



CenSus (Central Sussex Partnership) Joint Committee

Friday 11th December 2015 at **10.00am** in the Gordon Room,
Town Hall, Chapel Road, Worthing, BN11 1HA

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

Agenda

Agenda	Item	Presenter	Page
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 25 September 2015	-	3
3.	To consider any items the Chairman of the meeting considers to be urgent	-	
4.	Draft Revenue & Capital Budgets for 2016/17	Peter Stuart	7
5.	Revenues and Benefits Performance Update	Tim Delaney	11
6.	ICT Service Performance Update 2015/16	John Ross	19
7.	A review of the current partnership arrangement for the delivery of the Adur Revenues and Benefits Service	Paul Twine / Carol Stephenson	39

8. Joint Committee Work Programme 2015/16 Davinia O'Brien 53
9. **Next meeting: 18th March 2016, Queen Elizabeth II Room, Shoreham Centre, Adur District Council**

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

Minutes of a meeting held in
the Gordon Room, Town Hall, Worthing
at 10.00am on Friday 25 September 2015

Present:

Councillors: Daniel Humphreys (Chairman), Worthing Borough Council
Jim Funnell, Adur District Council
Brian Donnelly, Horsham District Council
Jonathan Ash-Edwards, Mid Sussex District Council

Apologies:

Councillors: Neil Parkin, Adur District Council
Mark Nolan, Worthing Borough Council
Gordon Lindsay, Horsham District Council
Gary Marsh, 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
Dave Briggs, Head of Design & Digital, Adur and Worthing Councils
Carol Stephenson, CenSus Programme Manager, 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
Tom Clark, Solicitor to the Council, Mid Sussex District Council

CJC/009/15-16 Declarations of Interest

None.

CJC/010/15-16 Minutes

Resolved that the minutes of the meeting of the Committee held on 19 June 2015 be agreed and signed by the Chairman

CJC/011/15-16 Urgent Items

None.

CJC/012/15-16 CenSus Annual Return 2014/15

The Committee received a report from the Head of Finance, CenSus, setting out the result of the audit, by PKF Littlejohn, of the Annual Return agreed at the last meeting.

The Committee were informed that the auditor had queried the extent to which the Joint Committee had considered its own internal control and risk assessment when undertaking its business. The CFO for Census had been in dialogue with the auditor regarding their expectations and understood that the auditor would like to see evidence of those considerations at the Joint Committee rather than within the constituent authorities.

As a result, the return this year has an 'except for' statement within the Audit Result, which was similar to a qualification and was a repeat of the situation which occurred last year. However, Members noted that this would be the last year for any such audit as the audit thresholds had changed and were reassured therefore that the situation would not be repeated.

Resolved:

That the Census Joint Committee noted the outcome of the audit of the Annual Return.

CJC/013/15-16 CenSus Joint Committee Quarterly ICT Service Update

A report was presented by the Head of CenSus ICT, which considered the CenSus ICT service performance as at the end of August 2015 and the budget position at the end of July 2015.

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

- All Census sites had now migrated over to the WSCC / Capita hosted Wide Area Network (WAN);
- PSN accreditation had been retained at all sites in June 2015 and work was progressing transforming the approach to ICT related security matters from a Project to a Business as Usual activity;
- ICT Disaster Recovery was in place across all sites with the Veeam software product enabling rapid back-ups and cross site storage. This enabled restore in 2 hours rather than 14 hours historically;
- G/On remote access had been steadily deployed across the Partnership as and when requested by Business areas;
- Improved governance processes (particularly Change Management) had imposed necessary governance and disciplines to minimise uncontrolled activities & minimise risk;
- The Head of ICT had been working on the restructure of Census ICT to introduce clearer definitions of management responsibility and accountability;

resolve variances in role profiles & associated employee terms & conditions and create better opportunities for cross fertilisation of skill sets between sites. The plan was due to be submitted to the HDC Personal Committee in late September 2015;

- There had been no cross Partnership P1 Level service interruption events of note during the quarter.

A Member asked whether project timescales had been met and the Head of Census ICT replied that the WAN Project wasn't completed to schedule, although lessons had been learned in regards to dealing with contracts of that size. The Member responded that they would like to see timescales for projects included in future reports.

Members sought clarification regarding contract management, in particular, what happened when things went wrong? Officers advised that service credits / costs were claimed when contracts were not fulfilled.

Resolved:

That the CenSus Joint Committee noted:-

- 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.

CJC/014/15-16 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 June 2015. The report also set out a rationale for making a change to Benefits targets in year.

The Committee:-

- noted the performance targets for the quarter;
- were asked to consider revising the 15/16 benefit targets in view of slightly changed priorities and to reflect the reality of CTS claims performance. It was suggested that a target of 20 days for processing new claims to Council Tax Support would be appropriate;
- noted that staff turnover had been particularly high with 9 staff departing in the financial year. Census was training 8 replacement staff but were having to backfill these posts with Agency staff, resulting in considerable overspend on the staffing budget;
- noted that Revenues telephones had switched to operating via the Mid Sussex switchboard from the 28 August;
- noted that all Connect modules had been installed and would be tested internally once issues around fire-walls had been resolved. All other modules were in place and being tested extensively;

- noted that three Fraud Investigators transferred to the DWP on the 1st September and that Census had retained a fraud support officer;
- was asked to consider a proposal to implement a Risk Based Verification Policy to verify Housing Benefit claims. It was proposed to implement this approach for Adur, Horsham and Mid Sussex from the 1 November 2015.

Members welcomed the report but expressed concern regarding staff turnover and the associated impact upon experience and ability within the team.

Resolved,

That the CenSus Joint Committee:-

- i) noted the performance and activity of the service;
- ii) approved changes to in year Benefits targets;
- iii) approved the introduction of a Risk Based Verification Policy;
- iv) approved the Chairman signing the Risk Based Policy for each Authority.

CJC/015/15-16 Joint Committee Work Programme 2015/16

The Partnership and Business Support Manager outlined the proposed work programme for 2015/16.

The Director for Digital & Resources at Adur and Worthing Councils advised the Committee that the function of Business Support would be moving to the Directorate for Customer Services. Both he and the Committee thanked Carol, Stephenson, the Partnership and Business Support Manager, for her support to the Partnership.

Resolved,

That the Census Joint Committee agreed the Work Programme for 2015/16.

CJC/016/15-16 Next Meeting

Resolved,

That the CenSus Joint Committee noted that the next meeting was scheduled to take place at 10.00am on 11th December 2015 in the Gordon Room, Town Hall, Worthing.

The meeting was declared closed by the Chairman at 10.35am, having commenced at 10.00am.

Chairman



Draft Revenue and Capital Budgets for 2016/17

REPORT OF: Peter Stuart, CFO to Census JC
Contact Officer: Peter Stuart
Email: peters@midsussex.gov.uk Tel: 01444 477315
Wards Affected: All
Key Decision No

Purpose of Report

1. This report presents the Joint Committee with the draft revenue and capital budgets for both the Revenues and Benefits Service and ICT service for 2016/17

Recommendations

2. That the revenue and capital budgets for both the Revenues and Benefits Service and the ICT Service be approved.
-

2016/17 Budgets

Revenues and Benefits

3. The total draft budget for this service is £2.969m as shown in Appendix 2. This is an overall increase on the previous year's budget by £127K. This is due to budget increases of £20k for salary increments, £21k for the superannuation contribution increase, £51k for the removal of the SERPS NI discount, the addition of inflation at 1% and the allocation of credit and debit card charges of £8k.
4. The total also includes a new post to specialise in the Business Rate Retention scheme in order to maximise our income and oversee the appeals situation, which Members will appreciate is a direct cost to the authorities. This is being financed from the savings produced from outsourcing our printing and postage output via the County Council contract.

ICT

5. The total draft operational revenue budget for the service is £2.622m in Appendix 2; a £77k increase on the previous year's budget. The increase allows for a 1% salary and superannuation uplift, and an increase in national insurance costs due to regulation changes resulting in the loss of the employer contracted out pension rebate. There are some additional contract maintenance costs and an increase in the annual WAN rental costs.

- 6 The capital budgets identified for 2016/17 are for the replacement of the NetApp SAN and the implementation of the Identity and Access management contracts tool. Revenue budgets for 2016/17 total £375k which is a £5k increase on the base budget of £370k from 2015/16. They include the WAN exit strategy, Infrastructure IAAS review strategy and service desk replacement projects. The full list is identified in appendix 2.

