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Census Joint Committee

Friday, 17th June, 2016 at 10.00 am

Lewes Room, Parkside, Chart Way, Horsham

Councillors:

Brian Donnelly - Horsham District Council	Jonathan Ash-Edwards - Mid Sussex District Council
Gordon Lindsay - Horsham District Council	Gary Marsh - Mid Sussex District Council
Carson Albury - Adur District Council	Dan Humphreys - Worthing Borough Council
Neil Parkin – Adur District Council	Mark Nolan – Worthing Borough Council

You are summoned to the meeting to transact the following business

Agenda

	Page No.
1. Election of Chairman of the Joint Committee for 2016/17	
2. Apologies for absence	
3. Minutes	1 - 10
To approve as correct the minutes of the meetings of the Joint Committee held on 18 th March 2016	
4. Declarations of Interests	
To receive any declarations of interest from Members of the Committee	
5. To consider the report of Peter Stuart, Head of CenSus Finance on the Outturn for 2015/16	11 - 14
6. To consider the report of John Ross, Head of CenSus ICT on the ICT Service Performance: end of year report 2015/16 and quarterly update Q1 2016/17	15 - 32
7. To consider the report of Tim Delany, Head of CenSus Revenues and Benefits on Revenues and Benefits Performance: end of year report 2015/16 and quarterly update Q1 2016/17	33 - 46
8. To receive an update from Paul Brewer, the Director for Digital and Resources, on the withdrawal of Adur from the Census Revenues and Benefits Partnership	
9. Urgent Business	
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	

CenSus Joint Committee (Central Sussex Partnership)

Minutes of a meeting held in the
Queen Elizabeth II Room, Shoreham Centre, Shoreham-by-Sea
at 10.00am on Friday 18 March 2016

Present:

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

Apologies:

Councillors: Gordon Lindsay, Horsham District Council

Also Present:

Jane Eckford, Director for Customer Services, Adur and Worthing Councils
Paul Brewer, Director for Digital & Resources, Adur and Worthing Councils
Paul Tonking, Head of Revenues and Benefits, Worthing Borough Council
Dave Briggs, Head of Digital & Design, Adur and Worthing Councils
Carol Stephenson, Partnership & Business Support Manager, Adur and Worthing Councils
Neil Terry, Senior Democratic Services Officer, Adur and Worthing Councils
Joanne Lee, Senior Solicitor, Adur and Worthing Councils
Tim Delany, Head of CenSus Revenues and Benefits, Mid Sussex District Council
Peter Stuart, Head of Finance: CenSus CFO, Mid Sussex District Council
John Ross, Head of Census ICT, Horsham District Council

CJC/026/15-16 Declarations of Interest

None.

CJC/027/15-16 Minutes

Resolved that the minutes of the meeting of the Committee held on 11 December 2015 be agreed and signed by the Chairman

CJC/028/15-16 Urgent Items

None.

CJC/029/15-16 Final 2016/17 Joint Committee Budget

The Committee received a report from the Head of Finance, CenSus, setting out the final revenue and capital budgets for both the Revenues and Benefits Service and ICT service for 2016/17.

Members were informed that the £22k increase to the ICT budget resulted from an increase in local maintenance budgets relating to the Capita Wan, VM Ware and EZu hosting contracts following updated information from the relevant suppliers.

Resolved:

That the Census Joint Committee approved the revenue and capital 2016/17 budgets for both the Revenues and Benefits Service and the ICT Service.

CJC/030/15-16 CenSus Revenues and Benefits Report

A report was presented by the Head of Revenues and Benefits, Census, which set out the performance and activity of CenSus Revenues and Benefits since the December Committee meeting.

The Committee welcomed an update on the staffing position and noted that the cost of agency staff had been met from savings made elsewhere within the service.

Officers advised that the subsidy audit had resulted in a 'qualification' in the auditor's letter which had been disappointing. One-off errors aside, the errors identified concerned "income" and in Mid Sussex' case, misclassification of overpayments.

A Member requested clarification of the timescale for the roll-out of self-service. Officers advised that implementation would take place over the next 12 to 18 months.

Resolved:

That the CenSus Joint Committee noted the performance and activity of the Service.

CJC/031/15-16 Quarterly ICT Service Update

A report was presented by the Head of CenSus ICT, which outlined the CenSus ICT service performance and the budget position as at the end of January 2016.

The Committee was advised that the service had continued to strike a balance between service and project delivery, reducing the number of outstanding calls to

137 across all sites in January 2016 whilst achieving an SLA performance above the required 85% on all 3 sites, with a consolidated compliance through the quarter ranging from 90-94%.

A detailed assurance review of the overall status of Disaster Recovery, at all partnership sites, would be undertaken throughout March by the Census Technical Design Authority with the results being reported at the next meeting of Census Joint Committee.

The Committee noted that the restructuring of CenSus ICT had been substantively completed, including the recruitment of a new Service Manager in Worthing.

A Member requested more detail regarding the £62k overspend on the Security Project. Officers confirmed the overspend was attributed to the cost of 2 consultants.

A Member sought clarification regarding the outage at Commerce Way earlier in the week. Officers advised that all ICT services had gone offline on Wednesday 16 March and they would not be online until Monday 21 March. This had been caused by a problem with the WAN Network. Officers had been disappointed by a slow response to the provision of the replacement part but advised that the failure had been a breach of the Service Level Agreement and therefore a financial penalty would be sought.

Members requested that an update on the situation be provided to Committee at its next meeting.

