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Census Joint Committee

Friday, 23rd June, 2017 at 10.00 am

Council Chamber, Mid Sussex District Council, Oaklands, Oaklands Road, Haywards Heath

CJC Agenda 170623

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15 June 2017.

Dear Councillor,

A meeting of the **CENSUS JOINT COMMITTEE** will be held in the **Council Chamber** at these offices on **FRIDAY, 23 JUNE 2017 at 10.00 a.m.**, when your attendance is requested.

Yours sincerely,

KATHRYN HALL

Chief Executive.

A G E N D A

Pages

1. Election of Chairman.
2. Appointment of Vice-Chairman.
3. To receive apologies for absence.
4. To confirm the Minutes of the meeting of the Committee held on 17 March 2017.
5. To receive Declaration of Interests from Members in respect of any matter on the Agenda.
6. CenSus ICT Update.
7. Revenues and Benefits Update.
8. To consider any items that the Chairman agrees to take as urgent business.

To Follow

To: Members of Census Joint Committee Committee: Councillors Albury, Ash-Edwards, Donnelly, Humphreys, Lindsay, Nolan, Parkin and Thomas-Atkin.

Working together for a better Mid Sussex

ITEM 4

Census Joint Committee 17 MARCH 2017

Present: Councillors: Gordon Lindsay (Chairman), Brian Donnelly, Carson Albury, Mandy Thomas-Atkin and Dan Humphreys

Apologies: Councillors: Neil Parkin, Jonathan Ash-Edwards and Mark Nolan

CJC/21 MINUTES

The minutes of the meeting of the Joint CenSus Committee held on the 16th December 2016 were approved as a correct record and signed by the Chairman.

Members noted that item CJC/16 in the minutes of the meeting of the Joint CenSus Committee held on the 9th December 2016 are to be amended to read 'Simon Hughes (Mid-Sussex)' rather than 'Simon Hughes (Adur and Worthing)'.

CJC/22 DECLARATIONS OF INTERESTS

There were no declarations of interest.

CJC/23 CENSUS ICT UPDATE

The Head of Technology Services (Horsham) presented this report to Members. It was reported that the new ICT strategy had been progressing well and that the transition to cloud based services were still on track with training being provided to the three authorities.

Members noted that the reported salary overspend in section 3.2 of the report was due to a coding error and should not be present.

RESLOVED

That the Joint Committee noted:

- (i) The operational performance of the CenSus ICT Service.
- (ii) The current status of the CenSus & site specific ICT project progress.
- (iii) The progress on Project Portfolio Workplans.
- (iv) The status of major ICT incident occurrence within the last quarter.
- (v) Progress on the future strategy for CenSus ICT.

CJC/24 **REVENUES AND BENEFITS UPDATE**

The Head of Revenues and Benefits (CenSus) presented the report outlining performance, activity and progress made by CenSus Revenues and Benefits since the last report in December 2016.

Members requested a briefing on Subsidy Audit be held to clarify Local Authority error position.

RESOLVED

- (i) Members noted the content of the report.
- (ii) Members agreed the proposed headline targets to be achieved during 2017/18

CJC/25 **HORSHAM LEAVING REPORT**

The Chief Executive (HDC) introduced the report and summarised the reasons behind HDC's decision to withdraw from the CenSus Revenues and Benefits Partnership, and the consequential dissolution of the partnership.

RESOLVED

- (i) Members noted the decision of Horsham District Council's Cabinet to issue Notice to withdraw from the partnership.
- (ii) Members endorsed the key principles for the dissolution of the partnership.
- (iii) Members agreed the work streams outlined within the report to facilitate the dissolution of the partnership.

CJC/26 **FINAL CENSUS JOINT COMMITTEE BUDGET 2017/18**

The Head of Corporate Resources (Mid-Sussex) introduced the report. The budget had not changed since the draft budgets that went before the Committee in December 2016 save for the addition of 1% inflation on salaries and services costs for Revenue and Benefits.

RESOLVED

Members approved the revenue and capital 2017/18 budgets for both the Revenues and Benefits Service and the ICT Service.

The meeting closed at 10.38 am having commenced at 10.01 am

CHAIRMAN

ITEM 7

Report to CenSus Joint Committee

23rd June 2017

By The Head of Revenues and Benefits (CenSus)

➔ INFORMATION REPORT

CenSus Revenues and Benefits report.

Executive Summary

This report sets out the 16/17 year to date performance of CenSus Revenues and Benefits and activities undertaken by the service.

Recommendations

1. The Joint Committee is asked to note the performance and activity of the Service including the final 16/17 performance figures.

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

1. Final performance 16/17

1.1 Benefits/CTS – Stats are at appendix 1 - The shift in emphasis to improve HB changes of circumstance performance in September resulted in achievement of the change of circumstances target for the whole year. However this did have some impact on the new claims performance which, for the year which was 1.1 days above target (none the less this compares favourably with the national average of 23 days).

