	★ 77%	★ 85%	Q3: 48 / 50 YTD: 106 / 125
Number of Berkshire premises able to receive standard broadband services 2Mb/s or above (Target 100% by 2015)	N	Medium	-	TBC (Awaiting Superfast Berkshire Bid Response)	● Annual	● Annual	● Annual	Reports in Q4
Number of Berkshire premises able to receive Superfast Broadband services 24Mb/s or above (Target 90% by 2015)	N	Medium	-	TBC (Awaiting Superfast Berkshire Bid Response)	● Annual	● Annual	● Annual	Reports in Q4
Continue working in partnership with the Environment Agency, Newbury Town Council and other stakeholders to complete the Newbury Flood Alleviation Scheme.	N	Medium	Year 1 complete	Mar-14	★ On track	★ On track	★ Complete	
Bring 30 empty homes back into use for by 31/03/14 using the councils framework for engaging with identified empty home owners	N	Medium	88	30	★ 20	★ 49	★ 73	
Planning								
60% of 'major' planning applications determined within 13 weeks.	Y	High	(38/52) 73.1%	60%	◆ 56%	★ 66%	★ 68%	Q3: 9 / 12 YTD: 30 / 44 Provisional data.
65% of 'minor' planning applications determined within 8 weeks.	Y	High	(352/465) 75.7%	65%	★ 77%	★ 70%	★ 68%	Q3: 68 / 104 YTD: 210 / 308 Provisional data.

2013/14 West Berkshire Council key accountable measures								
Measure / activity	Direct influence	Community / service Impact	2012/13 Year end outturn	2013/14 Target	Q1 RAG /outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
75% of 'other' planning applications determined within 8 weeks.	Y	High	(1257/1381) 91%	75%	★ 92%	★ 91%	★ 91%	Q3: 292 / 319 YTD: 951 / 1044 Provisional data.
Ensure that the proportion of upheld planning appeals is less than the national average.	Y	Medium	33%	<35%	◆ 43%	◆ 39%	■ 45%	Q3: 12 / 21 YTD: 27.5 / 61 The national Planning Inspectorate appears to have taken a more permissive stance to some development proposals than the Council has adopted. See exception report for details.
IMPROVING EDUCATION								
Vulnerable pupils								
Narrowing the achievement gap between SEN / non SEN scoring level 4 or above in Reading, Writing at the end of KS 2	N	High	2011-12 AY: 52% (EM)	Baseline year for new measure.	● Annual	● Annual	57% (RWM)	Not targeted as gathering baseline data
Increase the proportion of children eligible for FSM who achieve 5+A*-C grades at GCSE (incl English and Maths)	N	High	2011-12 AY: 21.9% (FSM) 26.2% (FSM ever 6)	2012/13 AY: 32%	● Annual	● Annual	★ 32%	
Reduce the number of people aged 16-18 not in education, employment or training (NEET)	N	High	3.70%	<3.4%	◆ 3.9%	★ 3.4%	★ 3%	
Increase the proportion of YP in jobs with training, including apprenticeships	N	High	41%	50%	★ 9%	★ 48%	★ 64%	
Working with schools								
Increase the proportion of pupils gaining 5+ A*-C at GCSE including English and Maths to be above national levels (all schools including special)	N	High	2011-12 AY: 57%	2012/13 AY: 61%	● Annual	● Annual	★ 61.3%	