Resolved,

The Census Joint Committee:-

- a. noted the operational performance of the CenSus ICT service;
- b. noted the current status of the CenSus & site specific ICT project progress;
- c. noted the proposed Project Portfolio for 2016/17;
- d. noted progress to date on ICT process development & restructuring of the team; and,
- e. noted the status of major ICT incident occurrence within the last quarter.

CJC/032/15-16 A review of the current partnership arrangement for the delivery of the Adur Revenues and Benefits Service

A report was presented by the Head of Worthing Revenues and Benefits, which informed the Committee that on 25th February 2016, Adur District Council determined that it will withdraw from the current CenSus partnership arrangements for the delivery of the Adur Revenues and Benefits Service.

In accordance with the decision made by Adur Full Council and section 17 of the CenSus Partnership Agreement dated 12th August 2011, on the 26th February 2016 formal notice to withdraw from the partnership was served upon Horsham District Council, Mid Sussex District Council and the Secretary to the Joint Committee.

The Leader of Adur District Council wished to place on record Adur District Council's thanks to the Census Revenues and Benefits Service for its work under the partnership.

Resolved,

That the Census Joint Committee noted the contents of the report.

CJC/033/15-16 Census Joint Committee Dates 2016/17

The Head of Digital & Design for Adur and Worthing Councils outlined the proposed dates for meetings in 2016/17.

Resolved,

That the proposed dates and locations for the Census Joint Committee's meetings in 2016/17 were agreed.

CJC/034/15-16 Joint Committee Work Programme 2015/16

The Head of Digital & Design for Adur and Worthing Councils outlined the proposed work items for the Committee meetings in 2016/17.

The Committee noted that the ICT & WAN item going to Committee on the 17 June 2016 would include an update on the Commerce Way incident and that a standing item had been added to the Work Programme to cover the withdrawal of Adur District Council from the Census Revenues and Benefits Partnership.

Resolved,

That the Census Joint Committee agreed the Work Programme for 2016/17.

CJC/035/15-16 Next Meeting

Resolved,

That the CenSus Joint Committee noted that the next meeting was scheduled to take place at 10.00am on 17th June 2016 at Horsham District Council.

The meeting was declared closed by the Chairman at 10.31am, having commenced at 10.00am.

Chairman

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

Minutes of a meeting held in
the Queen Elizabeth II Room, Shoreham Centre, Shoreham-by-Sea
at 10.31am on Friday 18 March 2016

Present:

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

Apologies:

Councillors: Gordon Lindsay, Horsham District Council

Also Present:

Jane Eckford, Director for Customer Services, Adur and Worthing Councils
Paul Brewer, Director for Digital & Resources, Adur and Worthing Councils
Paul Tonking, Head of Revenues and Benefits, Worthing Borough Council
Dave Briggs, Head of Digital & Design, Adur and Worthing Councils
Carol Stephenson, Partnership & Business Support Manager, Adur and Worthing Councils
Neil Terry, Senior Democratic Services Officer, Adur and Worthing Councils
Joanne Lee, Senior Solicitor, Adur and Worthing Councils
Tim Delany, Head of CenSus Revenues and Benefits, Mid Sussex District Council
Peter Stuart, Head of Finance: CenSus CFO, Mid Sussex District Council
John Ross, Head of Census ICT, Horsham District Council

CJC/036/15-16 Declarations of Interest

None.

CJC/037/15-16 Urgent Items

None.

CJC/038/15-16 Withdrawal of Adur District Council from the Revenues and Benefits Partnership

The Committee received a report from the CFO to Census Joint Committee, setting out the implications of Adur DC's decision to withdraw from the Census Partnership for Revenues and Benefits.

The report outlined Adur District Councils decision to withdraw from the partnership and confirmed that notice had been served on the existing partners as per the Partnership Agreement. Officers advised that the earliest date that severance could take place was March 2017. This would coincide with the annual billing run of council tax and non-domestic rates. It was therefore suggested that the final termination date for the current partnership agreement should be 1 October 2017.

Staffing was identified as a major consideration of the demerger and the initial advice indicated that TUPE did not apply because there was no identifiable grouping of staff dealing solely with Adur Work. Similarly, the relocation of staff to Adur would not constitute 'Suitable Alternative Employment' given the travel arrangements and change of employer.

Members were also asked to consider the following technical issues:-

- the core system – would create no significant ICT implications for the wider partnership although there could be potential implications for the CenSus ICT partnership in delivering the core system at different sites;
- EDRMS – the document management system was shared across the partnership with one database being used for all 3 authorities. Adur's records would therefore need to be extracted from the system. In addition, the contract for the system was due to expire in September 2019. A renegotiation with the service provider would be necessary to decrease the future contract sums payable.

The Committee was asked to consider the ramifications of the demerger and approve the workstreams proposed. Officers stressed that a collaborative approach was desired and that customers being unaffected was the primary objective.

Members respected the decision taken by Adur but expressed frustration that just when the partnership had resolved staffing issues, significant changes had been proposed. The staffing issue was sensitive and therefore it was important that the partnership provided staff with certainty at the earliest opportunity. Members requested that all the current partners worked together to ensure a seamless transition. Members also questioned why a risk assessment had not been carried out.

Officers confirmed that a risk assessment would be undertaken and that officers across the partnership would be working collaboratively to minimise risks.

Members questioned the discrepancy in staffing numbers outlined in workstream 1. The Director for Customer Service at Adur and Worthing Councils, confirmed that

the Full Time Equivalent (FTE) requirement would become clearer over time. However, future staffing levels required for an Adur and Worthing service was not for the Census Joint Committee to decide.

Consideration was given to governance of process including the proposed 'delegation of decision-making powers relating to the termination to the Chief Executives to avoid delays in progressing disaggregation of the service'.