Policy Context

5. Shared services are one aspect of the Councils work towards running Better Services.

Other Options Considered

6. None applicable.

Financial Implications

7. The financial implications are detailed within the body of this report.

Risk Management Implications

9. None applicable

Equality and customer service implications

10. None

Other Material Implications

11. None.

Census Revenues and Benefits Draft Budget 2016/17						
			Benefits	Revenues	2016/17	2015/16
			£	£	£	£
Employees						
	Operational Permanent Staff		1,452,901	1,292,667	2,745,568	
	Professional subscriptions		4,800	0	4,800	
			1,457,701	1,292,667	2,750,368	
Transport						
	Local Scheme Lump Sum		6,896	5,195	12,091	
	Contract Car Hire		18,635	15,996	34,631	
	Essential Mileage		5,339	9,203	14,542	
	Casual Mileage		5,489	2,473	7,962	
	Travel Costs		1,012	1,372	2,384	
			37,371	34,239	71,610	
Supplies and Services						
	Small Equipment Purchase		506	0	506	
	Uniforms		416	54	470	
	Protective Clothing		0	0	0	
	Paper		661	118	779	
	Outside Printing		21,391	23,913	45,304	
	Scanning and Indexing contract		0	74,172	74,172	
	Direct Stationery Purchases		3033	975	4,008	
	Payment Cards		0	4,560	4,560	
	Envelopes		2905	0	2,905	
	Confidential Waste		0	0	0	
	Books/Periodicals		340	415	755	
	Papers and Publication		0	0	0	
	Other Notices and Leaflets		0	520	520	
	General Publicity		0	0	0	
	Land Registry		507	1,560	2,067	
	Magistrates Court Costs		0	40,426	40,426	
	Audit Fees (External)		1,822	1,800	3,622	
	Consultants Fees		6,778	7,631	14,409	
	Professional Trace Fees		121	4,262	4,383	
	Bailiffs Fees/Warrant Enforc/Search Fee		4,014	14,821	18,835	
	Direct Postage		40,412	39,316	79,728	
	Courier Service/Mailing/Packing costs		10,780	140,792	151,572	
	Mobile Phone Rental		1,772	1,889	3,661	
	Purchase Computer Equipment		2544	0	2,544	
	Software Purchase Outright		0	0	0	
	Software Licence and Maintenance		46,607	28,653	75,260	
	Software Maintenance		81,014	68,595	149,609	
	Direct Computer Cost		0	0	0	
	Refreshments Etc		0	155	155	
	Training and Seminars		22,606	11,405	34,011	
	Conference Expenses		0	129	129	
	General Subscription		809	187	996	
			249038	466348	715,386	
Customer and Client receipts						
	Charge Cards		0	0	0	
	Magistrates Court Costs		0	(565,330)	(565,330)	
	Costs Received		(3,000)	0	(3,000)	
			(3,000)	(565,330)	(568,330)	
Total						
	Gross Expenditure		1,744,110	1,793,254	3,537,364	
	Gross Income		(3,000)	(565,330)	(568,330)	
	Net Expenditure		1,741,110	1,227,924	2,969,034	2,842,028
Proportional Sharing (%):						
	36.56% Mid Sussex District Council		636,619	448,978	1,085,597	1,039,158
	34.97% Horsham District Council		608,949	429,464	1,038,413	993,993
	28.46% Adur District Council		495,542	349,483	845,025	808,877

Census ICT - Draft Budget 2016/17

	£
Salaries	1,241,441
Superannuation	194,203
Overtime	6,000
Recruitment Advertising	1,500
<u>Direct Costs</u>	
Mileage	8,000
Travel Costs	520
Training	18,480
Stationery	0
Books/ publications	100
Photocopier	320
Hospitality	1,000
Advertising	0
Grants & Subscriptions	2,060
Equipment / Furniture	2,000
Telephones (Incl. calls)	2,150
Computer Hardware - Technical upgrade	0
Census Central Maintenance/licences	548,787
	2,026,561
Local Computer Licence/maintenance	595,188
Operational Revenue Budget	2,621,749

	2016/17	
% Split between Councils- Operational costs	Operational Budget Share	Contribution Rate
Horsham	£682,549	26.03%
Mid Sussex	£811,462	30.95%
ADC/WBC	£1,127,738	43.01%

Census Project Draft Budgets 2016/17

Census Project Work 2016/17

CAPITAL PROJECTS

	Total Cost	HDC	MSDC	WBC
	£	£	£	£
Replace Net App SAN	150,000	50,000	50,000	50,000
Identity & Access management Contracts Tool	30,000	10,000	10,000	10,000
TOTAL CAPITAL	180,000	60,000	60,000	60,000

REVENUE PROJECT WORK

Hardware and consultancy	60,000	20,000	20,000	20,000
PSN contingency	60,000	20,000	20,000	20,000
Firewall Upgrade	30,000	10,000	10,000	10,000
Logrythm Implementation	20,000	6,667	6,667	6,667
Infrastructure IAAS Review & Forward Strategy	90,000	45,000	45,000	
WAN Exit Strategy	50,000	16,667	16,667	16,667
Replace Asset Management Software	25,000	8,333	8,333	8,333
Service Desk System replacement (to Cloud based system)	40,000	13,333	13,333	13,333
TOTAL REVENUE	375,000	140,000	140,000	95,000



Revenues and Benefits Performance Update

Executive Summary

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

Recommendations

The Joint Committee is asked to note the performance and activity of the Service.

Background Papers	-	None
Consultation	-	None
Wards affected	-	All
Contact	-	Tim Delany 07889 721964

1. Performance

- 1.1 Benefits/CTS – Stats are at App 1. – New claims performance is on track While there was ‘slippage’ against the revised changes of circumstance targets in September and October, year to date performance is on track.
- 1.2 Revenues – Stats are at appendix 2. CT collection is on target in Adur and Mid Sussex while being .9% off target in Horsham This is not a cause for concern; collection is on a par across all three authorities..
- 1.3 Conversely, NDR collection is off target in Adur and Mid Sussex but on target in Horsham.
- 1.4 We have not identified any particular reason or trend for these differences of performance against target. The shift of payment by instalments from 10 to 12 months is impacting on NDR collection, particularly in Mid Sussex. Here, had all ‘12 monthly payers’ actually paid 10 monthly instalments, the collection rate would be 1.4% above target.

2. Staffing

- 2.1 Staff turnover, particularly within Revenues and associated services (Recovery and Systems Admin), continues to be high. Despite recent recruitment exercises we are still 7 staff short in Revenues and 3 in Benefits.
- 2.2 While there is insufficient evidence to support this thinking, we know that staff departures are not as a consequence of the salary paid but we do appear to be experiencing increasing difficulties in attracting applicants who are suitable for the posts, with indications that starting salary is an issue. We are considering offering a starting salary an additional scale point or two above the base start point, “dependant on experience”.
- 2.3 This constant turn-over is presenting challenges to our capacity to recruit and train new staff. We are exploring what suitable, alternative recruitment and/or training options are (or may be) available to us. We would particularly wish to ‘reach’ job seekers in the younger age group who are under-represented in the workforce.
- 2.4 We are currently funding our inevitable expenditure on Agency staff from savings made from elsewhere within the Service. Given the continuing need to employ agency staff despite recent recruitment, the financial situation is being closely monitored..

3. Digital Capacity

- 3.1 We started applying RBV criteria for new claims to benefit on 28/11/15. The report to the Joint Committee in March will contain detail of progress.

4. Universal Credit

- 4.1 To date, 18 claims to UC have been dealt with in the CenSus area, none have had a rent liability but 3 have been eligible for CTS. The majority of cases have been non-dependants living in a household. There has been no requirement to refer any cases for budgeting advice to the CAB.

5. Budget

- 5.1 The position outlined shows an over spend against budget to date of £110K for Census Revenues and Benefits, to the end of September. The staffing budget is overspending, whilst there is additional Enforcement Income and 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.

- 5.2 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 six months, agency staff have been required to maintain performance.
- 5.3 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.
- 5.4 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.
- 5.5 Fees and Charges – Additional income as a result of increased enforcement activity in the first six months of the year.
- 5.6 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	1,298,987	1,511,267	212,280
Transport Costs	71,610	35,805	33,424	(2,381)
Supplies and Services	748,410	374,205	376,996	2,791
Total Expenditure	3,417,993	1,708,997	1,921,687	212,690
Grant Income	0	0	(80,386)	(80,386)
Fees & Charges	(565,330)	(282,665)	(358,436)	(75,771)
Miscellaneous Income	(10,635)	(5,318)	(2,042)	3,276
Total Income	(575,965)	(287,983)	(440,864)	(152,881)
Net Expenditure	2,842,028	1,421,014	1,480,823	59,809
Payment to reserves to finance capital	0	0	50,000	50,000
Net expenditure	2,842,028	1,421,014	1,530,823	109,809

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

Capital	Revised Budget	Actual	Variance
	£	£	£
Capital Modules	50,000	30,420	19,580
Total	50,000	30,420	19,580

6. Subsidy audit

- 6.1 All 3 authorities have received a 'Qualification' in the auditor's letter following the subsidy audit. One-off errors aside, the errors identified concern "income" and in Mid Sussex' case, mis-classification of overpayments.
- 6.2. The financial impact for Mid Sussex, detailed in the Auditor's letter, is an extrapolated overpayment of subsidy amounting to £179,829. However, we are challenging some £70k of this as one case (of 4) significantly skews the calculation and is not representative of the population over which the extrapolation has been calculated. The extrapolated overpayment of subsidy for Adur is £52,793 and for Horsham is £42,550.
- 6.3 This year, because the audit was completed before 31/11/15 we have been able to adjust the 14/15 subsidy return remedying errors in a number of 'one-off cases'. In these circumstances we are able to offset underpaid subsidy against overpaid subsidy. As a consequence, the impact of the adjustments is minimal (+£1,668 for Mid Sussex, +£564 for Adur and -£1,088 for Horsham)
- 6.4. This offsetting procedure is not used when extrapolation takes place, which does appear to be a contrary stance that we will be querying with the DWP. Within the cells where extrapolation has occurred there are a number of underpayments which are ignored..
- 6.5 We are now in the process of looking at the errors found to establish whether there is any pattern or trend; we will then consider what action can be taken to minimise the risk in future years.

