



Email: committeeservices@horsham.gov.uk
Direct line: 01403 215465

Census Joint Committee

Friday, 8th December, 2017 at 10.00 am

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

CJC Agenda 171208

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30 November 2017.

Dear Councillor,

A meeting of the **CENSUS JOINT COMMITTEE** will be held in the **Council Chamber** at these offices on **FRIDAY, 8 DECEMBER 2017 at 10.00 a.m.**, when your attendance is requested.

Yours sincerely,

KATHRYN HALL

Chief Executive.

A G E N D A

Pages

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|----|--|----------------|
| 1. | To receive apologies for absence. | |
| 2. | To confirm the Minutes of the meeting of the Committee held on 23 June 2017. | 3 - 5 |
| 3. | To receive Declaration of Interests from Members in respect of any matter on the Agenda. | |
| 4. | To consider any items that the Chairman agrees to take as urgent business. | |
| 5. | Quarterly ICT Service Update. | 6 – 11 |
| 6. | Census Revenues and Benefits Report. | 12 – 19 |
| 7. | Dissolution of the CenSus Joint Committee. | 20 - 24 |

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

Minutes of the Meeting of the CenSus Joint Committee on 23 June 2017 from 10:10 a.m. to 10:42 a.m.

Present: Councillors: Jonathan Ash-Edwards (Chairman)
Mandy Thomas-Atkin (Vice-Chairman)

Carson Albury*
Gordon Lindsay

Brian Donnelly
Mark Nolan*

Daniel Humphreys
Neil Parker

*Absent

1. ELECTION OF CHAIRMAN

Councillor Thomas-Atkin nominated Councillor Ash-Edwards as Chairman of the Committee. This was seconded by Councillor Brian Donnelly and agreed.

RESOLVED

That Councillor Ash-Edwards be elected Chairman of the Committee

2. APPOINTMENT OF VICE CHAIRMAN

Councillor Ash-Edwards nominated Councillor Thomas-Atkin as Vice-Chairman of the Committee. This was seconded by Councillor Brian Donnelly and agreed.

RESOLVED

That Councillor Thomas-Atkin be elected Vice-Chairman of the Committee.

3. APOLOGIES FOR ABSENCE

Apologies were received from Councillors Albury and Nolan.

4. MINUTES

The Minutes of the meeting of the Committee held on 17 March 2017 were agreed as a correct record and signed by the Chairman.

5. DECLARATION OF INTERESTS

None.

6. QUARTERLY ICT SERVICE UPDATE

A Member raised concern that the paper was late, and it did not allow sufficient time for Members of the committee to read it. He sought assurances that it would not be late for future committees. The Member also noted that the contents of the report did not apply to Adur and Worthing Councils, and asked Officers to consider the need for Members of these Councils to be present at the Committee for it to be quorate, and to consider future governance arrangements for the Committee.

Jane Eaton, from Horsham District Council, introduced the report. She apologised that the report was late, and officers will ensure the report is on time in future. She informed

Members that the CenSus partnership has now ended, and the only parts of the partnership that continue to operate together are buying, joint procurement, and the cloud.

David Briggs, from Horsham District Council, summarised the ongoing technology projects as outlined in the body of the report. He stated that the helpdesk continues to operate in the partnership and will require unpicking to separate the Council teams. There is a temporary cloud transition arrangement in place provided by eduserve and the staff will be retained and employed by their local Council. In response to a Member query about staff turnover, he reassured Members that staff levels have been consistent and the changes have not affected staff performance.

A Member sought more information on the two outages suffered by Mid Sussex District Council.

Simon Hughes, Head of Digital and Customer Services at Mid Sussex District Council stated that the first outage was caused by an anti-virus malware alert, and was due to the anti-virus screening being too sensitive. The second outage was a 12 minute outage of outlook and legal department drives, caused by a software problem.

Dave Briggs concluded that when the cloud transition is complete it will be much quicker to recover services in the event of a system wide outage.

As there were no further questions the Chairman took Members to the recommendations outlined in the report.

RESOLVED

Members agreed to note:

- 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

7. REVENUES AND BENEFITS REPORT

Tim Delany, Head of Revenues and Benefits introduced the report. He reminded Members that the while the 16/17 Housing Benefits targets had changed mid-way through the year the revised change of circumstances target had been met while the new claims target had been missed by only a small amount. Although 16/17 Revenues collection for both Council Tax and Non Domestic Rates was down on target by 0.1% or 0.2%, collection was the same as or better than previous years particularly in Adur where a 1% improvement was seen. .

A Member enquired whether staff turnover has affected morale and performance and praised the positive performance figures.

The Head of Revenues and Benefits replied that there had not been a high level of staff turnover. There have been some changes to agency staff that are more reluctant to travel outside of London, but competent agency staff remain in place

A Member asked whether CenSus Revenues and Benefits staff will move from their respective Councils. It was confirmed that staff will be maintained at their current location.

