



# Census Joint Committee

Friday, 17th March, 2017 at 10.00 am

Goodwood Room, Parkside, Chart Way, Horsham

Councillors: Gordon Lindsay (Chairman)

Brian Donnelly

Carson Albury

Neil Parkin

Jonathan Ash-Edwards

Mandy Thomas-Atkin

Dan Humphreys

Mark Nolan

You are summoned to the meeting to transact the following business

## Agenda

	Page No.
1. <b>Apologies for absence</b>	
2. <b>Minutes</b>	3 - 6
To approve as correct the minutes of the meetings held on 9 <sup>th</sup> December 2016 and 16 <sup>th</sup> December 2016.	
3. <b>Declarations of Interests</b>	
To receive any declarations of interest from Members of the Committee	
4. <b>CenSus ICT Update</b>	7 - 24
5. <b>Revenues and Benefits Update</b>	25 - 34
6. <b>Horsham Leaving Report</b>	35 - 42
7. <b>Final CenSus Joint Committee Budget 2017/18</b>	43 - 46
8. <b>Urgent Business</b>	
Items not on the agenda which the Chairman of the meeting is of the opinion should be considered as urgent because of the special circumstances	

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**Census Joint Committee**  
**9 DECEMBER 2016**

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

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

Also Present:

CJC/12 **MINUTES**

The minutes of the meeting of the Joint CenSus Committee held on 23<sup>rd</sup> September 2016 were approved as a correct record and signed by the Chairman.

CJC/13 **DECLARATIONS OF INTERESTS**

There were no declarations of interest.

CJC/14 **DRAFT REVENUE & CAPITAL BUDGETS FOR 2017/18**

This meeting was not quorate and the item was adjourned.

CJC/15 **REVENUES AND BENEFITS UPDATE 2016/17**

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

Members noted the content of the report.

CJC/16 **QUARTERLY ICT SERVICE UPDATE**

Simon Hughes (Adur and Worthing) presented the report detailing service performance and current budget position. Details of any supply incidents that had occurred in the last quarter, the status of 2016/17 ICT Project Portfolios, and the progress of structural and process developments for CenSus ICT were also included.

Members noted the content of the report.

CJC/17 **THE FUTURE OF THE CENSUS ICT PARTNERSHIP**

This meeting was not quorate and the item was adjourned.

*The meeting closed at 10.37 am having commenced at 10.00 am*

CHAIRMAN

**Census Joint Committee**  
**16 DECEMBER 2016**

Present: Councillors: Brian Donnelly, Neil Parkin, Jonathan Ash-Edwards,  
Mandy Thomas-Atkin and Mark Nolan

Apologies: Councillors: Gordon Lindsay, Carson Albury and Dan Humphreys

Also Present:

CJC/18 **DECLARATIONS OF INTERESTS**

There were no declarations of interest.

CJC/19 **DRAFT REVENUE & CAPITOL BUDGETS FOR 2017/18**

The Director of Corporate Resources introduced the Draft Revenue & Capital Budgets for 2017/18 report. It was reported that the budget for both ICT and Revenues & Benefits will increase on the previous year's budget by £14,000. For Revenues and Benefits this was comprised of salary increments. For ICT, the increase allowed for a 1% salary pay award but a reduction in budgeted pension contributions.

**RESOLVED**

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

CJC/20 **THE FUTURE OF THE CENSUS ICT PARTNERSHIP**

The Head of Technology Services introduced the Future of CenSus ICT Partnership report. The proposed changes to the CenSus ICT Service could be summarised in four main elements:

- a) The transition of each Council's data centres to the cloud.
- b) The transfer of staff to be employed by the Council where they are based.
- c) A review of the governance arrangements of the Partnership.
- d) A review of the cross-site, shared roles within the Partnership.

Members noted that changes to the CenSus Revenues and Benefits Service would be looked in to in the future.

Members discussed the potential of the CenSus Joint Committee being 'modernised' as well as the CenSus Services.

**RESOLVED**

- i) That the new strategic direction of the CenSus ICT Partnership to a shared cloud hosting environment, called the 'CenSus Cloud' be approved.
- ii) That the reallocation of unspent budgets to fund the transition to the new model be approved
- iii) That the proposed governance arrangements for the new 'CenSus Cloud' partnership be approved.

*The meeting closed at 10.22 am having commenced at 10.00 am*

CHAIRMAN

## Report to CenSus Joint Committee

17 March 2017

By the Director for Corporate Resources

### INFORMATION REPORT

Not exempt



#### CENSUS JOINT COMMITTEE - QUARTERLY ICT SERVICE UPDATE

## Executive Summary

### Purpose of Report

1. To report to the CenSus Joint Committee both the CenSus ICT service performance (see Appendix 2 for service performance graphs) and the budget position to period 11 2016/17 (February 2017).
2. To report to the CenSus Joint Committee on the status and impact of any significant incidents that have occurred within the last reporting quarter (Appendix 3).
3. To present to the CenSus Joint Committee a summary status of 2016/17 ICT Project Portfolios.
4. To report to Joint Committee on Progress on the future strategy for Census ICT

### Summary

1. The focus of work over this period has been to maintain a continuing good level of service for partners. This has been managed while also implementing measures to mitigate risks and reviewing capital and revenue projects in the light of the Cloud Readiness/laaS reports for each site.
2. The operational spend for Census ICT as at February 2017 is £2.446m which is an over spend against the year to date budget of £23k. The main areas of over spend relate to staff and maintenance costs. Whilst the salary overspend reported previously has reduced following the departure of Head Census ICT and the Security Manager there are increased costs for the Head of Technology post. It should be noted that the Security Manager post is not being filled but there will be additional costs incurred within supplies and services as a managed solution is purchased. The overspend in maintenance costs continues to be caused by Commvault costs exceeding the budget, work is ongoing to look at the different site requirements with a view to managing the overspend on these costs for the remainder of the year.




The full year forecast for operational spend is currently £2.640m which is on target to meet the 2016-17 budget of £2.644m.

Expenditure totalling £227k has been spent on revenue projects to February 2017. The projects that have started and have activity are PSN, Firewall Upgrade, Service Desk Replacement and the IAAS Review and forward strategy. The service desk project remains

at £4k overspent and the PSN contingency is now forecast to be £28k overspent with a total revenue projects overspend of £32k.

3. Service performance continues to be above SLA targets, and there have been six CenSus wide service interruption events during the reporting quarter (p1 level) with lost Business time in excess of 30 minutes. These incidents have been managed effectively and remedial action taken promptly.

**Table of CenSus Work Plans**

Workplan	Workplan Description	Status	% Complete	Start Date	Notes and Status Update
<b>ICT Work Plan Portfolio</b>					
<a href="#">CEN - P1 - PSN GFI Languard</a>	Vulnerability and Patching Software Upgrade and Rollout		61%	21/09/16	Mid Sx have started a programme of handover. Other two site to monitor progress and consider there future plans.
<a href="#">CEN - P1 - PSN LogRhythm Implementation</a>	Tool for Protective Monitoring (logs actions). Installed at all sites but work required to fully configure to log data. There is budget allocated for 2016/17.		44%	07/11/16	Engaging 3rd Party to provide Best Practice Overview of Product
<a href="#">CEN - P1 - Service Desk System Replacement</a>	Procure and Implement Service Desk Tool. Replacement for HoTH. There is budget allocated for 2016/17.		70%	02/05/16	Work underway to configure customisations



## Recommendations

The Joint Committee is asked 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

## Reasons for Recommendations

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

<b>Background Papers</b>	CenSus ICT Performance Statistics Quarterly Service Interruptions
<b>Consultation</b>	Census Programme Management Board
<b>Wards affected</b>	All
<b>Contact</b>	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

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

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

#### 3.2 CenSus ICT Financial Status

##### **2016-17 Census ICT Budget Monitoring April 2016 to February 2017**

##### Operational Service

The operational spend for Census ICT as at February 2017 is £2.446m which is an over spend against the year to date budget of £23k. The main areas of over spend relate to staff and maintenance costs. Whilst the salary overspend reported previously has reduced following the departure of Head Census ICT and the Security Manager there are increased costs for the Head of Technology post. It should be noted that the Security Manager post is not being filled but there will be additional costs incurred within supplies and services as a managed solution is purchased. The overspend in maintenance costs continues to be caused by Commvault costs exceeding the budget, work is ongoing to look at the different site requirements with a view to managing the overspend on these costs for the remainder of the year.

The full year forecast for operational spend is currently £2.640m which is on target to meet the 2016-17 budget of £2.644m.

##### Revenue Projects

Expenditure totalling £227k has been spent on revenue projects to February 2017. The projects that have started and have activity are PSN, Firewall Upgrade, Service Desk

Replacement and the IAAS Review and forward strategy. The service desk project remains at £4k overspent and the PSN contingency is now forecast to be £28k overspent with a total revenue projects overspend of £32k.

### Capital Projects

The capital expenditure for the same period is £127k against the SAN Replacement project. It is anticipated that this project will come in around £35k below budget.