2013/14 West Berkshire Council key accountable measures

Measure / activity	Direct influence	Community / service Impact	2011/13 Year end outturn	2013/14 Target	Q1 RAG /outturn	Q2 (YTD) RAG / outturn	Q3 (YTD) RAG / outturn	Supporting commentary
Increase the proportion of pupils gaining 5+ A*-C at GCSE including English and Maths to be above national levels (non-academies, not including special)	N	High	2011-12 AY: 58.3% (Excl Kennet, PH, St.Bart, Denefield)	2012/13 AY: >58%	● Annual	● Annual	★ 62.3%	
Increase the percentage of pupils achieving at least level 4 at the end of KS2 in Reading	N	High	2011-12 AY: 87%	2012/13 AY: >87%	● Annual	● Annual	★ 88%	
Increase the percentage of pupils achieving at least level 4 at the end of KS2 in Writing	N	High	2011-12 AY: 84%	2012/13 AY: >84%	● Annual	● Annual	★ 86%	
Increase the percentage of pupils achieving at least level 4 at the end of KS2 in Maths	N	High	2011-12 AY: 82%	2012/13 AY: >82%	● Annual	● Annual	★ 85%	
Improve the number of pupils making 2+ levels of progress in reading	N	High	-	Baseline year for new measure.	● Annual	● Annual	87%	Baseline year for new measure. 2013/14 AY outturn bnaible Q2 2014/15.
Improve the number of pupils making 2+ levels of progress in writing	N	High	-	Baseline year for new measure.	● Annual	● Annual	92%	Baseline year for new measure. 2013/14 AY outturn bnaible Q2 2014/15.
Improve the number of pupils making 2+ levels of progress in Maths	N	High	-	Baseline year for new measure.	● Annual	● Annual	84%	Baseline year for new measure. 2013/14 AY outturn bnaible Q2 2014/15.
The proportion of schools judged good or better by Ofsted under the new Framework (harder test)	N	High	62	> prev year	dna	dna	★ 70% (Term 1)	
To maintain the number of primary schools below the floor standard at the end of KS2 for at least 2 of the previous 3 years	N	High	None	0	dna	dna	★ None (Term 1)	
PROTECTING THE ENVIRONMENT								
Cleaner and greener								
Maintain the proportion of household waste recycled/composted/reused	Y	High	50%	49%	★ 51%	★ 51%	★ 50%	YTD: 31,518 / 62,492. Qtr 2 has been amended . Q3 result is an estimate based on partial availability of data and will not be finalised until the next quarter. These results are also subject to change once figures are validated and confirmed by DEFRA after quarter 4.
% of household waste landfilled	Y	High	17%	<20%	★ 17%	★ 16%	★ 15%	Q3: 2,455 / 20,022 YTD: 9,151 / 62,910
Maintain an acceptable level of litter, detritus and graffiti (as outlined in the Keep Britain Tidy local environmental indicators).	Y	High	Good	Good	● Annual	★ Good	★ Good	

Key accountable measures and activities 2013/14

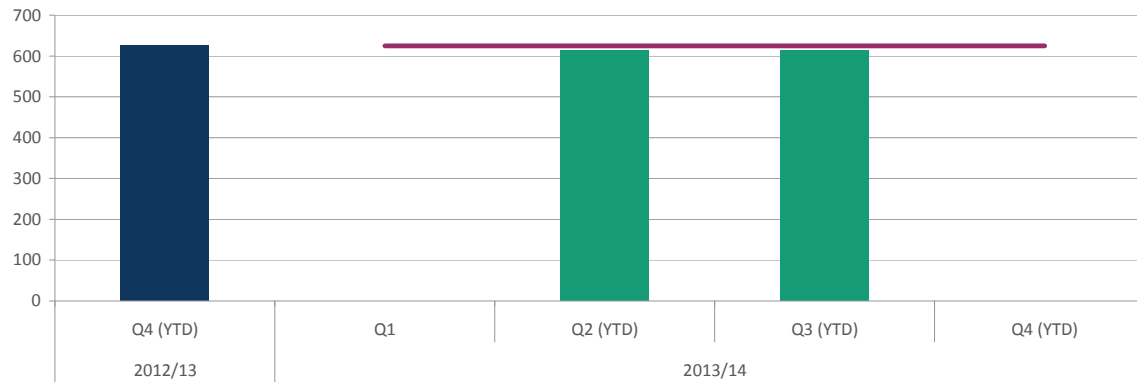
Quarter three: October – December 2013

Exception reports

VULN 2 - Pilot personal budgets for disabled children to ensure that services are tailored to individual needs

RED

VULN2chld12 - To maintain the number of children accessing Short Breaks



Communities Directorate

Director: Rachael Wardell
 Service: Children's Services
 HoS: Mark Evans
 Polarity: Higher is better
 Unit: Number
 Frequency: Snapshot
 Significance: Medium
 Public

Commentary: 07-Feb-14

A number of new providers started this year and it is taking some time to build up these services.

