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Overview & Scrutiny Committee

Finance and Performance Sub-Committee

Thursday, 11th August, 2016 at 5.30 pm
Hastings & Knepp, Parkside, Chart Way, Horsham

Councillors: Nigel Jupp (Chairman)
David Coldwell
Jonathan Dancer
Tim Lloyd
David Skipp
Michael Willett

You are summoned to the meeting to transact the following business

Agenda

	Page No.
1. Apologies for absence	
2. Minutes To approve as correct the minutes of the meeting held on 16 th June 2016	1 - 4
3. Declarations of Members' Interests To receive any declarations of interest from Members of the Sub-Committee	
4. Announcements To receive any announcements from the Chairman or the Chief Executive	
5. Finance and Performance, Corporate Plan Priorities, and Key Projects for Quarter 1, 2016/17	5 - 48
6. Complaints, Compliments and Suggestions - Monitoring and Learning Report for Quarter 1 2016/17	49 - 54
7. Analysis of requests made under the Freedom of Information Act and Environmental Information Regulations 2015	55 - 62

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Finance and Performance Sub-Committee
16 JUNE 2016

Present: Councillors: David Coldwell, Nigel Jupp, Tim Lloyd and David Skipp

Apologies: Councillors: Jonathan Dancer and Michael Willett

Also Present: Councillors: John Bailey, Leonard Crosbie

1 **ELECTION OF CHAIRMAN**

Councillor Nigel Jupp was elected as Chairman of the Sub-Committee for the ensuing year.

2 **TO APPROVE THE TIME OF MEETINGS FOR THE ENSUING YEAR**

That 5.30pm as the time of the meetings for the ensuing Council year was approved.

3 **MINUTES**

The notes of the Finance and Performance Working Group meeting held on 17th February 2016 were approved as a correct record of the meeting.

4 **DECLARATIONS OF MEMBERS' INTERESTS**

There were no declarations of interest.

5 **ANNOUNCEMENTS**

There were no announcements.

6 **TO APPROVE THE SUB-COMMITTEE'S TERMS OF REFERENCE**

The Terms of Reference were approved by the Working Group.

The Working Group asked that the wording of the first Term of Reference be amended to read 'Finance and Performance Sub-Committee' instead of 'Overview and Scrutiny Committee'.

7 **FINANCE AND PERFORMANCE, DISTRICT PLAN PRIORITIES, AND KEY PROJECTS FOR QUARTER 4, 2015/16**

The Head of Finance introduced the report on the Council's Finance and Performance, District Plan Priorities and Key Projects for quarter 4 2015/16.

This report detailed the finance and performance figures for the year end. A surplus was reported, which would contribute to the general reserves.

Members discussed the current amount of the general reserves and agreed that it was at a good level.

Members noted that Capital expenditure was higher than the previous year.

The Commissioning and Performance Manager discussed the Performance section of the report with the Members.

Members noted that statistics relating to performance had generally improved and that more compliments are being recorded than before.

It was reported that all projects related to the district plan were on target.

Members noted that the number of planning appeals had been reduced and should continue to fall due to the HDPF.

Members noted that the CenSus Revenue and Benefits department's performance issues and cost were still being investigated.

Action: Head of Finance to report any outstanding costs relating to appeals to Members.

Action: Head of Finance to issue a follow up on the amount of funding for the disabled facilities expenditure that had incurred.

Action: Head of Finance to produce a report detailing the amount of S106 by Parish/Ward.

Action: The Commissioning and Performance Manager to provide Members with a summary of the future phases of the ANPR parking system.

8 **COMPLAINTS, COMPLIMENTS AND SUGGESTIONS - MONITORING AND LEARNING REPORT FOR QUARTER 4**

The Commissioning and Performance Manager presented the report Complaints and Compliments Monitoring Report for Quarter 4.

The Members noted the complaints figures for the quarter, along with the annual figures.

Members noted that the number of complaints were falling whilst the number of compliments received were increasing.

The report detailed a breakdown of the figures for the Working Group.

9 **ANALYSIS OF REQUESTS MADE UNDER THE FREEDOM OF INFORMATION ACT AND ENVIRONMENTAL INFORMATION REGULATIONS 2016**

The Director of Corporate Resources presented the report of the Analysis of Requests made under the Freedom of Information Act and Environmental Information Regulations for quarter 4 2015/16.

Members noted that the number of FOI requests had generally increased and the impact that this was having on officer resources and cost.

10 **UPDATE ON THE CENSUS REVENUES AND BENEFITS HOUSING BENEFIT SUBSIDY AUDIT**

The members noted the content of the update.

The meeting closed at 7.44 pm having commenced at 6.00 pm

CHAIRMAN

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Report to Finance and Performance Sub-Committee

Date of meeting 11th August 2016

By the Head of Finance

INFORMATION REPORT

Not exempt



**Horsham
District
Council**

REPORT ON HDC'S CORPORATE PLAN PRIORITIES, FINANCE AND PERFORMANCE IN QUARTER 1 OF 2016/17

Executive Summary

This report shows how successful the Council has been in delivering against identified Corporate Plan Priorities. The Council uses corporate performance indicators; financial reporting and review of progress against key corporate projects to demonstrate progress against corporate priorities.

The key projects where there has been significant progress over the quarter including the removal of the Shelley Fountain; plans for the Broadbridge Heath Leisure Centre; the redevelopment of Hop Oast Depot; and the Future Horsham Programme.

Financial performance is slightly behind target for the first quarter of 2016/17. Although we are projecting an overspend of £187k, it is likely that the overspend will be recovered during the course of the year. Capital expenditure is £1.8m against £24.7m programme (7%).

Monitoring of Key Performance Indicators that demonstrate progress towards delivery of the Corporate Plan are showing 69.5% within target and 25% close to target, with no areas of major concern.

Recommendations

It is recommended that Members note the contents of this report.

Reasons for Recommendations

Performance Indicators are provided as part of the duty of Best Value to drive up service improvement.

Consultation: SLT

Wards affected: All

Contact: Gillian Bloomfield ext. 5450

Background Papers:

Appendix A: 2016/17 Corporate Plan Priorities and Key Tracked Projects reporting

Appendix B: Q1 Monitoring of Budget and Key Performance Indicators Report and full Key indicator basket by Portfolio Holder

Appendix C: Q1 Capital Budget Monitoring

Appendix D: Q1 Revenue Summary

Background Information

1. MONITORING OF PERFORMANCE

1.1 The sub-committee meets on a quarterly basis to deal with the main items of regular business for both finance and performance matters. The sub-committee reviews progress in meeting the Corporate Plan priorities, financial performance and key performance indicators and progress reporting for major projects.

2. MONITORING OF CORPORATE PLAN PRIORITIES 2016/17

2.1 The Corporate Plan Priorities monitoring report for 2016/17 is appended to this report at Appendix A. The Corporate Plan for the three years 2016-19 was agreed by Cabinet on 28 January 2016 and approved at Council in February 2016.

2.2 Priorities where there has been significant progress over the quarter include the removal of the Shelley Fountain; plans for Broadbridge Heath Leisure Centre; the redevelopment of Hop Oast Depot; and the Future Horsham programme.

2.3 The two key capital building projects, Hop Oast and Broadbridge Heath Leisure Centre, both complex and high profile, are broadly on programme. Key tracked projects monitoring is included within Appendix A.

3. FINANCIAL PERFORMANCE

3.1 The first quarter financial expenditure is largely in line with forecast budgets. The revenue position on a service by service basis can be found in Appendix D. At this stage in the financial year we are projecting a small overspend of £187k, notwithstanding £240k of additional income and savings across a variety of schemes such as a higher level of interest £90k from a change in the investment strategy by using some corporate funds, and a £24k vacancy saving in community safety where a post won't be filled.

3.2 The £187k overspend forecast includes a reduction in income of £60k reflecting lower estimated levels of ICT services provided to Adur and Worthing outside of the Census arrangements, a longer than anticipated closure at Billingshurst leisure centre for tiling repair works £20k, the increased cost of casuals (as a result of the move to the same pay scales as permanent staff) at the Capitol £30k, a delay in the Bishopric temporary housing development causing a reduction of budgeted income and savings against B&B totalling nearly £50k and higher than expected costs in the development service due to higher level of public enquiries and demand which even after taking an increase in planning advice fees in account, results in a net total of £100k. We would expect though that the overspend will be recovered during the course of the year.

3.3 Expenditure on capital in Q1 amounted to £1.8m (7%) of the £24.7m capital programme. Most items in the programme are expected to progress although a full spend of the Housing enabling budget (£1.3m) is doubtful and the Saxon Weald Loan (£7m) is being discussed in the light of changes to the Winterton Court development housing mix in the submitted planning application. The new vehicles programme (£1.3m) may also be revised in view of current review of operations. Spend of an appreciable proportion of the commercial property fund (£3.2m) is

expected in the next quarter but plans to spend the remaining commercial property fund budget are dependent on suitable assets being available. The detailed capital programme and expenditures to date are provided at Appendix C.

4. Performance Monitoring

- 4.1** Key Performance data are provided for discussion at this meeting at Appendix B, covering the Quarter 1 2016/17 period. The Key Performance Basket of Indicators form part of the measures to demonstrate delivery of the [Corporate Plan Priorities 2016-19](#).
- 4.2** Where possible, performance is measured against set targets. A target is not appropriate for a small number of volumetric (ie data only) performance indicators which identify the number of cases/enquiries.
- 4.3** Revisions of performance indicators and targets are undertaken annually as part of the development of the departmental service plans. Service plans for 2016/17 were published on the website in April 2016 and a revised Key Basket of Indicators agreed with SLT and shared with Cabinet Members, and attached as part of Appendix B.
- 4.4** An analysis of performance demonstrates that 69.5% of indicators met or exceeded targets set; 25% were close to target, and 5.5% fell outside of the target range.
- 4.5** The cost of planning appeals had been an area of concern, with one cost awarded this quarter. There has been an improvement in performance over the previous year as a result of Constitutional changes and member training programme. It is envisaged that this will reduce now the HDLP has been approved and land allocations determined. The other indicator that fell out of range, parking capacity, is measured against the annual target of 60%. Peak time is November, December and January and it is anticipated that the target will be met by the year end.
- 4.6** Positive improvement was seen: call centre performance remains consistently above target; processing of planning applications, 'minor', 'major' and 'other'. Many income indicators achieving and exceeding targets, particularly parking, local land charges, and trade waste; and levels of sickness, at below 8 days, continue to improve.
- 4.7** The Council is continuing work with other local authorities and the Local Government Association (LGA) to develop a common set of indicators for benchmarking across councils, from which local authorities could select. As a result a small set of indicators has been set up for voluntary completion. For more information on this, please refer to [Inform and Knowledge Hub](#):
- 4.8** HDC has contributed to two indicators over the year covering waste and complaints and from 2016/17 will add fly tipping data.

