



## **CenSus (Central Sussex Partnership) Joint Committee**

Friday 25<sup>th</sup> September 2015 at **10.00am** in the Gordon Room,  
Town Hall, Chapel Road, Worthing, BN11 1HA

<b>Councillors:</b>	<b>Neil Parkin</b>	<b>Adur District Council</b>
	<b>Jim Funnell</b>	<b>Adur District Council</b>
	<b>Brian Donnelly</b>	<b>Horsham District Council</b>
	<b>Gordon Lindsay</b>	<b>Horsham District Council</b>
	<b>Jonathan Ash-Edwards</b>	<b>Mid Sussex District Council</b>
	<b>Gary Marsh</b>	<b>Mid Sussex District Council</b>
	<b>Daniel Humphreys</b>	<b>Worthing Borough Council</b>
	<b>Mark Nolan</b>	<b>Worthing Borough Council</b>

### **Agenda**

<b>Agenda</b>	<b>Item</b>	<b>Presenter</b>	<b>Page</b>
1.	To receive any declarations of interest from Members of the Joint Committee	-	
2.	To approve as a correct record the minutes of the Joint Committee held on 19 June 2015	-	3
3.	To consider any items the Chairman of the meeting considers to be urgent.	-	
4.	CenSus Annual Return - 2015/16	Peter Stuart	7
5.	CenSus ICT Service Update for Q2 - 2015/16	John Ross	15
6.	CenSus Revenues and Benefits Service Update for Q2 – 2015/16	Tim Delaney	33
7.	Joint Committee Work Programme 2015/16	Carol Stephenson	43
8.	Next meeting: 11 <sup>th</sup> December 2015, Gordon Room, Town Hall, Worthing Borough Council		



**CenSus Joint Committee  
(Central Sussex Partnership)**

Minutes of a meeting held in  
the Council Chamber, Civic Centre, Shoreham-by-Sea  
at 10.00am on Friday 19 June 2015

**Present:**

Councillors: Neil Parkin (Chairman), Adur District Council  
Jim Funnell, Adur District Council  
Brian Donnelly, Horsham District Council  
Gary Marsh, Mid Sussex District Council

**Apologies:**

Councillors: Daniel Humphreys, Worthing Borough Council  
Mark Nolan, Worthing Borough Council  
Gordon Lindsay, Horsham District Council  
Jonathan Ash-Edwards, Mid Sussex District Council

**Also Present:**

Jane Eckford, Director for Customer Services, Adur and Worthing Councils  
Paul Brewer, Director for Digital & Resources, Adur and Worthing Councils  
Paul Tonking, Head of Revenues & Benefits, Adur and Worthing Councils  
Dave Briggs, Head of Design & Digital, Adur and Worthing Councils  
Neil Terry, Senior Democratic Services Officer, Adur and Worthing Councils  
Andrew Mathias, Senior Solicitor, Adur and Worthing Councils  
Katharine Eberhart, Director of Corporate Resources, Horsham District Council  
Tim Delany, Head of CenSus Revenues and Benefits, Mid Sussex District Council  
Peter Stuart, Head of Finance: CenSus CFO, Mid Sussex District Council  
John Ross, Head of CenSus ICT, Horsham District Council

**CJC/001/15-16      Declarations of Interest**

None.

**CJC/002/15-16      Minutes**

**Resolved** that the minutes of the meeting of the Committee held on 27 March 2015  
be agreed and signed by the Chairman

**CJC/003/15-16      Urgent Items**

None.

## **CJC/004/15-16      CenSus Annual Return 2014/15**

The Committee received a report from the Head of Finance: CenSus CFO, setting out the CenSus Annual Return accounting statement for the partnership to be audited by PKF Littlejohn.

The Committee was advised that the return fulfilled statutory requirements to report on the financial standing of the entity. However, it was noted that due to changes in the legislation, this would not be required in future years.

Members were advised that the annual return form was for small bodies in England with an annual turnover of £6.5m or less and that the actual income to Census for 2014/15 was £6.587m. Officers did not anticipate the additional income being a problem that may lead to the return not being audited.

### **Resolved:**

That the Census Joint Committee approved the Annual Return and authorised the Chairman to sign the papers accordingly.

## **CJC/005/15-16      CenSus Joint Committee Quarterly ICT Service Update**

A report was presented by the Head of CenSus ICT, which considered CenSus ICT service performance as at the end of April 2015 and the budget position at close of the financial year 2014/15.

The Head of CenSus ICT verbally updated the Committee on a number of issues including:-

- WAN had gone live following a significant period of testing;
- PSN certificates had been received for 2 out of 3 sites with the outstanding site expected to receive accreditation in the near future;
- ICT Disaster Recovery software (Veeam) had been procured, configured and fully tested with work in hand to complete the initial full back ups and transfer / storage of the data to other partner sites;
- Process development and implementation activities were progressing well;
- The remote access device (G/on) had proved to be extremely successful and is to be rolled out to appropriate users on a site by site basis;
- The Head of CenSus ICT was preparing a full submission for the restructuring of CenSus ICT to address clarity of management responsibility / accountability issues and inconsistencies in relation to salaries and function of staff.

A Member stated that the G/on device had been a great success, enabling Members to use their own devices for Council business.

### **Resolved:**

That the CenSus Joint Committee:-

- i. noted the operational performance of the CenSus ICT Service;
- ii. noted the current status of the CenSus ICT project progress;
- iii. noted the current status of the ICT non CenSus projects (site specific);
- iv. noted the progress to date on ICT process development & restructuring of the team;
- v. noted the status of major ICT incident occurrence within the last quarter.

#### **CJC/006/15-16      CenSus Revenues and Benefits**

A report was presented by the Head of CenSus Revenues and Benefits, which outlined the performance and activity of CenSus Revenues and Benefits since the last update report in March 2015. In particular, the outcome and the work undertaken as a consequence of the 2013/14 subsidy audit.

The Committee noted:-

- that generic and technical training had been delivered which had been well received;
- that telephony situation was in hand although an intermittent fault was still being experienced;
- that officers had met with the DWP regarding the introduction of Universal Credit for some claimants in September and October. The roll out to the CenSus authorities in September and October would only be for the most straightforward claims, basically single people claiming JSA with no rent costs.

Members welcomed the report, in particular the outcomes of the subsidy audit and the proposed involvement of the CAB in relation to budgeting advice for Universal Credit.

**Resolved,**

That the CenSus Joint Committee:-

- i. noted the performance and activity of the service;
- ii. noted the 2014/15 Year's performance.

#### **CJC/007/15-16      Joint Committee Work Programme 2015/16**

The Head of Design and Digital for Adur and Worthing Councils outlined the proposed work programme for 2015/16.

**Resolved,**

That the CenSus Joint Committee approved the Work Programme for 2015/16.

**CJC/008/15-16      Next Meeting**

**Resolved,**

That the CenSus Joint Committee noted that the next meeting was scheduled to take place at 10.00am on 25<sup>th</sup> September 2015 in the Gordon Room, Town Hall, Worthing.

The meeting was declared closed by the Chairman at 10.21am, having commenced at 10.00am.

**Chairman**

# Report to the CenSus Joint Committee

Date of meeting **25 September 2015**  
By the **Head of Finance, CenSus**



DECISION REQUIRED **No**  
Key Decisions **No**  
Not exempt

## REPORT TITLE: **CENSUS ANNUAL RETURN**

### Purpose of Report

1. To report to the Joint Committee the result of the audit of the Annual Return agreed at the last meeting.

### Background

2. The Joint Committee is an auditable body even though it does not have its own bank account, and all transactions are implemented and recorded by one of the partner authorities – depending upon the service.
3. These transactions are recorded and summarised within the Annual Return. The Return was presented and agreed at the last meeting of the committee. It then went on to PKF Littlejohn, the appointed auditor, who audit the return for a fee of some £5,000.
4. This year again, the auditors have queried the extent to which the Joint Committee has considered its own internal control and risk assessment in actioning its business. The CFO for CenSus has been in dialogue with the auditor regarding the expectations for this and understands that they would like to see evidence of these considerations at the Joint Committee rather than within the constituent authorities. This means for example, that internal audit reports on the Revenues and Benefits service would be presented to all authorities individually and this Committee separately, or a comprehensive summary could be assembled for this Committee only.
5. The effect of these expectations this year is that the return has an 'except for' statement within the Audit Result. This is similar to a qualification and is a repeat of the situation which occurred last year. However, this is the last year of any such audit (there is no audit at all for 2015/16 now that the audit thresholds have changed) and Members may be reassured therefore that the situation will not be repeated.

### Recommendations

The Joint Committee is asked to note the outcome of the audit of the Annual Return.

### Reasons for Recommendations

To enable the Joint Committee to fulfil its statutory functions

<b>Background Papers</b>	None
<b>Consultation</b>	Census Programme Management Board
<b>Wards affected</b>	None
<b>Contact</b>	Peter Stuart, Head of Finance, MSDC Email: peter.stuart@midsussex.gov.uk Tel / Mob: 01444 477315

**7 Other Options Considered**

None

**8 Financial Implications**

This report has no financial implications.

**9 Other Material Implications**

This report has no other material implications.



# Small Bodies in England

## Annual return for the financial year ended 31 March 2015

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Small relevant bodies in England with an annual turnover of £6.5 million or less must complete an annual return in accordance with proper practices summarising their annual activities at the end of each financial year.

The annual return on pages 2 to 5 is made up of four sections:

- Sections 1 and 2 are completed by the person nominated by the body.
- Section 3 is completed by the external auditor appointed by the Audit Commission.
- Section 4 is completed by the body's internal audit provider.

Each body must approve this annual return no later than 30 June 2015.

### **Completing your annual return**

Guidance notes, including a completion checklist, are provided on page 6 and at relevant points in the annual return.

Complete all sections highlighted in red. Do not leave any red box blank. Incomplete or incorrect returns require additional external audit work and may incur additional costs.

Send the annual return, together with your bank reconciliation as at 31 March 2015, an explanation of any significant year on year variances in the accounting statements and any additional information requested, to your external auditor by the due date.

Your external auditor will identify and ask for any additional documents needed for their work. Therefore, unless requested, do not send any original financial records to the external auditor.