The Head of Revenues and Benefits informed the committee that there had been an issue with Royal Mail not delivering letters to a new PO address which had impacted on current year's benefits performance and had delayed receipt of tax payments. He confirmed with Members that no enforcement action will be taken with residents whose payments had been delayed and that the Council was pursuing a formal complaint with Royal Mail and was looking to recover costs.

As there were no further questions the Chairman took Members to the recommendations outlined in the report.

RESOLVED

Members agree to note the performance and activity of the Service including the final 16/17 performance figures.

8. URGENT BUSINESS

None.

The Chairman closed the meeting at 10:42 a.m.

Chairman

5. CENSUS JOINT COMMITTEE - QUARTERLY ICT SERVICE UPDATE

REPORT OF: DIRECTOR FOR CORPORATE RESOURCES
Contact Officer: Dave Briggs
Email: Dave.Briggs@midsussex.gov.uk
Wards Affected: All
Key Decision: No
Report to: CENSUS Joint Committee
Date of meeting 8th December 2017

Executive Summary

Purpose of Report

1. To report to Joint Committee on progress on the future strategy for Census ICT
2. To present to the CenSus Joint Committee a summary status of the cloud infrastructure as a service transition project
3. To report to the CenSus Joint Committee on the status and impact of any significant incidents that have occurred within the last reporting quarter.

Summary

1. Following the TUPE of staff from Horsham to host councils, further progress has been made in transforming the Census ICT Partnership to one that focus on areas of shared interest.
2. The one shared project across the partnership is the cloud infrastructure as a service transition, which sees on site ICT servers and networks infrastructure moved to public cloud providers. This will deliver all the councils better performing and more resilient IT.

This project has made significant progress in the period, with a manage service provider appointed and the project well into the design phase.

3. There will no longer be a shared Census ICT budget from 2018/19. Where shared contracts remain, these will be recharged between the Councils without the use of a pooled budget.
4. There have been four major outages across the partnership during this period.

Recommendations

The Joint Committee is asked to note:

- i. The progress made on the future strategy for Census ICT.
- ii. The current status of the cloud infrastructure as a service project.
- iii. 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	Jane Eaton, Director for Corporate Resources Email: Jane.Eaton@horsham.gov.uk Tel / Mob: 01403 215300

Background Information

1. Introduction

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

2. Statutory and Policy Background

2.1 Statutory background

N/A

2.2 Relevant Government policy

N/A

2.3 Relevant Council policy

N/A

3. Details

3.1 CenSus ICT Service Performance

This report would normally feature statistics on the service performance in responding to helpdesk calls and other service requests. However following the TUPE transfer of staff from Horsham to their host councils, Adur & Worthing are no longer a part of the shared helpdesk, and Mid Sussex and Horsham are reviewing the arrangement.

It is therefore not possible to report on the performance statistics in a meaningful way at this time. However should members wish to see statistics for their Council, they can contact their local Director or Head of Service who will be able to provide them.

3.2 Cloud Infrastructure as a service project status

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

Following the contract completion in early September, work between Eduserv and the CenSus partners has intensified and service and technical design stages are approaching completion.

The partners were urged, by EduServ, to consider where they wished to host their services, from two clear options, Adur and Worthing chose to use Amazon Web Services, whereas Horsham and Mid-Sussex chose Microsoft Azure.

In October the partnership hired the migration stage's project manager, Jo Richards, who has helped the partners review and remediate issues in the project planning and initiation documentation, revisiting the brief and scope for the project and bringing much needed clarity. We have now parted company with John Cox, the consultant technical project manager who took us through the early stages of the project, gathering our specification requirements and helping us through the procurement phases.

Each of the partners has documented and reviewed the candidate services and servers that will migrate to the Cloud hosts through this project, importantly they have also identified services that will be either retained on-site or decommissioned. Those services to be retained will be reviewed throughout the project, seeking opportunities to migrate them if conditions change.

Eduserv has documented high level designs for each of the environments, these are now with the partners for review. A project workshop has been scheduled for the Wednesday, 6th December,

with representatives from each partner taking part to; discuss the High Level Designs, address any questions raised, help formalise a project plan and gain a firm understanding of migration costs.

3.3 Financial status

2017-18 Census ICT Budget Monitoring April 2017 to October 2017

Operational Service

The operational spend for Census ICT as at October 2017 is £1m which is an over spend against the revised year to date budget of £51k. The revised budget reflects the TUPE of staff in June and this overspend relates to the payment of redundancy for 2 members of staff. There is currently a £30k underspend on local spend but this is expected to reduce to £10k by the end of the year.

The full year forecast for operational spend is currently £1.526m which is expected to exceed the revised budget of £1.458m

Revenue Projects

Expenditure totalling £64k has been spent on revenue projects to October 2017. The projects that have started and have activity are PSN and Uniform upgrades.