7. Next Steps

- 7.1 None

8. Outcome of Consultations

- 8.1 None

9. Other Courses of Action Considered but Rejected

- 9.1 None

10. Staffing Consequences

- 10.1 None

11 Financial Consequences

- 11.1 None

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	15.9						18.3	
Horsham	18.0	19.1	15.5	18.9	17.9	16.2	21.8						18.3	
MSDC	20.7	17.3	18.3	18.4	20.9	18.8	16.7						18.7	
CenSus	19.0	18.0	17.7	18.3	19.3	17.8	18.5						18.4	
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	12.3	12.5						10.2	
Horsham	10.5	8.5	11.0	11.5	12.1	13.3	12.6						11.2	
MSDC	9.2	7.6	11.5	11.0	13.3	12.6	12.8						10.9	
CenSus	9.5	8.4	10.8	11.0	12.3	12.8	12.6						10.2	
Target	12.0	12.0	12.0	12.0	12.0	12.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0

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	20.0	21.2	16.4						20.3	
Horsham	21.2	21.3	18.6	20.5	20.6	19.6	21.1						20.4	
MSDC	21.3	19.2	22.0	20.0	20.7	19.1	19.7						20.3	
CenSus	21.0	19.7	22.1	19.8	20.7	19.8	19.5						20.4	
Target	18.0	18.0	18.0	18.0	18.0	18.0	20.0	20.0	20.0	20.0	20.0	20.0		20.0

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	11.9	11.7						10.1	
Horsham	10.6	8.7	11.7	11.2	11.8	12.7	12.8						11.3	
MSDC	9.1	7.4	11.0	10.7	12.5	11.9	12.1						10.6	
CenSus	9.3	8.2	11.7	10.6	11.8	12.2	12.2						10.7	
Target	12.0	12.0	12.0	12.0	12.0	12.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0

15/16 Collection rates													
ADUR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March
CT	Collected	11.4%	20.6%	29.9%	39.2%	48.3%	57.7%	67.2%					
	Target	11.5%	20.8%	29.8%	39.1%	48.2%	57.6%	67.3%	76.6%	85.7%	94.7%	96.4%	98.0%
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
NNDR	Collected	11.2%	18.8%	29.2%	35.9%	46.8%	56.6%	64.7%					
	Target	9.9%	19.8%	30.0%	39.3%	47.9%	57.3%	65.9%	74.2%	81.9%	90.8%	94.6%	98.0%
HORSHAM		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March
CT	Collected	11.2%	20.8%	30.0%	39.4%	48.8%	58.2%	67.6%					
	Target	11.3%	20.8%	30.5%	39.9%	49.5%	59.0%	68.5%	78.0%	87.4%	96.7%	98.0%	98.8%
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Collected	11.2%	20.8%	30.4%	39.6%	52.9%	61.0%	68.8%					
	Target	12.4%	21.0%	29.4%	38.0%	50.8%	60.1%	68.8%	76.7%	86.6%	91.9%	96%	98.0%
MSDC		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
CT	Collected	11.5%	20.9%	30.2%	39.5%	48.7%	58.0%	67.6%					
	Target	11.3%	20.8%	29.9%	39.2%	48.3%	57.7%	67.5%	76.8%	86.1%	95.3%	97.0%	98.8%
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
	Collected	9.8%	18.5%	26.7%	35.2%	47.2%	55.7%	64.3%					
	Target	10.7%	19.3%	28.1%	36.8%	48.5%	57.7%	65.9%	74%	83.4%	90.8%	94.6%	98.0%

DHP awarded or committed as at 30/11/15					
	DHP claims awarded	Budget	DHP committed	Percentage of budget committed	
ADUR					
U/O claims	21		£ 10,098.64		
Benefit Cap claims	12		£ 17,276.28		
Other' claims	34		£ 17,009.73		
Total	67	£72,249.00	£ 44,384.65	61.4%	total
HORSHAM					
U/O claims	61		£ 24,209.82	24%	
Benefit Cap claims	14		£ 26,864.36	26%	
Other' claims	29		£ 13,383.50	13%	
Total	104	£ 102,036.00	£ 64,457.68	63.2%	total
MID SUSSEX					
U/O claims	38		£ 23,114.35	22%	
Benefit Cap claims	11		£ 6,326.55	6.1%	
Other' claims	66		£ 48,208.79	46.5%	
Total	115	£103,778.00	£ 77,649.69	74.8%	total



Report by the Head of CenSus ICT

ICT Service Performance Update 2015/16

Executive Summary

Purpose of Report

1. To report to the CenSus Joint Committee both the CenSus ICT service performance and the budget position as at the end of October 2015 (see Appendix 2 for service performance graphs).
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 & the developed Project Portfolio for 2016.
4. To report to Joint Committee on progress of structural & process developments for Census ICT.

Summary

1. CenSus ICT Service Delivery has continued to strike a balance between service & project delivery, consequently maintaining a historic low of outstanding calls (244 in October), together with an SLA performance above the required 85% on all 3 sites, with a consolidated compliance figure of 93%.
2. Work progresses at Adur-Worthing on implementing a Digital focussed strategy with a defined technology set – CenSus are currently involved in supporting an externally sourced consultancy to quantify/validate the opportunities & benefits associated with moving to Infrastructure as a Strategy (IaaS) & to develop a realistic schedule for developing such a strategy.
3. 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; currently Server patching status is >90% up to date. Upgrade of out of support Microsoft 2003 server operating systems is complete with the exception of a single server in Worthing that will be completed by the end of November.
4. ICT Disaster Recovery – the software product (Veeam) for rapid back-ups & cross site storage has been implemented across the Partnership sites & its effectiveness validated in a live incident situation.
5. The G/On remote access device has been steadily deployed across the Partnership as & when requested by the Business areas.

6. Ongoing Change Management processes have significantly improved the necessary governance & disciplines to minimise uncontrolled activities & minimise risk, ultimately reducing the number of incidents across all sites. In Q1 2016, these manual processes will be automated as part of the new Service Desk tool implementation.
7. The restructuring of CenSus ICT has progressed on schedule to the defined process & is currently moving from the formal 30 day consultation period through to implementation of the structural changes. Full implementation is scheduled for the 1st week of January 2016.
8. There have been no cross Partnership P1 Level service interruption events of note during the quarter

Recommendations

The Joint Committee is asked to note:

- a. The operational performance of the CenSus ICT service.
- b. The current status of the CenSus & site specific ICT project progress.
- c. The proposed Project Portfolio for 2016/17.
- d. Progress to date on ICT process development & restructuring of the team
- e. 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;

Background Papers	CenSus ICT Performance Statistics Quarterly Service Interruptions
Consultation	Census Programme Management Board
Wards affected	All
Contact	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, financial & 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:

- Calls outstanding have continued their downward trend to a new low of 244 across all 3 sites in October 2015.
- As a direct consequence of each site team's focus on balancing service delivery & project activity, overall & site specific SLA compliance has continued to better the 85% requirement, with overall compliance of 93% in October 2015.
- The number of calls received across all 3 sites has stabilised in the region of 1500 – 1700. It is noteworthy that the number of calls raised at Horsham has increased (but with no detrimental effect on SLA performance) – this can best be attributed to a more robust policy of recording incidents since the move to the Parkside site. With the introduction of the new Service Desk tool in 2016, categorisation of incident calls received will be implemented 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 trends are shown in Appendix 2. In the case of Mid Sussex, responses are smaller than on the other 2 sites, & this has resulted in considerable variation of % ratings on a month to month basis. Feedback continues to be favourable in % satisfaction terms; the anonymous feedback statements continue to add value to CenSus management by identifying & prioritising minor Service Delivery process changes & training activities for 1st & 2nd line support staff.

3.2 CenSus ICT Financial Status

2015-16 Census ICT Budget Monitoring April to October 2015

Operational Service

As at October 2015 Census ICT is showing actual operational spend of £1.720m which is £235k above the year to date budget, most of which relates to staff & maintenance. Contractors have been required to fill vacancy gaps and to meet operational needs, this has led to an overspend, albeit partially offset by vacancy savings of £45k. As the restructure is now progressing rapidly, an accelerated exit plan for contract staff on all 3 sites is being developed to minimise the costs incurred in Q3 & Q4. 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. CenSus has worked with Adur & Worthing to address this issue and it has been agreed to increase their in year contribution rate to a percentage that incorporates the missing budgets.

Projects

Expenditure totalling £138k 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 £71k on the Server Migration project with the majority of the costs being for contractors. With the exception of Revenue & Benefits Cloud migration preparation (held by the Business) all capital and revenue projects are still expected to complete in financial year 2015-2016.