5 OUTCOME OF CONSULTATIONS

5.1 SLT have considered the review of Financial Monitoring and Key Performance Indicators; the Corporate Plan Priorities and Tracked Key Projects Report for Q1 in 2016/17.

6. OTHER COURSES OF ACTION CONSIDERED BUT REJECTED

6.1 Not appropriate; Council needs to be seen to effectively monitor its performance.

7. STAFFING CONSEQUENCES

7.1 There are no staffing consequences associated with this report.

8. FINANCIAL CONSEQUENCES

8.1 There are no direct financial consequences as a result of this report

9. CONSEQUENCES OF THE PROPOSED ACTION






9.1 This report does not impact on Crime & Disorder; Human Rights; Equality & Diversity and Sustainability matters and there are no risks associated.





3/08/16







APPENDIX A: Corporate Plan Priorities & Key Tracked Projects Reporting

Qtr 1 2016/17






Progress against the Corporate Plan is reported across 4 themes: Communities, Economy, Efficiency and Environment

Symbols Used				
				
Not Started	On going/ On Track	Under Senior Management Review	Senior Management Action	Completed






Corporate Plan Theme	Corporate Plan Priorities Strategic Objectives			Portfolio Holder	Lead Officer	Status
	2016/17	Qtr. 1 Update	Due Date			
Theme 1: Communities <i>Support our communities</i>	Grow the footfall of HDC's cultural and leisure facilities	Full data sets are not available until end of July but we are anticipating decrease verses 2015/16 as a consequence of poor weather affecting attendances at Rookwood Golf Course and pool closure at Billingshurst in order to complete repairs in connection with pool tiles and degradation of walls (screed) behind them.		Cllr Jonathan Chowen	Lead Officer: Trevor Beadle Support: Section Heads	
	Deliver the new Broadbridge Heath Leisure Centre and associated sports and cultural facilities on time and within budget by Spring 2018	Public exhibition took place from 25 th May to 8 th June 2016, and meetings are being held on an ongoing basis with the design team, PfP and user groups to finalise the proposed design. Leisure Centre main contract tenders due to go out early Aug 2016, for appointment end Sept 2016. Project completion by Spring 2018. MUGA's (Multi-use games areas) due to start on site Oct 2016. Project schedule dates are very tight with some external dependencies	Spring 2016	Cllr Jonathan Chowen Cllr Brian Donnelly	Lead Officer: Natalie Brahma-Pearl Support: Trevor Beadle	
	Deliver a new sports strategy	This is now a 'sport and physical activity strategy'. Consultation completed on 31 st May 2016 and final revisions 80% complete. Final sign off early Autumn.		Cllr Jonathan Chowen	Lead Officer: Trevor Beadle Support: Steve Hawker	
	Deliver a new strategy for heritage and culture	Draft brief for consultant agreed by officers and approved by portfolio holder. Currently with Arts Council England for their thoughts and advice and for help in recruiting the consultant.		Cllr Jonathan Chowen	Lead Officer: Trevor Beadle Support: Nick Mowat/Jeremy Knight	

	Develop the case for potential expansion of community wardens with parishes	New scheme now launched at Pulborough but no further schemes anticipated this year		Cllr Kate Rowbottom	Lead Officer. Greg Charman Support. Neil Worth	
	Work with local health providers to encourage delivery of improved health facilities and outcomes with strategy prepared by October 2016	A new Corporate Plan priority.		Cllr Kate Rowbottom	Lead Officer: Natalie Brahma-Pearl Support: Trevor Beadle	
	Support and deliver initiatives to improve the quality of life of the most vulnerable within the district and deliver Phase 2 of the Think Family programme	Think Family Neighbourhood Work has transitioned to a new model working across the District, able to develop projects with communities in response to any of the six Think Family themes, where they are relevant. Think Family Neighbourhood funding supporting projects including WISH (Work Information Support Hub) and Substance Misuse Support for young people provided by Horsham Matters. Service Level Agreements with 13 partnership organisations have been agreed for 2016/17. These organisations deliver a range of services across the district to those who are socially and financially isolated and helping to strengthen the local communities Initiatives delivered include: Focus on household budgets and money worries – led to new District Council leaflet for residents; in Pulborough working group established to secure the Youth Club for community use and strengthen community involvement; partnership project with the Y Centre to provide mentoring support for NEET young people aged 16 to 25.	31 Mar 2016	Cllr Kate Rowbottom	Lead Officer: Natalie Brahma-Pearl Support: Trevor Beadle	
	Develop a new strategy for delivery of housing to meet local need	The Housing and Planning Act received Royal Assent on 13 May 2016. Awaiting secondary legislation. The position will be reviewed in Autumn 2016.	Autumn 2016	Cllr Claire Vickers	Lead Officer: Natalie Brahma-Pearl Support: Rob Jarvis	
	Endeavour to prevent homelessness throughout the District	Following the Housing Services restructure a renewed emphasis being placed upon early intervention for homelessness prevention and joint working with other professionals.		Cllr Philip Circus	Lead Officer: Natalie Brahma-Pearl Support: Rob Jarvis	
	Support an expanded effective telecare and tele-healthcare service	The Community Link Team moved from the Housing Department to Environmental Health and Licensing in June this year.	Ongoing	Cllr Philip Circus	Lead Officer: Natalie Brahma-Pearl Support: Lisa Boydell	





		As of 1 st April 2016 the service had 1739 Units installed and we will be developing a Community Link Business Plan outlining how we intend take the telecare service forward.				
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Corporate Plan Themes	Corporate Plan Priorities Strategic Objectives			Portfolio Holder	Lead Officer	Status
	2016/17	Qtr. 1 Update	Due Date			
Theme 2: Economy <i>Improve and support the local economy</i>	Develop and progress a master plan for Horsham Town Centre	<p>As part of the work on the Economic Strategy, the delivery of the Economic Development service is being reviewed. This includes evaluating the options for Horsham Town Centre Management, including the feasibility of a BID.</p> <p>Horsham Town Vision Project Update: Key sites' analysis, development options and improvement proposals are being developed for Project Board approval. Successful external Stakeholder Workshop held on 15th June. Town Centre and all Member briefings to be held followed by public consultation in September 2016 with anticipated adoption in Autumn 2016. Following the Council decision in April the Shelley Fountain has now been removed and an interim planting scheme delivered in its place.</p>	31 Dec 2016	Cllr Gordon Lindsay	Lead Officer: Chris Lyons	
	Deliver and subsequently implement a new Economic Development strategy to promote the district as a first choice business and visitor destination	Work has commenced on the Economic Strategy. A draft of the strategy is due October 2016, with the intention that the new Strategy is approved by 31 December 2016.	31 Dec 2016	Cllr Gordon Lindsay	Lead Officer: Chris Lyons	
	Develop and progress a master plan for Hurst Road, Horsham by June 2016	A change of approach to ensure more a robust approach will be included in the Site Allocation document rather than a supplementary planning document. Consultation at end of the year with anticipated adoption within 2 years.	Ongoing	Cllr Gordon Lindsay	Lead Officer: Chris Lyons	
	Finalise and progress plans for Billingshurst Village Centre by April 2016	Consultation on the Billingshurst Village Centre SPD completed in April 2016 and amendments incorporated. Delivery schedule of key projects and predicted programme has been agreed. Adopted by Cabinet on 21 st July 2016. Key projects are now to be worked up in detail, consulted on, procured and delivered according to the timing and receipt of future and existing S106 funds	Ongoing	Cllr Lindsay	Lead Officer: Chris Lyons	
	Produce and implement a strategy for	Usage of rural car parks is currently being assessed. This	Ongoing	Cllr Lindsay	Lead Officer:	

Corporate Plan Themes	Corporate Plan Priorities Strategic Objectives			Portfolio Holder	Lead Officer	Status
	2016/17	Qtr. 1 Update	Due Date			
	the management of off street car parks across the district	and future growth predictions will inform the development of our rural parking strategy which will look at space utilisation, costs, operating models etc. Within Horsham town we are undertaking work in conjunction with Strategic Planning and Horsham Vision to set a baseline for growth and future use of our car parks. A town centre parking strategy will be developed which will inform pricing, car park usage, season ticket allocation, etc.			Ben Golds	

Corporate Plan Themes	Corporate Plan Priorities Strategic Objectives			Portfolio Holder	Lead Officer	Status
	2016/17 - Year 1	Qtr. 1 Update	Due Date			
Theme 3: Efficiency <i>Great value services</i> Page 12	Continue development and delivery of Business Transformation	Now branded under Future Horsham. This includes organisational design, talent management and planning business resilience. Successful models are being investigated and considered, project team is developing. Outline Shared Service Business Plan recommendation to move to developing a full business case was agreed by Cabinet on 21 July 2016.	31 Mar 2017	Cllr Dawe	Lead Officer:	
	Develop and implement process to ensure that commissioning principles are applied to all council services to ensure quality and value are optimised by April 2016	An annual review of all commissioning and project activity has been completed. This covered completed projects over the year, progress with current projects and additional commissioning opportunities going forward. The New Procurement Code which adopts the principles of Commissioning was approved by Full Council in December 2015	31 Mar 2016	Cllr Dawe	Lead Officer: Jane Eaton	
	Work with partner councils across Sussex and Surrey to secure a devolution settlement that will be of benefit to the residents of our district by May 2016	On 11 July a meeting of Leaders and Chief Execs of 26 Councils involved in 3SC devolution bid. Uncertainty surrounding future of Government policy but group continuing to progress bid for when the deal proves possible.	Ongoing	Cllr Dawe	Lead Officer:	
	Deliver a balanced budget over the medium term	SLT working with Cabinet and service managers to identify potential ways to increase income and reduce costs. Results of this work will be reported to Cabinet and Council this autumn.	Ongoing	Cllr Brian Donnelly	Lead Officer: Jane Eaton	
	Grow the council's property portfolio to increase income	Development of 17 apartments being built at the Bishopric, Horsham, adjacent to the new John Lewis shop. The apartments will be owned and managed by the Council for	April 2017	Cllr Donnelly	Lead Officer: Chris Lyons	

Corporate Plan Themes	Corporate Plan Priorities Strategic Objectives			Portfolio Holder	Lead Officer	Status
	2016/17 - Year 1	Qtr. 1 Update	Due Date			
		short stay temporary accommodation significantly reducing the need to use bed and breakfast accommodation. This will provide a revenue increase: rental income plus saving on B&B. Funded through Section 106 contributions received by the Council for the provision of affordable housing in the District. Project is on site, for completion April 2017.				