Capital Projects

There has not been any capital expenditure for 2017-18

Census ICT - April to Oct 2017

	REVISED Budget 2017/18	Budget 2017/18 YTD	Actual April to October	Variance	Year End Forecast
	£	£	£	£	£
Operational Revenue Costs					
Employee Costs	245,108	245,108	324,795	79,867	325,108
Transport Costs	8,520	4,970	544	-4,416	924
Supplies & Services	717,885	418,766	388,747	-30,020	704,373
Central Census Maintenance	486,816	283,976	289,727	5,751	495,749
Total Operational Expenditure	1,458,329	952,820	1,004,003	51,182	1,526,154
		Original Budget 2017/18	Actual April to October	Variance	Year End Forecast
Revenue Projects	60,000	63,856	3856	65,000	

4. Major ICT Incident Update

There were four service incidents at Priority 1 level within the period; for completeness, an overview of site specific P1 incidents is provided below:

Horsham

Date:	10/06/17
Issue:	SAN Controller Failover. Failed to allow system state to be Controller A = Empty; Controller B = Pool A and Pool B
Cause:	Bug in Tegile Firmware
Effect:	All systems on Pool A went down, including Exchange and several other servers. 15 minutes

Solution:	short term - Failed Controller Back Controller A Pool A – Controller B Pool B long Term – Updated firmware to latest version
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Adur & Worthing

Date:	18/07/17
Issue:	Avaya Enterprise - Corporate and Contact Centre Telephony is down
Cause:	Power Failure at the London Data Centre where the service is hosted.
Effect:	Total loss of Avaya Corporate Telephony Services to Council for brief period. Contact Centre Services were affected for 20 hours due to issues with the supplier.
Solution:	Service Supplier performed a full controlled shutdown and restart of all aspects of the service. Fall back to secondary data centre was required. Resolution timescale was impacted by false reporting from the ISP providing the VOIP leased line.

Date:	25/07/17
Issue:	Avaya Enterprise - Corporate and Contact Centre Telephony is down
Cause:	Another Power Failure at the London Data Centre where the service is hosted.
Effect:	Total loss of Avaya all telephony services
Solution:	Service Supplier performed a full controlled shutdown and restart of all aspects of the service. Fall back to secondary data centre was required. Note: The service is now running full time at the secondary data centre with no plans to migrate back at this stage.

Date:	31/10/17
Issue:	IKEN (Legal Case Management) Failure
Cause:	Loss of server storage volume after routine maintenance operation. SQL Server offlined and case files unavailable.
Effect:	Loss of service for legal services to their key system
Solution:	Volume restored from backup.

Mid Sussex

None.

5. Risk Management

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
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; emphasised to all relevant staff within the restructure process - being actively implemented.</p> <p>Monitor ongoing service capacity levels (weekly) and take</p>

	appropriate action as necessary – ongoing action
Failure to maintain service delivery in the event of disruptive events e.g. fire, flood, power failure, IT failure, Industrial action etc.)	<p>Develop & maintain departmental business continuity plan in line with site specific BCP/DR processes – now in place. Audit (external consultants) being performed May/June 2016 to validate robustness of technology & processes together with IT staff knowledge.</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 WSCC maintenance windows.</p>
Penalties imposed due to failure to meet government agenda and or legislation	All CenSus management to keep abreast of changes and report implications to the Head of Census ICT – ongoing review through monthly Management meetings.
Failure to implement and manage agreed security controls	<p>Project in place to automate patching processes wherever possible & agree maintenance windows for patching & testing of servers with system users where necessary.</p> <p>An ITIL compliant Change Control process has been in place for > 1 year - has greatly reduced the risk (incidence) of errors & downtime.</p>
Compromise of IT systems due to unknown vulnerability (software, hardware, physical and staff behaviour)	<p>Training and awareness programme for staff</p> <p>All non-essential administration accounts have been deleted to minimise the potential for errors & introduction of vulnerabilities.</p>

6. CENSUS REVENUES AND BENEFITS REPORT

REPORT OF: INTERIM TRANSITION MANAGER, CENSUS PARTNERSHIP
Contact Officer: Kevin Stewart
Email: kevin.stewart@midsussex.gov.uk Tel: 07907 979642
Wards Affected: All
Key Decision: No
Report to: CENSUS Joint Committee
Date of meeting 8th December 2017

Purpose of Report

1. To give an update to the CENSUS Joint Committee on the performance by the service and an update on activities, including key changes.

Summary

2. This report is highlighting the performance and recent changes to the CENSUS Partnership, including new management of the service.

Recommendations

3. The Joint Committee are recommended to:

- (i) **Note the performance and activity of the Service including the 2017/18 performance figures to date;**

4. Background

4.1 The Committee are asked to note that key changes have taken place within the Partnership. With some staff changes, an Interim Transition Manager is now in place helping the CENSUS Partnership through the remaining transition period of the partnership to the 1st April 2018. This follows on from Adur leaving the service from 30 September. The Transition Manager is committed to ensuring the smooth handover of the Revenues and Benefits Service to both Horsham and Mid Sussex Councils as separate services from 1st April 2018. This includes fully working with the party that will be responsible for the service on behalf of Horsham DC from 1st April 2018.