### **Census ICT - April to Feb 2017**

	Original Budget 2016/17	Budget 2016/17 YTD	Actual April to February	Variance	Year End Forecast
<b>Operational Revenue Costs</b>	£	£	£	£	£
Employee Costs	1,443,144	1,322,882	1,308,111	-14,771	1,443,144
Transport Costs	8,520	7,810	6,581	-1,229	7,180
Supplies & Services	643,338	589,726	621,371	31,664	633,151
Central Census Maintenance	548,787	503,054	509,972	6,917	556,722
<b>Total Operational Expenditure</b>	<b>2,643,789</b>	<b>2,423,473</b>	<b>2,446,035</b>	<b>22,562</b>	<b>2,640,197</b>
	Original Budget 2016/17	Budget Carry Forward Requested	Actual April to August	Variance	Year End Forecast
<b>Revenue Projects (Incl carried forward from 15/16)</b>	<b>375,000</b>	<b>71,000</b>	<b>226,653</b>	<b>-219,347</b>	<b>478,345</b>
<b>Capital ( Incl Carried forward from 15/16)</b>	<b>180,000</b>	<b>187,150</b>	<b>127,774</b>	<b>-239,376</b>	<b>332,224</b>

## **3.3 CenSus ICT Project Status**

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

### **3.3.1 Existing Projects**

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

SCCM (a tool for control of issuing of system updates) has been deployed on all 3 sites, & Server Security patching is now automated where possible, although ongoing work continues to streamline the processes around patching with the agreement of the Business & Application Support teams.

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

The roll out of Office 365 (Cloud based email) for Mid Sussex is progressing with Members and Officers successfully migrating across to the Office365 platform. Intune Mobile Device Management (MDM) for corporate owned devices has been configured at MSDC (will be deployed at HDC as part of the Windows 10 remote access project). O365 project group has been created to investigate, test and plan the migration off all users to Outlook365 first.

### **3.3.2 Additional 2015/16 Business Plan Projects**

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

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

All sites have now been upgraded to the latest version of the preferred back-up solution Veeam.

Work on the development of costed ICT DR/BC plan has temporarily put on hold while the Cloud Adoption, Future Horsham and Future of CenSus strategies are developed as these are major inputs to the project.

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

Excitor G/On tokens (that allow the secure connection of a non-council PC/Laptop to Council systems) have been deployed at all sites.

For Council devices, a Microsoft technology (“Direct access”) that is significantly smoother in operation. HDC are in the process of rolling out and it form a part of an ongoing remote access Windows 10 project, Adur & Worthing and MSDC are in the pilot stage.

### 3.3.3 Major Council Initiatives requiring CenSus ICT Support

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

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

- **Infrastructure as a service (IaaS) strategy**  
Project is in progress, input from CenSus ICT is principally through Alec Mills as a technical lead for operations, complemented with Serdar Dimirkol from the AW Digital team.
- **New Telephony Service**  
CenSus team are working with members of AW and Overline (service provider) to progress investigation and resolution of some known problems with the service and to progress the delivery of an automated call recording pause/resume solution for the Contact centre (to avoid capturing sensitive personal data from callers). We are planning a customer experience and coaching day to help resolve some high frequency, low impact issues.
- **Revenues and Benefits Migration**  
The Adur Revs and Bens in-house project has formally kicked off. Engagement with the CenSus team has commenced and it mainly focussed around provision of client desktop equipment and services for 23 new starters, scheduled for between April and October.
- **Town Hall Data Centre DR Test**  
The Adur and Worthing Joint Governance Committee has requested evidence of Disaster Recovery plans and testing. To this end, CenSus, working with AW Digital and Facilities management have commenced planning for a DR test to simulate a power loss scenario at Worthing Town Hall. Preparations have progressed to the extent that the Council Leadership Team have endorsed a proposal to execute the test on the weekend of the 26<sup>th</sup> May (Spring Bank Holiday weekend). Information gathering from the services has commenced, this will result in the identifications of risks to service and allow us to plan mitigations and contingencies.

#### **Future Horsham Business transformation programme – in progress**

- A number of avenues for investigation for transforming Horsham operations & driving through efficiencies & new ways of working are currently being evaluated; CenSus ICT & Horsham Applications team are involved from a technology perspective to support this work.
- Remote working: in progress. Horsham Development team in conjunction with Census ICT are planning the implementation of NDL which allows more mobile working through customised forms and applications. As part of this project and to help the council move forward with better ways of working the Windows 10 / PC refresh project has been initiated.
- Digitising customer transactions and communications: in progress. A project has been initiated to look at the top customer transactions with the Council and how these can be made more efficient and meet user needs more effectively.
- Infrastructure as a service (IaaS) strategy: in progress. Cloud readiness assessment has been received and gives the green light to moving towards IaaS. This project is being picked up as part of the "Census Cloud" future Census ICT Partnership Strategy.
- As the core network is a key part of the Councils ICT infrastructure we now have a fully managed network support service with an external company, this allows for more support resilience and proactive monitoring.

### Mid Sussex: Digital strategy - In Progress

- Census ICT and the MSDC Digital team are working together on the migration of all MSDC users to Outlook365.

## 4. Future strategy for Census ICT

Following the adoption of the new strategy for Census ICT at the last Joint Committee, significant progress has been made on the project to transition all partner Councils to the cloud.

A temporary Cloud Transition Manager has been appointed and the following has been achieved since the last report:

- Market engagement has taken place with major cloud providers, including Amazon Web Services and Microsoft Azure
- A request for quotation has been prepared and will be issued imminently to purchase the service of a Managed Service Provider to maintain our new cloud environment
- Workshops have been run with all members of IT related staff at all three sites to discuss the future technology direction of the Partnership and what skills will be required to operate within it. Response to the challenge from staff has been positive

We will be in a position to start moving our first applications and data to the cloud in the next period, and will be able to update on progress in the next report.

On staffing matters, the TUPE process to return local staff to their host Council is to start shortly after the publication of this report. The future of the shared posts within the Partnership will also be formalised as part of this process.

## 5. Major ICT Incident Update

There were six cross CenSus service incidents at Priority 1 level within the quarter; for completeness, an overview of site specific P1 incidents of greater duration than 30 minutes has been included as Appendix 3.

## 6. CenSus Project Portfolio 2016/17

The IaaS review is now complete with a consultant engaged looking into how all 3 sites move into the recommended cloud adoption.

The following table summarises the Project Portfolio for 2016/17.

Project	Capital/ Revenue?	Total Cost	Delivery schedule	Status
Replace CenSus SAN	Capital	£150K	Q1/2	Census/HDC & AWC Complete.
Identity & Access Management tool	Capital	£30K	Q2	This project will not go ahead and the Future Census Strategy report recommends using this budget to fund Cloud

				Transition.
Hardware & Consultancy	Revenue	£60K	Throughout year	Ongoing
Firewall upgrades	Revenue	£30K	Q1/2	Work complete
PSN compliance	Revenue	£60K	Q1/Q2	Work complete
Infrastructure as a Service (IaaS) review & forward strategy	Revenue	£90K	Phase 1 in Q1	All reviews complete & consultant engaged.
Replace Asset Management Software	Revenue	£25K	Q2/3	Required functionality likely to be incorporated into the new Service Desk tool
LogRhythm Security Intelligence tool	Revenue	£20K	Q3	This is implemented across the partnership. Currently investigating training for staff to make best use of the tool.
WAN exit strategy	Revenue	£50K	Q2-4	This project will not go ahead and the Future Census Strategy report recommends using this budget to fund Cloud Transition.
Service Desk tool replacement	Revenue	£40K	Q1	Work underway

## 7. 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 appropriate action as necessary – ongoing action</p>

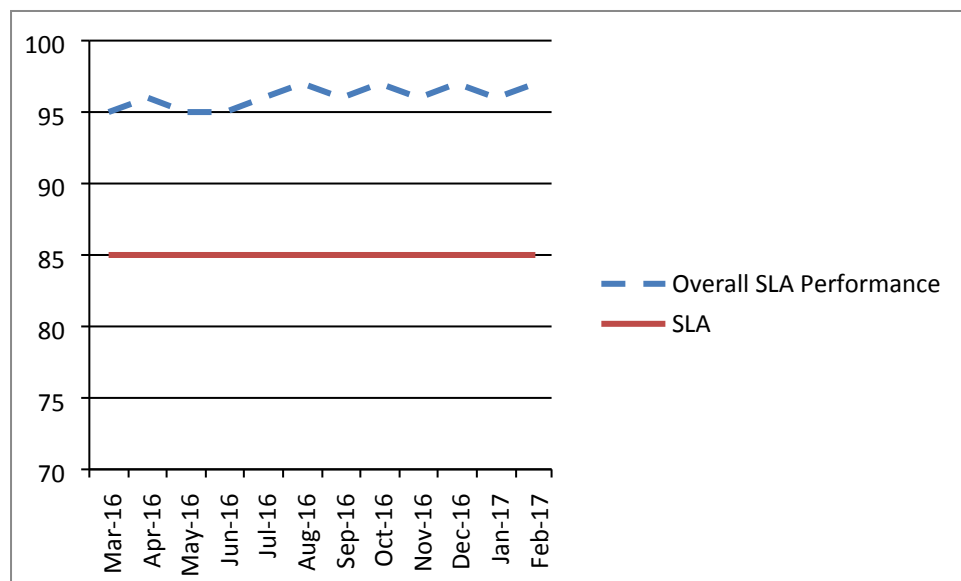
<p>Failure to maintain service delivery in the event of disruptive events e.g. fire, flood, power failure, IT failure, Industrial action etc.)</p>	<p>Develop &amp; maintain departmental business continuity plan in line with site specific BCP/DR processes – now in place. Audit (external consultants) being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