Once the auditor has completed their work, certified annual returns will be returned to the body for publication or public display of sections 1, 2 and 3. You must publish or display the annual return, including the external auditor's report, by 30 September 2015.

It should not be necessary for you to contact the external auditor for guidance.

More guidance on completing this annual return is available in the Practitioners' Guides for either local councils or internal drainage boards. These publications may be downloaded from the National Association of Local Councils (NALC) or Society of Local Council Clerks (SLCC) websites ([www.nalc.gov.uk](http://www.nalc.gov.uk) or [www.slcc.co.uk](http://www.slcc.co.uk)) or from the members area of the Association of Drainage Authorities website ([www.ada.org.uk](http://www.ada.org.uk)).

# Section 1 – Accounting statements 2014/15 for:

Enter name of reporting body here:

Census Shared Services Partnership

	Year ending		Notes and guidance
	31 March 2014 £	31 March 2015 £	
1 Balances brought forward	0	0	Total balances and reserves at the beginning of the year as recorded in the body's financial records. Value must agree to Box 7 of previous year.
2 (+) Income from local taxation and/or levy	515,000	5,844,689	Total amount of local tax and/or levy received or receivable in the year including funding from a sponsoring body.
3 (+) Total other receipts	830,694	972,626	Total income or receipts as recorded in the cashbook less the taxation and/or levy (line 2). Include any grants received here.
4 (-) Staff costs	4,192,178	4,461,217	Total expenditure or payments made to and on behalf of all employees. Include salaries and wages, PAYE and NI (employees and employers), pension contributions and employment expenses.
5 (-) Loan interest/capital repayments	0		Total expenditure or payments of capital and interest made during the year on the body's borrowings (if any).
6 (-) All other payments	1,863,570	2,126,078	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7 (=) Balances carried forward	0	0	Total balances and reserves at the end of the year. Must equal (1+2+3) – (4+5+6)
8 Total cash and short term investments	(639,034)	(771,290)	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – to agree with bank reconciliation.
9 Total fixed assets plus other long term investments and assets	754,266	1,519,755	The original Asset and Investment Register value of all fixed assets, plus other long term assets owned by the body as at 31 March
10 Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

I certify that for the year ended 31 March 2015 the accounting statements in this annual return present fairly the financial position of the body and its income and expenditure, or properly present receipts and payments, as the case may be.

Signed by Responsible Financial Officer:



Date 19/06/2015

I confirm that these accounting statements were approved by the body on:

19/06/2015

and recorded as minute reference:

CSC/004/15-16

Signed by Chair of meeting approving these accounting statements:



Date 19 6 15

## Section 2 – Annual governance statement 2014/15

We acknowledge as the members of Census Shared Services Partnership our responsibility for ensuring that there is a sound system of internal control, including the preparation of the accounting statements. We confirm, to the best of our knowledge and belief, with respect to the accounting statements for the year ended 31 March 2015, that:

	Agreed –		'Yes' means that the body:
	Yes	No*	
1 We approved the accounting statements prepared in accordance with the requirements of the Accounts and Audit Regulations and proper practices.	✓		prepared its accounting statements in the way prescribed by law.
2 We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3 We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and proper practices that could have a significant financial effect on the ability of the body to conduct its business or on its finances.	✓		has only done what it has the legal power to do and has complied with proper practices in doing so.
4 We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		during the year has given all persons interested the opportunity to inspect and ask questions about the body's accounts.
5 We carried out an assessment of the risks facing the body and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		considered the financial and other risks it faces and has dealt with them properly.
6 We maintained throughout the year an adequate and effective system of internal audit of the body's accounting records and control systems.	✓		arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of the body.
7 We took appropriate action on all matters raised in reports from internal and external audit.	✓		responded to matters brought to its attention by internal and external audit.
8 We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on the body and where appropriate have included them in the accounting statements.	✓		disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.

This annual governance statement is approved by the body and recorded as minute reference

CJCL004/15-16

dated 19/6/15

Signed by:

Chair *whi*

dated 19.6.15.

Signed by:

Clerk *Nui*

dated 19/06/2015.

\*Note: Please provide explanations to the external auditor on a separate sheet for each 'No' response. Describe how the council will address the weaknesses identified.

## Section 3 – External auditor certificate and report 2014/15

### Certificate

We certify that we have completed our review of the annual return, and discharged our responsibilities under the Audit Commission Act 1998 as transitionally saved, for the year ended 31 March 2015 in respect of:

CENSUS SHARED SERVICES PARTNERSHIP

### Respective responsibilities of the body and the auditor

The body is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The body prepares an annual return in accordance with proper practices which:

- summarises the accounting records for the year ended 31 March 2015; and
- confirms and provides assurance on those matters that are important to our audit responsibilities.

Our responsibility is to review the annual return in accordance with guidance issued by the Audit Commission (see note below). Our work does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and does not provide the same level of assurance that such an audit would do.

### External auditor report (ACWS0116)

On the basis of our review of the annual return, in our opinion the information in the annual return is in accordance with proper practices and no matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the Partnership:

As raised in the prior year external auditor report, the Partnership did not provide documentary evidence to demonstrate that:

- It has reviewed the effectiveness of internal control arrangements during the year
- Risk management has been considered by those charged with governance during the year

However, the lead authority provided a statement on behalf of the individual authorities that make up the Partnership indicating that they are satisfied with the control environment in which the Partnership operates.

The completed Annual Return and all relevant supporting information were not submitted for review by the date requested.

The Annual Return was not fully completed before submission for review:

- Section 1, Box 5, for the current year has been left blank. Please ensure that each box contains either a figure or an indication of a nil balance
- The Body name has been omitted from Section 4

External auditor signature

PKF Littlejohn LLP

External auditor name

PKF Littlejohn LLP

Date

1/9/15

Note: The Audit Commission issued guidance in its Standing Guidance, which is applicable to external auditors' work on 2014/15 accounts.

## Section 4 – Annual internal audit report 2014/15 to

The body's internal audit, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls expected to be in operation during the financial year ended 31 March 2015.

Internal audit has been carried out in accordance with the body's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of the body.

Internal control objective	Agreed? Please choose one of the following		
	Yes	No*	Not covered**
A Appropriate accounting records have been kept properly throughout the year.	✓		
B The body's financial regulations have been met, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C The body assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✓		
D The annual taxation or levy or funding requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F Petty cash payments were properly supported by receipts, all expenditure was approved and VAT appropriately accounted for.	✓		
G Salaries to employees and allowances to members were paid in accordance with body approvals, and PAYE and NI requirements were properly applied.	✓		
H Asset and investments registers were complete and accurate and properly maintained.	✓		
I Periodic and year-end bank account reconciliations were properly carried out.	✓		
J Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, were supported by an adequate audit trail from underlying records, and, where appropriate, debtors and creditors were properly recorded.	✓		

For any other risk areas identified by the body (list any other risk areas below or on separate sheets if needed) adequate controls existed:

Name of person who carried out the internal audit: GILLIAN EDWARDS

Signature of person who carried out the internal audit: [Signature] Date: 13 05 15

\*Note: If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

\*\*Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, internal audit must explain why not (add separate sheets if needed).

## Guidance notes on completing the 2014/15 annual return

- 1 You must apply proper practices for preparing this annual return. Proper practices are found in the Practitioners' Guides\* which are updated from time to time and contain everything you should need to prepare successfully for your financial year-end and the subsequent audit. Both NALC and SLCC have helplines if you want to talk through any problem you may encounter.
- 2 Make sure that your annual return is complete (i.e. no empty red boxes), and is properly signed and dated. Avoid making any amendments to the completed return. But, if this is unavoidable, make sure the amendments are drawn to the attention of and approved by the body, properly initialled and an explanation is provided to the external auditor. Annual returns containing unapproved or unexplained amendments will be returned unaudited and may incur additional costs.
- 3 Use the checklist provided below. Use a second pair of eyes, perhaps a member or the Chair, to review your annual return for completeness before sending it to the external auditor.
- 4 Do not send the external auditor any information not specifically asked for. Doing so is not helpful. However, you must notify the external auditor of any change of Clerk, Responsible Financial Officer or Chair.
- 5 Make sure that the copy of the bank reconciliation which you send to your external auditor with the annual return covers all your bank accounts. If your body holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree your bank reconciliation to Box 8 on the Accounting statements. You must provide an explanation for any difference between Box 7 and Box 8. More help on bank reconciliation is available in the Practitioners' Guides\*.
- 6 Explain fully significant variances in the accounting statements on page 2. Do not just send in a copy of your detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include a complete analysis to support your explanation. There are a number of examples provided in the Practitioners' Guides\* to assist you.
- 7 If the external auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or you do not fully explain variances, this may incur additional costs for which the auditor will make a charge.
- 8 Make sure that your accounting statements add up and the balance carried forward from the previous year (Box 7 of 2014) equals the balance brought forward in the current year (Box 1 of 2015).
- 9 Do not complete section 3. The external auditor will complete it at the conclusion of the audit.

Completion checklist – 'No' answers mean you may not have met requirements		Done?
All sections	All red boxes have been completed?	✓
	All information requested by the external auditor has been sent with this annual return? Please refer to your notice of audit.	✓
Section 1	Approval by the body confirmed by signature of Chair of meeting approving the accounting statements?	✓
	An explanation of significant variations from last year to this year is provided?	✓
	Bank reconciliation as at 31 March 2015 agreed to Box 8?	✓
	An explanation of any difference between Box 7 and Box 8 is provided?	✓
Section 2	For any statement to which the response is 'no', an explanation is provided?	N/A
Section 4	All red boxes completed by internal audit and explanations provided?	✓

\*Note: Governance and Accountability for Local Councils in England – A Practitioners' Guides, is available from NALC and SLCC representatives or Governance and Accountability for Internal Drainage Boards in England – A Practitioners' Guides, is available from the ADA at The Association of Drainage Authorities, 12 Cranes Drive, Surbiton, Surrey, KT5 8AL or from the NALC, SLCC or ADA websites - see page 1 for addresses.