	2012/13	2013/14			
	Q4 (YTD)	Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)
YTD	626	0	613	613	
Target		625	625	625	625
YTD n/		-	-	-	
YTD /d		-	-	-	
YTD RAG		◆	◆	■	

Exception report

UPDATED:

07-Feb-14

REASON FOR RED: This was the first year of contracts for new and existing short break services following a tendering process. It was difficult to predict exact numbers of disabled young people who would use them as there were 3 new providers. This measure has only been missed by a very small number and on the whole I think the numbers show that these services are successful in attracting a large number of young people with disabilities who are supported and have fun. A key reason for missing the target can be explained by 1 voluntary sector provider who has failed to deliver on the youth club that they have been running in Calcot for 4 years but folded last summer. Another new provider has taken longer than expected to build up numbers in their sitting service

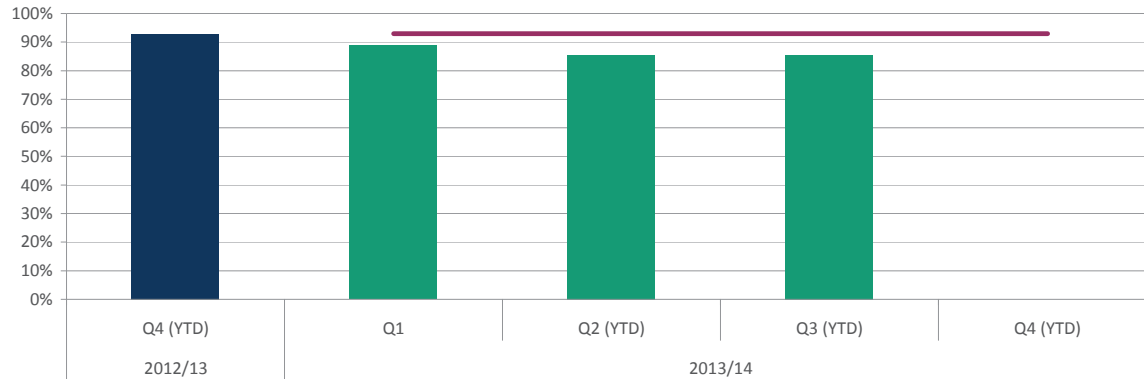
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN: I have met with the youth club provider a number of times and despite attempts to re-launch the club this has not been successful. I have now consulted with legal services, and sent out a termination letter. I have also met with the other provider and various promotional activities have taken place. Numbers are slowly increasing.

IMPACT OF REMEDIAL ACTION/ESTIMATED YEAR END OUTTURN: This contract for the youth club will now be terminated. I believe that the target should be reduced slightly next year.

VULN 14 - Target services on helping adults back to independence and recovery, recognising that many can return to independence after a short period of support through reablement and rehabilitation services.

RED

VULN14asc19 - Maintain the proportion of older people still at home 91 days after discharge from hospital into reablement/rehabilitation services



Communities Directorate	
Director	Rachael Wardell
Service	Adult Social Care
HoS	Balwinder Kaur
Polarity:	Higher is better
Unit:	Percentage
Frequency:	Snapshot
Significance:	Medium
	Public

Commentary: 11-Feb-14
 Our local system has been taking more complex cases through the reablement service with an ambition of them staying at home rather than moving into residential care. See exception report for details.

	2011/12	2012/13	2013/14			
	Q4 (YTD)	Q4 (YTD)	Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)
YTD	-	93%	89%	86%	85%	
Target			93%	93%	93%	93%
YTD n/			199	189	188	
YTD /d			224	221	220	
YTD RAG			♦	♦	■	

Exception report **UPDATED:** 11-Feb-14

REASON FOR RED: Our local system has been taking more complex cases through the reablement service with an ambition of them staying at home rather than moving into residential care, we have as a result been unable to meet the target because we have ended up either with people being re-admitted to hospital, or unable to remain in their own homes as originally intended.