Census ICT - April 2015 to March 2016

	Original Budget 2015/16	Budget Carry Forward Requested	Budget 2015/16 YTD	Actual April to October (after prepayment adjustments and accrual assumptions)	Commitments	Variance
Operational Revenue						
Costs	£		£	£		£
Employee Costs	1,385,293	0	808,088	977,224	0	169,136
Transport Costs	3,020	0	1,762	7,288	0	5,526
Supplies & Services	612,403	0	357,235	378,716	0	21,481
Central Census Maintenance	544,532	0	317,644	356,734	0	39,090
Total Operational Expenditure	2,545,248	0	1,484,728	1,719,962	0	235,234
Project Costs	Original Budget 2015/16	Budget Carry Forward Requested	Additional budget pressures identified for 2015/16	Actual April to October (after prepayment adjustments and accrual assumptions)	Accruals	Variance

Revenue Projects (Incl carried forward from 14/15)	370,000	84,000	0	137,720	0	-316,280
Capital (Incl carried forward from 14/15)	58,000	277,000	0	91,435	0	-243,565

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 programme of redefining & rationalising Active Directory privileges (for system administration access & associated better management of security) continues. SCCM (control of issuing system updates) has been deployed on all 3 sites, & Server Security patching is progressing well, with over 90% compliance to latest patch status being achieved.

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; because of the accelerated migration to Microsoft Office 365, the remainder will be transferred direct to the new Cloud based system.

All Horsham GCSx email accounts have been migrated to the Government Cloud; Mid Sussex & Adur-Worthing are awaiting scheduling of their migration by the Government selected partner (Vodafone).

CenSus: Migration to Microsoft Office 365 (Horsham & Mid Sussex) – In progress

Following negotiations with Microsoft & a subsequent offer of their direct assistance in implementation, the roll out of Office 365 (Cloud based email) for both Horsham & Mid Sussex is now in detailed planning with an accelerated schedule for full deployment by December 2015/January 2016. The Office 365 package also includes features ranging from Identity & Access Management; management of remote devices; Skype for Business & SharePoint (enterprise documentation management) – depending on specific site requirements, these will subsequently be deployed to developed schedules.

CenSus Revenues & Benefits: Revenues & Benefits Upgrades – Held

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 cycle.

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. Following an incident at Worthing, the solution proved its value in rapidly (< 4 hours) & successfully retrieving lost data; traditional tape recovery would have taken at very least 24 hours.

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 late 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

PSN compliance certification is retained until May 2016..

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/November 2015, to be followed by the formal Health Check in May 2016.

The scoping appraisal has been completed & concentrated on those areas that were not previously scrutinised in depth – this has generated the schedule of enhancements/upgrades necessary to comply with PSN, & (as a secondary benefit) the Business as Usual activities that will form the core of the 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
 - System has stabilised, now migrated to 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. As reported in the previous Joint Committee report, a specialist consultancy have been engaged to review the IT estate, assess the viability (Business Case) & scope of an IaaS strategy & develop a draft migration strategy, scope & associated timescales.
- New Telephony Service
 - In Progress. Adur Worthing has selected a supplier & is close to awarding the contract for provision of a new telephony solution. The anticipated delivery date for completion of migration to the new system is early Q1 2016.

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 supplies greater detail (documenting any lost time incident in excess of 15minutes on any site) to each Partnership Sites' 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	Capital/Re	£160K	Application work	HDC/MSDC/Adur

implementation	venue		has resulted in Project being held until 2016/7	
2003 Server migration	Capital	£75K	Complete with the exception of the Worthing FMS server – forecast end November 2015.	All
Disaster Recovery	Capital	£100K	Ongoing	All
Hardware & Consultancy	Revenue	£60K	Ongoing through financial year	All
Cloud based Back-up solution	Revenue	£110K	Completion by January 2016	All
PSN compliance	Revenue	£60K	On schedule for completion by November 2015	All
Cloud based email	Revenue	£140K	Adur Worthing migrated to Google; HDC & MSDC migration to Microsoft Office 365 has commenced in tandem, anticipated completion January 2016.	All
Internet Security consolidation	Revenue	£20K	Complete.	All
SQL strategy	Revenue	£50k	Ongoing – completion January 2016	All

3.6 CenSus Project Portfolio 2016/17

In addition to the delayed Redhat Linux implementation Project, the following table summarises the agreed Project Portfolio for 2016/17

Project	Capital/ Revenue?	Total Cost	Delivery schedule	Sites involved
Replace CenSus SAN	Capital	£150K	Q1/2	HDC/MSDC/ADC

Identity & Access Management tool	Capital	£30K	Q2	HDC/MSDC/ADC
Hardware & Consultancy	Revenue	£60K	Throughout year	HDC/MSDC/ADC
Firewall upgrades	Revenue	£30K	Q2	HDC/MSDC/ADC
PSN compliance	Revenue	£60K	Q1/Q2 (Certification May/June 2016)	HDC/MSDC/ADC
Infrastructure as a Service (IaaS) review & forward strategy	Revenue	£90K	Q1	HDC/MSDC
Replace Asset Management Software	Revenue	£25K	Q2/3	HDC/MSDC/ADC
LogRhythm Security Intelligence tool	Revenue	£20K	Q3	HDC/MSDC/ADC
WAN exit strategy	Revenue	£50K	Q2-4	HDC/MSDC/ADC
Service Desk tool replacement	Revenue	£40K	Q1	HDC/MSDC/ADC

3.7 Restructure of CenSus ICT

The activities surrounding the restructure of CenSus ICT have progressed in line with the defined schedule as reported in the previous Joint Committee report. The Proposal was approved by Horsham Personnel Committee in late 2015 & the formal 30 day consultation period completed on 13th November.

A schedule has been developed covering all the required implementation activities with a target implementation of the new structure of 4th January 2016.

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) currently are:

Risk Description	Controls
------------------	----------

<p>Failure to maintain service delivery in the event of disruptive events e.g. fire, flood, power failure, IT failure, Industrial action etc.)</p>	<p>Develop & maintain departmental business continuity plan in line with site specific BCP/DR processes – now in place.</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 to coincide with maintenance windows.</p> <p>Review plan annually or after major incident or accident – ongoing action</p>
<p>Penalties imposed due to failure to meet government agenda and or legislation</p>	<p>All CenSus management to keep abreast of changes and report implications to the Head of Census ICT – ongoing review through monthly Management meetings.</p>
<p>Insufficient capacity to cope with business workloads and unexpected demands (for example introduction of unforeseen legislation, office move, varying strategic directions of Partners)</p>	<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; emphasised to all relevant staff within the restructure process.</p> <p>Monitor ongoing service capacity levels (weekly).and take appropriate action as necessary – ongoing action</p>
<p>Failure to implement and manage agreed security controls</p>	<p>IT Security Manager in place; restructure proposal includes supporting (3rd 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 – anticipated completion end November 2015.</p> <p>An ITIL compliant Change Control process in place for past 8 months – this has greatly reduced the risk of system errors.</p>
<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 & deleting non-essential administration accounts. This work will transfer to the IT Security team following CenSus ICT restructure (January 2016).</p>

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

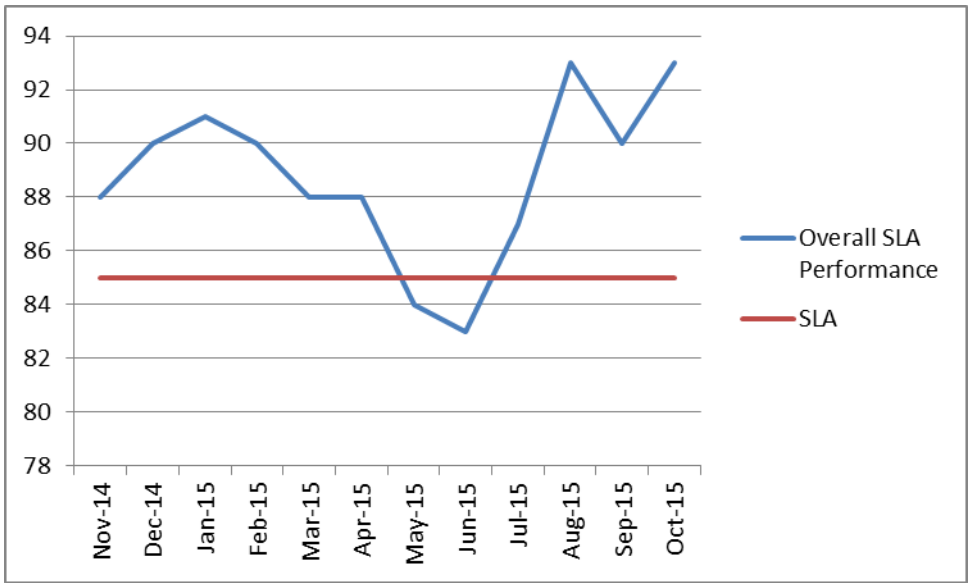
What are the risks associated with the proposal?	N/A
Risk Assessment attached Yes/No	
How will the proposal	N/A

help to reduce Crime and Disorder?	
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