# Report to CenSus Joint Committee

Date of meeting 25th September 2015

By the Head of CenSus ICT

## INFORMATION REPORT

Not exempt



### CENSUS JOINT COMMITTEE QUARTERLY ICT SERVICE UPDATE

## Executive Summary

### Purpose of Report

1. To report to the CenSus Joint Committee the CenSus ICT service performance as at the end of August 2015 (see Appendix 2 for service performance graphs) and the budget position at end of July 2015.
2. To report to the CenSus Joint Committee on the status and impact of any significant incidents that have occurred within the last reporting quarter (Appendix 3).
3. To report to the CenSus Joint Committee a summary status of current ICT projects.
4. To report to Joint Committee on progress of structural & process developments for Census ICT.

### Summary

5. CenSus ICT Service Delivery has focussed on aggressively reducing the historic call queue throughout the quarter with significant success (a historic low of 263 reached in August); as a consequence, there is greater clarity & prioritisation of workload, with SLA compliance peaking at 93% in August 2015.
6. All CenSus sites have now migrated over to the WSCC/ Capita hosted Wide Area Network (WAN).
7. Work progresses at Adur-Worthing on implementing a Digital focussed strategy with a defined technology set – having facilitated the rollout of Google e-mail, CenSus are now involved in identifying a strategic partner to define & schedule the roadmap to moving to Infrastructure as a Strategy (IaaS).

8. PSN accreditation was retained for all 3 sites in June 2015 – work is progressing to transform the approach to ICT related security matters (PSN; Server patching; proactive system monitoring) from a Project to a Business as Usual activity. Upgrade of out of support Microsoft 2003 server operating systems is progressing as planned with a cross site completion date of late September 2015.
9. ICT Disaster Recovery – the software product (Veeam) for rapid back-ups & cross site storage has been implemented across the Partnership sites.
10. The G/On remote access device has been steadily deployed across the Partnership as & when requested by the Business areas.
11. Improved governance processes (particularly Change Management) have imposed the necessary governance & disciplines to minimise uncontrolled activities & minimise risk. Moving forwards, the (essentially manual) Change process will be automated & aligned with Configuration & Asset management processes as part of a new Service Desk tool implementation in Q1/2 2016
12. The Head of CenSus ICT is preparing a full submission for the restructuring of CenSus ICT to introduce clearer definitions of management responsibility & accountability (for both service & project delivery); resolve variances in role profiles & associated employee terms & conditions; & create better opportunities for cross fertilisation of skill sets between sites. This is planned to be submitted to HDC Personnel Committee for approval in late September 2015
13. There have been no cross Partnership P1 Level service interruption events of note during the quarter

## **Recommendations**

The Joint Committee is asked to note:

- I. The operational performance of the CenSus ICT service.
- II. The current status of the CenSus ICT project progress.
- III. The current status of the ICT non CenSus projects (site specific projects).
- IV. Progress to date on ICT process development & restructuring of the team
- V. The status of major ICT incident occurrence within the last quarter.



## Reasons for Recommendations

- i) To ensure the Joint Committee has sufficient information to carry out its responsibilities and is kept up to date with the current position in relation to the Census ICT service;

<b>Background Papers</b>	CenSus ICT Performance Statistics Quarterly Service Interruptions
<b>Consultation</b>	Census Programme Management Board
<b>Wards affected</b>	All
<b>Contact</b>	John Ross, Head of CenSus ICT Email: john.ross@horsham.gov.uk Tel / Mob: 01403 215217   07500078667

# Background Information

## 1 Introduction

This report contains the CenSus Joint Committee quarterly ICT service update covering both current service delivery performance & project status.

## 2 Statutory and Policy Background

### Statutory background

2.1 N/A

### Relevant Government policy

2.2 N/A

### Relevant Council policy

2.3 N/A

## 3 Details

### 3.1 CenSus ICT Service Performance

The ongoing focus of CenSus ICT management across all sites continues to be to maintain a balanced approach to resourcing of Service & Project Delivery activities to ensure that the historic peaks & troughs of performance in both areas are minimised & that Business requirements are fully met in all areas.

The rolling 12 month Service Performance details have been included within Appendix 2. Highlights:

- Following a Partnership wide focus on clearing historic calls in the period May to July, calls outstanding have fallen from a peak of 660 (April 2015) to a new low of 263 in August 2015.
- As a direct consequence of each site team's focus on reducing historic calls, overall SLA compliance dropped slightly to 83% in June, but has since rapidly risen to a new high of 93% in August 2015.
- There has been a slow downward decline in the number of call received, currently sitting at 1465. Moving forwards, the Service Desk are tasked with introducing a basic level of categorisation of incident calls received to allow for improved reporting granularity & assist in identifying service improvement opportunities.
- Customer satisfaction feedback reporting is now in place with a 10% sample of Service Desk callers being polled; the initial results are shown in Appendix 2. Whilst the % figures are generally positive, of greater value to CenSus & the site teams are the anonymous feedback statements, as these assist in driving minor Service Delivery process changes & training activities for 1<sup>st</sup> & 2<sup>nd</sup> line support staff

## 3.2 CenSus ICT Financial Status

### 2015-16 Census ICT Budget Monitoring April to July 2015

#### Operational Service

As at July 2015 Census ICT is showing actual operational spend of £968k which is £120k above the year to date budget, most of which relates to maintenance and staff, partially offset by vacancy savings of £31k. Additional WAN rental costs have been payable due to the delay in the installation of the new network.

The figures also include a number of overspends relating to local Adur and Worthing maintenance costs, this is as a result of budgets having been removed during the 2015-16 budget setting process that are still required. To address this issue Census is working with Adur and Worthing to find a method for them to pay for the shortfall either through direct payment or an adjustment to the partner contribution rates.

#### Projects

Expenditure totalling £54k has been incurred relating to the PSN, SQL Strategy and Hardware revenue projects. These include contractor and hardware costs. The main capital expenditure year to date is £36k on the Server Migration project with the majority of the costs being for contractors. With the exception of Revenue & Benefits Cloud migration (see 3.3.1) all capital and revenue projects are still expected to complete in 2015-2016.

#### Census ICT - April 2015 to March 2016

	Original Budget 2015/16	Budget Carry Forward Requested	Budget 2015/16	Actual April to July (after prepayment adjustments and accrual assumptions)	Variance
Operational Revenue Costs	£		£	£	£
Employee Costs	1,385,293		461,764	533,583	71,819
Transport Costs	3,020		1,007	5,136	4,129
Supplies & Services	612,403		204,134	219,674	15,540
Central Census Maintenance	544,532		181,511	209,537	28,026
<b>Total Operational Expenditure</b>	<b>2,545,248</b>	<b>0</b>	<b>848,416</b>	<b>967,930</b>	<b>119,514</b>
Project Costs	Original Budget 2015/16	Budget Carry Forward Requested	Additional budget pressures identified for 2015/16	Actual April to July (after prepayment adjustments and accrual assumptions)	Variance
Revenue Projects (Incl carried forward from 14/15)	370,000	84,000	0	53,628	-400,372
Capital (Incl Carried forward from 14/15)	58,000	277,000	0	36,643	-298,357

### **3.3 CenSus ICT Project Status**

The following is a summary status report of the Current CenSus ICT projects.

#### **3.3.1 Existing Projects**

##### **CenSus: Infrastructure Monitoring – In Progress**

The selected monitoring tool (SCOM) has been progressively deployed with a consistent configuration on all 3 sites. As part of Security process improvement & compliance work, a programme of redefining & rationalising Active Directory privileges (for system administration access), together with the of deployment of SCCM & Server Security patching is progressing well, with a target of transferring such activities to Business as Usual in October 2015.

##### **CenSus: MS Exchange Upgrade and Email Archiving – In Progress**

The current status with regard to migration to Exchange 2010 is as follows:

- HDC are fully on Exchange 2010
- MSDC – 50% of users have been migrated on to Exchange 2010; the remainder will be completed by the end of September 2015.
- All preparation work for transferring CenSus related GCSx email accounts to the Government Cloud completed & submitted in June 2015 – after much pressure the accounts have just been created (01/09/15); the transfer work has been schedule ed for completion for end September 2015.

Following completion of a Proof of Concept exercise as required to attract direct assistance (expertise & financial) from Microsoft, HDC & MSDC are now in the process of planning in detail the full deployment of Office 365 ( Cloud based email) across both sites. An implementation partner for the Project is currently being identified through the governments G-Cloud marketplace.

At Adur Worthing, Google's email solution has been implemented across the Councils.

##### **CenSus: WAN – Complete**

The switch over of the CenSus network to the WSCC/Capita was completed in late June 2015, & is now supported by a formal Service Delivery contract.

Monitoring of WAN performance is ongoing to ensure that performance is as expected & issues are promptly identified, reported & addressed as per the SLA.

##### **CenSus Revenues & Benefits: Revenues & Benefits Upgrades – In Progress**

The CenSus Revenues & Benefits service, supported by CenSus ICT continues to progress an ongoing upgrade programme required to maintain supplier support, accommodate the frequent product releases/fixes & prepare for migration to a Cloud based solution.

The original plan for migrating the existing Revenues & Benefits infrastructure to the Cloud had been scheduled for 2015/16; however the workload for the system administrators in identifying & analysing the Academy application interfaces is of such a magnitude & complexity that a Business decision has been made to postpone the migration work until after the 2016 annual billing.

### **3.3.2 Additional 2013/14 Business Plan Projects**

The following is a summary status report of additional Census ICT projects.

#### **CenSus: Backup and Recovery Review – Complete**

The rollout of the Veeam software solution that enables the rapid creation, validation, storage & restoration of back-ups between partner sites has now been completed in line with the rollout of the WSCC/Capita WAN.

#### **Business Continuity/Disaster Recovery Testing - ongoing**

A further test of CenSus disaster recovery processes is scheduled as part of a planned power down & restart of all systems (CenSus & Horsham) hosted by WSCC at their Chichester data centre in November 2015. Such tests now take place on a minimum of an annual basis & are an ideal opportunity to review the completeness of DR processes & identify changes/process improvements.

#### **CenSus: PSN 2015/16 Programme – In progress**

All Partnership sites successfully retained their PSN compliance certification in June 2015.