It was proposed and seconded that the delegation to the Chief Executives be in 'consultation with the Leaders'.

Resolved:

That the Census Joint Committee:-

- agreed the workstreams outlined within the report to facilitate the withdrawal of Adur-Worthing from the Revenues and Benefits partnership;
- delegated decision-making powers relating to the termination to the Chief Executives, in consultation with the Leaders, to avoid delays in progressing disaggregation of the service, but when agreement could not be reached between the partners then further reports would be brought back to the Committee.

The meeting was declared closed by the Chairman at 10.49am, having commenced at 10.00am.

Chairman

5. Outturn 2015-16

REPORT OF: Peter Stuart, Census CFO
Email: peter.stuart@midsussex.gov.uk Tel: 01444 477315
Wards Affected: None
Report to: CENSUS JOINT COMMITTEE

Purpose of Report

1. This report details the end of year financial position for the two services under the remit of the Joint Committee.

Summary

2. The ICT Service has overspent by £266k mainly due to staffing, termination and agency costs being incurred to ensure service levels are maintained. The Revenues and Benefits Service has overspent by a nominal £1k after transfers to reserves.

Recommendations

3. **That the Committee note this report.**
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Background

ICT Service

4. Operational

- 4.1 The 2015-16 outturn position for Census ICT is actual operational spend of £2.811m an overall overspend against the annual budget of £266k. The main area of overspend related to contractor costs, however there was also £71k of unbudgeted termination costs for one member of staff as a result of the service restructure. Agency and contractor costs of £284k were incurred during the year to meet the demand in operational resource, these costs were partially offset by vacancy savings of £60k. All but one of the contractors had left by the end of March with the remaining contractor being retained to work solely on projects.

5. Revenue Projects

- 5.1 Expenditure totalling £365k was spent on revenue projects in 2015-16. With the exception of the Implementation of Redhat Linux and the Cloud-based Back up projects, all of the revenue projects were completed. The Security Project was overspent by £73k, this is due to the project being larger than expected when the original budget was set. Previously there had been no schedule for server security patching and therefore it was necessary to take on contractors to patch each of the servers at all of the Census sites to the correct level.
- 5.2 The Implementation of the RedHat Linux project has been put on hold at the moment as Census Revenues and Benefits are not ready to make this transition, for service

reasons. The £14k budget has been carried forward into 2016/17 together with £57k for the Cloud Based Back-up.

6. Capital Projects

- 6.1 The capital expenditure for 2015-16 was £99k. The main spend was on the server migration project, this was completed with a £4k overspend against budget. The Disaster Recovery project was almost complete by the end of the financial year and only final residual costs are expected to be paid in 2016-17.
- 6.2 As mentioned above, due to the delay on the commencement of the RedHat Linux project the capital budget of £160k has been carried forward to 2016/17 together with the £27k unspent budget for the Disaster Recovery project.

Census ICT - April 2015 to March 2016

	Original Budget 2015/16	Actual April to March 2015/16	Variance	Year End Forecast Estimate as at February 2016
	£	£	£	£
Operational Revenue Costs				
Employee Costs	1,385,293	1,680,472	295,179	1,676,947
Transport Costs	3,020	11,289	8,269	11,638
Supplies & Services	612,403	576,308	-36,095	560,562
Central Census Maintenance	544,532	543,009	-1,523	537,893
Total Operational Expenditure	2,545,248	2,811,078	265,830	2,787,040

	Original Budget 2015/16	Budget Carry Forward 2014/15	Actual April to March 2015/16	Variance	Budget carried forward 2016/17
Revenue Projects (Incl carried forward from 14/15)	370,000	84,000	364,810	-89,190	71,000
Capital (Incl Carried forward from 14/15)	58,000	224,489	99,507	-182,982	187,150

Revenues and Benefits Service

7. Operational

- 7.1 The position outlined shows an over spend against budget for the year of £1K. The staffing budget is overspent, whilst there are savings identified in Transport related costs, Supplies and Services, additional fee income and additional grant income, which mainly mitigate this. The Head of Service for Revenues and Benefits has provided the following explanations for the main variances:

- 7.2 Employee costs – Additional costs are a consequence of the use of agency staff to backfill posts while new recruits are recruited and trained. Additional, temporary (unfunded) posts have been created in both Revenues and Benefits to enable the Service to recruit staff 'in anticipation of turn-over' however, given the volume of leavers during the year, agency staff have been required to maintain performance.
- 7.3 Supplies and services – The outsourcing of Printing and Postage delivered savings of £79K for the year, which helps mitigate the ongoing staffing pressures. The table below shows a net saving for supplies and services of £30K, after including a pressure of £49K in respect of IT costs and Training, met by specific additional grant funding identified below.
- 7.4 Grant Income – Additional grant income has been received for New Burdens in 2015/16 in respect of Implementing Welfare reform; Single Fraud Investigation Service; Migrant access to Benefits; Real Time information; Fraud & Error reduction Incentive Scheme; Universal Credit funding and Local Authority Data Sharing programme.
- 7.5 Fees and Charges – Additional income as a result of increased enforcement activity for the year.
- 7.6 The full year variance reflects a payment to reserves of £50K required to finance capital spend:

Revenue

	Original Budget	Actual after prepay / accrual adjs	Variance
	£	£	£
Employee Costs	2,597,973	2,842,454	244,481
Transport Costs	71,610	62,769	(8,841)
Supplies and Services	748,410	717,983	(30,427)
Total Expenditure	3,417,993	3,623,206	205,213
Grant Income	0	(168,050)	(168,050)
Fees & Charges	(565,330)	(659,633)	(94,303)
Miscellaneous Income	(10,635)	(2,122)	8,513
Total Income	(575,965)	(829,805)	(253,840)
Payment to reserves to finance Capital		50,000	50,000
Net Expenditure	2,842,028	2,843,401	1,373

Capital projects:

	Revised Budget	Actual after prepay / accrual adjs	Variance
	£	£	£
Census Capita Modules	50,000	50,600	600

Report to CenSus Joint Committee

17th June 2016

By the Head of CenSus ICT

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 as at close of financial year 2015/16.
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 both the 2015/16 & 2016/17 ICT Project Portfolios.
4. To report to Joint Committee on the progress of structural & process developments for Census ICT.