4.2 The Interim Transition Manager is reporting on a monthly basis to each Council on performance and keeping both Horsham and Mid Sussex Council's regularly updated on matters such as Housing Benefit Subsidy and the implementation of Universal Credit. The Interim Transition Manager is keen to continue to work closely with both Councils.

5.0 Performance and activities to date in 2017/18

5.1 **Benefits/CTS** – The actual statistics are at Appendix 1. We are not on target for processing either new Benefit or CTS claims or change in circumstances although we are still within the national performance figures released by the DWP for average performance on processing new claims, which is 23 days. Also, change of circumstances performance is distorted this early in the financial year as rent increases in February each year (if processing performed quickly) brings performance figures down.

- 5.2 There are a number of factors causing this dip in processing performance. One is the uncertainty over the long term future of the CENSUS Revenues and Benefits staff, although this is now moving forward at speed with Preference Exercises and work on structures well underway. The other reason is that the focus historically has been on performance, not accuracy, with the well-known impact that this has resulted in big losses of Housing Benefit Subsidy to the Department for Work and Pensions (DWP).
- 5.3 We are hoping that this dip in processing performance is a temporary one but we are keen as a service to get the right benefit to the right person at the right time, so rightly and after discussion with the partnering Authorities as well as the DWP Performance Development Team (PDT), we are concentrating at the moment on accuracy improvement. Once this is resolved we will seek to further improve our processing performance to get back on target.
- 5.4 The Interim Transition Manager has put in a number of steps to try to improve accuracy and mitigate the risk of the loss of Housing Benefit subsidy. Following an initial exercise by the PDT, we have amended the way that the CENSUS Partnership reports accuracy. The results on accuracy are highlighted in Appendix 2. The method of calculation changed from August 2017 but for comparison purposes, we have retrospectively recalculated the previous month's figures. We are now producing statistics against all Benefit cases processed rather than just the ones selected for accuracy testing.
- 5.5 The audit of the Housing Benefit Subsidy Claims for 2016/17 has produced a far better outcome than in previous years with far less money at risk of being lost to the Department for Work and Pensions (DWP) and Local Authority Error Overpayments being fully retained at 100% this year. Horsham DC is at risk of losing just £14,484 and Mid Sussex DC £13,268. The DWP will ask for any mitigation before deciding to recover these sums. The Partnership will be putting reasons for mitigation to the DWP so that they may not even recover these sums. The Interim Transition Manager will keep all parties updated regarding this. The Partnership is committed to any even better outcome for 2017/18 and is putting in place steps for that now. A verbal update on the subsidy outcomes will be given at the meeting if there are any updates.
- 5.6 We have commissioned a piece of work by the PDT to look at the way we work in Benefits during the transition and how we prepare for the implementation of Universal Credit, which now largely goes live in June 2018 within the CENSUS Partnership area. Please note until the 23 November 2017 the implementation date was the 14 March 2018 but it has now been delayed by the DWP for 3 months. The implementation of Universal Credit will change the way that we work in Benefits, reducing the number of new claims and greatly increasing the number of changes in circumstances. We hope that this work with the PDT will help both partner Authorities going forward and we are keen to share the outcomes when known.
- 5.7 Discretionary Housing Payments (DHP) – the actual statistics are at Appendix 3. Take up is still slow with spend of DHP at Horsham at 47% of budget and Mid Sussex DC at 56% of budget but we expect this to pick up over the next couple of months. We are continuing to work closely with housing needs teams at both Horsham and Mid Sussex in targeting and providing DHP support to maximise the help given to the vulnerable residents in our community. We also need to update the Academy software to receive DHP claims for people in receipt of Universal Credit. We are starting to get such claims and need to update the DHP policies to accommodate this and do other general updates.

5.8 **Revenues** – the actual statistics are at Appendix 4.
CT - collection at the 31 October 2017 was the same as last year for Horsham DC but 0.1% down on Mid Sussex DC for the 2017/18 collection when compared to the 2016/17 year collection.

NDR – collection as at the 31 October 2017 was 0.9% up for Horsham but 0.8% down for Mid Sussex DC for the 2017/18 collection when compared to the 2016/17 year collection. NDR Collection though can be very volatile with the big changes in rateable values and a greater importance of business rates from maximising income..

6.0 **Spring Budget Reliefs for NDR.**

These have all been processed and billed and the CLG notified accordingly. It is likely we have further work to do at both Horsham AND Mid Sussex Councils to ensure the full amount provided by the Government is spent during 2017/18. We will keep both Councils informed.