Corporate Plan Themes	Corporate Plan Priorities Strategic Objectives			Portfolio Holder	Lead Officer	Status
	2016/17 - Year 1	Qtr. 1 Update	Due Date			
Theme 4: Environment <i>Manage our natural and built environment</i>	Implement the Horsham District Local Plan and ensure it remains up to date	<p>The Planning Inspector's Final Report (dated 8 October 2015) on the examination into the Council's Horsham District Planning Framework concludes that the Plan, together with the modifications, is sound. Supplementary planning documents to be revisited to keep up to date.</p> <p>CIL Implementation project update: Consultation on the Draft Charging Schedule ran for 6 weeks from 6 May 2016, together with the Planning Obligation and Affordable Housing SPD. This will be followed by Examination by an Independent Planning Inspector. New software has been procured to support CIL and s106 systems. System went live Jan 2016 for s106 payments, CIL to follow after adoption later in 2016.</p>	31 March 2017	Cllr Vickers	Lead Officer: Chris Lyons	
	Ensure that the new community and business park at North Horsham is delivered with all necessary infrastructure and services	West Sussex County Council (WSSCC) have agreed terms to purchase the former Novartis site in Horsham in order to develop a new science park that will host leading firms in life-science research work and the development of innovative technology. Some residential development will also be included in the proposed scheme.	TBA	Cllr Gordon Lindsay	Lead Officer: Chris Lyons	
	Support delivery of Neighbourhood Plans	Significant progress has been made over the last year in relation to neighbourhood planning. The District has over 90% coverage of Parishes progressing at Q1	31 March 2017	Cllr Vickers	Lead Officer: Chris Lyons	
	Review waste services to maximise the efficiency of the service by June 2016	The review is now approaching its conclusion with the drafting of a final report. Members seminars have been completed which looked at various options with associated cost benefits. Implementation of 'Incab' digital solution, agreed by Cabinet 26 May 2016, installation planned to begin late summer 2016, live end Mar 2017.	31 July 2016	Cllr Roy Cornell	Lead Officer: Natalie Brahma-Pearl	

Corporate Plan Themes	Corporate Plan Priorities Strategic Objectives			Portfolio Holder	Lead Officer	Status
	2016/17 - Year 1	Qtr. 1 Update	Due Date			
Page 14	Work with WSCC to secure appropriate waste transfer arrangements	Consultation with WSCC has taken place. WSCC will produce a business case to support the construction of a transfer station in a location that gives a logistical benefit; existing sites within Counties and Partner portfolios are being considered along with a new build site	31 March 2017	Cllr Cornell	Lead Officer: Natalie Brahma-Pearl	
	Deliver the new waste depot by March 2018	Hurston Lane depot will be closed and facilities consolidated into a single site at Hop Oast. Planning approval was approved May 2016 subject to EA drainage conditions. The build programme is on track for completion Autumn 2017. Initial ground works have been agreed to secure a new pedestrian access to Park and Ride along with an alternative site entry for construction vehicles. Resolving the planning condition may cause a short delay to programme in the short term.	Completion end 2017/18	Cllr Roy Cornell	Lead Officer: Natalie Brahma-Pearl Support: Brian Elliott	
	Adopt a low tolerance approach to environmental crime	Enforcement action to be taken where viable cases exist and record number of incidents and resultant actions where appropriate- currently measured on DEFRA's waste data flow	31 March 2017	Cllr Cornell	Lead Officer: Natalie Brahma-Pearl	
	Plan to reach 50% recycling of household waste by 2020	Deliver a marketing and educational programme to increase the recycling rate, improve the quality of recycled material collected and reduce waste going to landfill under the waste hierarchy. This externally funded project has been running 2015/16 and onwards. Contaminated recycling materials have reduced by 87% over the last 2 years – contaminated tonnages have reduced from 270 tons to 35 tons. With targets enshrined in UK legislation we will remain committed to a range of waste reduction measures raising awareness and promoting the value of recycling whilst remaining below the 6% threshold included in the new Memorandum of Understanding (MOU) Schedule 6.	2015/16 and onwards	Cllr Roy Cornell	Lead Officer: Natalie Brahma-Pearl	

Combined Finance & Performance Summary 2016/17, Quarter 1

Appendix B v5

Index - These are the main areas of Service Delivery (not all)

Corporate Overview

Headline Financial Summary	P2
Headline Performance Summary	P3
Corporate indicators	P4

Director of Planning, Economic Development & Property

Building Control	P6
Development Management	P7
Property and Facilities	P10
Strategic Planning	P13

Director of Community Services

Community and Culture	P20
Environmental Health	P23
Housing	P25
Parking Services	P28
Street Scene and Fleet	P30
Waste and Recycling	P31

Director of Corporate Resources

Census ICT	P15
Census Revenues and Benefits	P17
Human Resources	P19

Corporate Overview: Headline Financial Summary

	Net spend Qtr 1 2015/16 £000s	Actual net spend Qtr 1 2016/17 £000's	% of Annual Budget	Forecast (Under) / Over £000's
Gross Revenue Spend	7,572	7,718	27%	224
Gross Revenue income	(5,884)	(6,055)	34%	(37)
Net Revenue Spend*	1,688	1,653	15%	187
Capital Budget	923	1,854	7%	-

• Figures exclude Census ICT and Census Revenues and Benefits

Revenue: Expenditure is largely in line with forecast budgets. We are projecting a small overspend of £187k, notwithstanding £240k of additional income and savings across a variety of schemes such as a higher level of interest £90k from a change in the investment strategy by using some corporate funds, and a £24k vacancy saving in community safety where a post won't be filled. The £187k overspend forecast includes a reduction in income of £60k reflecting lower estimated levels of ICT services to Adur and Worthing outside of the Census arrangements, a longer than anticipated closure at Billingshurst leisure centre for tiling repair works £20k, the increased cost of casuals (as a result of the move to the same pay scales as permanent staff) at the Capitol £30k, a delay in the Bishopric temporary housing development causing a reduction of budgeted income and savings against B&B totalling nearly £50k and higher than expected costs in the development service due to higher level of public enquiries and demand which even after taking an increase in planning advice fees in account, results in a net total of £100k. We would expect though that the overspend will be recovered during the course of the year.

Capital Budget: Expenditure in Q1 amounted to £1.8m (7%) of the £24.7m capital programme. Most items in the programme are expected to progress although a full spend of the Housing enabling budget (£1.3m) is doubtful and the Saxon Weald Loan (£7m) is being discussed in the light of changes to the Winterton Court development housing mix in the submitted planning application. The new vehicles programme (£1.3m) may also be revised in view of current review of operations. An appreciable proportion of the commercial property fund (£3.2m) is expected in the next quarter but plans to spend the remaining commercial property fund budget are dependent on suitable assets being available.

Corporate Overview: Headline Performance Summary



69.5% On target



25% Close to target



5.5% Outside target range

Key performance indicators:

Positive improvement over the previous quarter and same period in recent years was seen for Acorn recycling rate at 50.89%. Q1 tends to have the highest recycling rate due to the increased amount of garden waste.




Other performance measures with positive outcomes include: call centre performance remains consistently above target; processing of planning applications, 'minor', 'major' and 'other'. Many income indicators achieving and exceeding targets, particularly parking, local land charges, and trade waste.




Two indicators have fallen outside of range - The cost of planning appeals had been an area of concern with one cost award this quarter. It is envisaged that this will reduce now the HDLP has been approved and land allocations determined. Parking capacity is measured against the annual target of 60%. Peak time is November, December and January.

Areas where performance is close to target include, staff turnover levels that follow a seasonal pattern, speed of processing new claims for Housing and Council Tax Benefit claims and collection rate for NNDR collection - this quarter was affected by one large, backdated award of discretionary rate relief.

Corporate Indicators

Performance:

Code	Short Name	Q4/end year 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
BT1	Number of self service (eform and web based) payments (% change year on year for year 2)	14,662	8,123	-		16% increase over same period previous year Cabinet Member: Cllr Dawe
CC05	No of followers of @HorshamDC Twitter feed (not including Twitter feeds for The Capitol, Piazza Italia, etc)	4,272	4,576	3,907		33% increase over April 2015 Cabinet Member: Cllr Dawe
CS01	Contact Centre: % of incoming calls answered within 20 seconds	96.8%	98%	80%		High volume of calls leading up to EU referendum Cabinet Member: Cllr Dawe
CS04	% of valid complaint decisions upheld by the LGO over the year	Measured Annually				Cabinet Member: Cllr Dawe
FS07	% of invoices paid on time	96.46%	96.85%	96.00%		Cabinet Member: Cllr Donnelly
FS07a	% of invoices paid within 10 days	78.58%	82.2%	75%		Cabinet Member: Cllr Donnelly
FS13	Business Rates: Rateable Value	£103,714,225	£102,978,510			Cabinet Member: Cllr Donnelly
FS21 new	Effectiveness of commercial debt recovery: The value of commercial	n/a	1.9%	Less than 5%		Cabinet Member: Cllr Donnelly

Code	Short Name	Q4/end year 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
	debts aged over 30 days past their due date should not exceed 5% of the total value of debts raised in the previous rolling 12 months					
PP08	Number of FOI requests received	209	175			Cabinet Member: Cllr Dawe
PP09	% of FOI requests responded to within 20 days	94%	95%	85%		Cabinet Member: Cllr Dawe
PP10	Number of complaints received	47	56	91		Cabinet Member: Cllr Dawe This figure doesn't include Leisure centres.

Director of Planning, Economic Development and Property

Service Area: Building Control

Overview:

Income above budget for the first quarter and a consistent number of applications.

Significant projects have included Hop Oast Depot, Horsham; 219 apartments in Ifield Road, Crawley; 20 dwellings in Alley Groves, Cowfold; Phase 1 of Berkeley Homes, Southwater.

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
200	25%	(148)	17%	53	123	6

(xxx) denotes underspend or income

Service Area: Development Management

Overview:

The determination of planning applications has exceeded all targets. There are also a large number of applications which do not form part of the formal reporting process, such as prior approvals, prior notifications, condition details etc which have been processed in a timely fashion.

The % of allowed appeals is just under the 30% target, which means that while close, we are monitoring our decisions and a large number of these have been in relation to more subjective issues such as design. Key principle issues have been more consistent, which has been assisted with the adoption of the HDPF last year.

Whilst we have one cost award on an appeal, this relates to a historic case which was processed prior to the improvement programme in DM. There have been no costs settled using this period, and thus there is no financial implication during this quarter.

Charging for pre-application advice has been introduced and this is generating a new income stream for the department.


Land charges income is significantly up on its target reflecting the level of workload.