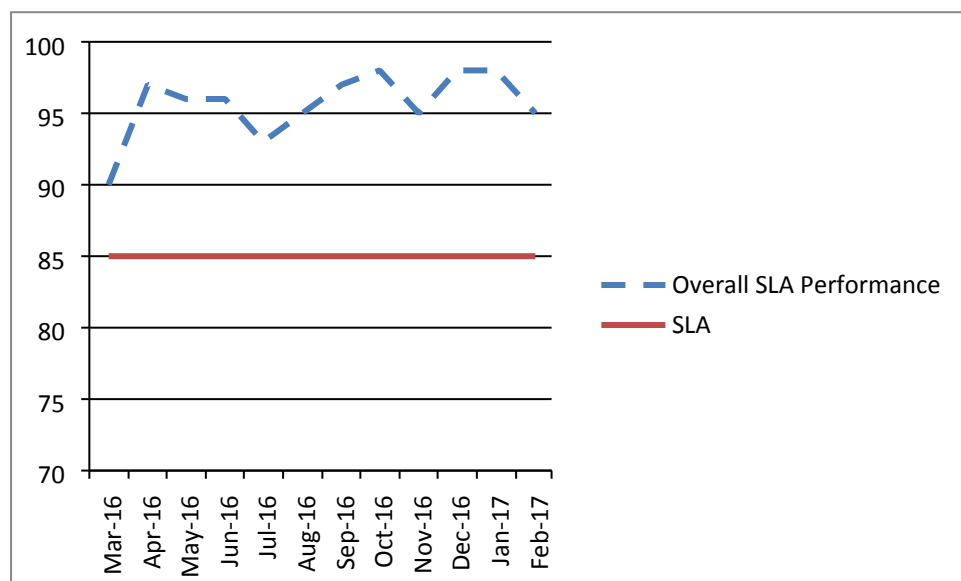
## Appendix 2. CenSus ICT Performance Stats J – Feb 2017