CONSEQUENCES OF NOT ACHIEVING THIS MEASURE: There will be more pressure on services but this is a consequence of more complex patients being admitted to hospital.

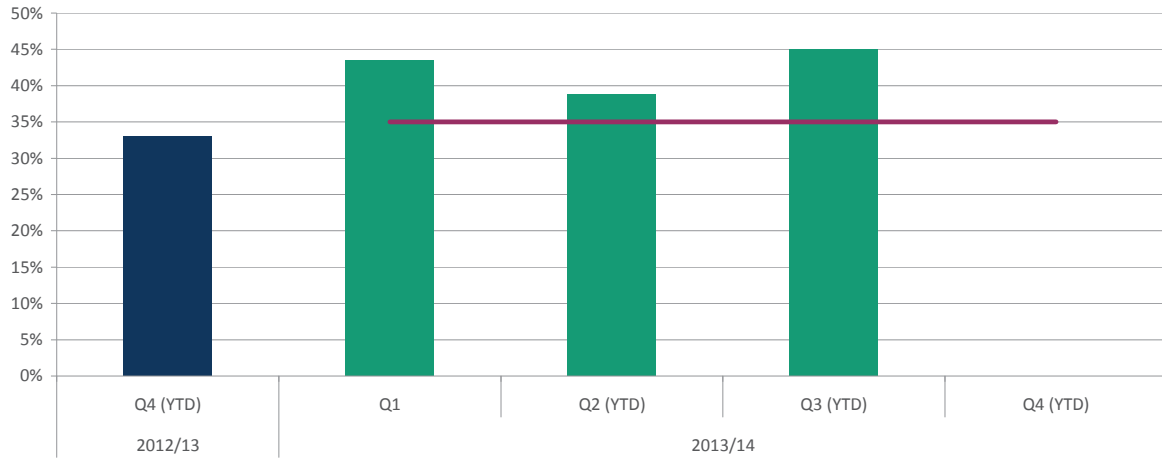
REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN: The proposed work with Better care Fund Projects work is primarily enabling better support in the community, 7 days a week and focussed on avoiding hospital admissions. We are also proposing that both Intermediate care and reablement resources are joined going forward and district nurses can prescribe the reablement support to avoid admissions.

IMPACT OF REMEDIAL ACTION/ESTIMATED YEAR END OUTTURN: There will be focus on achieving better support in the community via the use of better care fund; so that higher percentage of users are enabled at home after 91 days after discharge.

VIB 9 - Provide a responsive planning service with a clear policy framework that balances protection of the environment, economic development and the housing needs of local residents.

RED

VIB9pc09 - Ensure that the proportion of upheld planning appeals is less than the national average.



Environment Directorate	
Director	John Ashworth
Service	P&C
HoS	Gary Lugg
Polarity:	Lower is better
Unit:	Percentage
Frequency:	Reported quarterly
Significance:	Medium
	Public

Commentary: 11-Feb-14
 The national Planning Inspectorate appears to have taken a more permissive stance to some development proposals than the Council has adopted. See exception report for details.

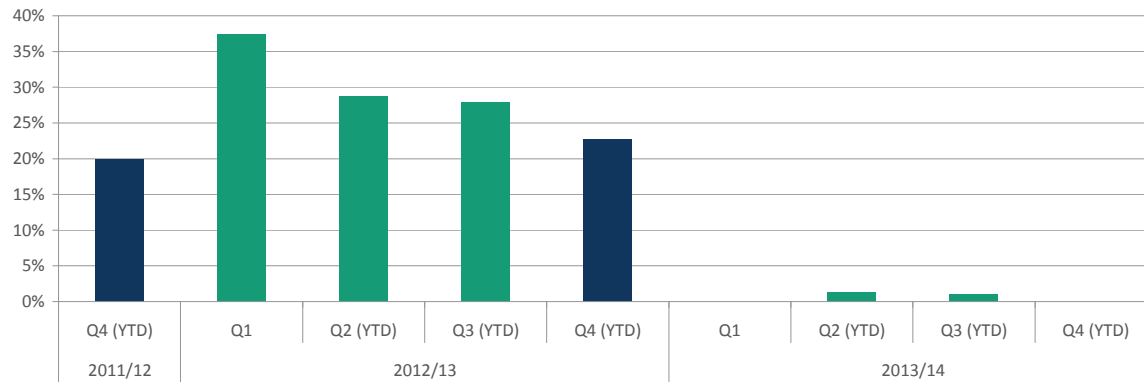
	2011/12 Q4 (YTD)	2012/13 Q4 (YTD)	2013/14			
			Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)
YTD	-	33%	43%	39%	45%	
Target			35%	35%	35%	35%
YTD n/			10	16	27.5	
YTD /d			23	40	61	
YTD RAG			◆	◆	■	