1.2 Revenues –stats are at appendix 2.

CT - collection was 0.1% or 0.2% down on target but was either the same as or a marginal improvement on 15/16 year collection.

NDR – Adur collection was 0.1% off target but 1% up on collection for 15/16. Both Horsham and Mid Sussex collection was markedly off target although collection was the same as or an improvement on 15/16.

2. Performance – 17/18

2.1 Benefits/CTS - stats are at appendix 3. Performance has not been on target during April and May. There are a number of factors affecting performance –

- the continued emphasis on changes of circumstance and the introduction of a mandatory action sheet being completed in all cases;
- A serious failure by Royal Mail to deliver post sent to a new PO box number (we are awaiting the outcome of an official complaint) n.b. mail redirected from the old PO number was delivered;
- A temporary dip in morale following the announcement of Horsham's intention to leave the partnership.

2.2 DHP – stats are at appendix 4. Take up of renewal particularly of cap cases has been slow but we expect this to pick up over the next couple of months. We are continue to work closely with housing needs teams (particularly in Horsham and Mid Sussex) in targeting and providing DHP support.

2.3 Revenues - stats are at appendix 5–

Council Tax – Collection is 0.1% or 0.2% off target.

2.4 NDR collection is above target in Adur and Horsham and on target (after a concerning first month) in Mid Sussex.

3 Budget position

In the absence of 17/18 monitoring information from Adur and Horsham at this time of year, detailed information is not yet available.

4 Earnings cases error correction/Audit

4.1 A dedicated team continues to work on (re) assessing all earnings cases. As at 31/05/17, some 2,500 cases had been completed. Details of the type of error and the individual concerned are recorded and fed into 1:1s and our training plan. There is a high level of errors on earnings cases, 9% being overpayments and 5% resulting in underpayments. We will not have reviewed all cases before we commence 40+ testing for the 16/17 audit; this exercise and the testing needs to be undertaken by the end of August. We have already discussed with the auditors how (in principle) any extrapolation will be amended as a consequence of this exercise.

4.2 Our 'standard' random sample Quality Assurance checking is showing a 98% accuracy rate.

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

2016/17 – Final performance -average days to process

<u>HB/LHA</u>														
New Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	16.2	20.6	17.2	17.5	18.2	15.6	18.7	20.7	17.9	17.5	22.8	18.9	18.5	
Horsham	17.0	21.1	17.5	19.5	16.4	16.1	19.4	19.6	18.6	23.2	20.1	21.9	19.3	
MSDC	19.0	20.3	17.7	19.0	16.9	16.7	18.5	21.8	19.7	22.0	21.0	20.4	19.4	
CenSus	17.5	20.6	17.5	18.9	17.0	16.2	18.9	20.7	18.8	21.3	21.1	20.7	19.1	
Target	18.00	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	19.1	18.0
Changes	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	8.2	7.5	11.7	11.5	9.0	5.7	7.7	8.7	8.7	9.4	2.2	8.8	7.1	
Horsham	9.4	9.5	12.3	11.2	9.3	6.9	5.9	10.4	9.5	10.1	2.4	7.7	7.7	
MSDC	8.3	9.6	12.9	11.3	9.5	6.6	7.6	9.6	15.5	10.0	4.0	4.6	8.2	
CenSus	8.6	9.0	12.3	11.3	9.3	6.5	6.8	9.7	11.8	9.9	2.7	5.9	7.7	
Target	10.0	10.0	10.0	10.0	10.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	7.7	8.0
<u>CTRS</u>														
Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	18.2	21.7	17.7	19.1	19.0	17.6	18.4	20.7	21.8	17.8	21.4	22.0	19.6	
Horsham	22.9	23.5	17.8	23.4	16.9	18.7	21.7	20.3	118.9	24.1	22.2	21.9	22.0	
MSDC	24.1	21.2	19.4	20.4	19.1	21.2	19.0	23.6	23.4	23.2	24.7	20.9	21.6	
CenSus	22.1	22.2	18.4	21.2	18.2	19.5	20.0	21.6	21.3	22.1	23.0	21.5	20.0	
Target	18.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0
Changes	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	7.8	7.2	12.4	11.6	8.9	6.1	8.1	7.9	9.2	9.3	5.5	10.0	8.6	
Horsham	8.1	10.0	13.3	11.2	8.6	7.3	7.4	10.3	9.4	10.1	6.5	9.8	9.4	
MSDC	8.5	8.0	13.4	10.8	9.6	6.7	7.6	8.8	8.6	9.8	7.0	10.1	9.0	
CenSus	8.2	8.4	13.1	11.2	9.3	6.7	7.7	9.1	9.0	9.7	6.4	10.0	9.0	
Target	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.0	10.0