### % Calls Resolved Within SLA

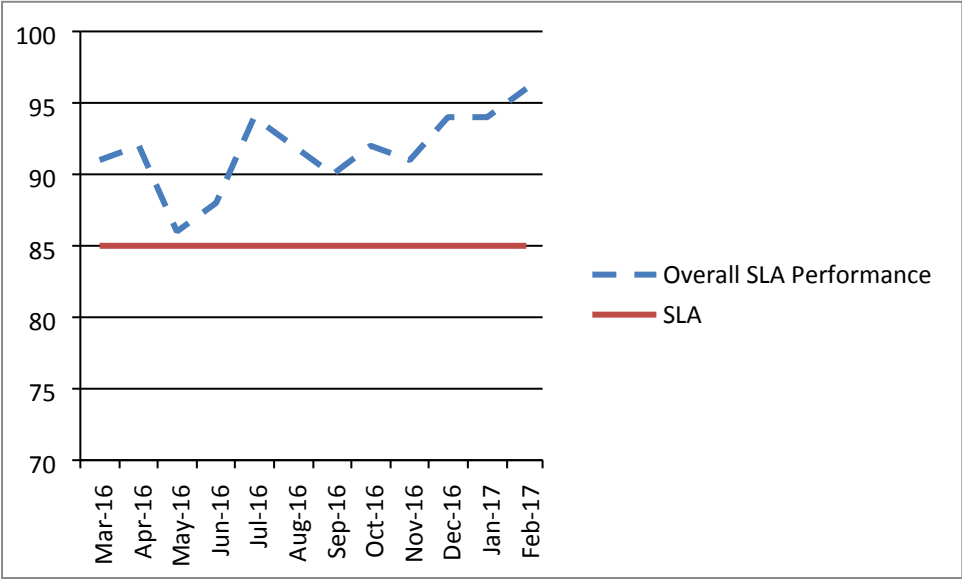
#### CenSus overall



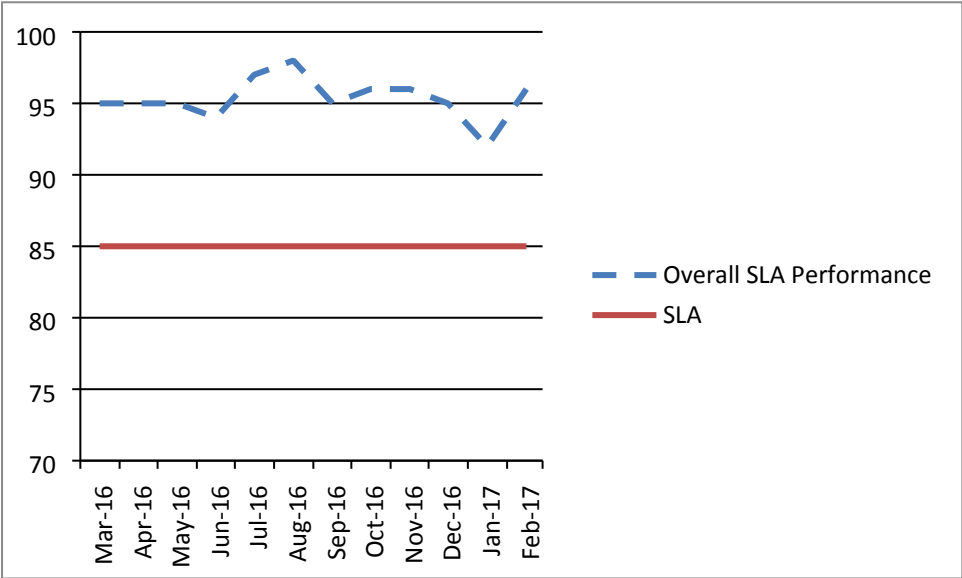
#### Adur-Worthing



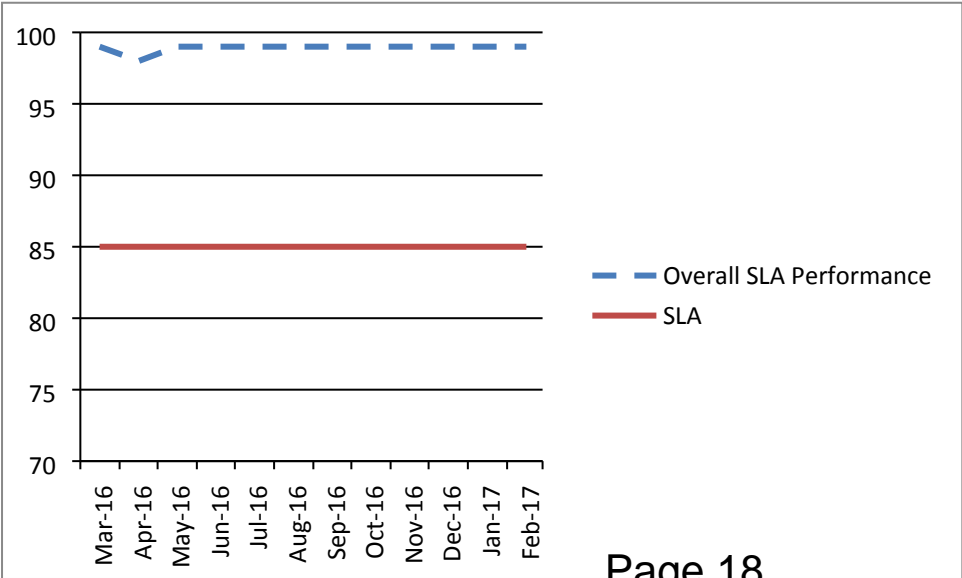
HDC



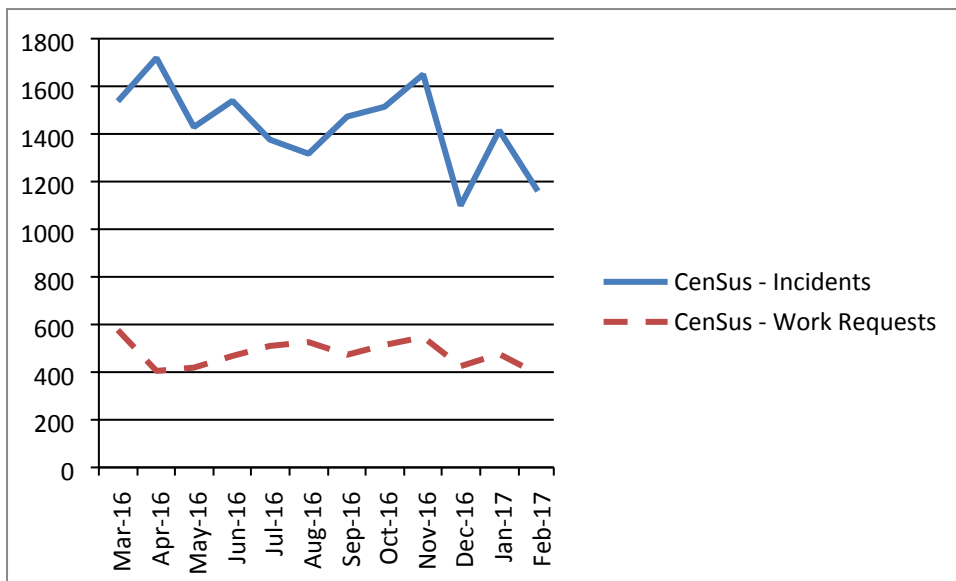
MSDC



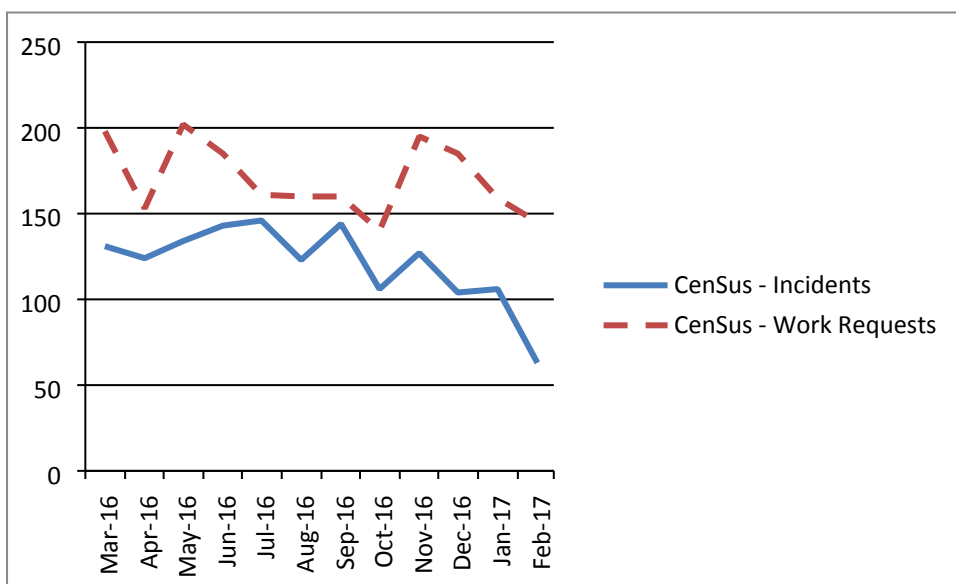
Help Desk



Calls Raised – CenSus overall

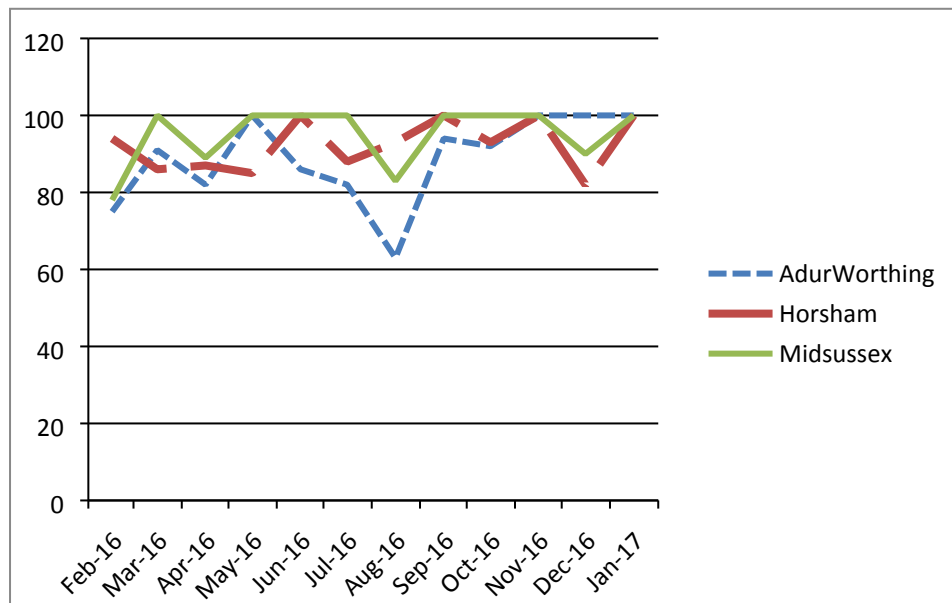


Calls Outstanding – CenSus overall

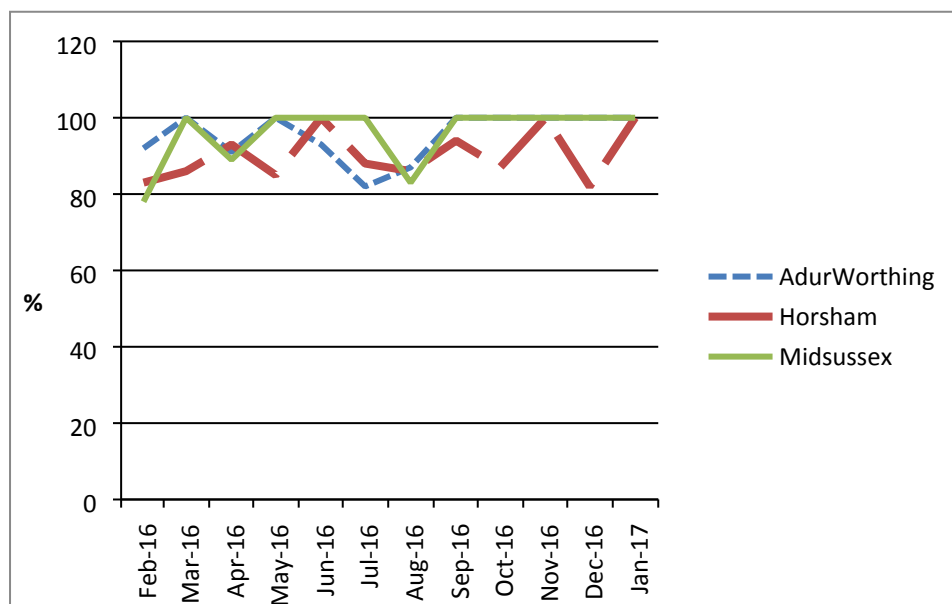


**Customer feedback survey results - % satisfaction ratings.**

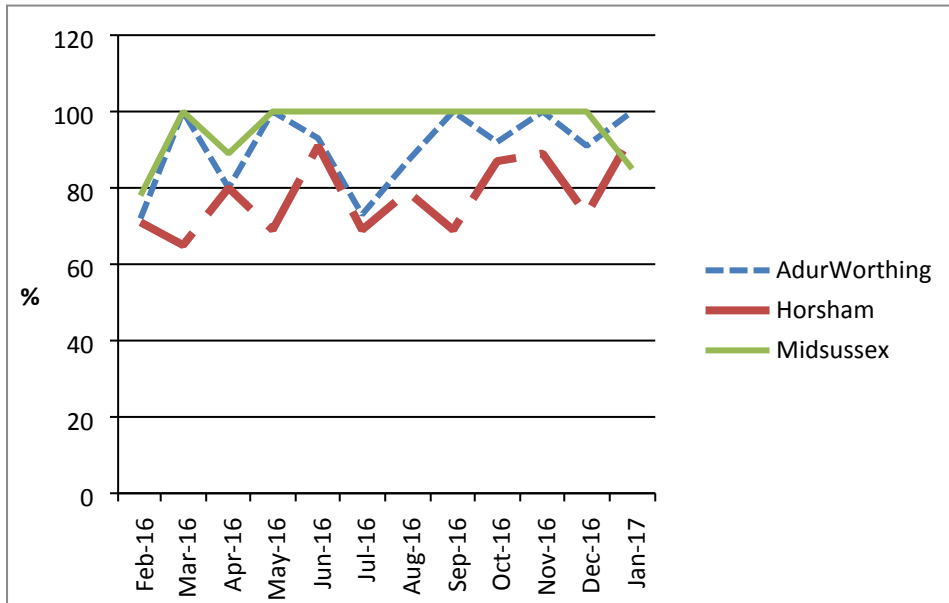
**Ease of Contact**



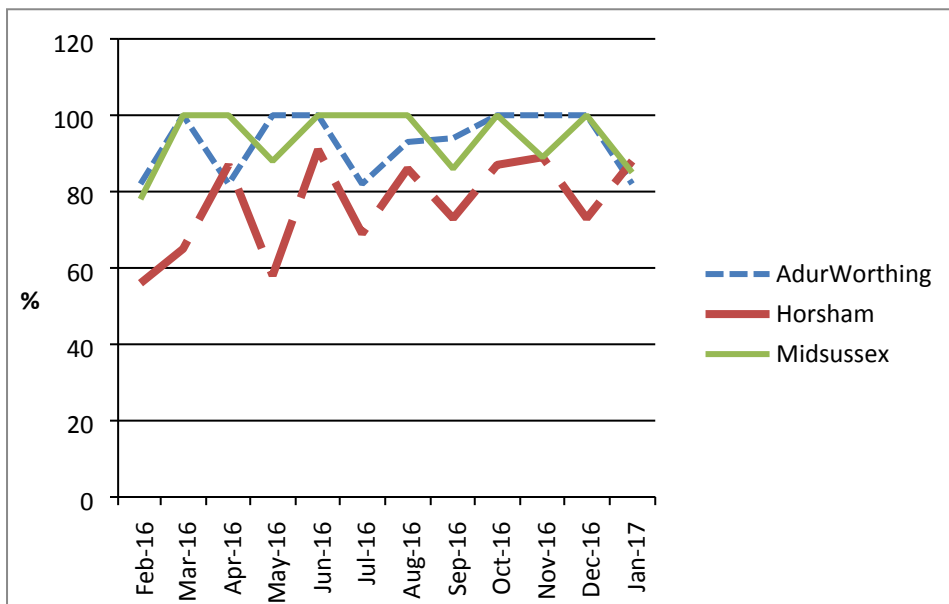
**Satisfaction of Service from Service Desk**



Response time



Customer Communications



## Appendix 3 - Quarterly Service Interruptions

There have been six CenSus wide service interruption events during the reporting quarter: The following is a summary of site specific interruptions (P1 level) with lost Business time in excess of 30 minutes.