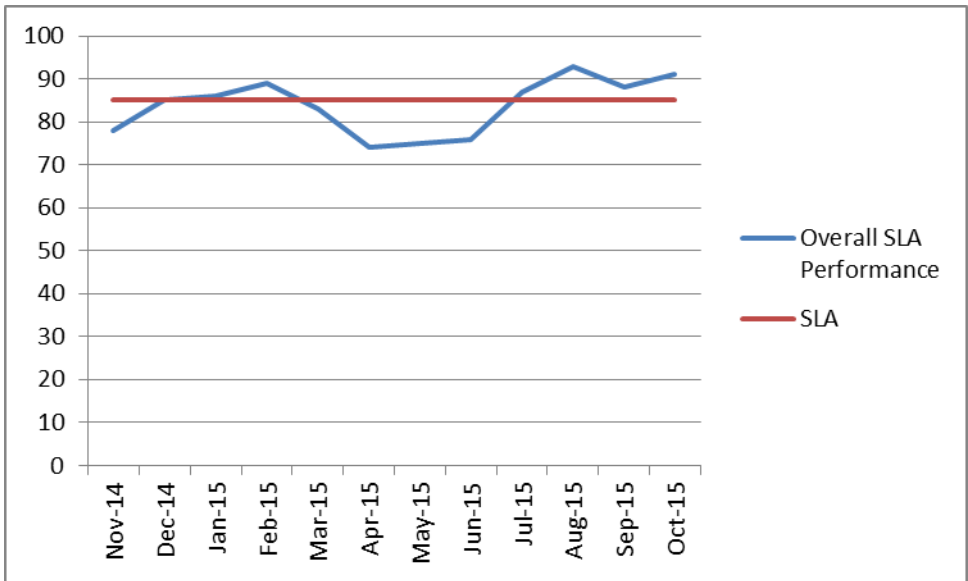
Appendix 2. CenSus ICT Performance Stats November 2014 – October 2015