7. **Financial Update**

7.1 It has been necessary to produce an Outturn position for the six month period to 30th September 2017, to reflect the cessation of the Census Revenues and Benefits partnership under the previous three partner arrangement. The position outlined shows an over spend against budget for this period of £33K. An overspend was identified for staffing, which was partly mitigated by savings in Transport related costs, additional Fee Income and additional Grant Income. The Interim Transition Manager has provided the following explanations for the main variances:-

7.2 Employee costs – Additional costs have been a consequence of the use of agency staff to backfill posts while new recruits were recruited and trained. Additional, temporary (unfunded) posts were 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 year, agency staff were required to maintain performance at a higher cost.

7.3 Supplies and services – This includes the unbudgeted cost of new burdens in respect of IT costs and Training, met by specific additional grant funding identified below.

7.4 Grant Income – Additional grant income was received for new burdens in the period to 30th September 2017 in respect of Implementing Welfare reform; Right Benefit Initiative; Real Time information; Local Authority data Sharing IT costs; Fraud & Error reduction Incentive Scheme and Benefits Cap changes.

7.5 Fees and Charges – Additional income as a result of increased enforcement activity for the year.

Contd over

Revenue

	Budget to 30/09/17	Actual after prepay / accrual adjs	Variance
	£	£	£
Employee Costs	1,395,528	1,574,314	178,786
Transport Costs	36,102	23,305	(12,797)
Supplies and Services	361,270	384,986	23,716
Total Expenditure	1,792,900	1,982,605	189,705
Grant Income	0	(97,565)	(97,565)
Fees & Charges	(282,665)	(342,260)	(59,595)
Miscellaneous Income	(1,500)	(1,167)	333
Total Income	(284,165)	(440,992)	(156,827)
Net Expenditure	1,508,735	1,541,613	32,878

8 Policy Context

- 8.1 The Joint Committee is the body responsible for receiving these reports and is fulfilling its governance role in so doing.

9 Financial Implications

- 9.1 This report is only for noting. It therefore has no financial implications to revenue budgets at this stage.

10 Risk Management Implications

- 10.1 Indicate what risks there are that might affect the successful implementation of the decision arising from this report. State the level of the risk, in terms of likelihood and impact. State what mitigating actions are planned to prevent this risk from materialising. State what contingency plans are in place to address the risk, should it occur.

11 Equality and Customer Service Implications

- 11.1 The Revenues and Benefits Service is available to all every household and business in our community. This includes vulnerable people. However our service provision is based on regulation and policy set by elected members. An equality impact assessment was not deemed necessary for this report. This is because this report is basically monitoring the performance or activities of the CENSUS Partnership.

12 Other Material Implications

- 12.1 There are no legal, environmental, human rights and community safety implications or any risks based on the information contained in this report.

Background Papers

- None.

2017-18

HB/LHA

New Claims	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	YTD	Q1	Q2	Q3	Q4
Horsham	22.16	21.10	21.40	21.68	21.86	22.60	21.75						21.77	21.50	22.04	21.75	0.00
Mid Sx	21.35	20.15	21.19	18.58	21.97	21.56	23.64						21.26	20.88	20.76	23.64	0.00
Census	22.04	20.04	19.96	20.12	21.64	22.11	22.68	0.00	0.00	0.00	0.00	0.00	21.13	20.59	21.22	22.68	0.00
Target	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Changes	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	YTD	Q1	Q2	Q3	Q4
Horsham	9.86	11.63	12.20	9.23	12.30	12.20	15.14	0.00	0.00	0.00	0.00	0.00	11.63	11.23	11.12	15.14	0.00
Mid Sx	10.49	11.38	12.98	9.35	10.74	11.54	10.14	0.00	0.00	0.00	0.00	0.00	10.97	11.60	10.40	10.14	0.00
Census	9.84	11.15	12.49	9.25	10.91	11.86	12.61	0.00	0.00	0.00	0.00	0.00	11.00	11.13	10.44	12.61	0.00
Target	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7	7

CTRS

New Claims	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	YTD	Q1	Q2	Q3	Q4
Horsham	24.23	22.58	26.02	22.93	24.83	23.80	20.68						23.42	24.11	23.93	20.68	0.00
Mid Sussex	22.47	23.54	22.80	23.06	23.42	26.15	28.44						24.22	22.94	24.15	28.44	0.00
Census	23.23	22.78	23.46	23.22	23.99	25.02	24.21	0.00	0.00	0.00	0.00	0.00	23.63	23.14	23.99	24.21	0.00
Target	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20
Changes	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	YTD	Q1	Q2	Q3	Q4
Horsham	8.60	12.13	12.68	8.24	10.36	11.02	12.51	0.00	0.00	0.00	0.00	0.00	10.70	11.07	9.73	12.51	0.00
Mid Sussex	9.74	10.67	11.95	8.61	9.76	10.44	10.14	0.00	0.00	0.00	0.00	0.00	10.20	10.78	9.48	10.14	0.00
Census	8.84	11.01	12.28	8.46	9.63	10.70	11.20	0.00	0.00	0.00	0.00	0.00	10.22	10.66	9.38	11.20	0.00
Target	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10