Finance:



Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
483	25%	(255)	15%	227	124	104

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
DM07	Planning appeals - number of cost awards	0	1	0		Cabinet Member: Cllr Vickers

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
DM09	Percentage of planning appeals allowed	29.41%	29.62%	<30%		Low is good Cabinet Member: Cllr Vickers
DM17	Processing of planning applications: Minor applications (or subject to voluntary extension)	82.91%	76.85%	65.00%		Cabinet Member: Cllr Vickers
DM18	Processing of planning applications: Other applications (or subject to voluntary extension)	88.19%	90.26%	80.00%		Cabinet Member: Cllr Vickers
DM19	% Major planning applications determined under 13 weeks or subject to voluntary extension	75%	85.71%	80%		Cabinet Member: Cllr Vickers
DM20	Number of major planning applications determined subject to voluntary extension	9	9			Volumetric Cabinet Member: Cllr Vickers
DM21c	Percentage of all major applications allowed at appeal within the assessment period (01.01.14 to 31.12.15)	Forecast <5%		<20%		Reporting period completes at end of October 2016. Cabinet Member: Cllr Vickers
DM22a	Planning appeals – adverse costs awarded £	£253,524	£0			HDC costs incurred £34,166 Volumetric Cabinet Member: Cllr Vickers

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
FS01	Planning: Fee income	£1,204,394	£253,041	£271,500		Cumulative Cabinet Member: Cllr Vickers
FS02	Local Land Charges: Fee income	£266,365	£68,321	£58,727		Cumulative Cabinet Member: Cllr Vickers

Service Area: Property and Facilities

Overview:

SSE has completed the M&E asset survey and terms have been agreed for the planned maintenance of the plant on a rolling programme, which is within budget. This ensures that plant is kept properly maintained with improved transparency and better statutory compliance.

Net spend on operational property, which includes Parkside, is below budget with costs below forecast figures

A further property investment acquisition and is expected to complete in August 2016. This will show an initial yield of c7.5%. Further investments will be considered as they come available. Two properties are being marketed for sale at Warnham Mill, which are on the market for a combined figure of c£700,000.

Construction of the Bishopric residential development has started. The redevelopment of Hop Oast Depot is due to start on site shortly. The design stage for the redevelopment of Broadbridge Heath Leisure Centre has been completed and the project will shortly be submitted for planning and tender. The project for the construction of new Muga pitches, which are enabling works for the leisure centre development, is out to tender and construction is expected to start in October, subject to consents.

During the quarter a number of rent reviews and lease renewals have been agreed and new lettings have been agreed which reduces the void space.



A number of major contracts are being progressed on the operational portfolio including completion of legacy work at the leisure centres, replacement of the lifts at Forum and Piries Place car parks, major repairs to the swimming pool at Billingshurst and repairs to the floor at the bus station.

Finance:

	Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
Totals							
PROP & FACILITIES - ADMINISTRATION	117	17%	0	n/a	117	213	0
INVESTMENT PROPERTIES	66	9%	(1,213)	41%	(1,147)	(1,109)	0
OPERATIONAL PROPERTIES	319	48%	(2)	9%	317	195	(6)

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
VE01a	Percentage of total HDC owned and managed commercial and industrial estate space occupied	98.87%	98.78%	95%		Cabinet Member: Cllr Donnelly
VE01b	Income from HDC owned and managed commercial and industrial estate space	£2,508,842	£1,161,706	£1,106,672		Cabinet Member: Cllr Donnelly

Service Area: Strategic Planning

Overview:

Defended the policies in the HDPF at a number of Public Inquiries and Informal Hearings, primarily 5 year land supply, but also other policies such as Policy 4, Settlement Expansion. The decision letters that have been received thus far, support the policies in the local plan.

Pre-application discussions have been ongoing with Liberty Property Trust, including viability testing and an outline planning application is expected soon.

Neighbourhood Planning – Horsham District now has over 90% coverage of Parishes or Neighbourhoods across the District progressing Neighbourhood Development Plans (NDP's).

Planning Obligation and Affordable Housing SPD agreed April. Community Infrastructure Levy Draft Charging Schedule published for consultation May-June. 24 responses analysed and any changes being considered.

Evidence work for Site Allocation document is progressing – employment studies, hotel and overnight accommodation study, retail and leisure study and transport and parking studies. Early consultation programmed for end of the year.

Horsham Town Vision baseline complete, progressing options for consideration, Stakeholder Workshop held in June well received. Further work on options being undertaken. Horsham Blueprint and Neighbourhood Councils to ensure joined up working on town centre and provide clarity between role and function of NP and local plan.

Billingshurst Village Centre Supplementary Planning Document has been through a 6 week period of public consultation and has been reported to Cabinet 21 July for adoption. The action plan will now need to be implemented.

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/65 (£000's)	Forecast over/(under) net spend (£000)
211	24%	(13)	18%	198	191	13

(xxx) denotes underspend or income

Director of Corporate Resources

Service Area: Census ICT

Overview:

A managed solution for the Head of Census ICT and Security Officer are being considered at present.

CenSus ICT is consistently meeting its Service Performance requirements both across the Partnership & on each respective Partner site

PSN accreditation (allowing connectivity to Government IT network) has been retained by all sites. There are a number of remediation tasks that are currently underway that need to be done as part of this accreditation.

A new SAN storage system (based at HDC) has been tendered and installed. Servers are currently being migrated over to it.

Direct access, remote access solution has been installed at all 3 Sites. Testing and migration of users is currently happening, all 3 sites are at different stages due to varying priorities, HDC is the most advanced.

A Backup audit for all 3 sites has been done, the report for this should be with us soon.

Within IT Security, a concerted programme of work has been carried out to ensure that all CenSus servers are fully up to date in terms of security patching.

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
773	25%	(488)	22%	286	181	1

(xxx) denotes underspend or income

Performance Indicators:

	Short Name	Q1 2016/17			Notes
		Value	Target	Status	
CenSus overall	% of Service Desk calls resolved within agreed Partnership Service Level Agreement timescales	95%	85%		Not Key Indicator- not included in summary page totals
Horsham Council	% of Service Desk calls resolved within agreed Partnership Service Level Agreement timescales	89%	85%		

Service Area: Census Revs and Bens

Overview:

BENEFITS

Performance is marginally off target for both new claims and changes of circumstances. There has been a higher than usual intake of work this quarter but work outstanding was reduced by 20% during June and we expect to be back on track by the end of the second quarter.

REVENUES


Collection of Non Domestic Rates – collection this quarter was affected by one large, backdated award of discretionary rate relief.






Finance:

	Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over / (under) net spend (000)
Administration	(84)	n/a	(141)	16%	(225)	87	
Benefits	7,932	25%	(7,800)	24%	132	(876)	

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
R05	% of Council Tax collected in year	98.67%	30.03%	30.00%		Cabinet Member: Cllr Donnelly

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
R06	Percentage of Non-domestic Rates collected in year	97.47%	28.14%	29.43%		Cabinet Member: Cllr Donnelly
R09a	HB -Speed of processing - new HB claims	YTD 18.03	YTD 18.33	18		Cabinet Member: Cllr Donnelly
R09b	CTB - Speed of processing - new CTB claims	YTD 19.68	YTD 21.33	20		Cabinet Member: Cllr Donnelly
R10a	HB - Speed of processing - changes of circumstances for HB claims	YTD 10.33	YTD 10	10		Cabinet Member: Cllr Donnelly
R10b	CTB- Speed of processing - changes of circumstances for CTB claims	YTD 10.92	YTD 10.33	10		Cabinet Member: Cllr Donnelly

Service Area: Human Resources

Overview:

Turnover was significantly higher than the previous Quarter with 18 leavers in Q1 (of which 11 leavers were “unplanned”). However, compared to Q1 in 2015/16, which stood at 4.63% (and 6.95% in 2014/15), it is well on target. Traditionally, Quarter 1 sees the highest turnover in the year.

Sickness absence continues to fall for the 5th Quarter in a row. The 12 months’ rolling sickness absence trend is stabilising below the 8 days’ target and continues to gradually fall. Improved monitoring and managing of absences are increasingly making an impact.

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2016/17 (£000's)	Forecast over/(under) net spend (£000)
119	22%	0	n/a	120	122	0

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
PS05	Percentage Staff turnover	1.68%	3.79%	Range 10 - 15% annual	✓	Personnel Committee
PS11c	Total sickness (excluding leavers sickness)	7.68	7.44	8	✓	Personnel Committee

Directorate: Community Services

Service Area: Community and Culture

Overview:

Financial performance can be distorted by payment timing issues. A £74k overspend is being forecast across the service. This position can be recovered as income streams become clearer.

- Management – the £10k increase in forecast is because of delays in commencing the Facilities and Pitches Strategy work.
- The Capitol – the £30k increase in forecast outturn relates to casual staff costs.
- Leisure Services – an overspend in this area as a result of additional repairs required at Billingshurst Pool

Whilst attendances at the Capitol and the Museum are above target, they are below the exceptional numbers recorded in quarter 1 for 2015/16. In the case of the Capitol, financial performance is largely driven by product on offer and paying attendances.

Overall attendances at sports centres (including Rookwood Golf Course) are also lower than quarter 1 last year. In the case of Rookwood this is the result of a wet spring. Whilst attendances at swimming pools are above target this is only because the target has been revised in anticipation of the Billingshurst Pool closure.





Finance:

	Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
Totals	1,351	23%	(850)	27%	501	572	74
Management	32	21%	-	0%	32	28	10
Comm Development	327	30%	(129)	22%	198	124	2

Community Safety	96	21%	(44)	25%	52	76	(7)
Museums	75	42%	(13)	41%	63	56	2
Capitol	396	24%	(432)	32%	(35)	(32)	30
Leisure Services	100	17%	(138)	21%	(37)	51	26
Parks & Countryside	325	22%	(94)	25%	231	269	11

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
LS01a	Attendance at Sports Centres	258,390	257,242	264,500		Cabinet Member: Cllr Chowen
LS01b	Swimming attendances	109,325	106,627	102,000		Cabinet Member: Cllr Chowen
LS03	Attendance at The Capitol	55,930	52,378	47,499		Cabinet Member: Cllr Chowen
LS05(i)	Total attendance at Horsham Museum and Visitor Information Centre	22,997	17,636	16,800		Cabinet Member: Cllr Chowen

Service Area: Environmental Health

Overview:

Following the successful bid for funding to support the potential integration of ultra-low emission vehicles (ULEV) into our smaller vehicle fleet under the ULEV Readiness Project, one electric car and two electric vans were delivered. The Office for Low Emission Vehicles (OLEV) will provide a 75% contribution towards the lease costs of these vehicles for a period of 24 months to allow us the opportunity to experience the operational reality of ULEVs.