Summary

5. CenSus ICT continues to strike a balance between service & project delivery, maintaining a low volume of outstanding calls (124 across all sites in April), & achieving an SLA performance well above the required 85% on all 3 sites, with a consolidated SLA compliance through the quarter ranging between 94% - 96%.
6. The 2015/16 Project Portfolio has been substantively delivered – for 2016/17, the Project Portfolio is being planned, resourced & managed through the adoption of more robust processes & a Portfolio Management tool.
7. Work progresses at Adur-Worthing on implementing a Digital focussed strategy with a defined technology set – CenSus are currently involved in supporting an externally sourced consultancy to quantify/validate the opportunities & benefits associated with moving to Infrastructure as a Service (IaaS) & to develop a realistic schedule for developing & implementing such a strategy that could serve as a future model for other Partner Councils in the coming financial year.
8. Work is progressing to transform the approach to ICT related security matters (PSN compliance; Server patching; proactive system monitoring) from a Project to a Business as Usual activity; currently Server patching status is up to date but work is required (& is being undertaken) to streamline the processes for integrating the significant patching schedule into Business as Usual operations with the 3rd line resources available across the 3 sites.

9. ICT Disaster Recovery – following the investment in DR software, associated processes & technical training in the past year, a detailed assurance review of the overall status of DR at all Partnership sites is being undertaken in May by an external specialist consultancy – the results will be presented at the next Joint Committee.
10. The G/On remote access device has been steadily deployed across the Partnership as & when requested by the Business areas. In addition a new Microsoft Windows feature (Direct Access) that allows seamless secure connectivity for Council owned devices has been successfully trialled & will be rolled out early in Q1 2016/7
11. Implemented Change Management processes continue to impose the necessary governance & discipline to minimise uncontrolled activities & minimise risk, ultimately reducing the number of incidents across all sites.
12. A replacement, cloud based Service Desk solution has been identified that will improve both Incident reporting & metrics generation, & also facilitate the incorporation of the necessary governance processes relating to Change, Asset & Configuration management into a single database. It is planned to identify an implementation partner & award the contract, with a planned implementation planning in June/July.
13. Work has begun on the defining the necessary technical elements & options for the Technology workstream in support of the “Future Horsham” transformation programme
14. The restructuring of CenSus ICT is complete.
15. There have been no cross Partnership P1 Level service interruption events of note during the quarter

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 proposed Project Portfolio for 2016/17.
- IV. Progress to date on ICT process development & restructuring of the team
- V. The status of major ICT incident occurrence within the last quarter.

Reasons for Recommendations

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

Background Papers	CenSus ICT Performance Statistics Quarterly Service Interruptions
Consultation	Census Project Management Board

Wards affected	All
Contact	John Ross, Head of CenSus ICT Email: john.ross@horsham.gov.uk Tel / Mob: 01403 215217 07500078667

V1.0; 6th June 2016

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

Statutory background

2.1 N/A

Relevant Government policy

2.2 N/A

Relevant Council policy

2.3 N/A

3 Details

3.1 CenSus ICT Service Performance

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

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

- Calls outstanding have been maintained at an acceptable trend; as of April 2016 the cross site number of incidents outstanding is 124.
- In terms of Service Delivery, overall & site specific SLA compliance has continued to better the 85% requirement, with an overall compliance of 96% achieved in April 2016.
- The number of calls received across all 3 sites has remained in the region of 1500 - 1700 during the period. Calls raised at Horsham continue to be somewhat higher (20%) than would be expected, but with no effect on SLA performance.
- With the implementation of a new Service Desk tool in 2016, the greatly increased functionality & improved categorisation of incident calls received will allow improved reporting granularity & assist in identifying trends, problems & opportunities for service improvement.
- Customer satisfaction feedback reporting is now fully established with a consistent response rate across all sites; the trends are shown in Appendix 2. Feedback continues to be favourable in % satisfaction terms; the anonymous feedback statements associated with the feedback ratings continue to add value to all staff in CenSus ICT as a direct feedback mechanism.

2015-16 Census ICT Budget Monitoring April 2015 to March 2016

Operational Service

The 2015-16 outturn position for Census ICT is actual operational spend of £2.811m, an overall overspend against the annual budget of £266k. The main area of overspend related to contractor costs; however there was also £71k of unbudgeted termination costs for one member of staff as a result of the service restructure. Agency and contractor costs of £284k were incurred during the year to meet the demand in operational resource; these costs were partially offset by vacancy savings of £60k. All but one of the contractors had left by the end of March with the remaining contractor being retained to work on projects until June 2016.

Revenue Projects

Expenditure totalling £365k was spent on revenue projects in 2015-16. With the exception of the Implementation of Redhat Linux and the Cloud based Back up projects all of the revenue projects were completed. The Security Project was overspent by £73k, this is due to the project being larger than expected when the original budget was set. Previously there had been no schedule for server security patching and therefore it was necessary to take on contractors to patch each of the servers at all of the Census sites to the correct level.