2016-17

HB/LHA

New Claims	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	YTD	Q1	Q2	Q3	Q4
Horsham	16.95	21.08	17.46	19.49	16.39	16.13	19.37	19.55	18.56	23.30	20.07	21.87	19.26	18.43	17.32	19.22	21.79
Mid Sx	19.00	20.25	17.74	18.99	16.88	16.71	18.53	21.75	19.66	21.99	21.02	20.41	19.43	18.92	17.49	20.03	21.09
Census	17.54	20.64	17.51	18.85	17.04	16.23	18.94	20.67	18.82	21.30	21.14	20.71	19.14	18.49	17.32	19.51	21.03
Target	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18	18
Changes	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	YTD	Q1	Q2	Q3	Q4
Horsham	9.41	9.46	12.28	11.18	9.29	6.92	5.86	10.44	9.46	10.14	2.39	7.74	7.71	10.31	9.13	8.42	4.63
Mid Sx	8.26	9.58	12.93	11.30	9.46	6.63	7.57	9.47	15.45	10.02	4.01	4.38	8.18	9.94	9.13	10.76	5.05
Census	8.62	9.02	12.39	11.30	9.27	6.51	6.84	9.65	11.79	9.92	2.70	5.94	7.72	9.80	9.03	9.26	4.71
Target	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10

CTRS

New Claims	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	YTD	Q1	Q2	Q3	Q4
Horsham	22.89	23.45	17.77	23.39	16.88	18.66	21.70	20.26	18.92	24.05	22.24	21.90	20.98	21.18	19.66	20.43	22.65
Mid Sussex	24.05	21.18	19.40	20.38	19.06	21.21	19.02	23.57	23.34	23.23	24.70	20.91	21.57	21.30	20.23	22.01	22.75
Census	22.12	22.16	18.38	21.23	18.23	19.45	20.04	21.63	21.33	22.10	23.01	21.54	20.88	20.73	19.62	21.00	22.14
Target	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20	20
Changes	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	YTD	Q1	Q2	Q3	Q4
Horsham	8.14	10.08	13.31	11.21	9.59	7.27	7.42	10.27	9.37	10.05	6.49	9.75	9.42	10.28	9.36	9.09	8.65
Mid Sussex	8.51	7.96	13.38	10.83	9.64	6.67	7.60	8.78	8.56	9.75	7.03	10.10	9.04	9.63	9.01	8.32	8.94
Census	8.18	8.42	13.10	11.17	9.42	6.71	7.69	9.06	8.99	9.74	6.44	9.96	9.04	9.61	9.08	8.59	8.63
Target	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10

The Census averages for 2016-17 may look odd when looking at the Horsham and Mid Sussex values above, however, they do take in to account the Adur figures which are not shown here.

Accuracy - new calculation	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Av To Date
Av	96.8%	93.6%	93.7%	94.6%	96.7%	93.9%	94.7%						94.8%

Accuracy - old calculation	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Av To Date
Av	99.0%	99.0%	99.0%	99.0%	-	-	-	-	-	-	-	-	99.0%

Method of calculation changed from August 2017, however, for comparison purposes, retrospectively re-calculated previous months figures.

Horsham	DHP claims awarded	Budget	DHP paid	DHP committed	% of budget committed
U/O claims	19			£ 17,371.34	8%
Benefit Cap claims	10			£ 20,332.44	10%
Other claims	22			£ 62,146.75	30%
Totals	51	£ 210,316.00		£ 99,850.53	47%

Mid Sussex	DHP claims awarded	Budget	DHP paid	DHP committed	% of budget committed
U/O claims	16			£ 14,725.19	7%
Benefit Cap claims	19			£ 60,032.47	29%
Other claims	24			£ 40,415.28	20%
Totals	59	£207,133.00		£ 115,172.94	56%

2017-18

Horsham		Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Final 2016-17
CT	Collected	11.22%	20.66%	30.02%	39.37%	48.82%	58.18%	67.57%						98.74%
	Target	11.20%	20.70%	30.00%	39.60%	48.90%	58.20%	67.70%						98.80%
	% Diff	0.02%	-0.04%	0.02%	-0.23%	-0.08%	-0.02%	-0.13%						-0.06%
NNDR	Collected	13.13%	21.15%	29.71%	37.61%	52.03%	60.39%	68.37%						97.46%
	Target	12.40%	20.98%	29.43%	38.00%	50.79%	60.14%	68.79%						98.00%
	% Diff	0.73%	0.17%	0.28%	-0.39%	1.24%	0.25%	-0.42%						-0.54%