16/17 Final Collection Rates

														Collected
														15/16
ADUR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	
CT	Collected	11.2%	20.5%	29.7%	39.0%	48.2%	57.5%	66.8%	76.1%	85.3%	94.4%	96.2%	97.9%	97.8%
	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%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	Collected	10.4%	18.5%	28.6%	37.3%	46.8%	56.1%	64.8%	73.7%	81.9%	90.9%	95.1%	97.9%	96.9%
	Target	9.9%	19.8%	30.0%	39.3%	47.9%	57.3%	65.9%	74.2%	81.9%	90.8%	94.9%	98.0%	
HORSHAM		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	
CT	Collected	11.3%	20.7%	30.0%	39.4%	48.9%	58.2%	67.6%	76.9%	86.2%	95.6%	97.1%	98.7%	98.6%
	Target	11.3%	20.8%	30.5%	39.9%	49.5%	59.0%	68.5%	78.0%	86.6%	95.8%	97.3%	98.8%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	Collected	12.2%	19.7%	28.1%	36.8%	50.2%	59.0%	67.5%	75.6%	83.8%	91.3%	95.0%	97.5%	97.5%
	Target	12.4%	21.0%	29.4%	38.0%	50.8%	60.1%	68.8%	76.7%	84.6%	91.9%	95.5%	98.0%	
MSDC		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
CT	Collected	11.4%	20.8%	30.2%	39.4%	48.5%	57.8%	67.4%	76.9%	86.1%	95.3%	96.9%	98.6%	98.6%
	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	11.2%	19.0%	28.0%	36.6%	48.3%	56.9%	65.6%	74.1%	82.5%	89.9%	93.6%	96.9%	95.8%
	Target	10.7%	19.3%	28.1%	36.8%	48.5%	57.7%	65.9%	74.0%	83.4%	90.8%	94.6%	98.0%	

17/18 Performance														
HB/LHA														
New Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	23.4	18.2											20.2	
Horsham	22.2	21.1											21.5	
MSDC	21.4	20.2											20.7	
CenSus	22.0	22.0											20.9	
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	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	8.9	10.1											9.5	
Horsham	9.9	11.6											10.8	
MSDC	10.5	11.4											11.0	
CenSus	9.8	11.2												
Target	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0	8.0		8.0
CTRS														
Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	23.2	21.8											22.5	
Horsham	24.2	22.6											23.3	
MSDC	22.5	23.5											23.0	
CenSus	23.2	22.8											23.0	
Target	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0		20.0
Changes	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	7.9	10.2											9.0	
Horsham	8.6	12.1											10.3	
MSDC	9.7	10.7											10.2	
CenSus	8.8	11.0											9.9	
Target	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0

DHP awarded/committed @ 31/05/17					
	DHP claims awarded	Budget	DHP paid	DHP committed	Percentage of budget committed
ADUR					
U/O claims	6			£ 3,002.25	
Benefit Cap claims	30			£ 25,687.05	
Other' claims	10			£ 8,072.02	
Total	46	£155,109.00		£ 36,761.32	24%
HORSHAM					
U/O claims	12			£ 7,673.58	4%
Benefit Cap claims	9			£ 12,760.49	6%
Other' claims	10			£ 4,999.32	2%
Total	31	£210,316.00		£ 25,433.39	12%
MID SUSSEX					
U/O claims	7			£ 3,580.17	2%
Benefit Cap claims	12			£ 18,087.64	9%
Other' claims	13			£ 18,616.22	9%
Total	32	£207,133.00		£ 40,284.03	19%

17/18 Collection Rates

														Collected 15/16	
ADUR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March		
	CT	Collected	11.3%	20.7%											97.9%
		Target	11.2%	20.5%	29.7%	39.0%	48.2%	57.5%	66.8%	76.1%	85.3%	94.4%	96.2%	97.9%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
		Collected	11.0%	21.2%											97.9%
		Target	10.4%	18.5%	28.6%	37.3%	46.8%	56.1%	64.8%	73.7%	81.9%	90.9%	95.1%	98.0%	
HORSHAM		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March		
	CT	Collected	11.2%	20.7%											98.7%
		Target	11.3%	20.8%	30.5%	39.9%	49.5%	59.0%	68.5%	78.0%	86.6%	95.8%	97.3%	98.8%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
		Collected	13.1%	21.2%											97.5%
		Target	12.2%	19.7%	28.1%	36.8%	50.2%	59.0%	67.5%	75.6%	83.8%	91.3%	95.0%	98.0%	
MSDC		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
	CT	Collected	11.3%	20.7%											98.6%
		Target	11.4%	20.8%	30.2%	39.4%	48.5%	57.8%	67.4%	76.9%	86.1%	95.3%	96.9%	98.8%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar		
		Collected	9.1%	19.2%											96.9%
		Target	11.2%	19.0%	28.0%	36.6%	48.3%	56.9%	65.6%	74.1%	82.5%	89.9%	93.6%	98.0%	

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