### Adur Worthing

P1 incidents > 30 minutes in the reporting period.

- Date:** 15/12/2016 10:57 – 16/12/2017 13:09  
**Issue:** **IM137882 – Loss of network connectivity to Shoreham Centre**  
**Cause:** BT Fibre Break  
**Effect:** Total loss of site connectivity to WAN for approximately 24 hours. Impact was on Business as Usual activities for a small number of staff at the site as well as a council meeting taking place in the evening of the 15<sup>th</sup> CenSus provided contingency solution with loan laptops connected through MiFy devices for staff and for the council meeting.  
**Solution:** BT Repair to broken Fibre.
- Date:** 23/01/2017 08:00 – 14:30  
**Issue:** **<No case reference> - Failure of Revs and Bens overnight scripts to run.**  
**Cause:** Unauthorised change made on Friday 20<sup>th</sup> January to the DNS record for an Academy server resulted in a failure of scripts to run.  
**Effect:** Revs and Bens Academy service had to be taken down on Monday to investigate the issue. The incident was not reported to the Service Desk, but directly from the business to a member of Digital (this is a lesson learnt and one being addressed at AW as part of ITSM improvements). The resulting loss of service impacted the Revs and Bens teams as well as the capability of the contact centre to handle Revs and Bens calls.  
**Solution:** The scripts were amended to use the IP Address of the server rather than the DNS name (this was implemented by Digital before alerting CenSus to the issue), the DNS name change was subsequently reverted. Investigation into the events leading to the DNS change have been carried out and a member of CenSus staff has been formally disciplined for misconduct in failure to follow appropriate change management procedures.

### Horsham

P1 incidents > 30 minutes in the reporting period.

- Date:** 02/11/2016:  
**Issue:** IM134823 Access to Census network lost  
**Cause:** Unexpected failure in VMware host.  
**Effect:** Loss of access to Census systems on Census network from 8:30 to 9:00.  
**Solution:** Host and servers restarted.

### Mid Sussex

P1 incidents > 30 minutes in the reporting period.

- Date:** 06/12/2016:  
**Issue:** IM137204 VMware host became frozen.  
**Cause:** VMware host became unavailable freezing the servers within it.  
**Effect:** Uniform system unavailable.

**Solution:** Restarted host and restarted servers and services where necessary.

**Date:** 21/12/2016:

**Issue:** IM138227 No internet access

**Cause:** Unknown

**Effect:** No Internet access.

**Solution:** We believe this was caused by external sources as the access became available whilst we were still investigating.

**Date:** 07/02/2017:

**Issue:** Power cut for approx.. 3 hours resulting in all equipment in the Data Centre losing power.

**Cause:** Power Cut.

**Effect:** All applications and connectivity to network affected.

**Solution:** Most equipment restarted when power was restored. Some servers and services had to be restarted to enable the applications and software to work properly.

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## Report to CenSus Joint Committee

17<sup>th</sup> March 2017

By The Head of Revenues and Benefits (CenSus)



### INFORMATION REPORT

#### CenSus Revenues and Benefits report.

#### Executive Summary

This report sets out the 16/17 year to date performance of CenSus Revenues and Benefits and activities undertaken by the service since the last report to the committee in December 2016. The report also sets out the services' proposed headline targets for 17/18.

#### Recommendations

1. The Joint Committee is asked to note the performance and activity of the Service.
2. The joint committee agrees the proposed headline targets to be achieved during 17/18

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

## 1. Performance – 16/17

- 1.1 Benefits/CTS - stats are at appendix 1. New claims performance has dipped following the Christmas break, the continued emphasis on changes of circumstance and the introduction of a mandatory action sheet being completed in all cases (see 5.3). Until analysis is completed we are unsure whether this may be a long-term trend. However, performance of 21.14 days in February is better than the national average of 23 days.
- 1.2 Changes of circumstances performance always improves markedly at this time of year as a large number of straightforward changes of circumstance (rent increases) can be swiftly processed.
- 1.3 DHP – stats are at appendix 2. Expenditure has been closely monitored and is within expected budget for this time of year.
- 1.4 Revenues - stats are at appendix 3 – Council Tax – Collection is marginally off target but on track to be on, or close, to target by the year end.
- 1.5. NDR collection in year continues to be a challenge in both Horsham and Mid Sussex

## 2. Budget position

The position outlined shows a surplus against budget to date of £98K for Census Revenues and Benefits, to the end of November. This is detailed in the table below. The staffing budget is overspending, whilst there is additional Enforcement Income and Grant income, which more than mitigate this. Significant variations are further explained below:

- 2.1 Employee costs – Additional costs are a consequence of the use of agency staff to backfill posts while new recruits are being recruited and trained.
- 2.2 Grant Income – Additional grant income has been received for new burdens in 2016/17 in respect of Implementing Welfare reform; Single Fraud Investigation Service; Pension Credit Assessed Income; Real Time information and Fraud; Error reduction Incentive Scheme; Benefit Cap changes; Universal Credit set up costs and Local Authority Data Sharing programme. It has been possible to manage the costs of these new burdens within existing resources and therefore the grant income received to date is contributing to the surplus achieved.
- 2.3 Fees and Charges – Additional income as a result of increased enforcement activity in the first eight months of the year.

Revenue	Revised Budget	Budget to date	Actual after prepay / accrual adjs	Variance
	£	£	£	£
Employee Costs	2,750,368	1,833,579	1,928,157	94,578
Transport Costs	71,610	47,740	33,814	(13,926)
Supplies and Services	715,386	476,924	494,989	18,065
Total Expenditure	3,537,364	2,358,243	2,456,960	98,717
Grant Income	0	0	(114,975)	(114,975)
Fees & Charges	(565,330)	(376,887)	(460,529)	(83,642)
Miscellaneous Income	(3,000)	(2,000)	(522)	1,478

Total Income	(568,330)	(378,887)	(576,026)	(197,139)
<b>Net Expenditure</b>	<b>2,969,034</b>	<b>1,979,356</b>	<b>1,880,934</b>	<b>(98,422)</b>

### 3. Discretionary Housing Payment budgets for 17/18

- 3.1 The DHP budget for all 3 authorities has been increased for 17/18. This should enable us to meet the demand for a full year of the revised benefit cap –

	<b>17/18 budget</b>	<b>increase of</b>
Adur	£155,109	£52k
Horsham	£210,316	£69k
Mid Sussex	£207,133	£81k

### 4. Single Person Discount (Council Tax)

- 4.1 A single person discount review (as detailed in my update in December 2016) has now been completed. The outcome was –

	<b>Adur</b>	<b>Horsham</b>	<b>Mid Sussex</b>
Cases reviewed	1635	3084	3292
Discounts cancelled	282	438	523
Increase in tax base	£97,646	£156,203	£167,872

### 5 Subsidy Audit

- 5.1 The Action Plan developed following The Welfare Reform Club report is at appendix 4.

#### 5.2 Correcting Errors

A dedicated team continues to work on (re) assessing all earnings cases. As at 28/02/17, some 1,200 cases had been actioned. Details of the type of error and the individual concerned are recorded and fed into 1:1s and our training plan.; there is still a high level of errors on earnings cases. Apart from correcting errors, our prime aim is to complete this exercise before we commence 40+ testing for the 16/17 audit; this exercise and the testing needs to be undertaken by the end of August. It is likely we will need to increase the numbers on the team to achieve this.

#### 5.3 Benefits Case Action Sheet

The benefits case action sheet has been introduced and its impact on accuracy and performance during the first 6 weeks of use is about to be analysed. Average clearance times have increased markedly (21.1 days in February as opposed to the usual 18 days). However, given the knock on effect of the Christmas break and the impact of the announcement of Horsham's likely departure from CenSus, it cannot yet be said that the action sheet has been solely responsible for increasing clearance times.