Planning and Countryside - Gary Lugg		
VIB9pc09 - Ensure that the proportion of upheld planning appeals is less than the national average.		
Exception report	UPDATED:	11-Feb-14
<p>REASON FOR RED: The national Planning Inspectorate has chosen to put a different balance into considering development and has taken a more permissive stance to some development proposals than the Council has adopted. This measure is based on a national average figure and, although no adjustment has yet been made at the national level, evidence available is suggesting that there is an increase in the number of allowed Appeals of all types (Public Inquiry 60% allowed - Informal Hearing 43% allowed - Written reps – 33% allowed).</p> <p>CONSEQUENCES OF NOT ACHIEVING THIS MEASURE: Government may question whether ‘good’ decisions are being made at the local level. There is a general potential that, if found to be behaving unreasonably, the costs incurred by Applicants in their Appeals will have to be paid by the Council.</p> <p>REMEDIAL MANAGEMENT ACTION BEING UNDERTAKEN: An analysis is under way to try to identify if there are decision making issues for Committee and/or Delegated decisions (judgement, policy or process) that need to be addressed or whether WBC figures are simply a reflection of the national situation. There will be a report to Planning Policy Task Group to evaluate the findings. In the mean time, Team Leaders have been asked to take a second look at recommendations for Refusal of developments and the formal reasons for refusal, before decisions are finalised. Close scrutiny of the Council’s appeal statements that are presented is taking place to see if there are any issues with cases and evidence presented.</p> <p>IMPACT OF REMEDIAL ACTION/ESTIMATED YEAR END OUTTURN: The remedial action suggested above is unlikely to have any impact on the year end figures because any appeals decided in Q4 will be in respect of decisions made some considerable time ago and the position already adopted by the Inspectorate. The measures and assessment will if necessary, impact on the next year.</p>		

VULN 1 - Implement the Munro Review to modernise services to vulnerable children, focussing child protection resources on those children who are at most risk and working in partnership with schools, health and other partners to provide high-quality, preventative support for other vulnerable children and young people and their families.

Amber

VULN1chld02 - To maintain a low proportion of children becoming the subject of a child protection plan for a second or subsequent time (within two years of previous plan end date)



Communities Directorate	
Director	Rachael Wardell
Service	Children's Services
HoS	Mark Evans
Polarity:	Usual to be within a range
Unit:	Percentage
Frequency:	Snapshot
Significance:	High
	Public

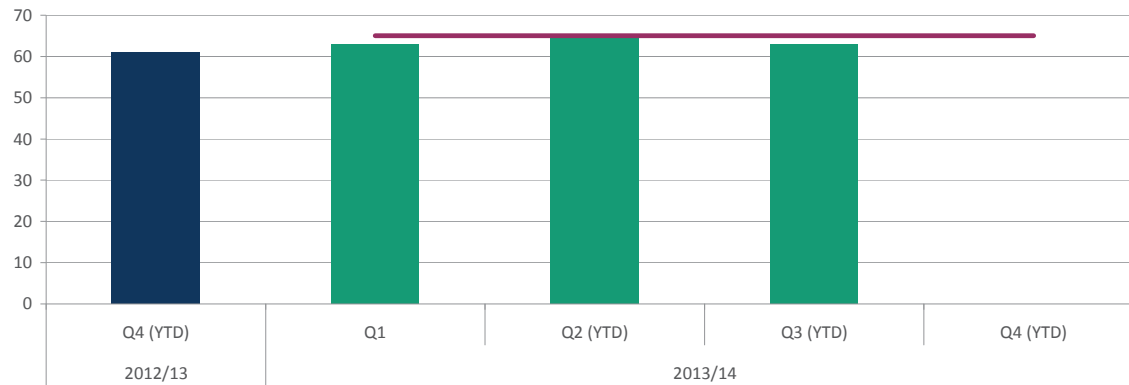
Commentary:
 CP Plans this should remain amber as although it is currently 1% we know that there are a number of children who are about to become subject to CP plans for a 2nd time.