A third Primary Authority Partnership Agreement with the Trade Bakers Association has been agreed. The Primary Authority scheme is a statutory scheme run by the BRDO. It enables businesses to form a partnership with a single Local Authority which then provides advice for all other Councils to take into account when carrying out food safety visits or dealing with complaints of non-compliance. The Environmental Health Department at Horsham were one of the first Councils in the country to be chosen to partner a Trade Association as part of the Government's extension to the Primary Authority initiative to include hundreds of small businesses throughout the UK.

The Community Link Alarm Section moved into Environmental Health and Licensing from the Housing Department.

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
267	25%	(111)	33%	157	154	16

(xxx) denotes underspend or income

Service Area: Housing

Overview:

The number of households in B&B accommodation has increased against the end of quarter four but is consistent with the same period in previous years. This is as a result of i) a reduction in the number of nominations being made available to HDC from Housing Association partners and ii) an increase in the number of prevention cases, due to a one off piece of work with Saxon Weald focusing on their rent arrears cases at risk of eviction.

197 housing applications have been managed through the online application process compared to 169 for quarter four. At 1 July 2016 there were 606 households on the waiting list which can be linked to the accessibility of the application process.


The Council is acquiring 17 new build short stay temporary accommodation units in the Bishopric, Horsham. This will reduce the need for households to be placed in B&B to a minimum.





Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
279	23%	(327)	29%	(48)	(23)	48

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
HS01b	Homelessness: Decisions	46	43			

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
						Volumetric Cabinet Member: Cllr Rogers
HS17	No of Homelessness Preventions	28	72			Cabinet Member: Cllr Circus
HS18	No of households in temporary accommodation	68	75			Cabinet Member: Cllr Circus
HS19	Of which no of households in B & B accommodation	5	13			Cabinet Member: Cllr Circus
HS21	No of households on the Housing Waiting list	520	606			Compared Year 15/16 +15% increase Cabinet Member: Cllr Circus

Service Area: Parking Service

Overview:

The introduction of Sunday charging in April is adding the additional growth to our income. It is common for our gross spend to be weighted more to the early part of the year when contracts and supplies for the year are purchased.

The main performance indicators highlight the increase in parking income. Occupancy has dropped slightly year on year which is to be expected as occupancy always included Sunday usage, but we now charge for it so the current figures are more representative of a chargeable car park.

The car park income and usage figures are a very useful indicator of the town's economic strength. Reviewing the usage of individual car parks in separate locations allows for us to see if there is an issue within a particular area. The lower performing area of the town is around Piries Place where occupancy is 49% and this is being monitored closely.

Current projects progressing forward are: Introduction of new chargeable car parks in Southwater and Hurst Rd; New ANPR machines being installed in Hurst Rd (Pavilions) and Denne Rd car parks; Rural car park review; SmartPark online account growth; and a Review of Parking Enforcement




Page 37

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
608	36%	(1,170)	29%	(562)	(418)	(19)

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
FS09	Parking: Total Income	£3,495,155	£997,122	£950,136		Cumulative Cabinet Member: Cllr Lindsay
TS02a	Parking: Total paid car park users (excludes Season Ticket holders from 1.4.15)	370,767	501,696	393,600		Cabinet Member: Cllr Lindsay
TS05	Parking - Capacity (% full)	56%	54%	60%		Forum at 57% capacity, swan walk 55%, Piries at 49% Cabinet Member: Cllr Lindsay

Service Area: Street Scene and Fleet

Overview:

The Clinical Waste Service commissioned under a West Sussex County Council Framework agreement is effective against service provision.



The exchange rate has impacted on cost of parts from Europe. Tendering against fuel provision is now in place and should offer us an improved delivery price. Careful deployment of resource is still the main focus. We continue to seek best value on replacement parts for the main fleet by utilising other non-manufacturer components at around a 50% saving. The small vehicle fleet is under review with a reduction in capital investment by re directed existing vehicles to user groups so that we extract maximum value from the overall resource available

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
717	25%	(16)	32%	701	643	(3)

(xxx) denotes underspend or income

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
SSC9a new	No. of fly tipping incidents	n/a	162			Cabinet Member: Cllr Cornell
SSC9b new	No. of fly tipping enforcement notices	n/a	0			Cabinet Member: Cllr Cornell

Service Area: Waste and Recycling

Overview:

The service is generally performing well against target. Income generation for both garden waste and commercial waste services is performing well with trade waste up against the same period last year. We continue to control staffing costs and vehicle deployment effectively. Domestic wheeled bin sales continue to perform well.

The recycling advisory work is showing impressive trial results which will inform us very clearly with regard to strategy going forward in order for us to meet 2020 targets. The waste and recycling review has now been completed.

The trade waste disposal tender has been finalised and although not yet in place it will yield savings.







Operationally we are still absorbing growth in housing numbers with some re- routing of rounds to balance workloads. The in cab tender was completed in June and an order placed. Partnership working with Adur/ Worthing continues and partnerships with WSCC are very positive.

Page 40

Finance:

Gross spend (£000's)	Gross spend as % of annual spend budget	Gross income (£000's)	Gross income as % of annual income budget	Net spend (£000s)	Comparison net spend Q1 2015/16 (£000's)	Forecast over/(under) net spend (£000)
766	23%	(1,953)	64%	(1,187)	(1,066)	(36)

Performance:

Code	Short Name	Q4 2015/16	Q1 2016/17			Notes
		Value	Value	Target	Status	
OP14	Acornplus recycling rate % (Tonnage) [2020 European Target is 50%]	40.36%	50.89%	48%		High is good. Cabinet Member: Cllr Cornell
OP15	Number of garden waste customers (households)	31,485	30,947	31,000		Annual target Cabinet Member: Cllr Cornell
OP16	Number of trade waste customers	1,143	1,145	1,173		Cabinet Member: Cllr Cornell
FS20	Trade Waste Income	£919,831	£448,362	£438,121		Cabinet Member: Cllr Cornell
OP17	Number of refuse, recycling and garden waste collections reported as missed	914	930			Around 0.07% of all collections Cabinet Member: Cllr Cornell
OP19 new	Quality of recycling - % contamination rate	n/a	4.67%	<6%		Cabinet Member: Cllr Cornell

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Key basket of PIs by Portfolio Holder - 2016/17



Generated on: 28 July 2016

57 KPIs for external reporting to FPSC
1 KPI to AAG

Key: **New**

Code	Short Name	Portfolio Owner
BT1	Number of self service (eform and web based) payments	Cllr Ray Dawe
CC05	No of followers of @HorshamDC Twitter feed (not including Twitter feeds for The Capitol, Piazza Italia, etc.)	Cllr Ray Dawe
CS01	Contact Centre: % of incoming calls answered within 20 seconds	Cllr Ray Dawe
CS02	More than 95% of customers surveyed, satisfied with the service they received	Cllr Ray Dawe
CS04	Valid complaint decisions upheld by the LGO over the year	Cllr Ray Dawe
PP10	Number of complaints received	Cllr Ray Dawe
PP08	Number of FOI requests received	Cllr Ray Dawe
PP09	% of FOI requests responded to within 20 days	Cllr Ray Dawe
LS01a	Attendance at Sports Centres	Cllr Jonathan Chownen
LS01b	Swimming attendances	Cllr Jonathan Chownen
LS03	Overall attendance at The Capitol including hirers, art exhibitions, conferences, cafe users	Cllr Jonathan Chownen
LS05(i)	Total attendance at Horsham Museum and Visitor Information Centre	Cllr Jonathan Chownen
HS01b new	Homelessness decisions	Cllr Philip Circus
HS17	No of Homelessness Preventions	Cllr Philip Circus
HS18	No of households in temporary accommodation	Cllr Philip Circus
HS19	Of which no of households in B & B accommodation	Cllr Philip Circus
HS21	No of households on the Housing Waiting list	Cllr Philip Circus
SSC9a new	No. of fly tipping incidents	Cllr Roy Cornell
SSC9b new	No. of fly tipping enforcement notices	Cllr Roy Cornell
OP14	Acornplus recycling rate % (Tonnage) [2020 European Target is 50%]	Cllr Roy Cornell
OP15	Number of garden waste customers (households)	Cllr Roy Cornell
OP16	Number of trade waste customers	Cllr Roy Cornell
OP17	Number of refuse, recycling and garden waste collections reported as missed	Cllr Roy Cornell
OP19 new	Quality of recycling - % contamination rate <6%	Cllr Roy Cornell
FS20	Trade Waste Income	Cllr Roy Cornell
R05	% of Council Tax collected in year	Cllr Brian Donnelly
R06	Percentage of Non-domestic Rates collected in year	Cllr Brian Donnelly
R09a	HB -Speed of processing - new HB claims	Cllr Brian Donnelly
R09b	CTB - Speed of processing - new CTB claims	Cllr Brian Donnelly
R10a	HB - Speed of processing - changes of circumstances for HB claims	Cllr Brian Donnelly
R10b	CTB- Speed of processing - changes of circumstances for CTB claims	Cllr Brian Donnelly
FS07	% of invoices paid on time	Cllr Brian Donnelly
FS07a	% of invoices paid within 10 days	Cllr Brian Donnelly
FS13	Business Rates: Rateable Value	Cllr Brian Donnelly
FS21 new	Effectiveness of commercial debt recovery: value of commercial debts aged over 30 days past due date should not exceed 5% of total debts raised in previous rolling 12 months	Cllr Brian Donnelly
VE01a	Percentage of total HDC owned and managed commercial and industrial estate space occupied	Cllr Brian Donnelly

Code	Short Name	Portfolio Owner
VE01b	Income from HDC owned and managed commercial and industrial estate space	Cllr Brian Donnelly
VE10	Commercial property return on investment	Cllr Brian Donnelly
FS09	Parking: Total Income	Cllr Gordon Lindsay
TS02a	Parking: Total paid car park users (excludes Season Ticket holders from 1.4.15)	Cllr Gordon Lindsay
TS05	Parking - Capacity (% full)	Cllr Gordon Lindsay
CD19	Total hours of voluntary support for Community & Culture Services	Cllr Kate Rowbottom
DM07	Planning appeals - number of cost awards	Cllr Claire Vickers
DM09	Percentage of planning appeals allowed	Cllr Claire Vickers
DM17	Processing of planning applications: Minor applications (or subject to voluntary extension)	Cllr Claire Vickers
DM18	Processing of planning applications: Other applications (or subject to voluntary extension)	Cllr Claire Vickers
DM19	% Major planning applications determined under 13 weeks or subject to voluntary extension	Cllr Claire Vickers
DM20	Number of major planning applications determined subject to voluntary extension	Cllr Claire Vickers
DM21c	Percentage of all major applications allowed at appeal within the assessment period (01.04.14 to 31.12.15)	Cllr Claire Vickers
DM22 a	Planning appeals – adverse costs awarded £	Cllr Claire Vickers
FS01	Planning: Fee income	Cllr Claire Vickers
FS02	Local Land Charges: Fee income	Cllr Claire Vickers
NI 155	Number of affordable homes delivered (gross)	Cllr Claire Vickers
NI 154	Net additional homes provided	Cllr Claire Vickers
SP04	% coverage Neighbourhood Plans in progress	Cllr Claire Vickers
PS05	Percentage Staff turnover	Personnel Committee
PS11c	Total sickness (excluding leavers sickness)	Personnel Committee