% Calls Resolved Within SLA

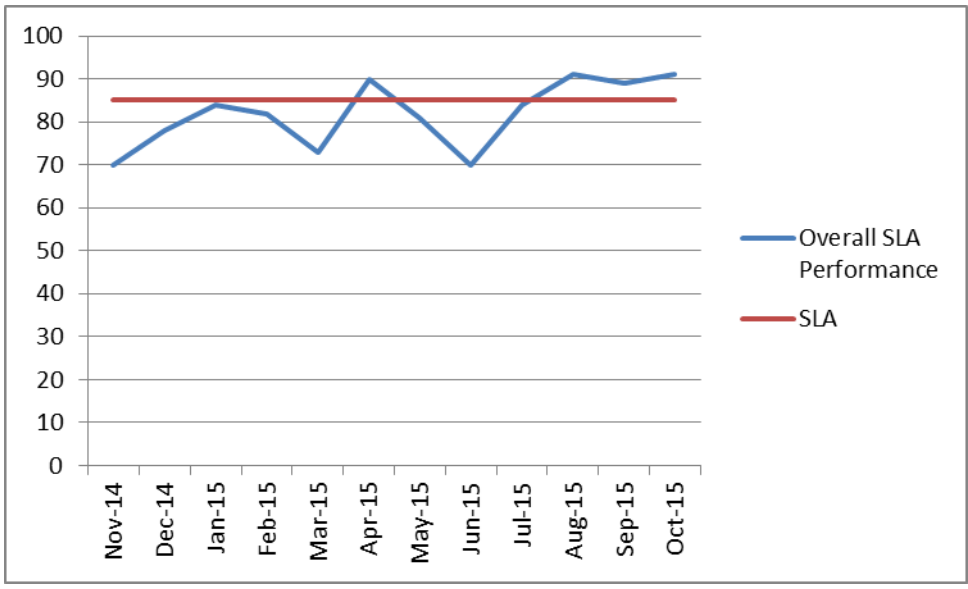
CenSus overall



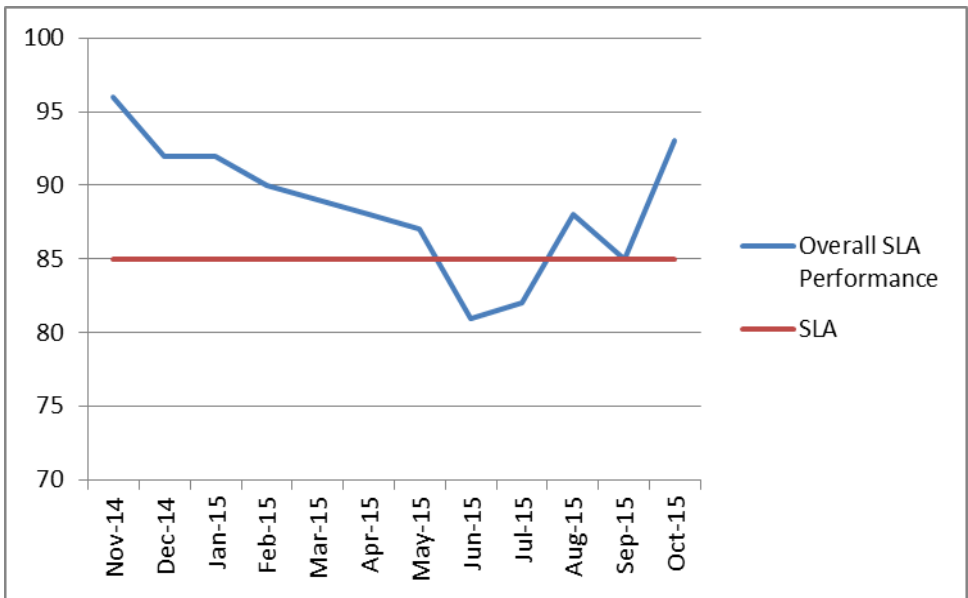
Adur-Worthing



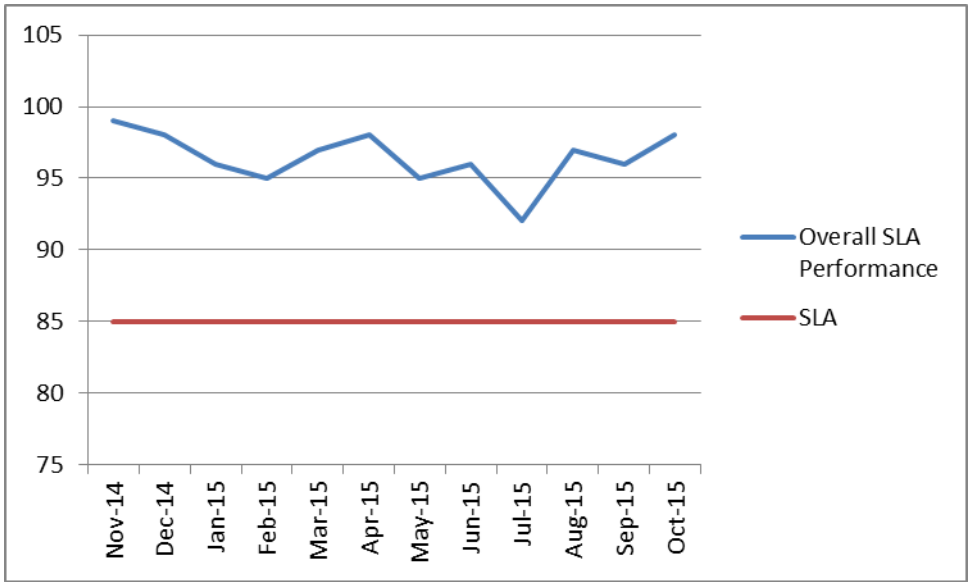
HDC



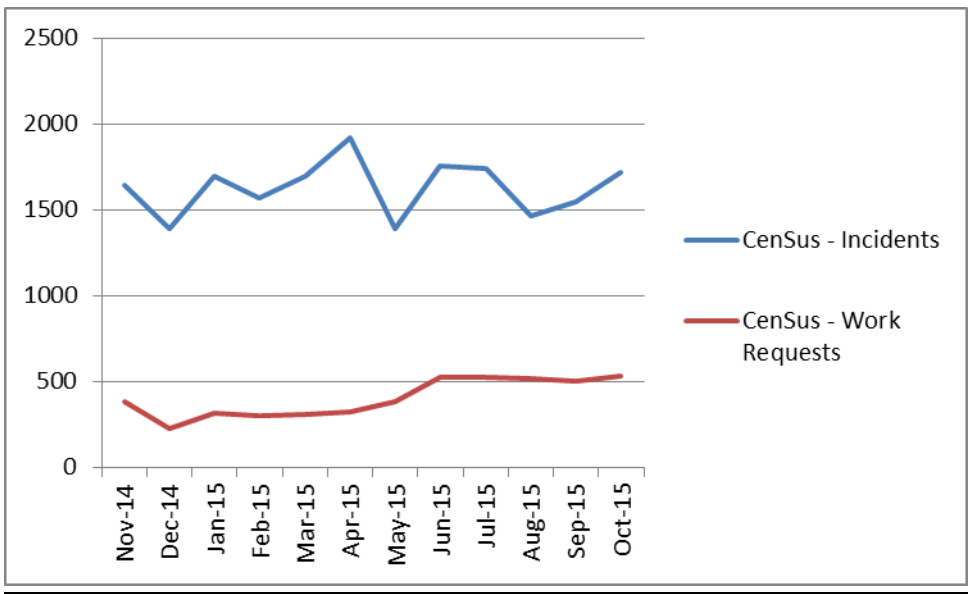
MSDC



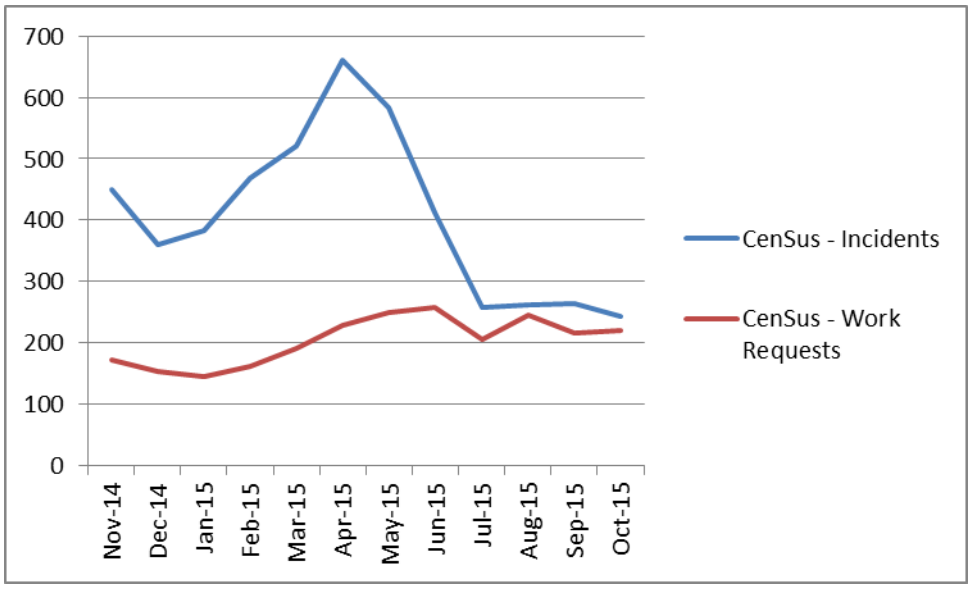
Help Desk



Calls Raised – CenSus overall

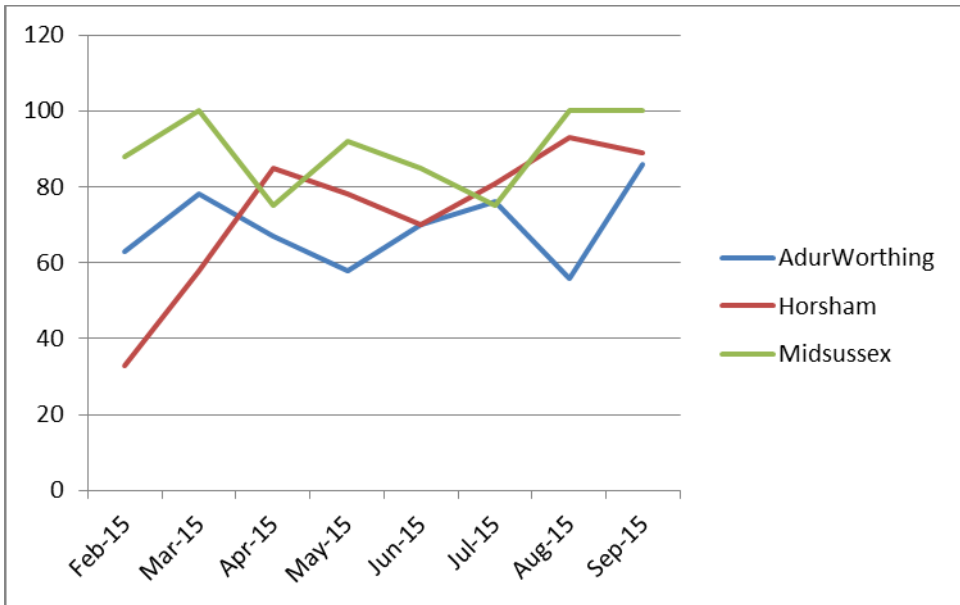


Calls Outstanding – CenSus overall

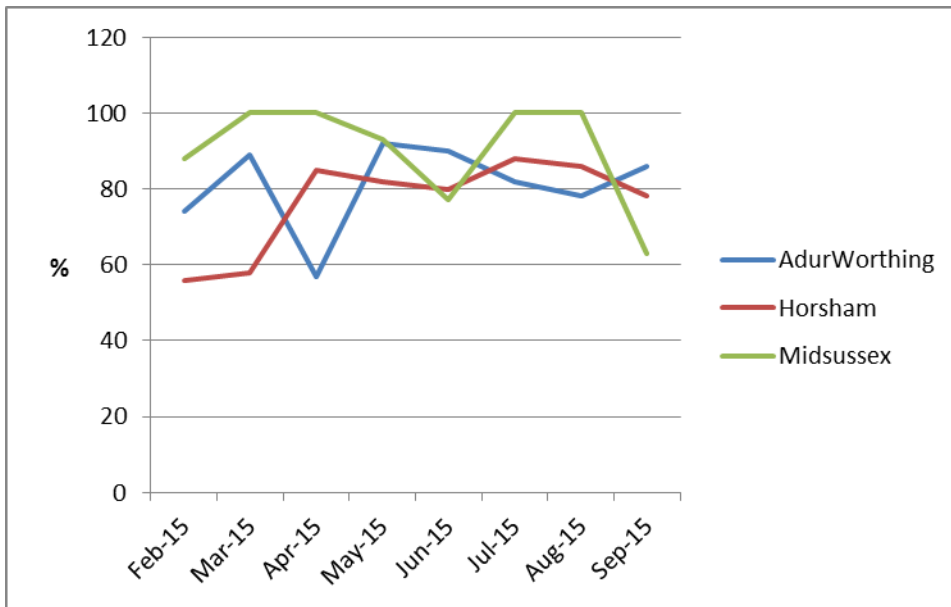


Customer feedback survey results - % satisfaction ratings.

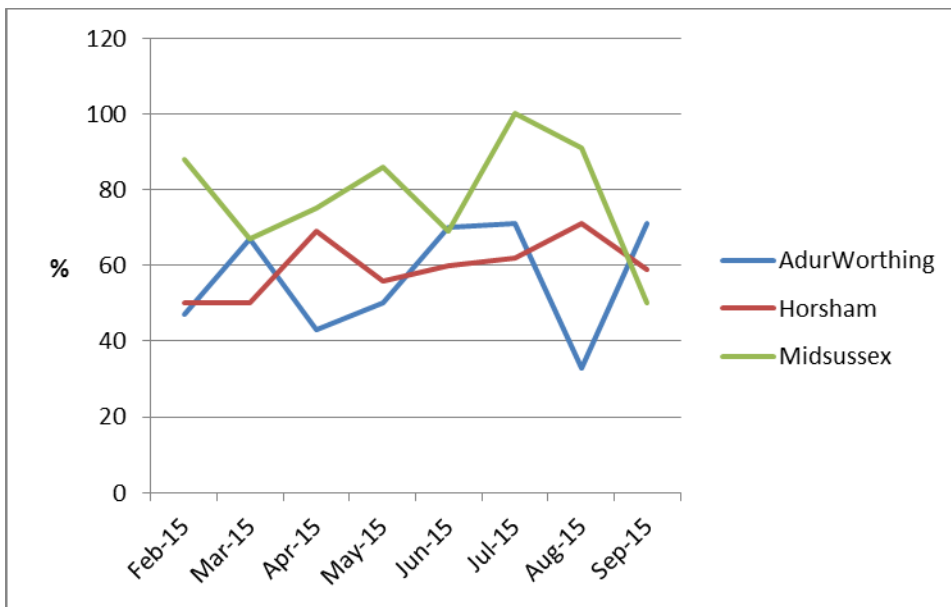
Ease of Contact



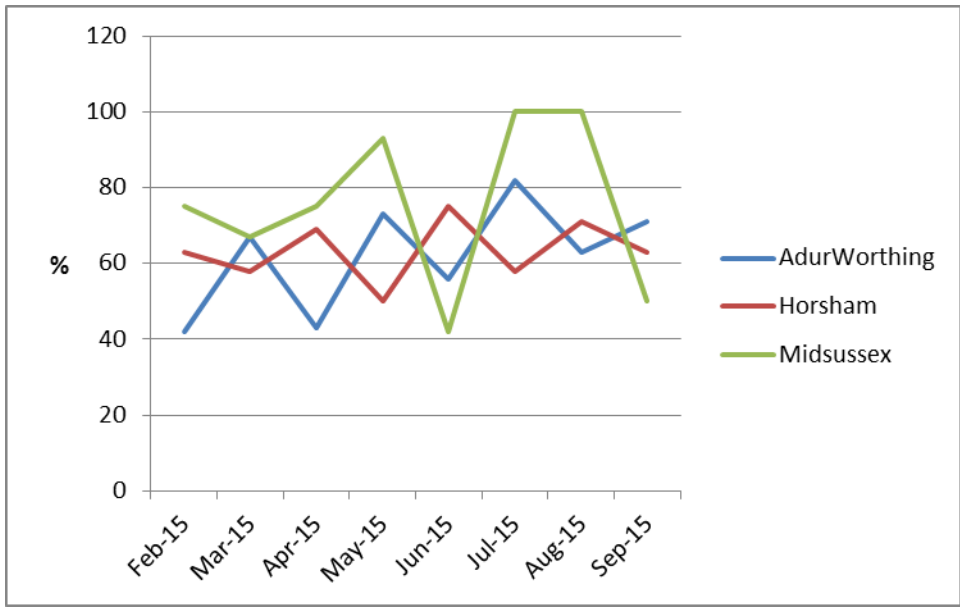
Satisfaction of Service from Service Desk



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.

14/9/2015:

Issue: Staff unable to log in to system (8.00 – 8.45am).