2016-17

Horsham		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Final 2015-16
CT	Collected	11.26%	20.66%	30.03%	39.40%	48.85%	58.18%	67.57%	76.92%	86.24%	95.57%	97.14%	98.74%	98.6%
	Target	11.20%	20.70%	30.00%	39.60%	48.90%	58.20%	67.70%	77.10%	86.60%	95.80%	97.30%	98.80%	
	% Diff	0.06%	-0.04%	0.03%	-0.20%	-0.05%	-0.02%	-0.13%	-0.18%	-0.36%	-0.23%	-0.16%	-0.06%	
NNDR	Collected	12.24%	19.66%	28.14%	36.75%	50.20%	58.99%	67.52%	75.59%	83.83%	91.30%	94.98%	97.46%	97.5%
	Target	12.40%	20.98%	29.43%	38.00%	50.79%	60.14%	68.79%	76.71%	84.64%	91.86%	95.51%	98.00%	
	% Diff	-0.16%	-1.32%	-1.29%	-1.25%	-0.59%	-1.15%	-1.27%	-1.12%	-0.81%	-0.56%	-0.53%	-0.54%	

2017-18

Mid Sussex		Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Final 2016-17
CT	Collected	11.28%	20.68%	30.00%	39.19%	48.42%	57.67%	67.32%						98.58%
	Target	11.30%	20.80%	29.90%	39.20%	48.30%	57.70%	67.50%						98.80%
	% Diff	-0.02%	-0.12%	0.10%	-0.01%	0.12%	-0.03%	-0.18%						-0.22%
NNDR	Collected	9.08%	19.21%	27.81%	36.48%	47.65%	56.06%	64.84%						96.82%
	Target	10.72%	19.28%	28.14%	36.83%	48.45%	57.65%	65.89%						98.00%
	% Diff	-1.64%	-0.07%	-0.33%	-0.35%	-0.80%	-1.59%	-1.05%						-1.18%

2016-17

Mid Sussex		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Final 2015-16
CT	Collected	11.44%	20.78%	30.15%	39.35%	48.54%	57.80%	67.43%	76.85%	86.07%	95.27%	96.91%	98.58%	98.6%
	Target	11.30%	20.80%	29.90%	39.20%	48.30%	57.70%	67.50%	76.80%	86.10%	95.30%	97.00%	98.80%	
	% Diff	0.14%	-0.02%	0.25%	0.15%	0.24%	0.10%	-0.07%	0.05%	-0.03%	-0.03%	-0.09%	-0.22%	
NNDR	Collected	10.93%	19.02%	28.01%	36.57%	48.31%	56.91%	65.59%	74.06%	82.54%	89.89%	93.60%	96.82%	95.8%
	Target	10.72%	19.28%	28.14%	36.83%	48.45%	57.65%	65.89%	74.18%	83.40%	90.83%	94.61%	98.00%	
	% Diff	0.21%	-0.26%	-0.13%	-0.26%	-0.14%	-0.74%	-0.30%	-0.12%	-0.86%	-0.94%	-1.01%	-1.18%	

7. DISSOLUTION OF THE CENSUS JOINT COMMITTEE

Report of: Director of Corporate Resources,
Horsham District Council
Wards Affected: All
Key Decision: No
Report to: CENSUS Joint Committee – 8 December 2017

Not Exempt

1. Purpose of Report

- 1.1. This report explains the history of the CenSus Joint Committee, explains why it is not needed after 31 March 2018 and recommends its dissolution from 1 April 2018.

2. Recommendations

The Joint Committee is recommended to:

- a) **To recommend to Adur District Council, Horsham District Council, Mid Sussex District Council and Worthing Borough Council that they approve the dissolution of The Census Joint Committee from 1 April 2018 and remove it from their Constitution.**
- b) **Approve the officer Project Management Board to oversee the joint technology work, reporting to the relevant Cabinet Member or Portfolio Holder at their Council in the usual way.**

3. Background

- 3.1. The CenSus Joint Committee was established on 1 October 2004 by Adur, Horsham and Mid Sussex District Councils to “provide strategic direction to agree the programme and to monitor the programme”. The programme was a plan of joint technology procurement and shared resources.
- 3.2. On 10 June 2005 the Joint Committee agreed to add Revenues and Benefits services to its remit.
- 3.3. On 1 April 2011 Worthing Borough Council joined the IT part of CenSus.
- 3.4. On 25 February 2016 Adur District Council agreed to leave the Revenues and Benefits service. Adur District Council reported this to the Joint Committee on 16 March 2016 and exited this part of the partnership on 1 October 2017.
- 3.5. On 16 December 2016 the Joint Committee agreed to a mutual break-up of the IT part of the partnership because the joint team no longer met the requirements of the 4 Councils’ Technology or Digital Strategies. On 1 July 2017 staff in the IT teams were returned under a TUPE-type arrangement to their original Councils and 5 residual

shared posts were deleted. Two shared staff were made redundant from these residual posts.