Reported through AAG

A04	Quarterly Review of Departmental Risk Registers: No of registers reviewed & updated on Covalent	Cllr Brian Donnelly
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CAPITAL BUDGET MONITORING Period 3 2016/17

capital projects	dept	net expenditure	budget	spend as % of budget
Existing Leisure Centres	Property & Facilities	56,835	128,442	44%
Broadbridge Heath Leisure Centre - new build	Property & Facilities	166,775	2,046,892	8%
Other Community and Culture projects	Comm and Culture	1,950	490,684	0%
Hop Oast depot development	Waste & Recycling	22,814	2,796,044	1%
Vehicle Fleet	Streetscene & Fleet	136,383	1,326,504	10%
Grants - Environmental health	Envir Health & LM	146,064	838,000	17%
Housing Enabling Grants	Housing	-	8,315,000	0%
ICT projects - HDC	Resources ICT	-	297,221	0%
ICT projects - Census	Resources ICT	-	162,224	0%
Car Parks Fabric and Equipment	Property & Facilities	54,275	1,014,151	5%
Town centre improvements	Property & Facilities	19,604	159,821	12%
Commercial Property Investment Fund	Property & Facilities	-	3,248,107	0%
Miscellaneous properties spend	Property & Facilities	1,249,631	3,905,974	32%
Total		1,854,331	24,729,064	7%

Appendix C

forecast outturn	spend as % forecast outturn	comment
128,442	44%	Spend relates mainly to the Capitol Arts Centre Lighting desk and projector.
2,046,892	8%	Budget £12.3m: 2015/16 : £0.2m; 2016/17 : £2m; 2017/18 £10.1m plus Running track 2019/20 £2.5m.
490,684	0%	Budget includes: improvements to Bennets Field (£105k), Warnham Nature Reserve (£50k), Horsham Park Pond (£30k) and Southwater Country Park Toilets (£80k).
2,796,044	1%	Spend to date is for preparatory work. Total budget of £4.55m, approved by Council: 2014/15 £0.02m; 2015/16 £0.18m; 2016/17 £2.8m and 2017/18 £1.55m. The budget includes provision for new Depot and workshop facility and for the temporary relocation of services currently based at Hop Oast while the new depot is constructed.
1,326,504	10%	Budget based on latest estimate of spend on vehicles and is part of the ongoing replacement programme: 2016/17 : £1.3m; 2017/18 £4.9m; 2018/19 £0.6m.
838,000	17%	Spend mostly demand led
7,504,000	0%	There are currently 2 schemes for affordable housing (funded fully by Section 106 contributions) under review (circa £504k). Budget also includes £7m for Housing Services - Saxon Weald Loan for the redevelopment of Winterton Court, off New Street, Horshamm for which planning is being considered.
224,721	0%	
162,224	0%	
1,014,151	5%	Current spend is mainly fees associated with Forum Car Park lift. Budget is for work to improve car park lighting, replace Piries Place and Forum lifts and extend ANPR (Hurst and Denne Road)
159,821	12%	Expenditure is for West Street improvements
3,248,107	0%	Supplementary estimate agreed at Cabinet meeting (9th Sept 2015). To allow the expansion of the Council's property portfolio in order to increase the contribution to revenue (anticipated that purchases would normally achieve a 6% return). Expected spend: £2m 2015/16 and £3m 2016/17 circa by 30th Sept.
3,905,974	32%	Spend is mainly for the Ambulance Station (£1m). Budget includes: £1m for Ambulance Station (£1m) and £1.9m for build of Temporary Accommodation (Bishopric). The latter is funded by S106 Affordable Housing receipts.
23,845,564	8%	

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£000s

Department	Employee Costs*		Premises Costs		Transport Costs		Supplies & Services		Agency/Contractual		Income		Total Exp		Total Net Exp	
	Actual	Annual Budget	Actual	Annual Budget	Actual	Annual Budget	Actual	Annual Budget	Actual	Annual Budget	Actual	Annual Budget	Actual	Annual Budget	Actual	Annual Budget
BUILDING CONTROL	160	715	0	4	8	18	33	75	0	0	(148)	(854)	200	813	53	(41)
DEVELOPMENT	397	1,618	0	0	1	8	84	274	0	0	(255)	(1,727)	483	1,900	227	172
PROP & FACILITIES - ADMINISTRATION	104	566	0	0	0	2	13	129	0	0	0	(1)	117	696	117	695
PROP & FACILITIES - INVESTMENT PROPERTIES	0	0	51	597	0	0	15	100	0	10	(1,213)	(2,989)	66	708	(1,147)	(2,281)
PROP & FACILITIES - OPERATIONAL PROPERTIES	0	0	246	478	0	0	73	188	0	0	(2)	(24)	319	666	317	642
SPATIAL PLANNING	172	739	8	5	1	1	31	149	0	0	(13)	(63)	211	895	198	832
HUMAN RESOURCES & ORG DEVELOPMENT	102	497	0	0	0	1	17	50	0	0	0	(9)	119	548	120	539
COMMUNITY & CULTURE	31	109	0	0	0	0	1	28	0	15	0	0	32	153	32	153
COMMUNITY DEVELOPMENT	161	591	0	9	4	10	161	463	0	26	(129)	(584)	327	1,098	198	514
COMMUNITY SAFETY	83	339	0	1	3	17	10	111	0	0	(44)	(173)	96	469	52	296
MUSEUMS	37	158	24	112	0	0	15	43	0	0	(13)	(31)	75	313	63	281
CAPITOL	121	482	91	286	0	2	184	884	0	0	(432)	(1,359)	396	1,654	(35)	295
LEISURE SERVICES	14	50	108	210	0	1	15	66	(36)	262	(138)	(644)	100	589	(37)	(55)
PARK & COUNTRYSIDE	171	707	78	353	1	3	49	243	25	181	(94)	(374)	325	1,487	231	1,113
ENVIRONMENTAL SERVICES/LICENSING	237	957	0	2	4	10	27	97	0	0	(111)	(332)	267	1,065	157	733
HOUSING	162	584	32	194	2	11	83	427	0	0	(327)	(1,118)	279	1,215	(48)	97
PARKING SERVICES	135	520	480	969	0	2	(6)	204	0	0	(1,170)	(4,008)	608	1,695	(562)	(2,314)
STREET SCENE & FLEET	246	1,039	35	89	345	1,523	92	237	0	0	(16)	(50)	717	2,887	701	2,837
WASTE & RECYCLING	643	2,660	9	37	14	4	95	677	5	0	(1,953)	(3,070)	766	3,378	(1,187)	309
CORPORATE MANAGEMENT	162	652	0	0	0	0	9	105	0	0	0	0	172	757	172	757
BUSINESS TRANSFORMATION	33	134	0	0	0	0	67	1	0	0	0	0	100	135	100	135
COMMUNICATIONS	63	251	0	0	0	0	1	73	0	0	0	(15)	65	324	65	309
AUDIT	49	191	0	0	0	0	0	2	0	0	0	(9)	49	193	49	184
COMMISSIONING	61	334	0	0	0	0	4	6	0	0	0	(43)	65	341	65	298
LEGAL & DEMOCRATIC	246	855	3	0	4	22	154	568	1	0	(30)	(84)	408	1,446	378	1,362
FINANCE CORPORATE	1	125	0	0	0	0	550	272	0	165	88	(288)	551	562	638	274
FINANCE ACCOUNTANCY	191	757	0	0	0	0	48	166	0	18	(3)	(16)	240	942	237	926
HDC ICT	109	448	0	0	0	3	207	502	0	0	0	(70)	316	953	316	883
CUSTOMER SERVICES	93	388	0	0	0	0	3	14	0	0	(1)	(5)	96	402	95	396
ECONOMIC DEVELOPMENT	107	295	22	56	0	2	21	119	0	0	(61)	(35)	150	472	89	437
TOTAL	4,091	16,759	1,186	3,402	389	1,641	2,057	6,273	(6)	677	(6,065)	(17,977)	7,718	28,753	1,653	10,776
CENSUS ICT	348	1,462	0	0	3	8	423	1,579	0	41	(488)	(2,234)	773	3,090	286	856
BENEFITS	0	0	0	0	0	0	0	125	7,932	32,000	(7,800)	(31,950)	7,932	32,125	132	175
REVENUES AND BENEFITS	0	0	0	0	0	0	(84)	1,419	0	0	(141)	(896)	(84)	1,419	(225)	523
TOTAL	348	1,462	0	0	3	8	338	3,123	7,932	32,041	(8,428)	(35,079)	8,622	36,633	193	1,554
TOTAL	4,440	18,221	1,186	3,402	392	1,649	2,396	9,396	7,926	32,718	(14,494)	(53,056)	16,340	65,386	1,846	12,330

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Report to Finance & Performance Sub-Committee

11th August 2016

By David Plank Customer Services Manager

INFORMATION REPORT

Not exempt



**Horsham
District
Council**

Complaints & Compliments Monitoring Report for Horsham District Council 1st April- 30th June 2016

Executive Summary

The purpose of this report is to inform the Finance & Performance Working Group of the details of the complaints and compliments notified to the Council's Complaints and Feedback Officer for the period 1st April to 30th June 2016. The intention is to learn from the feedback that the Council receives to prevent reoccurrence of complaints, improve Council services and promote areas of good practice.

For the period 1st April to 30th June 2016 the Complaints and Feedback Officer was notified of 56 complaints and the number of complaints received at the Council's leisure centres for the period was 127.

The trend of a decrease in complaints from the year 2015/16 has continued into the first quarter of 2016/17. I am pleased to report that the number of complaints received for this period has decreased by 48% from the same time last year.

Whilst there is always progress to be made, the use of root cause analysis and the Covalent software to rigorously monitor complaints, in terms of their content and how they are addressed has continued to yield positive results. For the third consecutive quarter we have recorded more compliments than complaints.

Recommendations

The Committee is recommended:

- i) To Note the contents of this report and comment as appropriate.