The Implementation of the RedHat Linux project has been put on hold at the moment as Census Revenues and Benefits are not ready. The £14k budget has been carried forward into 2016/17 together with £57k for the Cloud Based Back-up.

Capital Projects

The capital expenditure for 2015-16 was £99k. The main spend was on the server migration project, this was completed with a £4k overspend against budget. The Disaster Recovery project was almost complete by the end of the financial year and only final residual costs are expected to be paid in 2016-17.

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Capital (Incl Carried forward from 14/15)	58,000	224,489	99,507	-182,982	187,150

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

Active Directory privileges (for system administration access & associated better management of security) have been reviewed & significantly reduced numbers of ICT staff now have such access privileges.

SCCM (a tool for control of issuing of system updates) has been deployed on all 3 sites, & Server Security patching is now in an up to date status on all sites, although ongoing work continues to streamline the processes around patching with the agreement of the Business & Application Support teams to ensure this status does not decline.

CenSus: GCSx email migration to Government Cloud – in progress

This work is being performed by a Government selected migration partner (Vodafone) – progress has been exceptionally slow.

All Horsham & Mid Sussex GCSx email accounts have been successfully migrated to the Government Cloud; however Adur-Worthing are still awaiting a schedule for their migration – we continue to try & expedite this transition on a weekly basis.

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

The roll out of Office 365 (Cloud based email) for both Horsham & Mid Sussex is now in detailed planning with the assistance of Microsoft UK's on-boarding service. The Office 365 package also includes features including Identity & Access Management; secure remote management of corporate devices; Skype for Business & SharePoint (enterprise documentation management) – a clear understanding of the Business benefits (productivity gains, etc.) of each module is being developed by the implementation project team for each site. This is resulting in an expanded (but tightly defined) scope & schedule of works that can be closely managed through to implementation.

CenSus Revenues & Benefits: Revenues & Benefits Upgrades – Held

The original plan for migrating the existing Revenues & Benefits infrastructure to the Cloud had been scheduled for 2015/16; however the workload for the system administrators in identifying & analysing the Academy application interfaces is of such a magnitude & complexity that a Business decision has been made to postpone the migration work until after the 2016 annual billing cycle, & possibly into 2017/18.

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

Following the investment in cross site DR software, processes & training in the past year, the Head of CenSus ICT has requested the CenSus TDA & Programme Manager to undertake an assurance review of Disaster Recovery Disaster Recovery processes & their effectiveness status across all 3 Partnership sites, covering technology, processes, documentation & staff skill sets/awareness. The audit has been scheduled for May 2016 & will be performed by an external specialist agency, with the results available late June & fed back at the next Joint Committee meeting.

CenSus: PSN 2015/16 Programme – complete

PSN compliance certification is retained for all sites until May 2016. An external security specialist agency has been engaged for system Healthchecks against PSN requirements. It is noteworthy that the historic requirement for device audits was 10%; from January 2016 onwards, all Council devices are scanned as part of the formal Healthcheck.

The mid-year scoping (unofficial) Healthcheck that was performed concentrated on those areas of security that were not previously scrutinised in depth – the generated schedule of enhancements/upgrades necessary to comply with PSN has been managed as part of the Security team's ongoing Project work.

Much value continues to be gained by the adoption of a best practice Change Management process for all sites & the necessary process rigour that was previously lacking in systems administration & change. The implementation of a new Service Desk tool in Q1 2016/7 will allow the process to be automated & aligned with Asset & Configuration Management processes that were not previously available.

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 both HDC & MSDC & are available for Adur-Worthing for roles where there is a business requirement to access systems remotely & an advantage (both financially & from a productivity perspective) to do so.

For Council devices a Microsoft application ("Direct access") that is significantly smoother in operation is being tested for deployment through May/June.

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.

- E-mail & office productivity
 - System now migrated to on-going support status. Compliance of Google service configuration to CESG (Central Government) security requirements has been confirmed through involvement of a CLAS consultant in March 2016. Medium term, a migration strategy for historic Outlook files will require to be implemented to ensure maximum financial (licencing costs) benefits are realised.
- Infrastructure as a service (IaaS) strategy
 - In Progress. The specialist consultancy exercise has confirmed the viability of moving to an IaaS model & a draft Business Case has been produced to clearly identify the opportunities & quantify the benefits of pursuing this strategy – following internal review this will be presented to Council.
- New Telephony Service
 - In Progress. Adur Worthing has engaged with a supplier for provision of a new telephony solution. The anticipated delivery date for completion of migration to the new system is late Q1 2016, subject to delivery of the required connectivity from BT.

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.

3.4 Major ICT Incident Update

There were no cross CenSus service incidents at Priority 1 level within the quarter; for completeness, an overview of site specific P1 incidents of greater duration than 15 minutes has been included as Appendix 3.

3.5 CenSus ICT Project Portfolio 2015/16.

The following table summarises the budgeted CenSus projects for 2015/16.