- 3.6. On 7 March 2017 Horsham District Council gave notice to the remaining members that, following the exit of Adur District Council, it was going to seek alternative options for its Revenues and Benefits service thereby dissolving the partnership. This report contained a recommendation that Horsham's Director of Corporate Resources prepare a paper for the CenSus Joint Committee at its last meeting before the dissolution of the partnership making recommendations for the future governance of the residual CenSus ICT functions. This is not the last meeting of the Committee, this will be in March 2018, but because of the need to recommend this change to Council then it is timely for the Committee to recommend its dissolution at its penultimate meeting.
- 3.7. The Technology Services of the four councils continue to work together on joint procurement of services. These services include IT security and moving their estates to the Cloud.
- 3.8. Given the small work programme, on technology services only, still covered by the shared services it is no longer necessary for the Councils' to have a formal Constituted Joint Committee to oversee this work or set strategic direction.

4. Residual Technology Work

- 4.1. Strategic direction for technology is set in each Council's Technology or Digital Strategy. Officers have established a Project Management Board at which officers from the each of the Councils will meet and discuss these workloads (Terms of Reference for the Project Board are attached at Appendix A).
- 4.2. The four Councils continue to work together on Technology developments especially IT security and the move to the Cloud. They currently share one post, for a Project Manager on the Cloud project. There are some shared service contracts for IT services that remain and are cheaper for the Councils to retain than to set up individually. As Horsham District Council originally hosted the Technology element of the partnership it continues to fund these costs upfront and recover a share from the other Councils. A report on the on-going costs of these minor shared arrangements is in development and will be brought to the March 2018 meeting of this Committee.

5. Policy and Legal Context

- 5.1. The CenSus Joint Committee is formally constituted as a Joint Committee pursuant to Section 101 and 102 of the Local Government Act 1972 and is referred to in the 4 Councils' Constitutions. Therefore it is necessary for each Council to approve the recommendation to dissolve the Committee. The reason for dissolution is because the residual shared workload is insufficient to require a formal Committee to discharge those functions.

6. Other Options Considered

- 6.1. The Joint Committee could continue to oversee the small workload however this is not considered to either cost effective or a good use of valuable Council time.

7. Financial Implications

- 7.1. As the project progresses the costs of dissolution for both Councils will need to be in accordance with the provisions of the partnership agreement. Reports on the final costs of the dissolution of the Technology and Revenues and Benefits parts of the partnerships will be brought to the Committee's final meeting in March 2018. There will also be a short budget of the on-going technology work.
- 7.2. Dissolution of the Joint Committee will generate minor savings in travel costs to all Councils and non-cashable savings in support service costs of the Councils providing financial support to the partnership.

8. Risk Management Implications

- 8.1. Each Council will complete their own risk assessment of future arrangements. There are no significant risks associated with dissolving a Joint committee to support an operational partnership that no longer exists.

9. Other Implications

- 9.1. There are no sustainability or equality implications arising from this report.

10. Other Material Implications

- 10.1. None.

Background Papers

None

Contact

Jane Eaton, Director of Corporate Resources, Horsham District Council

Email: jane.eaton@horsham.gov.uk;

Tel: 01403 215300

CenSus Digital Board

Terms Of Reference 2017

Background

Adur & Worthing, Horsham and Mid Sussex Councils have, over the last three years, undertaken significant review work in relation to technology provision, developing forward looking strategic approaches to the delivery of ICT and digital. In each council, new digital leadership roles have been developed, and cloud first strategies adopted. Cloud native platforms have been implemented in two councils, and all three have jointly procured a managed service provider to move our ICT estates into the public cloud through an agreed “Infrastructure as a Service” programme.

The CenSus Digital Board has been formed to provide governance and collaboration between our councils as the CenSus Partnership comes to an end, and the CenSus Joint Committee is wrapped up in March 2018.

A focus on collaboration and opportunities to share

The CenSus Digital Board will be responsible for driving through the infrastructure as a service programme, with migration of applications to the public cloud happening at pace over the next 12-18 months. A shared project management resource will manage our contract with Eduserv, ensuring a clear and agreed migration plan, staff training and resource management and budget control.

The Board will also develop appropriate collaborations across ICT and digital, by discussing plans and identifying opportunities. With close strategic synergy between the councils, there is likely to be good opportunity for shared working.

Board Membership

The Board will have the following membership:

Adur & Worthing Director for Digital & Resources

Head of Digital, Mid Sussex

Head of Technology Services, Horsham

Interim Head of Digital, Adur & Worthing

Scope

The Board will:

1. Finalise the repatriation of staff, budgets etc from CenSus ICT Partnership
2. Provide leadership and governance for the Iaas Programme

3. Develop a resourcing framework to include both staff and contractor resources
4. Identify and exploit opportunities to deliver projects and procurements jointly, or on behalf of one another.

Frequency

The Board will meet monthly