Changes to the PSN accreditation process announced by the Government Digital Service have increased the scope & depth required from external Health Checks prior to submission; as a consequence, it has been decided to adopt a 2 stage approach to addressing compliance prior to 2016's application, commencing with a scoping appraisal in October 2015, to be followed by the formal Health Check in May 2016. The scoping appraisal will concentrate on those areas that have not previously scrutinised in depth – this will generate (1) the schedule of enhancements/upgrades necessary to comply with PSN, & (2) the Business as Usual activities that will form the core of the newly formed ICT Security team's work.

Much value continues to be gained by the adoption of a best practice Change Management process for all sites & the necessary process rigour that was previously lacking in systems administration & change.

#### **Use of non-Council devices to access Council systems securely – ongoing**

Excitor G/On tokens (that allow the secure connection of a non-council PC/Laptop to Council systems) are being progressively deployed at both HDC & MSDC for roles where there is a business requirement to access systems remotely & an advantage (both financially & from a productivity perspective) to do so.

### **3.3.3 Major Council Initiatives requiring CenSus ICT Support**

The following is a summary update of those Major Council initiatives requiring CenSus ICT support:

## **Adur - Worthing: Digital strategy - In Progress.**

- Core deliverables – E-mail & office productivity
  - Completed – on going support. Medium term, a migration strategy for historic Outlook files will require to be implemented to ensure maximum financial (licencing costs) benefits are realised.
- Supporting Infrastructure as a service (IaaS) strategy
  - In Progress. The published Adur Worthing Digital Strategy defines an approach that seeks to maximise Business value & innovation offered by Cloud based offerings, with a goal of creating a service that utilises both applications & supporting infrastructure as a procured service. There are areas of this strategy that make sense for all partner councils. Following discussions between the Head of CenSus ICT & the 3 Partnership Directors, it was agreed that the sequence of Strategy development was as follows:
    1. Partnership sites to define their strategic aspirations as regards adoption of “Digital” approach
    2. Each Partner Business to review a complete list of Applications (collated by CenSus) & define the forward plan & priorities in terms of retention, development & hosting
    3. From the outputs of (2), commission an external agency to propose a pragmatic migration strategy & timescales.
    4. CenSus ICT to review the implications in terms of infrastructure & support resources requiredThis work has now commenced for Adur-Worthing with the imminent engagement of an external agency to progress item (3).
- New Telephony Service
  - In Progress. Adur Worthing has reviewed different delivery options through a formal tender action & are close to award of a contract for provision of a new telephony solution.

## **HDC: Business Transformation Programme – complete**

The move of HDC to WSCC’s Parkside building was completed successfully on time & within the allocated budget.

### **3.4 Major ICT Incident Update**

There were no cross CenSus service incidents at Priority 1 level within the quarter; for completeness, an overview of site specific P1 incidents has been included as Appendix 3. An additional weekly reporting process has been introduced to supply greater detail (documenting any lost time incident in excess of 15minutes on any site) to each site’s Directors.

### 3.5 CenSus ICT Project Portfolio 2015/16.

The following table summarises the budgeted CenSus projects for 2015/16.

Project	Capital/Revenue?	Total Cost	Schedule	Sites involved
Redhat Linux implementation	Capital/Revenue	£160K	In planning – application work has resulted in Project slippage into 2016/7	HDC/MSDC/ADC
2003 Server migration	Capital	£75K	Completion by end September 2015	All
Disaster Recovery	Capital	£100K	Ongoing	All
Hardware & Consultancy	Revenue	£60K	Ongoing	All
Cloud based Back-up solution	Revenue	£110K	Completion by January 2016	All
PSN compliance	Revenue	£60K	Completion by November 2015	All
Cloud based email	Revenue	£140K	Adur Worthing migrated to Google; HDC & MSDC migration to Microsoft Office 365 to commence October 2015.	All
Internet Security consolidation	Revenue	£20K	Completion by October 2015	All
SQL strategy	Revenue	£50k	Ongoing	All

Project proposals for 2016/17 are in preparation as part of the annual budgetary process – these are expected to be submitted for approval not later than October 2015.

### 3.6 Restructure of CenSus ICT

The activities surrounding the restructure of CenSus ICT have progressed as per the previous report to JC, with the same target for submission of the entire proposal to Horsham Personnel Committee in late September 2015.

Specifically:

- A revised Management structure has been developed, including:
  - The introduction of Site Service Delivery Managers with clear responsibilities & reporting KPI's;
  - The creation of an IT Security Manager & small (2) team to ensure that the increasingly stringent requirements for security compliance are given the necessary emphasis & resourcing;

- Clear delineation between responsibility for (local) Service & (cross partnership) Project Delivery, underpinned by enforcement (& reporting) of KPI's for governance & performance evaluation
- Clear linkages with the HDC development team in terms of Service Levels for incidents to ensure that the Business receives a fully integrated service
- All ICT Role profiles have been reviewed, amended as necessary & benchmarked to ensure clarity & consistency, consolidation of Terms & Conditions across all sites & salary levels that reflect market rates for the appropriate skill sets.
- The process of communication & consultation with both Unions & staff has commenced in line with the defined HDC Organisational Change framework.

## 4 Risk Management

4.1 A comprehensive CenSus ICT Risk Register is maintained & reviewed on a monthly basis by the CenSus ICT Management team; the current top 5 risks (& associated mitigation strategies are):

Risk Description	Controls
Failure to maintain service delivery in the event of disruptive events e.g. fire, flood, power failure, IT failure, Industrial action etc.)	<p>Develop &amp; maintain departmental business continuity plan</p> <p>Desktop walkthrough exercise with Community Safety Team</p> <p>Utilise planned power down windows at Data Centre to test processes – in place in conjunction with WSCC – occurs on a 6 monthly basis</p> <p>Review plan annually or after major incident or accident - ongoing</p>
Penalties imposed due to failure to meet government agenda and or legislation	Stay abreast of changes and report implications to the Head of Census ICT - ongoing
Insufficient capacity to cope with business workloads and unexpected demands (for example introduction of unforeseen legislation, office move, varying strategic directions of Partners)	<p>Ensure that adequate resources are identified and included in project costs – ongoing.</p> <p>Ensure staff resources with key skills are utilised across partnership sites – encouraged wherever practical</p> <p>Monitor ongoing service capacity levels (weekly).and take appropriate action as necessary – ongoing</p>
Failure to implement and manage agreed security controls	IT Security Manager has been recruited; restructure proposal includes 2 supporting (3 <sup>rd</sup> line) staff to ensure security controls are consistently applied as “Business as Usual” across Partnership. As an interim, 2 contract staff have been progressively bringing all server security patching up to date & deleting non-essential administration accounts. ITIL compliant Change Control process in place for past 3 months – has greatly reduced potential for errors.



<p>Compromise of IT systems due to unknown vulnerability (software, hardware, physical and staff behaviour)</p>	<p>Training and awareness programme for staff</p> <p>2 Contract staff have been deployed to progressively bring all system security patching up to date &amp; deleting non-essential administration accounts. This work will transfer to the IT Security team following GenSus ICT restructure.</p>
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## **5 Next Steps**

5.1 N/A

## **6 Outcome of Consultations**

6.1 N/A

## **7 Other Courses of Action Considered but Rejected**

7.1 N/A

## **8 Staffing Consequences**

8.1 N/A

## **9 Financial Consequences**

9.1 N/A

## Appendix 1

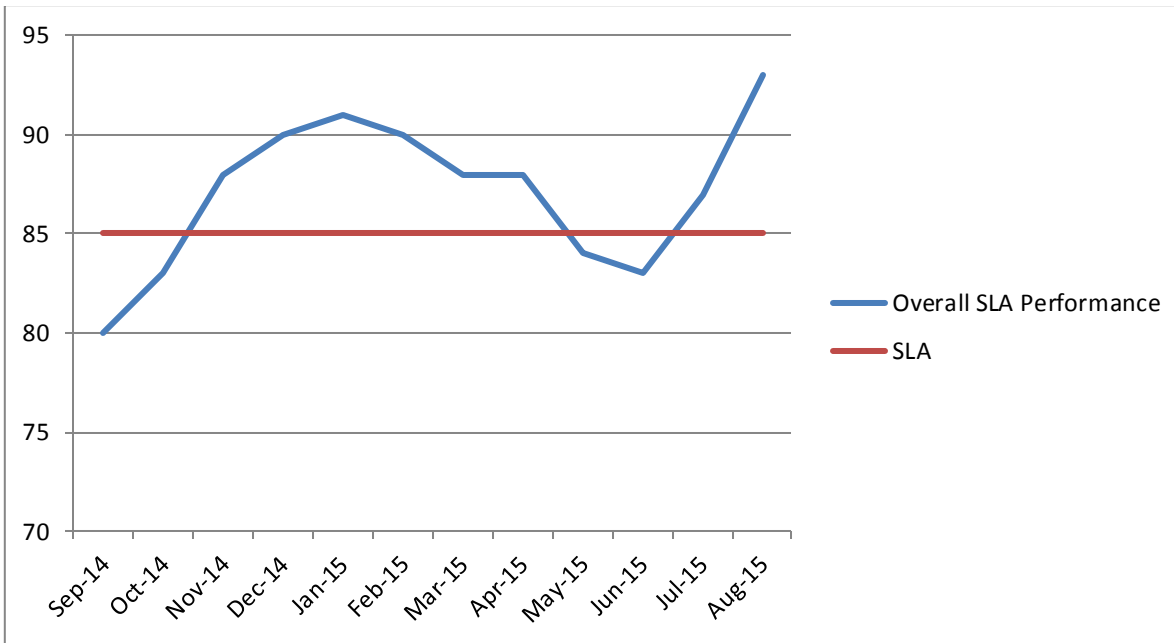
### Consequences of the Proposed Action

What are the risks associated with the proposal?  Risk Assessment attached Yes/No	N/A
How will the proposal help to reduce Crime and Disorder?	N/A
How will the proposal help to promote Human Rights?	N/A
What is the impact of the proposal on Equality and Diversity?  Equalities Impact Assessment attached Yes/No/Not relevant	None
How will the proposal help to promote Sustainability?	N/A