	2010/11 Q4 (YTD)	2011/12 Q4 (YTD)	2012/13				2013/14			
			Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)	Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)
YTD	-	20%	38%	29%	28%	23%	0%	1%	1%	
Target		20%	20%	20%	20%	20%	5-20%	5-20%	5-20%	5-20%
YTD n/			6	17	33	27	0	1		
YTD /d			16	59	118	119	37	75		
YTD RAG			♦	■	■	■	♦	♦	♦	

VULN 3 - Recruit more local carers to ensure that looked after children are placed as locally as possible in family-based settings

Amber

VULN3chld15 - To increase the total number of active foster carers



Communities Directorate

Director: Rachael Wardell
 Service: Children's Services
 HoS: Mark Evans
 Polarity: Higher is better
 Unit: Number
 Frequency: Reported quarterly
 Significance: High
Public

Commentary: 12-Feb-14

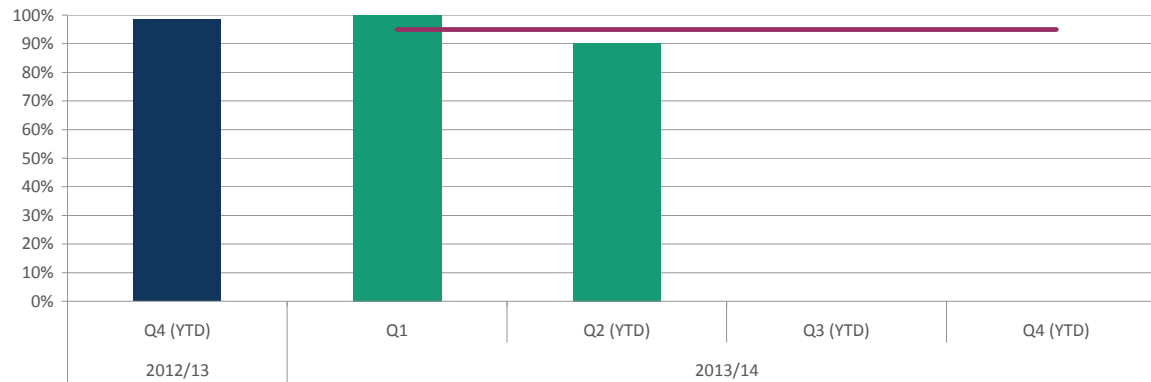
We are slightly below our target for the number of active WBC Foster Carers. We are working hard to recruit new carers and retain existing carers.

	2012/13	2013/14			
	Q4 (YTD)	Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)
YTD	61	63	65	63	
Target		65	65	65	65
YTD n/ YTD /d					
YTD RAG		★	★	◆	

VULN 16 -Continue to work to prevent homelessness offering the widest possible range of options, advice and interventions.

Amber

VULN16cchs12 - Approve 95% of high priority Disabled Facilities Grants within 9 weeks of receipt of full grant application