Project	Capital/Revenue?	Total Cost	Schedule
Redhat Linux implementation	Capital/Revenue	£160K	Application work by CenSus Revs & Bens has resulted in this Project being held by the client until late 2016/7
2003 Server migration	Capital	£75K	Complete in line with PSN requirements
Disaster Recovery	Capital	£100K	Complete
Hardware & Consultancy	Revenue	£60K	Complete

Cloud based Back-up solution	Revenue	£110K	Partially complete – carry over to Q1/2 2016/17
PSN compliance	Revenue	£60K	On schedule – next assessment May 2016
Cloud based email	Revenue	£140K	Adur Worthing migrated to Google; HDC & MSDC migration to Microsoft Office 365 in detailed planning with evaluation of other features required on a site by site basis; free assistance received from Microsoft.
Internet Security consolidation	Revenue	£20K	Complete – overspend due to increased scope (see 3.2 of this report).
SQL strategy	Revenue	£50k	Complete

3.6 CenSus Project Portfolio 2016/17

In addition to the delayed Redhat Linux implementation Project for which an agreed implementation date has yet to be agreed, 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	In Procurement process – on schedule.
Identity & Access Management tool	Capital	£30K	Q2	Options to be evaluated June 2016
Hardware & Consultancy	Revenue	£60K	Throughout year	Ongoing
Firewall upgrades	Revenue	£30K	Q1/2	Work scheduled for May/June 2016
PSN compliance	Revenue	£60K	Q1/Q2	Ongoing; submission end May 2016
Infrastructure as a Service (IaaS) review & forward strategy	Revenue	£90K	Phase 1 in Q1	HDC/MSDC to tender for initial assessment May 2016; implementation plans to follow.
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	Not yet started
WAN exit strategy	Revenue	£50K	Q2-4	Not yet started
Service Desk tool replacement	Revenue	£40K	Q1	Tool selected; Procurement May 2016.

3.7 Restructure of CenSus ICT

Restructure is now complete with all outstanding recruitment activities completed.

4 Risk Management

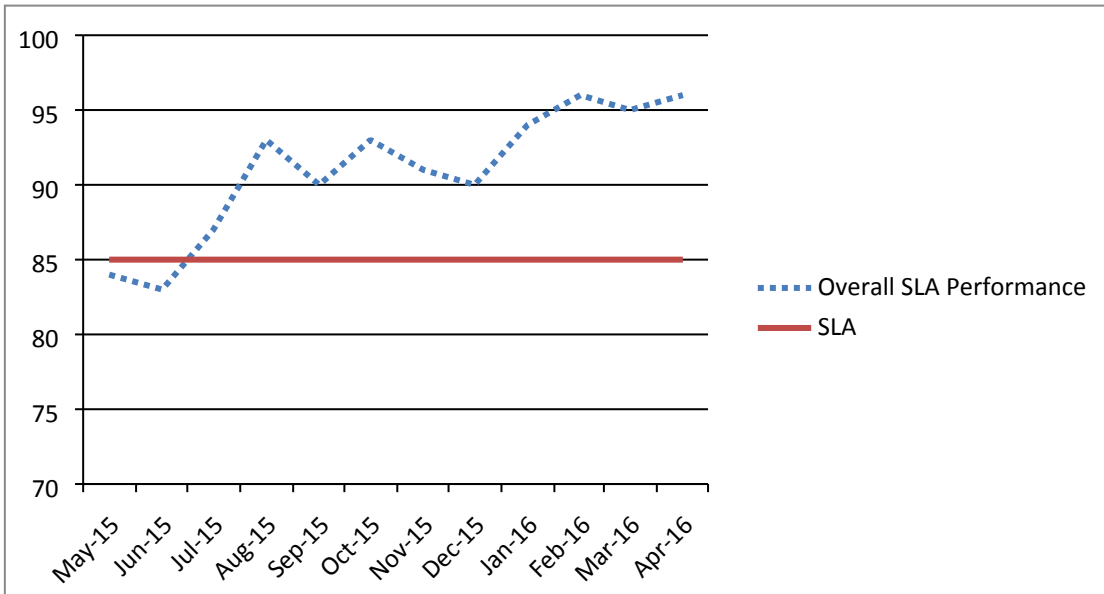
4.1 A comprehensive CenSus ICT Risk Register is maintained & reviewed on a monthly basis by the CenSus ICT Management team; the current top 5 risks (& associated mitigation strategies) currently are:

Risk Description	Controls
<p>Failure to maintain service delivery in the event of disruptive events e.g. fire, flood, power failure, IT failure, Industrial action etc.)</p>	<p>Develop & maintain departmental business continuity plan in line with site specific BCP/DR processes – now in place. Audit (external consultants) being performed May/June 2016 to validate robustness of technology & processes together with IT staff knowledge.</p> <p>Utilise planned power down windows at Data Centre to test processes – in place in conjunction with WSCC – occurs on a 6 monthly basis to coincide with WSCC maintenance windows.</p>
<p>Penalties imposed due to failure to meet government agenda and or legislation</p>	<p>All CenSus management to keep abreast of changes and report implications to the Head of Census ICT – ongoing review through monthly Management meetings.</p>
<p>Insufficient capacity to cope with business workloads and unexpected demands (for example introduction of unforeseen legislation, office move, varying strategic directions of Partners)</p>	<p>Ensure that adequate resources are identified and included in project costs – ongoing.</p> <p>Ensure staff resources with key skills are utilised across partnership sites – encouraged wherever practical; emphasised to all relevant staff within the restructure process - being actively implemented.</p> <p>Monitor ongoing service capacity levels (weekly) and take appropriate action as necessary – ongoing action</p>
<p>Failure to implement and manage agreed security controls</p>	<p>All server security patching is up to date – project in place to automate patching processes wherever possible & agree maintenance windows for patching & testing of servers with system users where necessary.</p> <p>An ITIL compliant Change Control process has been in place for > 1 year - has greatly reduced the risk (incidence) of errors & downtime.</p>
<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>Patching of Servers now up to date. All non-essential administration accounts have been deleted to minimise the potential for errors & introduction of vulnerabilities.</p>