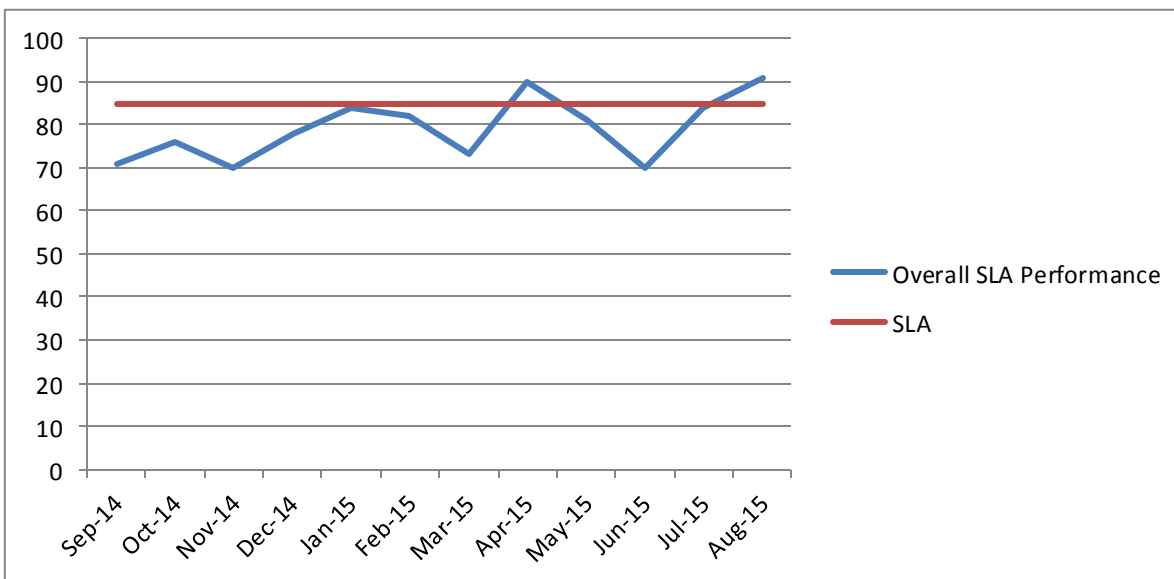
## Appendix 2. CenSus ICT Performance Stats September 2014 – August 2015