#### 5.4 LA error position

An exercise to assess whether 'underlying entitlement' is being correctly assessed in LA error overpayment cases is being undertaken during March.

All 3 authorities are better placed this year in terms of the 'gap' between current LA error identified and the limits where 'cliff edge' subsidy penalty apply.

	<u>15/16</u>	<u>16/17 to (28/02)</u>
<u>Gap between LA error and 100% loss cliff-edge</u>		
<b>Adur</b>	£14,777	£52,750
<b>Horsham</b>	£30,339	£54,419
<b>Mid Sussex</b>	£ 1,875	£76,810

5.5 We are still working with the Auditors to resolve our challenge that Adur's extrapolation is over-assessed by some £85k as a case extrapolated across the caseload is a "one off"; the benefits manager is meeting with them during the week commencing 13/03/17.

5.6 Benefit overpayment recovery is on track to be on a par with or a less than last year's. as follows -

	<u>15/16</u>	<u>16/17 to end February</u>
ADC	£ 864k	£ 727k
HDC	£1,643k	£1,065k
MSDC	£1,985k	£1,140k

The amount of overpayment identified so far this year compared to last is down in both Horsham and Mid Sussex while slightly higher in Adur.

## **6. 17/18 targets**

6.1 Benefits – It is not yet known what the longer –term impact on new claims the introduction of the clerical action sheet may have. Consequently it is recommended that we maintain the current target (against national average of 23 days) but review them after an analysis of the revised quality demands (in the form of the action sheet) has been undertaken.

6.2 We intend to continue the shift of emphasis on changes of circumstances and therefore recommend a reduction in the benefits target to achieve the national average.

6.3 Proposed targets –

Benefits New claims	-	18 day average
CTS claims	-	20 day average
Benefits change of circumstances	-	7 days average
CTS change of circumstances	-	10 days

6.4 Revenues – It is recommended that the current targets (see app 3) are retained for 17/18.

## **7 Next Steps**

7.1 None

## **8 Outcome of Consultations**

8.1 None

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

9.1 None

## **10. Staffing Consequences**

10.1 None

## **11 Financial Consequences**

11.1 None

## 2016/17 - performance -average days to process

HB/LHA New Claims													YTD	YTD Target
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	16.2	20.6	17.2	17.5	18.2	15.6	18.7	20.7	17.9	17.5	22.8		18.4	
Horsham	17.0	21.1	17.5	19.5	16.4	16.1	19.4	19.6	18.6	23.2	20.1		18.9	
MSDC	19.0	20.3	17.7	19.0	16.9	16.7	18.5	21.8	19.7	22.0	21.0		19.3	
CenSus	17.5	20.6	17.5	18.9	17.0	16.2	18.9	20.7	18.8	21.3	21.1		19.0	
Target	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0	18.0		18.0
Changes	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	8.2	7.5	11.7	11.5	9.0	5.7	7.7	8.7	8.7	9.4	2.2		6.9	
Horsham	9.4	9.5	12.3	11.2	9.3	6.9	5.9	10.4	9.5	10.1	2.4		7.7	
MSDC	8.3	9.6	12.9	11.3	9.5	6.6	7.6	9.6	15.5	10.0	4.0		9.0	
CenSus	8.6	9.0	12.3	11.3	9.3	6.5	6.8	9.7	11.8	9.9	2.7		8.0	
Target	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0
CTRS														
Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	18.2	21.7	17.7	19.1	19.0	17.6	18.4	20.7	21.8	17.8	21.4		19.4	
Horsham	22.9	23.5	17.8	23.4	16.9	18.7	21.7	20.3	118.9	24.1	22.2		20.9	
MSDC	24.1	21.2	19.4	20.4	19.1	21.2	19.0	23.6	23.4	23.2	24.7		21.7	
CenSus	22.1	22.2	18.4	21.2	18.2	19.5	20.0	21.6	21.3	22.1	23.0		20.8	
Target	18.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0		20.0
Changes	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	7.8	7.2	12.4	11.6	8.9	6.1	8.1	7.9	9.2	9.3	5.5		8.5	
Horsham	8.1	10.0	13.3	11.2	8.6	7.3	7.4	10.3	9.4	10.1	6.5		9.4	
MSDC	8.5	8.0	13.4	10.8	9.6	6.7	7.6	8.8	8.6	9.8	7.0		9.0	
CenSus	8.2	8.4	13.1	11.2	9.3	6.7	7.7	9.1	9.0	9.7	6.4		9.0	
Target	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0

## DPH – Expenditure and commitment at 27/02/17

	DHP claims awarded	Budget	DHP committed	Percentage of budget committed
<b>ADUR</b>				
U/O claims	20		£ 11,235.00	
Benefit Cap claims	44	£ 30,745	£ 46,521.00	45%
Other' claims	53		£ 31,559.00	
Total	117	£ 102,994	£ 89,334.00	<b>87%</b>
<b>HORSHAM</b>				
U/O claims	38		£ 44,180.00	31%
Benefit Cap claims	25	£ 38,868	£ 41,055.00	29%
Other' claims	66		£ 40,134.00	28%
Total	129	£ 140,904	£ 125,369.00	<b>89%</b>
<b>MID SUSSEX</b>				
U/O claims	35		£ 19,623.00	16%
Benefit Cap claims	33	£ 22,614	£ 37,769.00	30%
Other' claims	74		£ 51,268.00	41%
Total	142	£ 126,392	£ 108,660.00	<b>86%</b>

## 16/17 Collection Rates

														Collected 15/16
ADUR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	
	Collected	11.2%	20.5%	29.7%	39.0%	48.2%	57.5%	66.8%	76.1%	85.3%	94.4%	96.2%		97.8%
CT	Target	11.5%	20.8%	29.8%	39.1%	48.2%	57.6%	67.3%	76.6%	85.7%	94.7%	96.4%	98.0%	
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
NNDR	Collected	10.4%	18.5%	28.6%	37.3%	46.8%	56.1%	64.8%	73.7%	81.9%	90.9%	95.1%		96.9%
	Target	9.9%	19.8%	30.0%	39.3%	47.9%	57.3%	65.9%	74.2%	81.9%	90.8%	94.9%	98.0%	
HORSHAM		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	
	Collected	11.3%	20.7%	30.0%	39.4%	48.9%	58.2%	67.6%	76.9%	86.2%	95.6%	97.1%		98.6%
CT	Target	11.3%	20.8%	30.5%	39.9%	49.5%	59.0%	68.5%	78.0%	86.6%	95.8%	97.3%	98.8%	
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
NNDR	Collected	12.2%	19.7%	28.1%	36.8%	50.2%	59.0%	67.5%	75.6%	83.8%	91.3%	95.0%		97.5%
	Target	12.4%	21.0%	29.4%	38.0%	50.8%	60.1%	68.8%	76.7%	84.6%	91.9%	95.5%	98.0%	
MSDC		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	Collected	11.4%	20.8%	30.2%	39.4%	48.5%	57.8%	67.4%	76.9%	86.1%	95.3%	96.9%		98.6%
CT	Target	11.3%	20.8%	29.9%	39.2%	48.3%	57.7%	67.5%	76.8%	86.1%	95.3%	97.0%	98.8%	
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
NNDR	Collected	11.2%	19.0%	28.0%	36.6%	48.3%	56.9%	65.6%	74.1%	82.5%	89.9%	93.6%		95.8%
	Target	10.7%	19.3%	28.1%	36.8%	48.5%	57.7%	65.9%	74.0%	83.4%	90.8%	94.6%	98.0%	

**SUBSIDY AUDIT ACTION PLAN - following the 15/16 subsidy audit and an independent subsidy review by The Welfare Reform Club – UPDATE @ 08/03/17**

Aim/Objective	Action	Who	Relevant Dates	Progress																				
To reduce 'official delay' overpayments	Reprioritise benefits team activity to reduce changes of circumstances processing times from 10 days to (the national average of) 7 days; this activity commenced in the middle of August 2016. Monitored monthly and discussed by CenSus management team	Tim Delany Morag Freitas Debbie Helsby	08/16- ongoing	CenSus average clearance times for changes of circumstances since June have been – <table><tr><th>Month</th><th>Average days</th></tr><tr><td>June</td><td>12.7</td></tr><tr><td>July</td><td>11.2</td></tr><tr><td>August</td><td>9.3</td></tr><tr><td>Sept</td><td>6.5</td></tr><tr><td>Oct</td><td>6.8</td></tr><tr><td>Nov</td><td>9.6</td></tr><tr><td>Dec</td><td>11.8</td></tr><tr><td>Jan</td><td>9.9</td></tr><tr><td>Feb</td><td>2.7</td></tr></table>	Month	Average days	June	12.7	July	11.2	August	9.3	Sept	6.5	Oct	6.8	Nov	9.6	Dec	11.8	Jan	9.9	Feb	2.7
Month	Average days																							
June	12.7																							
July	11.2																							
August	9.3																							
Sept	6.5																							
Oct	6.8																							
Nov	9.6																							
Dec	11.8																							
Jan	9.9																							
Feb	2.7																							
To correct errors in the 'earnings' caseload (approx. 7,000 cases)	Conduct check of evidence and consequent calculations for all 16/17 earnings cases. <ul style="list-style-type: none"><li>- Refer any incorrect cases to benefits team for correction</li><li>- Maintain detailed records for 16/17 audit</li><li>- Produce monthly stats with outcome of checks</li><li>- Consider training needs on an ongoing basis</li></ul>	Tim Delany Morag Freitas Megan Shepherd	01/12/16 – 31/05/17	3 experienced Agency staff have been employed (starting at various dates during December) and are working as a dedicated team under the supervision of the CenSus benefits expert. (N.B these costs are being funded from within the current CenSus budget.)																				
To improve accuracy and ensure benefits processors make adequate explanation of their assessments.	1) In discussion with the QA team and processing staff, devise an action sheet to be completed in ALL cases.  2) Introduce processes and procedures to incorporate the action sheet into day to day	Morag Freitas Debbie Helsby Shirley Eveleigh  As above	19/12/16 – 06/01/17  By 18/01/17	1) and 2) Draft action sheet was constructed, discussed at benefit team meetings on 10/01/17 and final version introduced on 18/01/17.																				