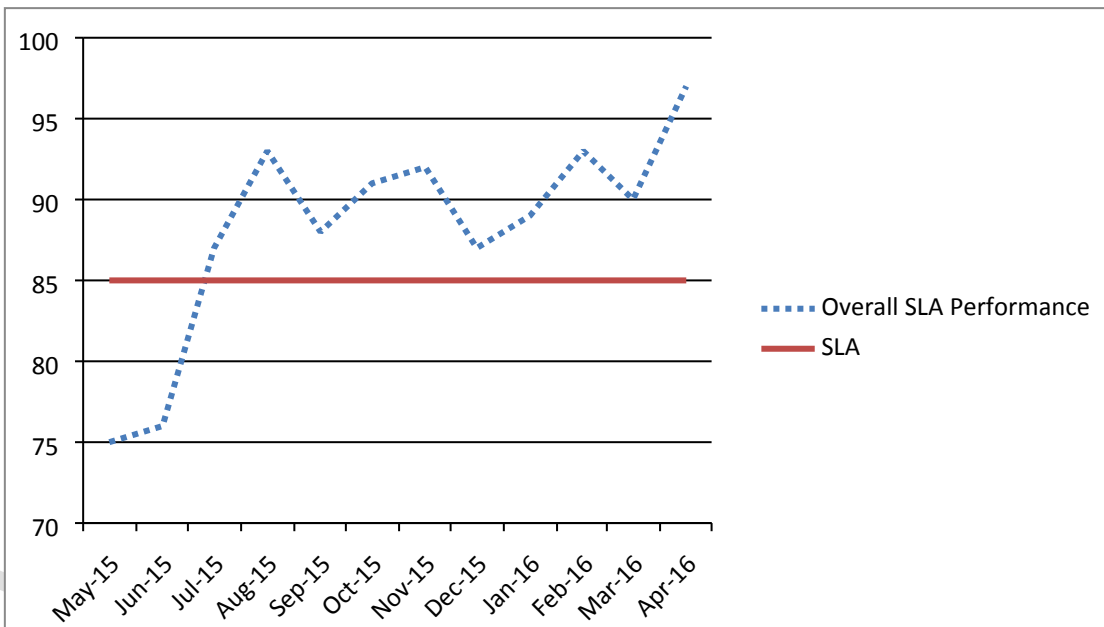
Appendix 2. CenSus ICT Performance Stats May 2015 – April 2016