Reasons for Recommendations

- i) To increase awareness of the Council's corporate complaints procedure and improve our learning and understanding from the complaints received.

Background Papers: Local Government Ombudsman's (LGOs) Guidance on Running a Complaints System, LGO Guidance on Good Administrative Practice, LGO Guidance on Remedies

Consultation: Director of Community Services & Monitoring Officer

Wards affected: All

Contact: David Plank, Customer Services Manager ext 5371

Background Information

1 Introduction

- 1.1 The purpose of this report is to show the number and type of complaints and compliments received by Council departments to identify trends and help monitor the situation. This excludes any representations, appeals or disagreements with Council policy – these are not classed as complaints under the Council’s current definition of a complaint.

This report is intended for managers, staff and Councillors to help everyone at the Council learn and act upon customer feedback.

2 Statutory and Policy Background

2.1 Local Government Act 2000

Relevant Government policy

- 2.2 Current LGO Guidance recommends that information gathered from front line staff about complaints, questions and comments be collated and reviewed on a regular basis as it can be a valuable source of information about how users view service provision. This provides a mechanism for identifying emerging issues that might be addressed before they escalate into complaints.

Relevant Council Policy

- 2.3 The Council’s complaints procedure is available on the Council’s website and intranet.

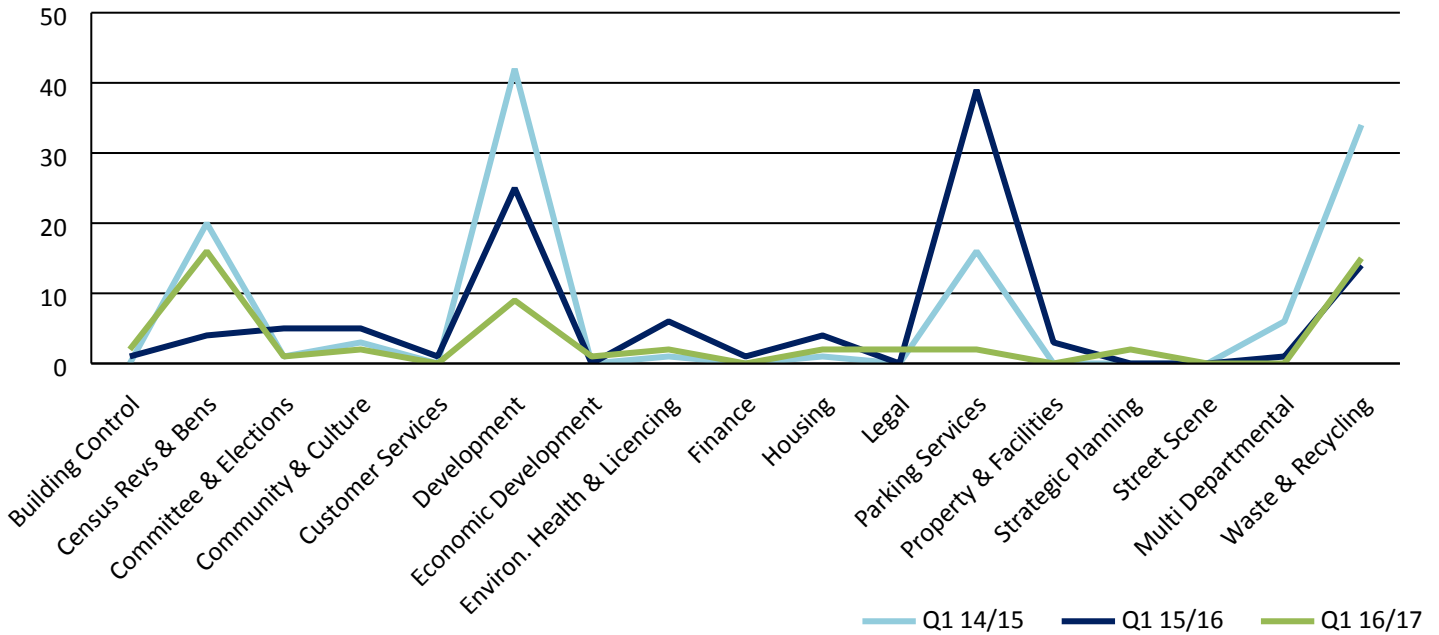
3 Details

Complaints notified to the Complaints and Feedback Officer 1st April to 30th June 2016.

- 3.1 The number of complaints notified to the Complaints and Feedback Officer for the period 1st April to 30th June 2016 is 56 complaints. A further 127 were received by the Leisure centres.
- 3.2. When the results of quarter one 16/17 are compared with the same period in the two previous years the significant improvements in complaint numbers for typically challenging departments becomes clear.

This has been a very positive start to the 2016/17 year on the whole and we will work to ensure that this continues in quarter two.

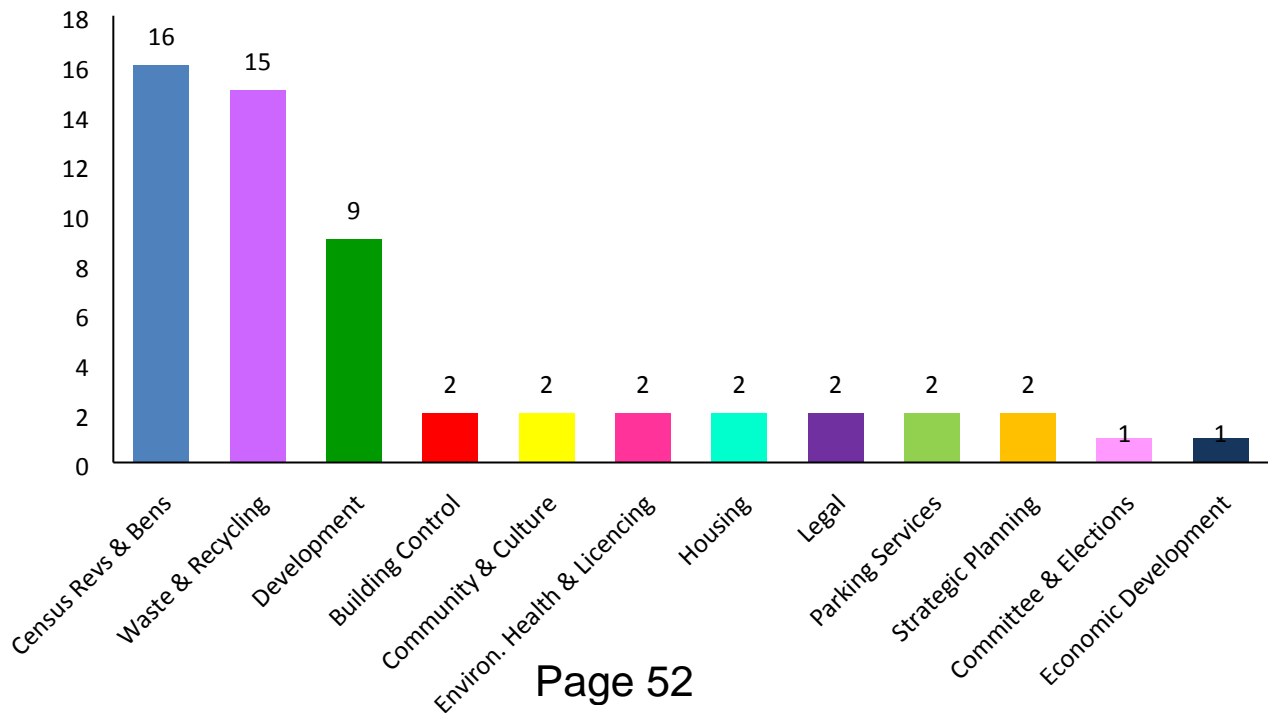
Complaints by Department in Quarter one



3.3 Horsham District Council's current definition of a complaint is:-

A complaint is an expression of dissatisfaction that requires a response, about the standards of service, action or lack of action by the Council, its staff or a contractor working on the Council's behalf affecting an individual customer or resident or group of customers'

3.4 Complaints received by department 1st April to 30th June 2016.



Development and Parking Services especially have seen a very positive continuation of low numbers of complaints for this quarter. Community & Culture has also seen a very positive quarter, recording only two complaints.

The spike for Census Revenue & Benefits is a natural consequence of the billing run for the year sent in April. It is expected that increased contact for this department will see a few more complaints and this number is already decreasing as expected in Quarter two.

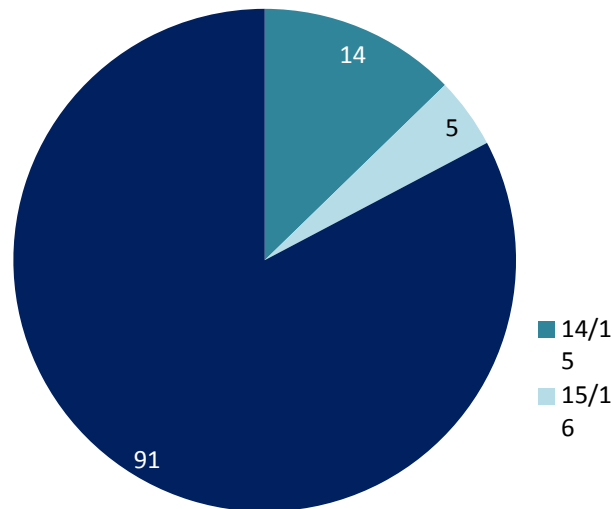
Waste & Recycling has recorded a figure that matches that of 2015/16 and I will be working with the department to analyse the root cause of this. It should be noted that Quarter one is traditionally a very busy period for the department which has recently experienced some upheaval with staff and this may have contributed to the higher number of complaints. The changes are now in place and I expect improvements now that this has settled down.

3.5 Compliments received for the period 1st April to 30th June 2016.

Department	Compliments Received 1st April – 30th June 2016
Committee & Elections	4
Community & Culture	43
Customer Services	10
Development	12
Economic Development	1
Environ. Health & Licensing	3
Housing	1
Parking Services	1
Property & Facilities	2
Spatial Planning	1
Street Scene	5
Waste & Recycling	8
Leisure Centres	103
TOTAL	194

Note The total number of compliments *excluding* leisure centres has again increased this quarter from last. We have received a total of 91 compliments excluding leisure centres in quarter one, the biggest for a single quarter to date.

Compliments received in Quarter One



We understand that these numbers of compliments have always been received by the various departments, but they have not been accurately recorded until now. The Complaints and Feedback officer has encouraged staff to inform their managers of compliments they receive and as such we now have a much more accurate reflection of the positive experiences that our customers have.