	activity, including QA checking.  3) Monitor effectiveness of the use of the action sheet.	Tim Delany Morag Freitas	13/02/17 onwards	3) Full analysis on both accuracy of cases where the sheet has been used and the consequent reduction in the number of cases completed to be undertaken by 18/03/17.
To maximise benefit overpayment recovery (the 'profit' from which can mitigate any subsidy clawback);	1) Carry out a full review of benefit overpayment recovery processes and procedures (N.B. CenSus already has a 90+% recovery rate compared to the national average of 60%) 2) Consider report on review and any appropriate action to be taken in terms of organisation etc.	Morag Freitas Laura Foote	12/12/17 to 28/02/17	1) The report was completed 28/02.  2) A number of recommendations to improve workflow and performance to be considered – by 01/04/17
Minimise 'Official Error' overpayment amounts	Conduct an exercise (based on random samples) to assess whether an 'underlying entitlement calculation' has been made on appropriate 16/17 cases (an underlying entitlement can reduce an official error overpayment.) - Review outcome and decide way forward	Morag Freitas Megan Shepherd  Tim Delany Morag Freitas	01/02/17 – 24/02/17  27/02/17 – 03/03/17	To be conducted during March '17.
Provide further understanding and emphasis on subsidy for all staff.	In addition to discussing the outcome of the 16/17 subsidy audit at staff meetings, 1) Develop and deliver a subsidy refresher training session for all staff 2) Develop for delivery to new starters, a separate subsidy training module.	Shirley Eveleigh  As above	By 31/07/17  By 30/06/17 (no requirement to recruit at present)	1) IRRV to deliver training during April with emphasis on earnings cases 2) Follow up sessions booked for all staff for 3rd May –

				overpayments and underlying entitlement and 4 <sup>th</sup> July – Subsidy and The Audit.
Seek (further) external assistance in dealing with subsidy.	<ol style="list-style-type: none"> <li>1. Investigate the service provided by 'professional subsidy practitioners' and their cost (usually a % of additional subsidy to be claimed or clawback 'prevented')</li> <li>2. Approach DWP for support by way of a visit from the Performance development team.</li> <li>3. Visit an LA that has moved from "qualified" To "not qualified".</li> </ol>	<p>Tim Delany Morag Freitas</p> <p>Morag Freitas</p> <p>Debbie Helsby Shirley Eveleigh</p>	<p>TBC</p> <p>TBC</p> <p>Week commencing 13/03/17</p>	<p>Given the known nature of some of these companies, it is intended to establish what outcomes from our own activities (detailed above) will be achieved before approaching and meeting any of these practitioners.</p> <p>Visit to be made to Wealden, 1 of the 31 authorities not to have received a 'qualified' subsidy audit for 14/15.</p>

## **CenSus Joint Committee**

**17th March 2016**

## **Agenda Item**



## **Report by the Director of Corporate Resources, Horsham District Council**

Wards Affected – All

Key Decision - No

**Exempt Appendix 2 further to paragraphs 3, 4 and 5 of Part 1 of Schedule 12A of the Local Government Act 1972 – It is considered that in all the circumstances of the case the public interest in maintaining the exemption outweighs the public interest in disclosing the information.**

## **DISSOLUTION OF THE REVENUES AND BENEFITS PARTNERSHIP**

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### **Purpose of Report**

This report sets out the implications of Horsham District Council's decision to withdraw from the Census Revenues and Benefits Partnership ("the Partnership"), and the consequential dissolution of the Partnership.

### **Recommendations**

**The Joint Committee is recommended to:**

- a) Note the decision of Horsham District Council's Cabinet to issue Notice to withdraw from the Partnership;**
  - b) Endorse the key principles for the dissolution of the Partnership;**
  - c) Agree the work streams outlined within the report to facilitate the dissolution of the Partnership.**
- 

### **1 Background**

- 1.1** At its meeting of 26 January 2017 Horsham District Council's Cabinet agreed to issue notice to withdraw from the CenSus Revenues and Benefits Partnership leading to the Partnership's dissolution.
- 1.2** Notice has now been served on Mid Sussex District Council ("MSDC") and Adur District Council as per the Partnership Agreement. (A copy of the notice is attached at Appendix 1). The earliest that a severance can take place is 1<sup>st</sup> April 2018. This would be disruptive to the annual billing run of council tax and non-domestic rate as well as creating problems for the production of annual Housing Benefit letters.

- 1.3 It is therefore suggested that the dissolution date for the current partnership agreement should be 1st October 2018 with a long lead-in to enable the various issues and associated actions to be agreed. If it proves possible to accelerate the process Horsham District Council (“HDC”) will work with MSDC to enable an earlier dissolution.
- 1.4 This Meeting of the Joint Committee is asked to consider the implications of the dissolution and agree the work streams set out below.

## **2 Guiding Principles**

The Chief Executives of Horsham and Mid Sussex District Councils have prepared the following principles for the work:

- Strive to minimise the cost of dissolution to both parties and to avoid any adverse impact on service users.
- Share the costs of the dissolution in accordance with the terms of the partnership agreement.
- Endeavour to improve critical aspects of the service (e.g. Local Authority error rate on housing benefits claims and non-domestic rate in year collection rate) during the dissolution/transition period.
- Agree a timely and realistic programme to complete the process and work constructively to achieve the agreed timetable.
- Take reasonable steps to ensure that the databases and other relevant aspects of the service are rendered fit for purpose at the point of dissolution to minimise future problems with Housing Benefit Subsidy audits.

## **3 Implications of the dissolution**

- 3.1 Officers have been assessing the situation and feel that the project can be divided into two work streams, managing the interim period and managing the dissolution.

### **3.2 Work streams for the interim period**

CenSus management will focus on the following themes in the year:

- 3.2.1 Continue to focus on data cleansing of housing benefit claims from working age working people.
- 3.2.2 Continue to focus on maintaining revenues collection rates and housing benefits and council tax support processing times for new claims and change of circumstances.

- 3.2.3 Continue the roll out of the online services to reduce expensive customer contacts.
- 3.2.4 MSDC's human resources team will look into methods to retain staff to the end of the partnership without growing the numbers of permanent staff or the potential redundancy costs.

### 3.3 Work streams for dissolution

HDC and MSDC's support services teams will work on the following themes to ensure a successful dissolution:

- 3.3.1 The CenSus ICT project board will lead on how to divide the data, especially from the "Information@Work" system where issues have been identified during Adur's withdrawal from the partnership.
- 3.3.2 Horsham's Director of Corporate Resources will sponsor a project to resupply Horsham's service.
- 3.3.3 Mid Sussex's technology management service will look into the licenses needed for Mid Sussex to continue operating.
- 3.3.4 Mid Sussex's legal service will obtain an opinion on the potential legal requirement to follow a TUPE-like transfer.
- 3.3.5 Mid Sussex's human resources team will lead negotiations with the Union(s).
- 3.3.6 Mid Sussex's legal service will renegotiate their contracts for scanning and PrintPro to ensure Mid Sussex retains an on-going service.
- 3.3.7 Horsham's Director of Corporate Resources will prepare a paper for the CenSus Joint Committee at its last meeting before the dissolution making recommendations for the future governance of the residual CenSus ICT functions.

## 4 **Policy Context**

- 4.1 Partnership working is firmly within the remit of the Joint Committee and is subject to scrutiny within the constituent Councils.

## 5 **Other Options Considered**

- 5.1 HDC's Cabinet decided on 26 January 2016 to leave the partnership. This decision will lead to the dissolution of the Revenues and Benefits Partnership.

## **6 Financial Implications**

- 6.1 As the project progresses the costs of dissolution for both Councils will need to be in accordance with the provisions of the partnership agreement.

## **7 Risk Management Implications**

Each Council will complete their own risk assessment of future arrangements.

The key risks in the remaining period of the CenSus Revenues and Benefits Partnership relate to staffing and costs matters. These risks are set out in more detail in the exempt appendix 2.

## **8 Other Implications**

- 8.1 There are no sustainability or equality implications of this report. HDC will complete an equalities impact assessment of its final decision on resupply.

## **9 Other Material Implications**

- 9.1 None.