Cause: Print server hung.

Effect: As the Server had hung, Group Policy failed & staff couldn't log on to systems.

Solution: Server was rebooted; log in process amended to diagnose cause sooner in future.

Adur Worthing.

29/9/2015:

Issue: Loss of scanning capability on Multi-Function Devices (MFD's) from 16.30 – 18.00.

Cause: Service Account moved in Active Directory but path had been hard coded into settings.

Effect: Inability for staff to scan documents.

Solution: Moved Service Account to original position. Notes added to AD documentation.

01/10/2015:

Issue: Network connection lost at Connaught Theatre (18.30 – 20.00).

Cause: 3rd party installed new network cabinet on wall; subsequently fell off with loss of connectivity.

Effect: Network connectivity lost at Theatre.

Solution: Connection restored by out of hours support

26/10/2015

Issue: Temporary loss of data – Lagan, Eforms, Iken legal system.

Cause: Changes made to LUN's without proper Change documentation; LUN (historically) incorrectly named causing incorrect deletion.

Effect: Loss of data.

Solution: Data restored from Veeam back up system; formal incident investigation on-going.

Mid Sussex.

No P1 incidents > 30 minutes in the reporting period.



**Report by the Director of Customer
Service for Adur and Worthing Councils**

**A review of the current partnership arrangements for the delivery of the
Adur Revenues and Benefits Service**

Purpose of Report

1. This report is to inform Members of this Committee that on 8th October 2015, Adur and Worthing Members agreed that they wish its officers to review the current partnership arrangements for the delivery of the Adur Revenues and Benefits Service.

Background

2. Currently Worthing Borough Council operates an in-house service, but Adur District Council operates a partnership agreement with CenSus, in conjunction with Horsham and Mid Sussex Councils, originally established in 2005.
3. The Revenues and Benefits Service provides a highly personalised service to the largest, and sometimes highly vulnerable, customer group within Adur and Worthing Councils. The complexity of the underpinning legislative framework requires that the regulations are applied uniquely to each individual's circumstances.
4. The partnership has been successful in stabilising the service during the time that it has been in existence, but Adur and Worthing Members now feel it is appropriate that they consider alternative ways of working to consolidate the service for both Adur and Worthing residents.
5. The report to the Joint Strategic Committee at Adur and Worthing Councils attached to this report was approved on 8th October 2015 and we now wish to advise Members of the CenSus Joint Committee of this decision and the project now underway.

Proposals

6. Adur and Worthing Councils have already embarked on this project locally.
7. It is hoped that following this meeting, further more in depth work can be undertaken in conjunction with colleagues from both Horsham and Mid Sussex Councils to allow due consideration of all of the issues to allow a further report to be submitted to Adur and Worthing Members in February 2016.

Legal

8. The existing CenSus Shared Service Agreement dated 11th August 2011 allows for any of the partners to take the opportunity to review the current arrangement and for the partners to work together to seek and implement alternative solutions if they wish.

Financial implications

9. It is too early to be precise about any financial implications any decision ultimately taken by Adur and Worthing Councils on the future service delivery mechanism may have on themselves or the remaining partners until some more in depth work is undertaken and analysed.
10. This information will be shared with officers and Members of Horsham and Mid Sussex Councils and included in the report to Adur and Worthing Members in February 2016.

Recommendations

The Joint Committee is recommended:

- i) to note the attached report to the Joint Strategic Committee at Adur and Worthing Councils and subsequent minutes
- ii) to note that a further report come back to this Committee in March 2016 advising Members of the outcome of the exploratory work and Adur's intention as to whether it wishes to remain within the current partnership agreement for the delivery of the Adur Revenues & Benefits Service
- iii) to note that arrangements are already in place for any one or more of the existing partners to serve notice on or after 1st April 2016 if they wish to withdraw from the existing partnership arrangement for the delivery of the Adur Revenues & Benefits Service

Reasons for Recommendations

- i) To ensure Members of the CenSus Joint Committee are fully aware of this project.

Background Papers	CenSus Shared Services Partnership Agreement 12 th August 2011
Consultation	Chief Executives and Directors of Adur, Horsham, Mid Sussex and Worthing Councils
Wards affected	ALL
Contact	Jane Eckford, Director of Customer Service Paul Tonking Worthing Revenues & Benefits Manager Carol Stephenson Project Manager – all from Adur & Worthing Councils

Ward: All

A Review of the current partnership arrangements for the delivery of the Adur Revenues & Benefits Service

Report by the Director for Customer Services

1.0 Summary

- 1.1 This report asks Members to authorise the Director for Customer Services to investigate the potential benefits and detriments of Adur District Council withdrawing from the CenSus partnership which currently provides Revenues and Benefits services to 59,600 residents across the District.

2.0 Background

- 2.1 The partnership has been successful in stabilising the service since 2005 but it is appropriate that we consider alternative ways of working to consolidate the service for both Adur and Worthing.

3.0 Proposals

- 3.1 It is proposed that a project is established to consider whether the Revenues and Benefits Service for Adur District Council should remain within the CenSus partnership.
- 3.2 Should Members agree to this proposal, the Director for Customer Services will create a project team that will work in conjunction with Horsham and Mid Sussex Councils to identify and evaluate risks, opportunities, potential costs and potential efficiencies to both Adur and Worthing Councils.
- 3.3 A full report will then be presented to the committee for further consideration.

4.0 Legal

- 4.1 Regulation 2 in Schedule 1 of the Local Authorities (Functions and Responsibilities) (England) Regulations 2000 provides that certain responsibilities may not be the responsibility of the Executive and that includes "making arrangements for the structure of Committees and discharge of the Council's functions".

On this basis Adur District Council is able to determine how the Council's functions in respect of the Revenues and Benefits service are discharged, although this is reserved to a decision of the Full Council rather than the Joint Strategic Committee.

5.0 Financial implications

- 5.1 The 2015/16 contribution to the CenSus partnership for the Adur Revenues & Benefits service is £993,550. This figure is offset by a number of income sources (primarily by the Administration Grant paid directly to Adur District Council by the Department for Work & Pensions) reducing the net annual budget to £549,870.
- 5.2 If Members agreed to this proposal there will be a requirement to provide some project management resource and it is suggested that the Partnership & Business Support Manager is used. This was a temporary post created two years ago to assist the Councils rationalise administration across the Councils and the post holder is an experienced project manager who previously assisted in the management of the successful implementation of the Adur-Worthing partnership and already has a close working relationship with Census partners acting as the Census Programme Manager. It is suggested that the post is extended for a year at a cost of £64,300 (including on-costs) funded from the Capacity Issues Reserve of each council funded in proportion to the saving generated for each Council.

6.0 Recommendation

- 6.1 The Joint Strategic Committee is recommended to
- 6.1.1 Authorise the Director for Customer Services to investigate the potential advantages, disadvantages, risks and opportunities of Adur District Council withdrawing from the CenSus partnership.
- 6.1.2 Request the Director for Customer Services to provide a further report detailing the outcome of the investigations.
- 6.2 Approve the cost of a project manager for the period of one year to support the project at a cost of £64,300 (including on-costs) which is to be funded from the Capacity Issues Reserve of each Council as follows:

Adur District Council	£57,870
Worthing Borough Council	£6,430

**Local Government Act 1972
Background Papers:**

None.

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Schedule of Other Matters

1.0 Council Priority

1.1 The proposals detailed in this report directly contribute towards the following areas of focus detailed in “Catching the Wave”.

- Providing or commissioning efficient and effective public services and solutions. This is because transferring the Adur Revenues and Benefits functions back “in-house” will realise financial savings whilst enhancing service provision aligned to the needs of residents.
- Consistently developing the “Commons” to help our wealth generators and enterprising communities thrive. This is because the Revenues and Benefits function is a vital statutory service and transferring it back “in-house” will increase the ability to operate it intelligently to ensure both fair and consistent approaches across the whole of Adur-Worthing.

2.0 Specific Action Plans

2.1 Matter considered and no issues identified.

3.0 Sustainability Issues

3.1 Matter considered and no issues identified.

4.0 Equality Issues

4.1 Matter considered and no issues identified.

5.0 Community Safety Issues (Section 17)

5.1 Matter considered and no issues identified.

6.0 Human Rights Issues

6.1 Matter considered and no issues identified.

7.0 Reputation

7.1 Improved service delivery will enhance the Council’s reputation.

8.0 Consultations

8.1 No consultations have been undertaken at this time but any necessary TUPE consultations together with consultations with CenSus partners will be undertaken at the appropriate time.

9.0 Risk Assessment

- 9.1 There is no a statutory duty on the Council to do what is proposed beyond seeking to provide high-quality services in a cost-effective way.

10.0 Health & Safety Issues

- 10.1 Matter considered and no issues identified.

11.0 Procurement Strategy

- 11.1 Matter considered and no issues identified.

12.0 Partnership Working

- 12.1 This proposal seeks to identify opportunities to rationalise service delivery and enhance the Adur-Worthing partnership.