Communities Directorate

Director Rachael Wardell

Service CCH&S

HoS June Graves

Polarity: Higher is better

Unit: Percentage

Frequency: Reported quarterly

Significance: High

Public

Commentary: 07-Nov-13

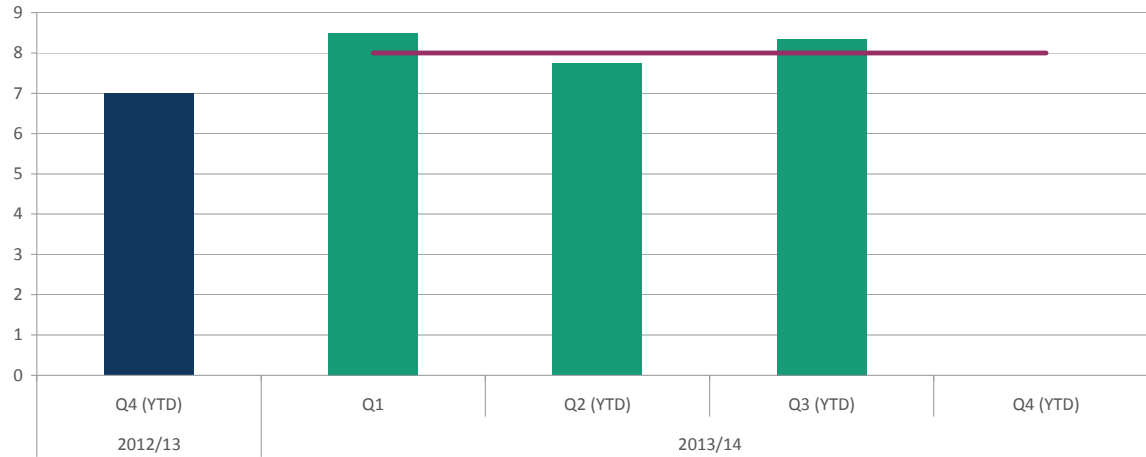
(YTD: 28/31) The indicator is affected by the small number of cases and only 3 were outside of the timeframe. Two of these cases did not have all of the funding in place (i.e. there were client contributions that were not in place – as soon as they were in place the application was approved) and one was moving to another district so was not able to fulfil the requirements needed for a DFG. This applicant has subsequently decided not to move and the DFG was immediately approved.

	2011/12	2012/13	2013/14			
	Q4 (YTD)	Q4 (YTD)	Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)
YTD	-	99%	100%	90%	DNA	
Target			95%	95%	95%	95%
YTD n/			14	28		
YTD /d			14	31		
YTD RAG			♦	♦		

B&E 3. deliver a responsive Benefit Service where new claims and changes in circumstances are processed quickly

Amber

OP3cs19 - The average number of days taken to make a full decision on changes in a Benefit



Resources Directorate	
Director	Nick Carter
Service	Customer Services
HoS	Sean Anderson
Polarity:	Lower is better
Unit:	Nos of days
Frequency:	Reported quarterly
Significance:	Medium
	Public

Commentary: 11-Feb-14
 Slightly above target at Q3. It is anticipated that this will be met by year end

	2011/12	2012/13	2013/14			
	Q4 (YTD)	Q4 (YTD)	Q1	Q2 (YTD)	Q3 (YTD)	Q4 (YTD)
YTD	8	7	8.5	7.7	8.3	
Target			8	8	8	8
YTD n/ YTD /d						
YTD RAG			♦	★	♦	

End of report

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Title of Report:	Scrutiny Recommendations Update Report
Report to be considered by:	Overview and Scrutiny Management Commission
Date of Meeting:	8 April 2014

Purpose of Report: To inform the Commission of the progress of scrutiny recommendations approved by the Commission during the previous year.

Recommended Action: To note the information.

Overview and Scrutiny Management Commission Chairman	
Name & Telephone No.:	Councillor Brian Bedwell – Tel (0118) 9420196
E-mail Address:	bbedwell@westberks.gov.uk

Contact Officer Details	
Name:	Charlene Myers
Job Title:	Strategic Support Officer
Tel. No.:	01635 519695
E-mail Address:	cmyers@westberks.gov.uk

Executive Report

1. Introduction

- 1.1 The purpose of this report is to inform the Commission of the progress of scrutiny recommendations approved by the Commission.
- 1.2 Since December 2012, the Commission has approved 24 recommendations for submission through the Executive cycle. To date 15 have been adopted by the Executive.

2. Recommendations

- 2.1 It is recommended that Members of the Commission note the update and consider any further action as appropriate.