4 Outcome of Consultations

4.1 Not applicable

5 Other Courses of Action Considered but Rejected

5.1 Not applicable

6 Staffing Consequences

6.1 There are no staffing consequences as a result of this report.

7 Financial Consequences

7.1 Whilst each complaint does have its own costs, there are no financial consequences as a result of this report.

Report to the Finance and Performance Sub-Committee

11 August 2016

By the Head of Legal and Democratic Services
INFORMATION REPORT



Not Exempt

Analysis of requests made under the Freedom of Information Act and Environmental Information Regulations 1 April 2016 to 30 June 2016

Executive Summary

This report is to provide Members with an overview of the Freedom of Information function and the number of Freedom of Information (FOI) requests that were received by Horsham District Council from 1 April 2016 to 30 June 2016.

For the period, 1 April 2016 to 30 June 2016 the Council received 175 requests for information. The number of requests received was 15% higher (144) than the same period in 2015. Of these requests, where the identity of the requestor is known, 45% requests have been received from businesses and the media.

Business process change continued to deliver the 20 day response outcome expected by the duty. By reshaping the way responses are processed, the Council is now meeting the duty at the standard of the best councils in spite of the growth in requests. From 1 April 2016 to 30 June 2016 95% of requests have been responded to within 20 working days.

Recommendation

That the Sub Committee is recommended to:

- i) Note the contents of this report and comment as appropriate.

Reasons for Recommendations

- i) To ensure that Members are kept up to date with any developments in the freedom of information function; and
- ii) to continue to provide Members with the necessary assurance that requests for information can be easily made to the Council and properly responded to; and

- iii) to assist with learning lessons and improving performance following requests for information made to the Council.

Background Papers

- Previous reports to the Finance and Performance Working Group and predecessor member bodies within the council.
- The Freedom of Information Act 2000
- Horsham District Council Publication Scheme
- Horsham District Council Privacy Policy

Wards affected: All wards.

Contact: Paul Cummins, Head of Legal and Democratic Services, ext. 5435

Background Information

1 Introduction and Background

1.1 This report summarises the function of Freedom of Information at Horsham District Council from 1 April to 30 June 2016. The Council prepares this report quarterly.

1.2 Summary of the Freedom of Information Act:

The Act gives anyone the right to ask a public authority for information and if that authority holds it, to have that information released to them or to be told why they cannot have it.

The authority:

- Must reply within 20 working days either providing the information or saying why not, using only the stated exemptions within the Act
- Has a duty to provide advice and assistance to the applicant in making the request
- Cannot charge for providing the information other than photocopying, postage and other such disbursements, unless the time that would be required to produce the information would exceed the appropriate limit as defined within the Act – currently £450.00
- Must offer a requester the right to appeal a decision made by the authority prior to them taking a complaint to the Information Commissioner.
- Must adopt and publish a Publication Scheme as defined by the Information Commissioner.

1.3 Environmental Information Regulations

The Environmental Information Regulations 2004 (EIRs) give enhanced access to environmental information by giving anyone the right to access environmental information held by public authorities. A request can be made in writing, by telephone or in person.

Environmental Information is defined as any information in written, visual, aural, electronic or any other material form on:

- The state of the elements e.g. air, water, land, landscape, nature sites and biological diversity
- Factors affecting or likely to affect the elements such as substances, noise, emissions etc.
- Measure such as policies, plans, programmes, land planning regimes
- Reports on the implemental of environmental information
- State of human health and safety including contamination of the food chain, conditions of human life, cultural sites, built structures inasmuch as they are or may be affected by the state of the elements or by any of the factors, measure or activities.

In view of the above, a large part of the Council's functions is caught by the Environmental Information Regulations such as development control and

enforcement, strategic planning, waste management and environmental health, rather than the Freedom of Information Act.

1.4 The key differences between the EIRs and FOIA are:

- Requests for environmental information do not have to be made in writing
- Information held by the Council includes information held on behalf of another person or organisation
- There are no absolute exceptions - every exception is subject to the public interest test
- There is an express presumption in favour of disclosure
- There is no cost limit on disclosure

2 Relevant Council policy

2.1 The Council has a duty to enable the provision of information to requestors within the parameters set by the Freedom of Information Act. The Council must also protect information collected by the Council in accordance with the Council's Privacy Policy. The statutory background is to be found in the Freedom of Information Act 2000, The Data Protection Act 1998 and the Environmental Information Regulations 2004.

3 Details

3.1 Improvement

The number of requests received by the Council has increased when compared with the same period last year. The improvement trend in responding to requests is shown below.

- Between April and July 2015 the Council received 216 requests 83% of which were responded to within 20 working days;
- From 1 August to the end of September, there have been 124 requests, 98% of which were responded to within 20 working days.
- From 1 October to the end of December, there have been 161 requests, 99% of which were responded to within 20 working days.
- From 1 January to the end of March 2016, there have been 209 requests, 96% of which were responded to within 20 working days.
- From 1 April to 30 June 2016 there have been 175 requests, 95% of which were responded to within 20 working days

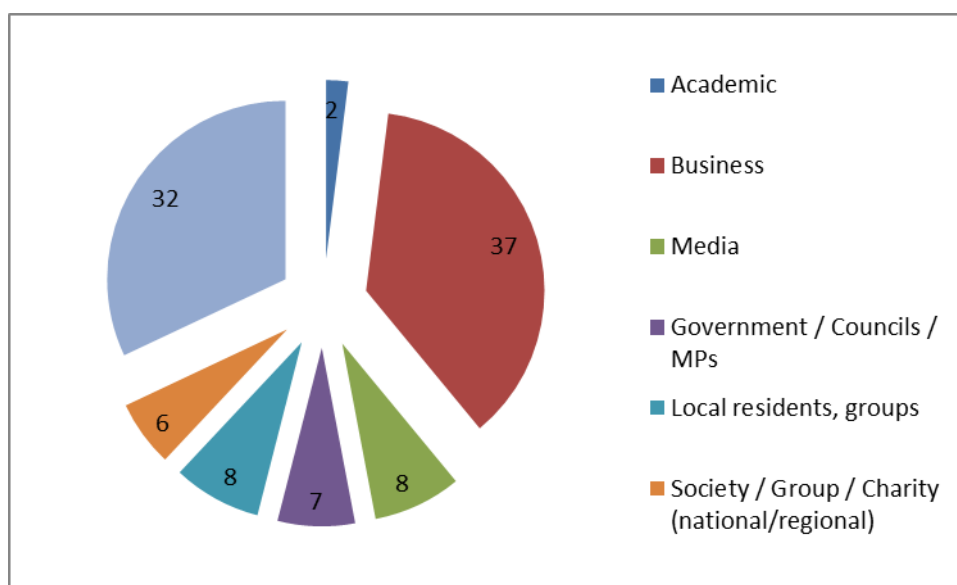
The improvement in response time is the result of changes to the business process to deliver the outcome expected by the duty. By reshaping the way responses are processed, the council will now meet the duty at the standard of the best councils. The Committee should note that there has been an increase in the number of complex requests where a list of questions is asked, requiring answers to be obtained from two or more departments in the Council. These requests take longer to resolve.

3.2 Responding to requests

The Freedom of Information Act requires public authorities to reply to FOI requests within 20 working days. As such, the Council would have a target to respond to 100% of requests on time. However, pragmatically, the target set by the Information Commissioner's Office (ICO) is 85% of requests being responded to in 20 days. The Council is meeting the duty at the standard of the best councils.

3.3 Analysis of Requests 1 April 2016 to 30 June 2016

Requestors are grouped for analysis purposes. This allows officers to understand the profile of requests and respond by amending the publication scheme according to demand. The Council's Publication Scheme has been updated in line with requirements of the Information Commissioner's Office, namely to adopt the model publication scheme.



3.4 Disclosure Log

Responses to requests are being published more consistently on the Council's website via the Disclosure Log. This has allowed some requesters to be referred directly to a published response, which saves officer time.

3.5 Online information – Channel Shift

The updated publication scheme on the FOI page of the Council's website will proactively assist with handling a number of routine requests. The direct links to business rates information, payments over £500 and to the contracts register have been added to the top of the page. A direct link to West Sussex County Council's page has also been added for those wanting to make enquiries relating to roads, education, social care or libraries. New requesters, not requiring any of the above, are directed towards an online form to make a request.

3.6 Internal Reviews

Requestors are able to ask the Council for an internal review if they are not content with the Council's initial decision on whether or not to release the information they have requested. This is facilitated by way of a well-established internal review process. The Codes of Practice issued under the FOI Act and EIRs state that internal review procedures should "encourage a prompt determination of the complaint". Reviews under the FOIA and the EIR should be completed within 20 working days. However, reviews under the EIRs often relate to complex and difficult issues and up to 40 days may be taken to complete. Requestors that remain dissatisfied with the response of the council after the review may appeal to the Information Commissioners Office (ICO).

In the last quarter; 1 April 2016 to 30 June 2016 the Council received five requests for an internal review of decisions to withhold information. Of these five requests two are ongoing, two have been referred to another public organisation and in the other review the requester remained dissatisfied and appealed to the ICO. The Information Commissioner may issue a *decision notice* on the council to instruct the council to address any matters. Decision notices are published on the ICO website.

4 Next Steps

4.1 The Council will continue its business process improvement.

5 Outcome of Consultations

5.1 Feedback from Members on this Sub Committee or predecessor bodies has been sought quarterly. Responses to feedback have been embedded in business process improvements.

6 Other Courses of Action Considered but Rejected

6.1 The Council has a duty to respond to requests for information. There are therefore no alternative courses of action.

7 Resource Consequences

7.1 The function has continued to meet growing demand within existing resources.

8 Legal Consequences

8.1 The Council has continued to discharge the functions and duties of the Freedom of Information Act 2000, The Data Protection Act 1998 and the Environmental Information Regulations 2004.

9 Risk Assessment

9.1 Risk CRR02 on the Council's Corporate Risk Register describes the Council's legal obligation to protect personal data. The Council's approach to Freedom of Information is part of the mitigation of Risk CRR02.

10 Other Considerations

10.1 The Human Rights Act 1998 requires not only that the Council shall not infringe the convention rights but also (by inference) promotes the convention rights. The Act is intended to change organisational culture and to promote transparency and openness. It is also intended to enhance, thereby, citizens' rights, particularly under Article 6 (The Proper Determination of Civil Rights). Article 8 of the European Convention on Human Rights, provides that individuals have a right to respect for their private life.

- Interference must be justified and be for a particular purpose.
- Justification could be protection of health, prevention of crime, protection of the rights and freedoms of others.
- A decision to share information and the reasoning behind it should be recorded.

10.2 The increase in the publication of information through the Council's publication scheme continues to enable those who want to use the data to understand the council's approach to sustainability through its service delivery and supplier relationships.

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