**Minutes of a Meeting of the
Joint Strategic Committee of
Adur District and Worthing Borough Councils**

Gordon Room, Town Hall, Worthing

Thursday 8 October 2015

Councillor Daniel Humphreys (Chairman)

Adur District Council:

Councillor Neil Parkin
*Councillor Pat Beresford
Councillor Keith Dollemore
Councillor Angus Dunn
Councillor Jim Funnell
*Councillor David Simmons

Worthing Borough Council:

Councillor Heather Mercer
Councillor Mark Nolan
Councillor Clive Roberts
Councillor Bryan Turner
Councillor Val Turner

*Absent

Other Members Present

ADC – Councillors Liza Mckinney

WBC – Councillors Diane Guest, Alex Harman, Louise Murphy and Keith Sunderland

JSC/036/15-16 Declarations of Interest

Councillor Bryan Turner declared a personal interest in Item 5 as a member of West Sussex County Council.

JSC/037/15-16 Minutes

Resolved, that the minutes from the Joint Strategic Committee meeting held on the 15 September 2015 were approved as an accurate record and signed by the Chairman.

JSC/038/15-16 Public Question Time

There were no questions from the public.

JSC/039/15-16 Items Raised Under Urgency Provisions

There were no items raised under urgency provisions.

JSC/040/15-16 Devolution of some Highways powers from WSCC to Adur-Worthing Councils in regards of A Board and Tables and Chairs Licensing on the public highway

Before the Committee was a report by the Director for the Economy, copies of which had been circulated to all Members and a copy of which is attached to the signed copy of these Minutes as Item 5.

The report set out a proposal from West Sussex County Council (the Highway authority) to transfer / devolve part of its Highway enforcement powers, under Section S115E of the Highways Act 1980, to Adur and Worthing Councils.

Members noted that West Sussex County Council had charged a one off fee of £412.00 for the first year and subsequently £220.00 per annum for a table and chairs licence. Concerns had been raised by Officers as to how the fee structure could work at a local level. Some smaller cafes, for instance, only had room for one small table and two chairs. It seemed more appropriate to consider fees in relation to square footage available and consideration was being given to a fee structure of £50.00 per square metre of highway land occupied for the placement of tables and chairs.

A Member questioned the level of charges and Officers advised that the charge would apply to tables and chairs on the highway only. An existing scheme was in place but at present, charging was inconsistent.

The report included a proposal to introduce a pilot scheme in Warwick Street, Worthing and the town centre, Shoreham initially; and following these areas, if successful, the pilot would then be rolled out across the borough. Officers agreed to consider the inclusion of Montague Place, Worthing in the pilot.

The importance of engaging with local businesses was discussed as was the cost of implementing and operating the scheme.

Decision

The Joint Strategic Committee:-

- 1) agreed the responsibility for the scheme be with the Executive Member for Environment in respect of Adur District Council and the Executive Member for Regeneration in respect of Worthing Borough Council;
- 2) agreed that the final detail of the scheme, including charges, be delegated to the Executive Member for Environment in respect of Adur District Council and the Executive Member for Regeneration in respect of Worthing Borough Council.

Call In:

The call in deadline for this decision will be 5.00pm on 20 October 2015.

JSC/041/15-16 Review of the Salary of the Chief Executive and Head of Paid Service

Before the Committee was a report by the Director for Digital and Resources, copies of which had been circulated to all Members and a copy of which is attached to the signed copy of these Minutes as Item 6.

The Joint Senior Staff Committee meeting on the 17 September 2015 proposed, to both Adur District Council and Worthing Borough Council, increasing the salary of the Chief Executive to £115,000 effective from 1st April 2015. The Joint Strategic Committee was requested to release the budget required to support this change.

The increase would lead to an overspend of the salary budget in the 2015/16 financial year but this could be offset by an expected underspend of £160,000 in the revenue budget.

Decision

The Joint Strategic Committee agreed to release the budget required for the change to the terms and conditions of the Chief Executive post.

Call In:

The call in deadline for this decision will be 5.00pm on 20 October 2015.

JSC/042/15-16 A Review of the current partnership arrangements for the delivery of the Adur Revenues & Benefits Service

Before the Committee was a report by the Director for Customer Service, copies of which had been circulated to all Members and a copy of which is attached to the signed copy of these Minutes as Item 7.

The report asked Members to authorise the Director for Customer Service to investigate the potential benefits and detriments of Adur District Council withdrawing from the CenSus partnership, which provided Revenues and Benefits services to 59,600 residents across the District.

The Committee was informed that if it agreed to the proposal, there would be a requirement to provide some project management resource and it was suggested that the Partnership & Business Support Manager be used. It was suggested that the post be funded for one year, at a cost of £64,300 (including on-costs), funded from the Capacity Issues Reserve of each council and funded in proportion to the saving generated for each Council.

Decision

The Joint Strategic Committee:-

- 1) authorised the Director for Customer Service to investigate the potential advantages, disadvantages, risks and opportunities of Adur District Council withdrawing from the CenSus partnership;
- 2) requested the Director for Customer Service to provide a further report detailing the outcome of the investigations;
- 3) approved the cost of a project manager for the period of one year to support the project at a cost of £64,300 (including on-costs) which was to be funded from the Capacity Issues Reserve of each Council as follows:

○	Adur District Council	£57,870
○	Worthing Borough Council	£6,430

Call In:

The call in deadline for this decision will be 5.00pm on 20 October 2015.

JSC/043/15-16 Adur Homes Regeneration programme: the Proposed Redevelopment of Cecil Norris House, Shoreham

Before the Committee was a report by the Director for Communities, copies of which had been circulated to all Members and a copy of which is attached to the signed copy of these Minutes as Item 8.

The report considered future housing provision on the site currently occupied by the Cecil Norris House sheltered housing scheme, and the options for those living in the scheme. Cecil Norris House was intended to be the first of a series of regeneration opportunities to create additional housing.

In order to improve the Council's ability to respond, in a timely manner, on future provision and mitigating actions to reduce disruption, the report also recommended that decisions be delegated to the Head of Housing, to be taken in consultation with the Adur Executive Member for Customer Services.

Members noted that Cecil Norris House was a sheltered housing scheme that provided 13 units of accommodation, twelve of which were bedsits and the other a 2-bedroom flat. All of the residents living in Cecil Norris House shared bathroom, toilet and shower facilities, at a ratio of 4:1. The property was in particularly poor condition and even with significant investment, underlying issues in relation to shared facilities and access to above ground level meant that it would not be fit for purpose as housing for older people without being redeveloped.

Residents had been appreciative of Officers meeting with them and consulting on the proposals and supported the redevelopment.

Members expressed their support for the proposals, acknowledged the need to modernise the scheme and stated that it was imperative that residents were well looked after and not inconvenienced during the redevelopment.

Offices advised that the redevelopment of Cecil Norris House was an important first step and that a review of all stock and assets would be undertaken.

Decision

The Joint Strategic Committee

- 1) approved the redevelopment of the site currently occupied by Cecil Norris House, as a scheme dedicated for older people;
- 2) approved the statutory Home Loss Payments of £5,300 and a discretionary Disturbance Payment capped at £1,500 for all tenants currently living in Cecil Norris House;
- 3) approved priority Band A status to all tenants currently living at Cecil Norris House;
- 4) approved the 'Right to Return' for all tenants currently living at Cecil Norris House, seeking to return once the scheme is completed;
- 5) approved the Decant Policy that would apply to Cecil Norris House, included in appendix 1;
- 6) delegated decisions relating to the future development at the Cecil Norris House site, (up to and including submission of plans; support and assistance to residents; and partnerships and contracts in relation to the development to the Head of Housing, in consultation with the Adur Executive Member for Customer Services.

Call In:

The call in deadline for this decision will be 5.00pm on 20 October 2015.

JSC/044/15-16 The Shoreham Centre: The New Community & Civic Centre

Before the Committee was a report by the Director for Digital & Resources, copies of which had been circulated to all Members and a copy of which is attached to the signed copy of these Minutes as Item 9.

The report provided an update on progress to provide an Adur District Council Civic Presence at the Shoreham Centre with Officers informing Committee that the building works were due for completion by the 12 October 2015.

The latest financial estimate for the project was estimated at £3,755,000 and approval for the additional funding was sought from underspends in the Council's 2015/16 Capital Budget.

It was noted that 80% of the contractors spend had been in Sussex which was broken down as:-

- 10% spend in Adur and Worthing
- 35% spend in Brighton
- 35% spend in the rest of Sussex

Members were extremely pleased with the look of the new building and its environmental credentials, including energy saving lighting. The Leader of Adur District Council advised the Committee that he had been given a guided tour of the building and that it was very impressive.

The Committee noted that the main Council / Member meeting rooms were on the first floor and would be called the Adur Room and the Queen Elizabeth II Room. The new meeting rooms would be used for the first time to host the Greater Brighton Economic Board on Tuesday 13 October 2015.

Decision

That the Joint Strategic Committee

- 1) noted progress and the planned opening of the refurbished Shoreham Centre, the ongoing negotiations with the Council's voluntary sector partners and the creation of the new Adur Civic Presence;
- 2) noted the proposed use of underspends from the 2015/16 Capital Investment Programme to fund the additional works required;
- 3) approved a compensation payment of up to £25,000 funded from underspends within the Business and Technical Services Adur budgets. The final details are to be agreed in consultation with the Cabinet Member for Resources.

Call In:

The call in deadline for this decision will be 5.00pm on 20 October 2015.

The meeting was declared closed by the Chairman at 7.21pm, having commenced at 6.30pm.

Chairman

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