Appendices

Appendix A – Scrutiny Recommendations Update

Review title	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Link to Exec Report	Update	Implemented within 12 months?
Homelessness	8. "The Executive Member for Housing should work, through the Local Government Association, the Government and especially the Valuation Office Agency, to achieve transparency of the factors and values taken into consideration by VOA when setting the Local Housing Allowance and, if possible, an appeal mechanism."	June Graves	11/12/12	09/05/13		At the request of the Portfolio Holder Housing, Richard Benyon, MP, recently wrote again to the VOA. A response is awaited from the VOA.	On track
Schools Place Strategy	All avenues should be pursued to secure financial contributions from Reading Borough Council for the provision of school places in the east of the district.	Ian Pearson	21/05/13	14/10/13	Letter sent directly to the Executive Member for Education on 7 June 2013	An initial meeting with Reading re pupil numbers has taken place. However, discussions about funding have not begun	on track
ASC Eligability Criteria Review	(1) The Head of Adult Social Care should keep the Council's Fair Access to Care Services eligibility criteria at 'critical' and continue to ensure that appropriate levels of funding remain for the provision of preventative services outside of that required for assessed care packages (currently £700,000 per year).	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(2) The Head of Adult Social care should ensure, through annual review, that in its operation of the Fair Access to Care Services Policy the Council continues to comply with its statutory duties. In addition to any required policy changes, the reviews should incorporate an assessment of equality impact.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(3) The Head of Adult Social Care should monitor the effectiveness of the steps that have been taken to reduce both the time taken to complete Section 47 assessments and the backlog of those cases awaiting assessment. Additionally, a further action might be a cessation of the practise of the Access for All team fielding telephone calls for other social care teams and the allocation of more staff time for the completion of assessments. Reports on effectiveness and progress should be made quarterly to the Overview and Scrutiny Management Commission	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(4) The Head of Adult Social Care should evaluate the operation of the Access for All team to ensure that its position within the organisational structure provides the most effective operational environment. Any changes to the role, formation or positioning of it should ensure that staff in this crucial team are appropriately trained, resourced, focussed and supported.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(5) The Head of Adult Social Care should continue to review and evaluate the effectiveness of the Multifunctional Assessment/Review Document to further improve its effectiveness and ensure that the administrative burden it necessarily imposes is kept to an absolute minimum.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(6) The Head of Adult Social Care should ensure that those completing the Multifunctional Assessment/Review Document understand that the information it contains will be used by the Resource Panel to make decisions on the provision of care. If necessary, training should be provided to ensure that the delays caused by incomplete or poorly completed forms are reduced.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(7) The Head of Adult Social Care should ensure that all staff undertaking social care assessments understand the need to keep those undergoing the process fully appraised of progress. This should ensure that expectations are managed and that dissatisfaction is resultantly kept to a minimum.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(8) The Head of Adult Social Care should ensure that the lessons drawn from the Transitions Project (which examined the period when people move from children's social care to adult social care) are widely communicated and fully understood both by those going through it and the staff supporting them.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	

Review title	Recommendation	Owner	Date Agreed by OSMC	Date Adopted by Executive	Link to Exec Report	Update	Implemented within 12 months?
	(9) The Head of Adult Social Care should undertake further work to test the perception of some stakeholders that some groups, regardless of the level at which the eligibility criteria are set, are being disadvantaged. Should a disproportionate adverse effects be determined to be present then measures should be introduced to mitigate them.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(10) The Head of Adult Social Care should review and then re-issue the guidance to staff about the necessity to ensure a holistic assessment is carried out in line with the 'Cross team working protocol'.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(11) The Head of Adult Social Care should give consideration to the introduction of measures to meet the needs of carers	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(12) The Head of Adult Social Care should strengthen the links between their service and GPs to ensure that the unique and trusted status of GPs is used to identify an early need for social care or the provision of support for carers.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	
	(13) The Head of Adult Social Care should disseminate widely to their service the report on the findings of the public consultation in order that improvements in operational systems, processes and practise might be further identified.	Jan Evans	10/12/13	13/02/14		4 weeks since approval by The Executive - No update at this stage	