## **10 Background Papers**

- 10.1 None

## **Contacts**

Jane Eaton, Director of Corporate Resources, Horsham District Council

Email: [jane.eaton@horsham.gov.uk](mailto:jane.eaton@horsham.gov.uk);

Tel: 01403 215300; 01444 477315

**IN THE MATTER** of the Shared Services Partnership Agreement dated 12 August 2011

**AND IN THE MATTER** of Part II Revenues & Benefits Shared Service

1. Particulars

- |     |  |   |
|-----|--|---|
| 1.1 | The Participating Authorities in this part II are: | (1) Adur District Council (ADC)<br>(2) Horsham District Council (HDC)<br>(3) Mid Sussex District Council (MSDC) |
| 1.2 | Shared Service Functions defined in                | Revenues & Benefits services as detailed in Schedule 1 to this Part II  |
| 1.3 | Commencement Date                                  | 1 <sup>st</sup> December 2009   |
| 1.4 | Host Authority                                     | Mid Sussex District Council   |
| 1.5 | Earliest termination date                          | 1 <sup>st</sup> April 2018  |

**NOTICE TO TERMINATE**

**(1) HORSHAM DISTRICT COUNCIL ('HDC') HEREBY GIVES NOTICE**

of Termination pursuant to Clause 17 of the Shared Services Partnership Agreement dated 12 August 2011 in relation to the above one part of the Shared Service for Revenues and Benefits.

This Notice to terminate is intended to take effect from 1<sup>st</sup> October 2018, subject to agreement to amend this to an earlier date.

**This Notice** is given to:

Adur District Council ('ADC')  
Mr Alex Bailey  
Chief Executive  
Adur District Council  
The Town Hall  
Chapel Road  
Worthing  
West Sussex  
BN11 1HA

Mid Sussex District Council ('MSDC')  
Ms Kathryn Hall  
Chief Executive  
Mid Sussex District Council  
Oaklands  
Oaklands Road  
Haywards Heath  
West Sussex  
RH16 1SS

Dated this 7<sup>th</sup> day of March 2017

Signed:.....

Mr Tom Crowley Chief Executive  
Horsham District Council  
Parkside  
Chart Way  
Horsham  
West Sussex  
RH12 1RL

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By virtue of paragraph(s) 3, 4, 5 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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## 6. FINAL 2017/18 JOINT COMMITTEE BUDGET

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

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### Purpose of Report

1. This report presents the Joint Committee with the final revenue and capital budgets for both the Revenues and Benefits Service and ICT service for 2017/18.

### Recommendations

2. That the revenue and capital 2017/18 budgets for both the Revenues and Benefits Service and the ICT Service be approved.
- 

### 2017/18 Budgets

#### Revenues and Benefits

3. The final budget for approval has not changed since the draft budget was presented to the Joint Committee in December 2016, save for the addition of 1% inflation on salaries and services costs.
4. For completeness, this is shown below at a net total of £3.017m.
5. Members should note that we are budgeting for a full year of the service for all partners, in the full knowledge that Adur DC should have left the Revenues and Benefits aspect of the partnership by October 2017. This will be dealt with by an adjustment in year, and reported at the December meeting of this Committee.

#### ICT

6. The final ICT budget is as presented in December, with no changes.

### Policy Context

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

### Other Options Considered

8. None applicable.

### Financial Implications

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

**Risk Management Implications**

10. None applicable

**Equality and customer service implications**

11. None

**Other Material Implications**

12. None.

<b>Census Revenues and Benefits Budget 2017/18</b>							
		<b>Benefits</b>	<b>Revenues</b>	<b>2017/18</b>	<b>2016/17</b>		
		<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>		
<b>Employees</b>							
	Operational Permanent Staff	1,491,968	1,294,239	<b>2,786,207</b>			
	Professional subscriptions	4,848	0	<b>4,848</b>			
		<b>1,496,816</b>	<b>1,294,239</b>	<b>2,791,055</b>			
<b>Transport</b>							
	Local Scheme Lump Sum	6,896	5,195	<b>12,091</b>			
	Contract Car Hire	18,821	16,156	<b>34,977</b>			
	Essential Mileage	5,392	9,295	<b>14,687</b>			
	Casual Mileage	5,544	2,497	<b>8,041</b>			
	Travel Costs	1,022	1,386	<b>2,408</b>			
		<b>37,675</b>	<b>34,529</b>	<b>72,204</b>			
<b>Supplies and Services</b>							
	Small Equipment Purchase	511	0	<b>511</b>			
	Uniforms	420	55	<b>475</b>			
	Paper	668	119	<b>787</b>			
	Outside Printing	21,605	24,152	<b>45,757</b>			
	Scanning and Indexing contract	0	74,914	<b>74,914</b>			
	Direct Stationery Purchases	3063	985	<b>4,048</b>			
	Payment Cards	0	4,606	<b>4,606</b>			
	Envelopes	2934	0	<b>2,934</b>			
	Books/Periodicals	343	419	<b>762</b>			
	Other Notices and Leaflets	0	525	<b>525</b>			
	Land Registry	512	1,576	<b>2,088</b>			
	Magistrates Court Costs	0	40,831	<b>40,831</b>			
	Audit Fees (External)	1,840	1,818	<b>3,658</b>			
	Consultants Fees	6,846	7,707	<b>14,553</b>			
	Professional Trace Fees	122	4,304	<b>4,426</b>			
	Bailiffs Fees/Warrant Enforc/Search Fee	4,054	14,969	<b>19,023</b>			
	Direct Postage	40,816	39,709	<b>80,525</b>			
	Courier Service/Mailing/Packing costs	10,888	142,200	<b>153,088</b>			
	Mobile Phone Rental	1,790	1,908	<b>3,698</b>			
	Purchase Computer Equipment	2569	0	<b>2,569</b>			
	Software Licence and Maintenance	47,073	28,940	<b>76,013</b>			
	Software Maintenance	81,824	69,281	<b>151,105</b>			
	Refreshments Etc	0	157	<b>157</b>			
	Training and Seminars	22,832	11,519	<b>34,351</b>			
	Conference Expenses	0	130	<b>130</b>			
	General Subscription	817	189	<b>1,006</b>			
		<b>251527</b>	<b>471013</b>	<b>722,540</b>			
<b>Customer and Client receipts</b>							
	Magistrates Court Costs	0	(565,330)	<b>(565,330)</b>			
	Costs Received	(3,000)	0	<b>(3,000)</b>			
		<b>(3,000)</b>	<b>(565,330)</b>	<b>(568,330)</b>			
<b>Total</b>							
	Gross Expenditure	1,786,018	1,799,781	<b>3,585,799</b>			
	Gross Income	(3,000)	(565,330)	<b>(568,330)</b>			
	<b>Net Expenditure</b>	<b>1,783,018</b>	<b>1,234,451</b>	<b>3,017,469</b>	<b>2,969,034</b>		
<b>Proportional Sharing (%):</b>							
	36.56% Mid Sussex District Council	651,942	451,365	<b>1,103,307</b>	<b>1,085,597</b>		
	34.97% Horsham District Council	623,607	431,746	<b>1,055,353</b>	<b>1,038,413</b>		
	28.46% Adur District Council	507,469	351,340	<b>858,809</b>	<b>845,025</b>		
				<b>48,435</b>	<b>Increase on 2016/17 base</b>		
		<b>Summary of changes:</b>		14,462	Effect of salary increments		
				26,177	Effect of 1% pay award		
				7,796	Inflation		
				<b>48,435</b>	<b>Total change from 16/17</b>		

<b>Census ICT - Final Budget 2017/18</b>				
	£			
Salaries	1,257,148			
Superannuation	179,517			
Overtime	6,000			
Recruitment Advertising	1,500			
<u>Direct Costs</u>				
Mileage	8,000			
Travel Costs	520			
Training	18,480			
Stationery	0			
Books/ publications	100			
Photocopier	320			
Hospitality	1,000			
Advertising	0			
Grants & Subscriptions	2,060			
Equipment / Furniture	2,000			
Telephones (Incl calls)	2,150			
Computer Hardware - Technical upgrade	0			
Census Central Maintenance/licences	486,816			
	<b>1,965,611</b>			
Local Computer Licence/maintenance	691,775			
<b>Operational Revenue Budget</b>	<b>2,657,386</b>			
	<b>2017/18</b>	<b>Contribution</b>		
<b>% Split between Councils- Operational costs</b>	<b>Operational Budget Share</b>	<b>Rate</b>		
Horsham	736,113	27.70%		
Mid Sussex	873,153	32.86%		
ADC/WBC	1,048,121	39.44%		
<b>Census Project Work 2017/18</b>				
	<b>Total Cost</b>	<b>HDC</b>	<b>MSDC</b>	<b>WBC</b>
<b><u>CAPITAL PROJECTS</u></b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
<b>TOTAL CAPITAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b><u>REVENUE PROJECT WORK</u></b>				
Hardware and consultancy	60,000	20,000	20,000	20,000
<b>TOTAL REVENUE</b>	<b>60,000</b>	<b>20,000</b>	<b>20,000</b>	<b>20,000</b>