### % Calls Resolved Within SLA

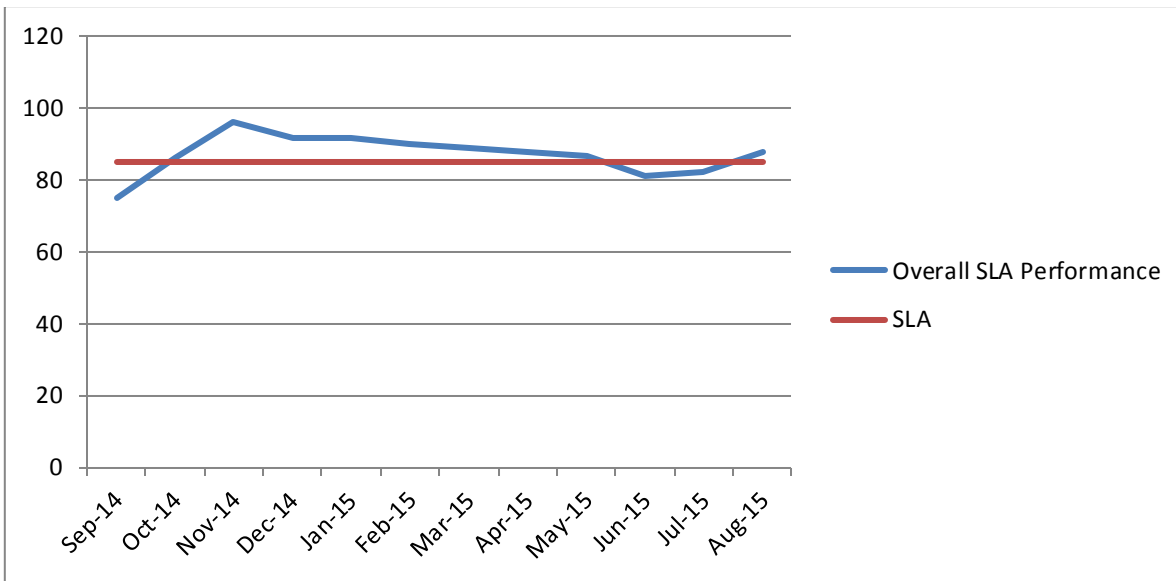
#### CenSus overall



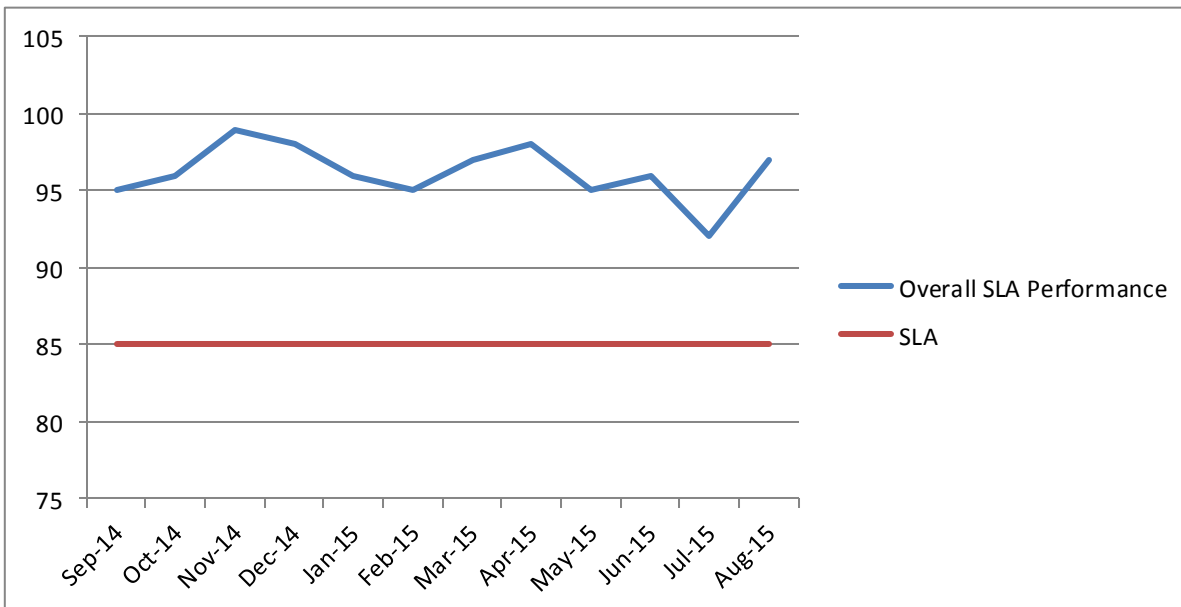
#### Adur-Worthing



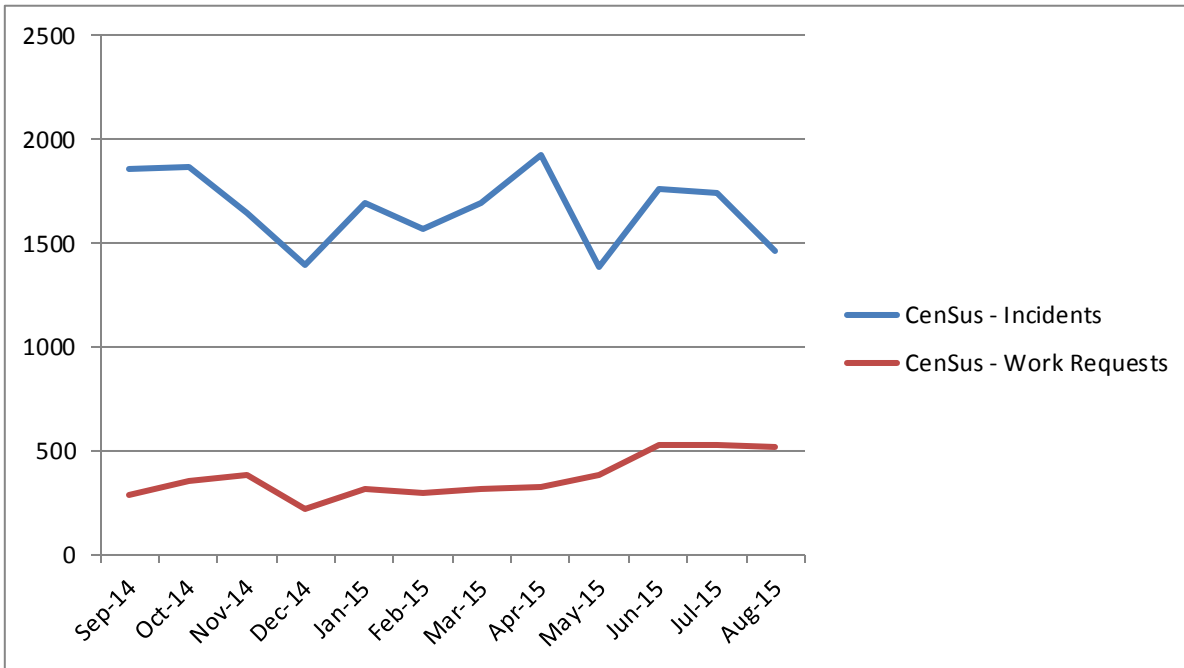
## MSDC



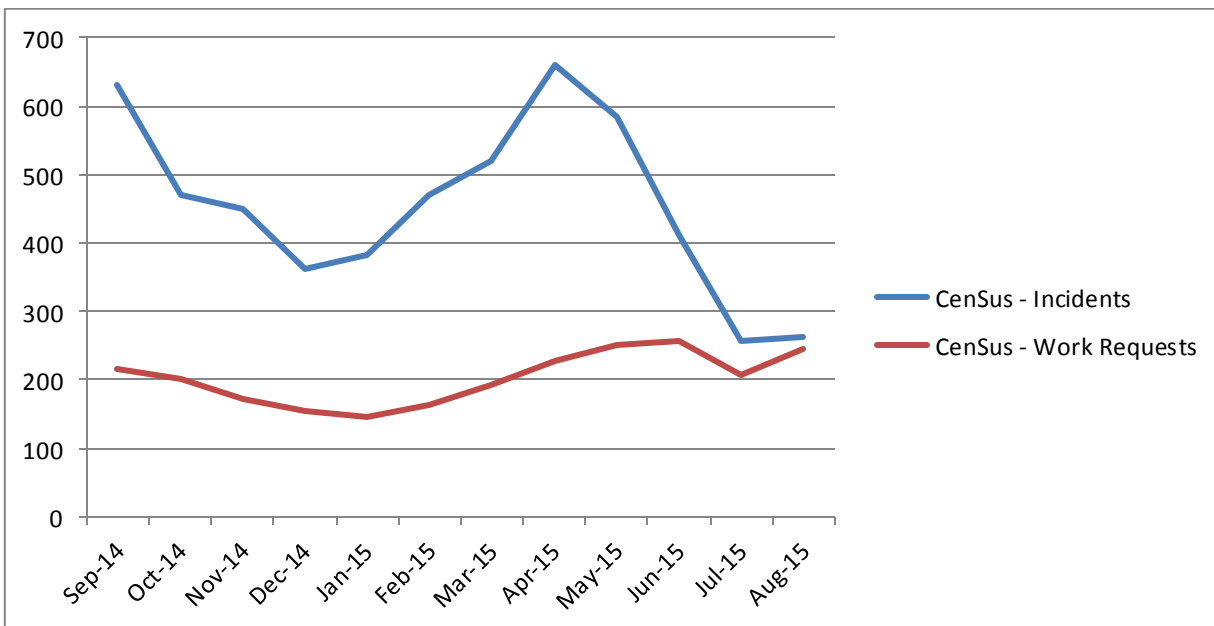
## Help Desk



## Calls Raised – CenSus overall

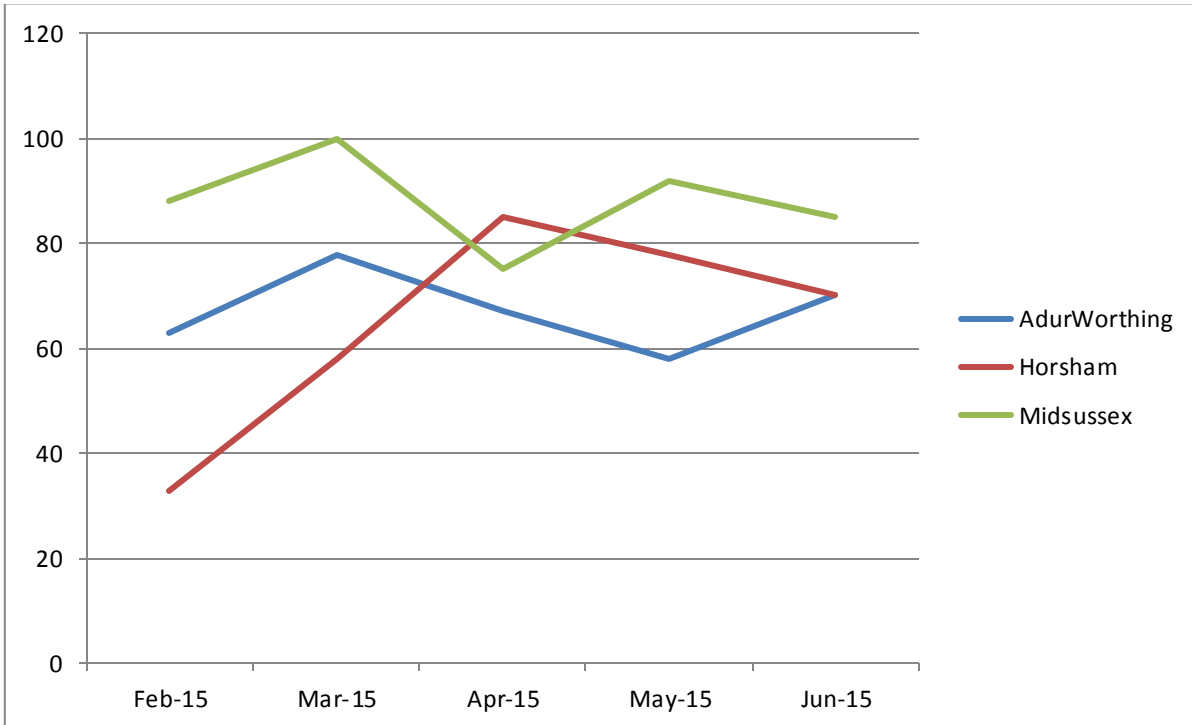


Calls Outstanding – CenSus overall

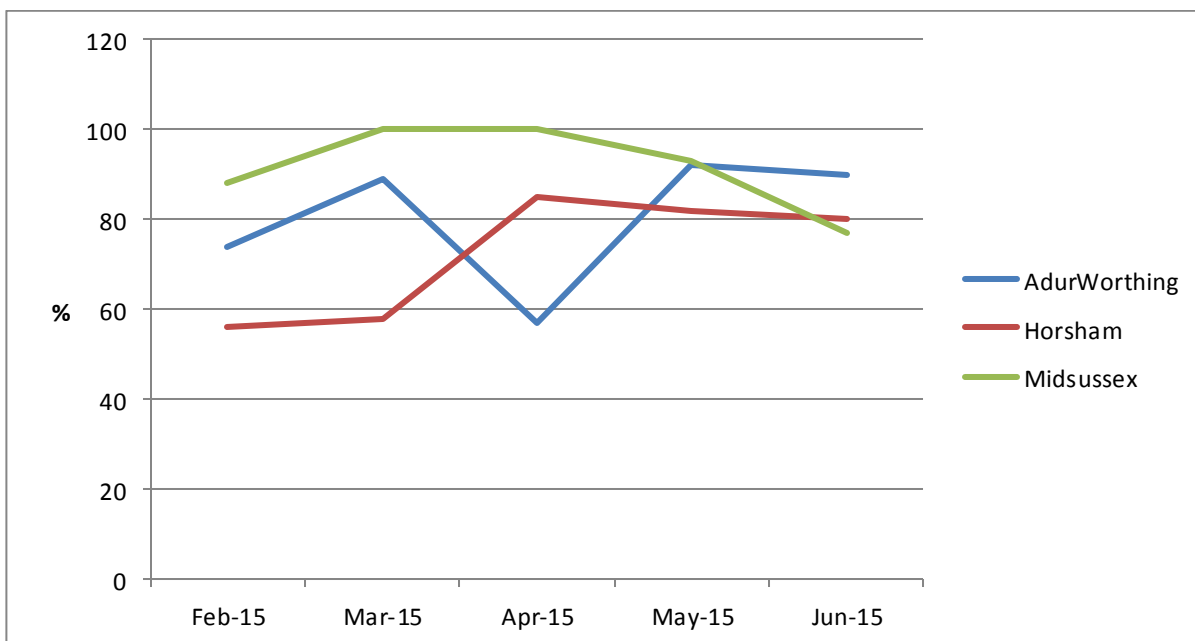


**Customer feedback survey results - % satisfaction ratings.**

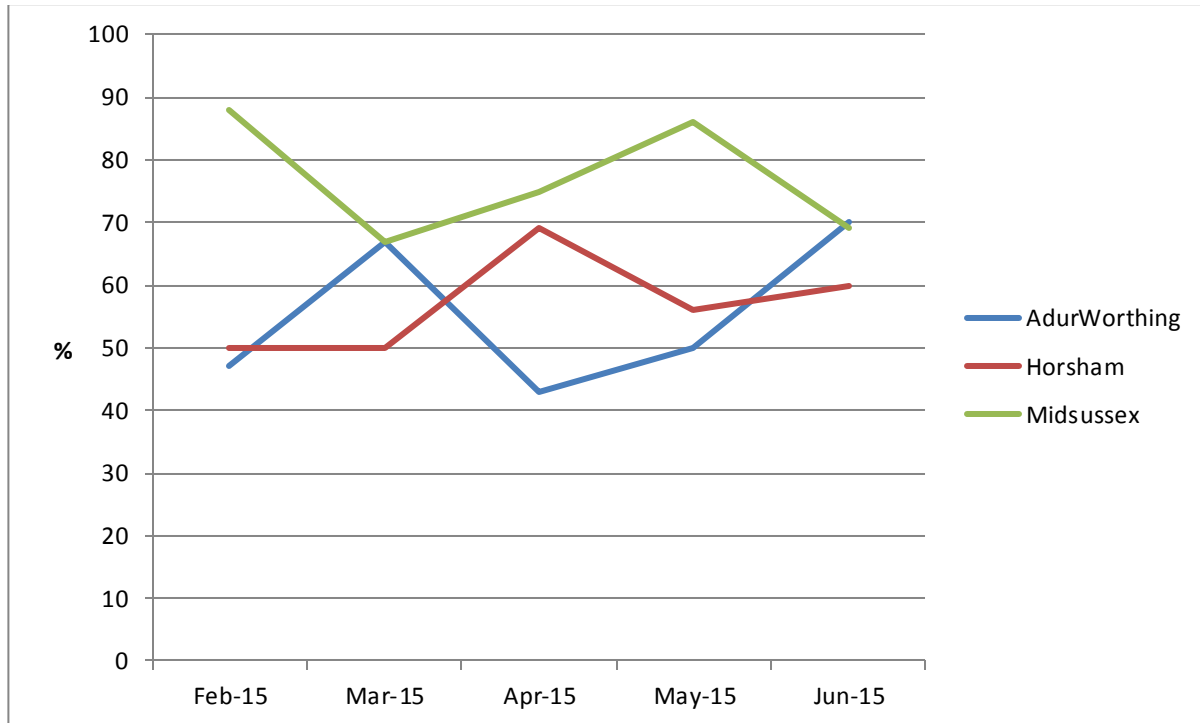
**Ease of Contact**



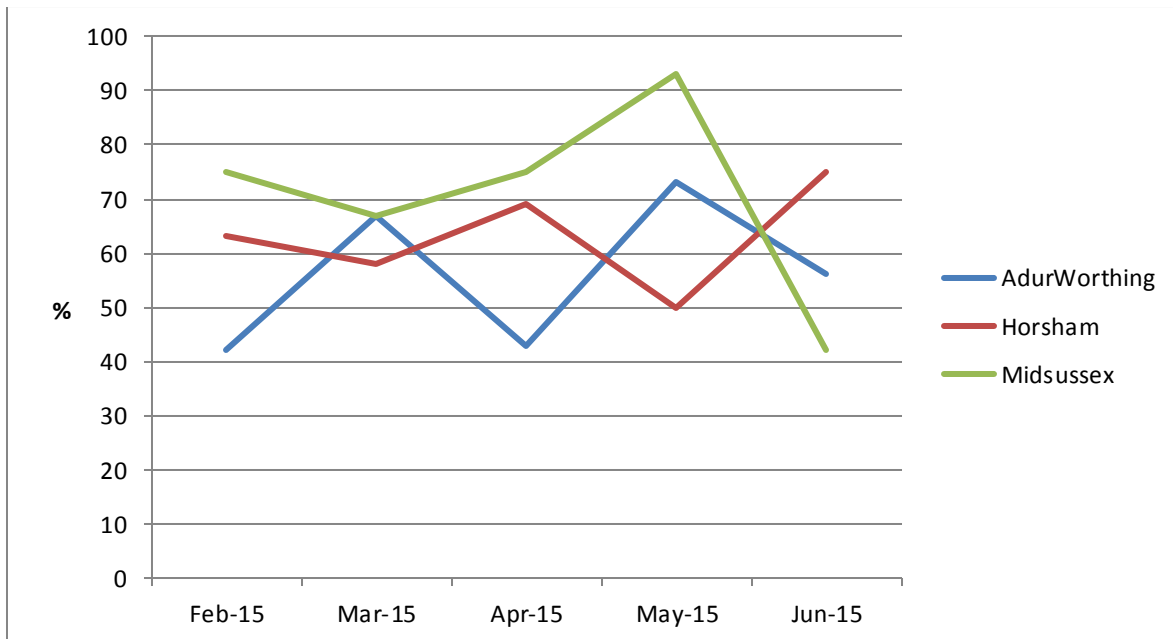
**Satisfaction of Service from Service Desk**



Response time



Customer Communications



## Appendix 3 - Quarterly Service Interruptions

There have been no CenSus wide service interruption events during the reporting quarter: - the following is a summary of site specific interruptions (P1 level) with lost Business time in excess of 30 minutes.

### Horsham.

26/5/2015:

**Issue:** Loss of corporate telephony for 30 minutes.

**Cause:** Distributed Denial of Service attack on the On Site Branch (OSB) device (Datrix)

**Effect:** OSB failed and all telephony stopped including the Contact Centre.

**Solution:** 3<sup>rd</sup> party resolution with their internet provider (Datrix and Vaioni) – within SLA

29/6/2015:

**Issue:** Loss of corporate telephony for 6 hours.

**Cause:** Distributed Denial of Service attack on the On Site Branch (OSB) device (Datrix)

**Effect:** OSB failed and all telephony stopped including the Contact Centre.

**Solution:** 3<sup>rd</sup> party resolution with their internet provider (Datrix and Vaioni)

### Adur Worthing.

1/5/2015:

**Issue:** Loss of WAN link to Leisure Centre. For 9 hours.

**Cause:** 3<sup>rd</sup> party system failure (NTL Virgin Media).

**Effect:** Loss of all ICT access for the Leisure Centre and inability to take card payments at the counter.

**Solution:** 3<sup>rd</sup> party fault rectification.

12/5/2015:

**Issue:** Loss of Commerce Way WAN connection for 4 days.

**Cause:** Network link terminated in error by BT. Restoration configuration initially incorrect.

**Effect:** Total loss of ICT, but not telephony, at site. Local decision made not to pursue a BCP invocation.

**Solution:** Link reconnected with correct configuration. Revised project/change/escalation processes to prevent future supplier communication problems.

### Mid Sussex.

12/6/15:

**Issue:** Loss of Public Folders in Exchange/Outlook for 6 hours.

**Cause:** Emergency Change made with insufficient research, test & back out process defined.

**Effect:** Loss of access to shared mailbox areas for multiple services.

**Solution:** Rebuild of the Public Folder Tree Hierarchy and re-population accordingly. Re-enforcement of Change Process to all CenSus 3<sup>rd</sup> line engineers & Team Leaders



# Report to CenSus Joint Committee

25<sup>th</sup> September 2015

By the Head of Revenues and Benefits (CenSus)



## ➔ INFORMATION REPORT

Appendix 3 is exempt

### CenSus Revenues and Benefits report

#### Executive Summary

This report sets out the performance and activity of CenSus Revenues and Benefits since the last update report in June 2015.

The report also sets out a rationale for making a change to Benefits targets in year.

The report contains-

1. A proposal to introduce a Risk Based Verification policy.
2. Requests the Joint Committee to consider a change to in year targets.
3. Requests the Joint Committee to approve the introduction of a Risk Based Verification Policy for new claims to Benefit and Council Tax Support.

#### Recommendations

The Joint Committee is recommended:

- i) To note the performance and activity of the service.
- ii) To approve changes to in year Benefits targets
- iii) To approve the introduction of a Risk Based Verification Policy.
- iv) If iii) is approved, The Chairman is requested to sign the Risk Based Policy for each Authority.

<b>Background Papers</b>	-	<b>None</b>
<b>Consultation</b>	-	<b>None</b>
<b>Wards affected</b>	-	<b>All</b>
<b>Contact</b>	-	<b>Tim Delany 07889 721964</b>

## 1. Performance

- 1.1 Benefits/CTS – Stats are at App 1. – ***PMB - IT failure at the weekend has delayed Adur and CenSus stats; they should be available in time for the PMB. Comment to be added on receipt***
- 1.2 Revenues – Stats are at appendix 2. CT collection in Adur and Mid Sussex is at or above target while that for Horsham is some 0.7% off target.
- 1.3 Conversely, NDR collection is off target in Adur and Mid Sussex but in excess of target in Horsham.
- 1.4 We have not identified any particular reason or trend for these differences of performance against target.

## 2. 15/16 Benefits Targets

- 2.1 The Committee are asked to consider revising 15/16 benefits targets in view of slightly changed priorities and to reflect the reality of CTS claims performance.
- 2.2 While seeking to maintain new claims performance, there has been a shift of emphasis to changes of circumstance to reduce the amount of official error and minimise overpayments. Any benefit paid after the date of notification of a change of circumstance, irrespective of the proximity of the payment date to the date of change notification, is classed as an official error overpayment. While most, if not all of such overpayments are recovered immediately, the recording of the overpayment as 'official error' has the potential to impact on subsidy at the year end. There is currently no system functionality to enable us to prioritise work on changes of circumstances predicated on the next payday. However, we are working with our IT supplier to create this functionality to do so thus enabling us to prioritise this work effectively.
- 2.3. Improving the speed of processing changes ensures that benefit already in payment is as accurate as possible at any given moment in time thus improving customer service.
- 2.4 As can be seen from the stats attached, we are consistently exceeding the current changes of circumstances year to date target. A challenging target would be 10 days for both Housing Benefit and Council Tax Support.
- 2.5 One significant reason for the average number of days recorded to process new claims is that over 50% of claims are unsuccessful. Where evidence to support a claim is not provided (when required) by the claimant, we cannot, legally, close the claim until at least 30 days have passed; this has the potential to make a marked impact on average time to process performance. We are currently undertaking a large piece of work to analyse failed/disallowed claims. Once this is complete we will seek to make appropriate changes to our letters, information that is available, processes etc. to increase the number of successful claims and perhaps (without deterring people from claiming) reducing the number of claims from those who will not be entitled.
- 2.6 In the meantime, as has been discussed previously at the Joint Committee, CTS claims have, since a scheme was first introduced in Mid Sussex two and a half years ago, consistently taken longer to process than HB claims. Much of this is because many CTS claims do not have an associated HB claim and consequently we often have no relevant information available from DWP records. In these cases we have to request all information from the claimant and experience is that these claimants are sometimes somewhat tardy in providing the information required. There is little incentive for a CTS claimant to be speedy in providing documentation as, unlike a delayed payment of rent which is of immediate concern to a landlord, a delayed or reduced payment of CT appears to be of markedly less concern. A challenging target for new claims to CTS would be 20 days.

### 3. Staffing

Staff turnover, particularly within Revenues and associated services (Recovery and Systems Admin), this financial year has been extremely high, with 9 staff departing. It is worth noting that only 1 of these has left due to dissatisfaction with pay (and is going to Crawley who have additional outer London weighting). We are currently training 8 replacement staff but are having to backfill these posts with Agency staff; this is resulting in considerable overspend on the staffing budget – see below.

### 4. Budget position

- 4.1 The position outlined shows an over spend against budget to date of £172K for Census Revenues and Benefits, to the end of July. The staffing budget is overspending, whilst there are savings identified in Supplies and Services and additional grant income, which partly mitigate this. Whilst there is a significant overspend against profiled budget, forecast savings in respect of the outsourcing of Printing and Postage, Additional Grant Income and Additional Enforcement income are expected to fully mitigate this by year end. Therefore, any overspend is expected to be managed within the service.
- 4.21 Employee costs – Additional costs are a consequence of the use of agency staff to backfill posts while new recruits are being recruited and trained. Additional, temporary (unfunded) posts have been created in both Revenues and Benefits to enable the Service to recruit staff ‘in anticipation of turn-over’ however, given the volume of leavers during the past 3 months, agency staff have been required to maintain performance.
- 4.3 Supplies and services – The outsourcing of Printing and postage is expected to deliver savings comparable with 2014/15 of £149K for the year, which can help to mitigate the ongoing staffing pressures.
- 4.4 Grant Income – Additional grant income has been received for new burdens in 2015/16 in respect of Implementing Welfare reform; Single Fraud Investigation Service; Migrant access to Benefits; Real Time information and Fraud and Error reduction Incentive Scheme.
- 4.5 Fees and Charges – Shortfall in income as a result of a reduction in the number of Council Tax Court cases in the first four months of the year, however, this is expected to recover later in the year.
- 4.6 The year to date variance reflects a payment to reserves of £50K required to finance capital spend:

Revenue	Revised Budget	Budget to date	Actual after prepay / accrual adjs	Variance
	£	£	£	£
Employee Costs	2,597,973	865,991	1,041,105	175,114
Transport Costs	71,610	23,870	22,754	(1,116)
Supplies and Services	748,410	249,470	212,677	(36,793)
Total Expenditure	3,417,993	1,139,331	1,276,536	137,205
Grant Income	0	0	(81,267)	(81,267)
Fees & Charges	(565,330)	(188,443)	(125,454)	62,989
Miscellaneous Income	(10,635)	(3,545)	(609)	2,936
Total Income	(575,965)	(191,988)	(207,330)	(15,342)
<b>Net Expenditure</b>	<b>2,842,028</b>	<b>947,343</b>	<b>1,069,206</b>	<b>121,863</b>

Payment to reserves to finance capital	0	0	50,000	50,000
<b>Net expenditure</b>	<b>2,842,028</b>	<b>947,343</b>	<b>1,119,206</b>	<b>171,863</b>

- 4.7 The following capital budget will be financed from forecast Revenue savings in 2015/16 and is on track to fully spend

<b>Capital</b>	<b>Revised Budget</b>	<b>Actual</b>	<b>Variance</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Capital Modules	50,000	30,000	20,000
<b>Total</b>	<b>50,000</b>	<b>30,000</b>	<b>20,000</b>

## 5. Telephony

- 5.1 Revenues telephones were switched to operating via the Mid Sussex switchboard on the 28<sup>th</sup> of August. This has been a challenging project but the work put in by ICT has finally led to a smooth and effective transition to the new system.

## 6. Digital Capacity

- 6.1 All Connect modules have been installed and will be tested internally once issues around fire-walls have been resolved. All other modules are in place and are being extensively tested. We will undertake a 'soft' introduction into the live environment during the remainder of this financial year while we develop a communication strategy for 2016/17 and redesign the CenSus website.

## 7. Universal Credit

- 7.1 Universal Credit for a small number of straightforward cases is being introduced in Mid Sussex and Horsham on 21<sup>st</sup> September 2015 and Adur on 12<sup>th</sup> October 2015. We have met with the CAB who will be providing budgeting advice for the very small number of cases that it is anticipated will require it.

## 8. Fraud

- 8.1 Three Fraud Investigators transferred to the DWP on the 1<sup>st</sup> of September. We have retained a fraud support officer, via whom all exchanges of information and data will take place and who will continue to be responsible for the receipt, distribution and monitoring of data matching information (primarily received from the DWP).

## 9 Risk Based Verification Policy

- 9.1 Following the publication of DWP circular HB/CTB S11/2011, Local Authorities are able to implement a 'risk based' approach to verifying Housing Benefit claims. It is proposed to implement this approach for Adur, Horsham and Mid Sussex District Councils with effect from 01/11/15 (We also propose to apply the same criteria for Council Tax Support claims.)

- 9.2 We have an IT module which provides an assessment of the potential risk of their being fraud or error in an initial claim. We propose to test the Risk Based Verification (RBV) module alongside an on-line claim form and undertake a 'softly, softly' introduction while we fully test our revised procedures and processes; a 'full on' introduction will take place from April 2016 along with our push on customers' making use of our enhanced and increased self-service options.

- 9.3. The impact of applying a RBV process to new claims will be that in -  
 1) low risk cases we are able to 'fast track' applications which deliver significant customer service improvements and cost efficiencies  
 2) medium risk cases will be subject to the current level of verification and

3) high risk cases will be subject to more intense scrutiny to enable us to be more likely to detect fraud and error at this the claim 'gateway'.

Overall there is no additional resource requirement as additional work required in High risk cases is balanced by the reduction in work on low risk cases.

- 9.4 In order to implement this approach the local authority is required to create its own RBV policy. A restricted draft policy is at appendix 3. If members agree this approach, the policy will require signing by the Chair of the Joint Committee and the each authorities Section 15 Officer. The information in the RBV policy should not be made public due to the sensitivity of its contents.
- 9.5 RBV has been operating in an increasing number of local authorities since 2009 very successfully. Following the operation of some 16 'pilots' DWP issued circular HB/CTB S11/2011 on 9th November 2011 extending this approach on a voluntary basis to all other local authorities from April 2012.
- 9.6 RBV is a method of applying different levels of verification checks to benefit claims according to the predicted risk associated with those claims. Local Authorities adopting RBV will still be required to comply with relevant legislation relating to the production of supporting National Insurance documentation to provide evidence of identity for all cases including those identified as low risk, whilst making use of greater intelligence to target more extensive verification activity on those claims predicted to be at greater risk of fraud and error.
- 9.7 Risk rating is based on both national and trends and local demographics. The module provider has built up a substantial evidence base over the past 3 years which has informed our risk modelling and baseline leading to the construction of our initial risk model. We have the capability to amend this model at any time.
- 9.8 The Risk Based Verification software package contains reports that enable the scheme to be closely monitored. Blind sampling is automated within the system to enable us to validate the process. Furthermore assessment officers are able to increase the risk category at any time should they have concerns or doubts about an individual case but they cannot reduce a risk category.
- 9.9 The information contained in the RBV Policy should not be made public due to the sensitivity of its contents, hence the Restriction on the Policy which is provided separately.
- 9.10 The Chairman is requested to sign each of the accompanying Policy Documents which will then be countersigned by Section 151 Officers.

## **10. Next Steps**

10.1 None

## **11. Outcome of Consultations**

11.1 None

## **12. Other Courses of Action Considered but Rejected**

12.1 None

## **13. Staffing Consequences**

13.1 None

## **14 Financial Consequences**

14.1 None



2015/16

HB/LHA

New Claims - Average days

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	17.9	17.3	19.2	17.1	19.1								18.7	
Horsham	18.0	19.1	15.5	18.9	17.89								18.0	
MSDC	20.7	17.3	18.3	18.4	20.9								19.0	
CenSus	19.0	18.0	17.7	18.3	19.3								18.6	
Target	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0		18.0

Changes - Average days

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	8.5	9.8	9.4	10.2	11.1								9.6	
Horsham	10.5	8.5	11.0	11.5	12.1								10.7	
MSDC	9.2	7.6	11.5	11.0	13.3								10.4	
CenSus	9.5	8.4	10.8	11.0	12.3								10.3	
Target	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0		12.0

CTRS

Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	20.3	18.2	27.1	18.5	20								20.9	
Horsham	21.2	21.3	18.6	20.5	20.6								20.5	
MSDC	21.3	19.2	22.0	20.0	20.7								20.6	
CenSus	21.0	19.7	22.1	19.8	20.7								20.6	
Target	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0		18.0

Changes - Average days

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	8.1	9.0	11.2	9.9	10.6								9.6	
Horsham	10.6	8.7	11.7	11.2	11.8								10.8	
MSDC	9.1	7.4	11.0	10.7	12.5								10.2	
CenSus	9.3	8.2	11.7	10.6	11.6								10.2	
Target	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0	12.0		12.0

15/16 Collection rates													
<b>ADUR</b>		<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
<b>CT</b>	<b>Collected</b>	11.4%	20.6%	29.9%	39.2%	48.3%							
	<b>Target</b>	11.5%	20.8%	29.8%	39.1%	48.2%	57.6%	67.3%	76.6%	85.7%	94.7%	96.4%	<b>98.0%</b>
		<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>NNDR</b>	<b>Collected</b>	11.2%	18.8%	29.2%	35.9%	46.8%							
	<b>Target</b>	9.9%	19.8%	30.0%	39.3%	47.9%	57.3%	65.9%	74.2%	81.9%	90.8%	94.6%	<b>98.0%</b>
<b>HORSHAM</b>		<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>March</b>
<b>CT</b>	<b>Collected</b>	11.2%	20.8%	30.0%	39.4%	48.8%							
	<b>Target</b>	11.3%	20.8%	30.5%	39.9%	49.5%	59.0%	68.5%	78.0%	87.4%	96.7%	98.0%	<b>98.8%</b>
<b>NNDR</b>		<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
	<b>Collected</b>	11.2%	20.8%	30.4%	39.6%	52.9%							
	<b>Target</b>	12.4%	21.0%	29.4%	38.0%	50.8%	60.1%	68.8%	76.7%	86.6%	91.9%	96%	<b>98.0%</b>
<b>MSDC</b>		<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
<b>CT</b>	<b>Collected</b>	11.5%	20.9%	30.2%	39.5%	48.7%							
	<b>Target</b>	11.3%	20.8%	29.9%	39.2%	48.3%	57.7%	67.5%	76.8%	86.1%	95.3%	97.0%	<b>98.8%</b>
<b>NNDR</b>		<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
	<b>Collected</b>	9.8%	18.5%	26.7%	35.2%	47.2%							
	<b>Target</b>	10.7%	19.3%	28.1%	36.8%	48.5%	57.7%	65.9%	74%	83.4%	90.8%	94.6%	<b>98.0%</b>



Appendix 3 is restricted and is provided separately.



<b>CenSus Joint Committee Work Programme 2015 -2016</b>			
<b>Committee Date</b>	<b>Item</b>	<b>Owner</b>	<b>JC approved programme changes</b>
11 December 2015	Minutes of last JC meeting	Dem Services	
	Draft Revenue and Capital Budgets for 2016/17	PS	
	Revenues and Benefits Performance Update 2015/16 including Q3 financial information & risks	TD	
	ICT Service Performance Update 2015/16 including Q3 financial information & risks	JR	
	Joint Committee Work Programme 2015/16	CS	
18 March 2016	Minutes of last JC meeting	Dem Services	
	Revenues and Benefits Performance Update 2015/16 including Q4 financial information & risks	TD	
	ICT Service Performance Update 2015/16 including Q4 financial information & risks	JR	
	Approve CenSus Revenue and Capital Budgets for 2016/17	PS	
	Agree Joint Committee Work Programme Plan for 2016/17	CS	
	Agree Meeting Dates for 2016/17 (HDC to chair)	CS	