% Calls Resolved Within SLA

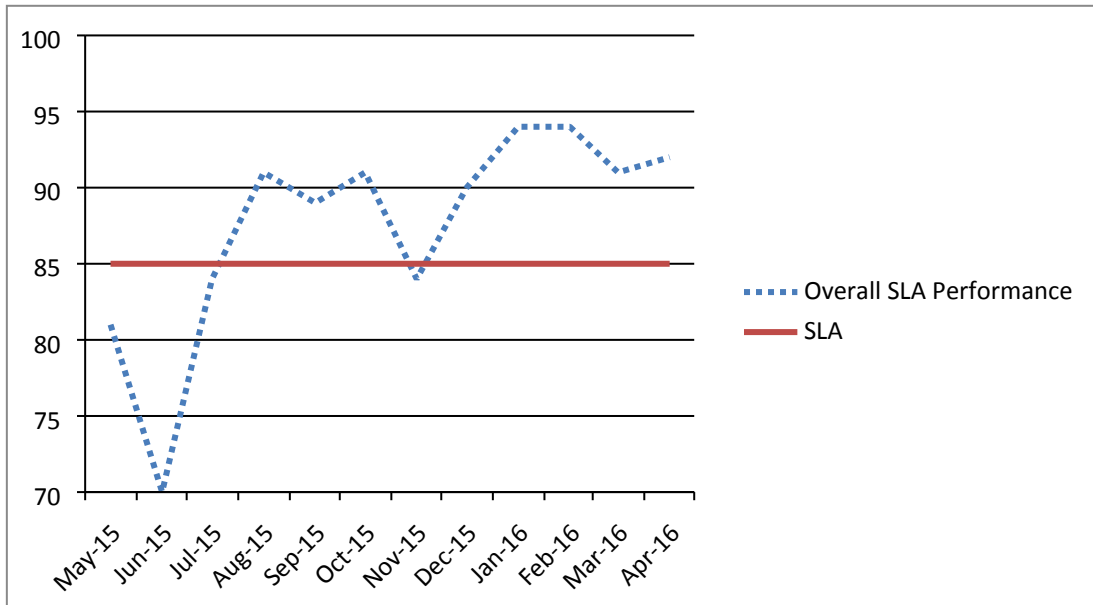
CenSus overall



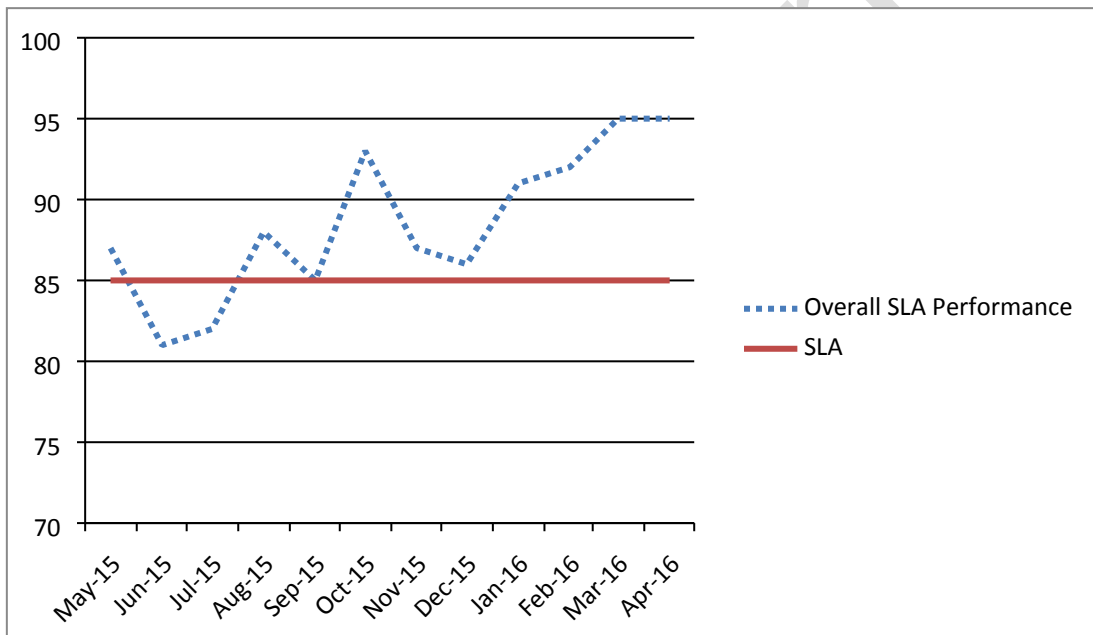
Adur-Worthing



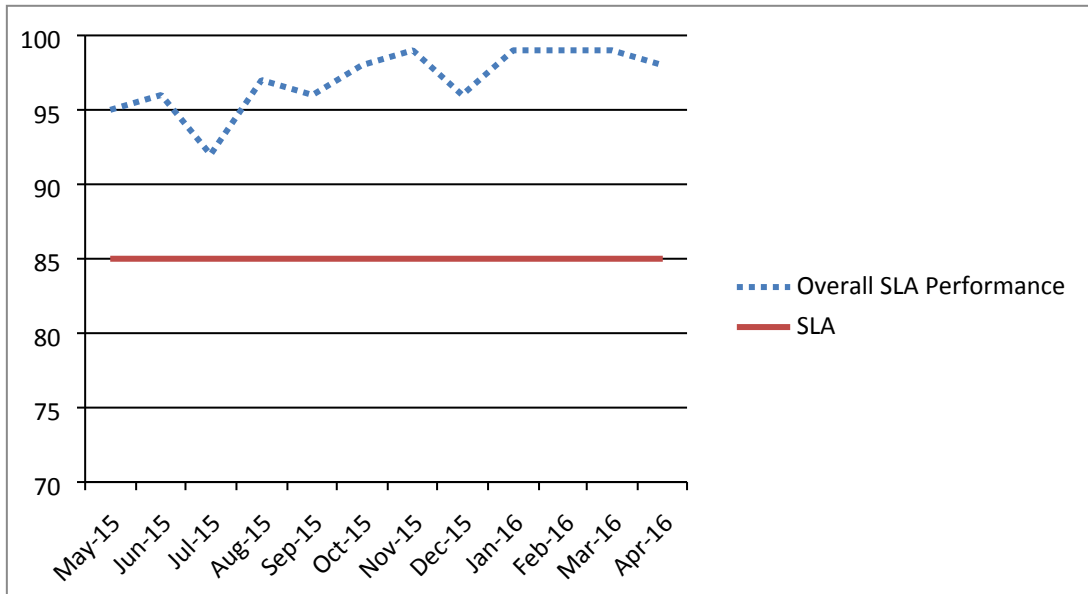
HDC



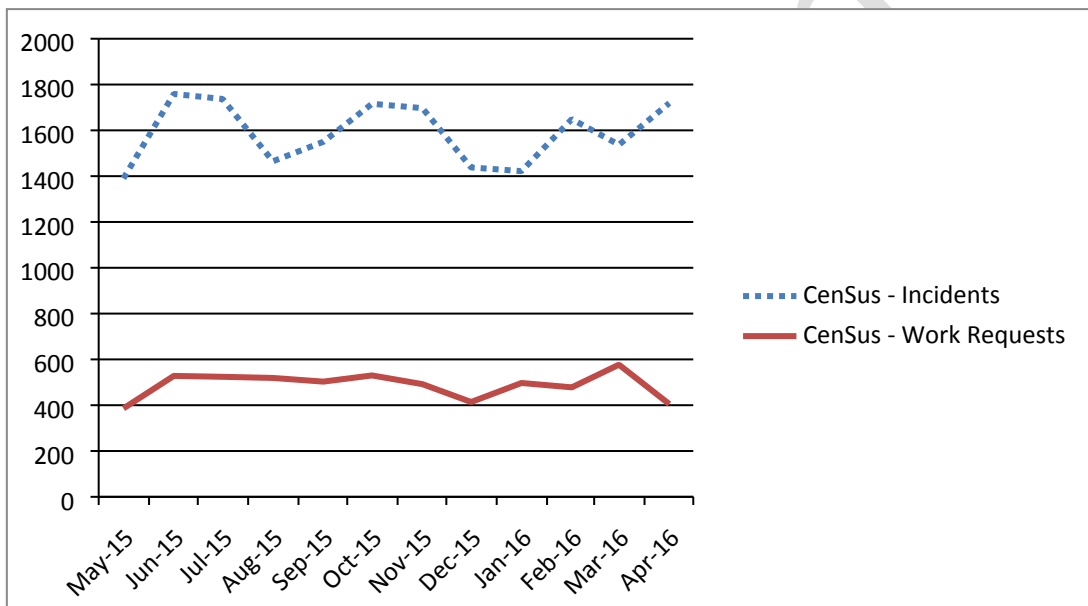
MSDC



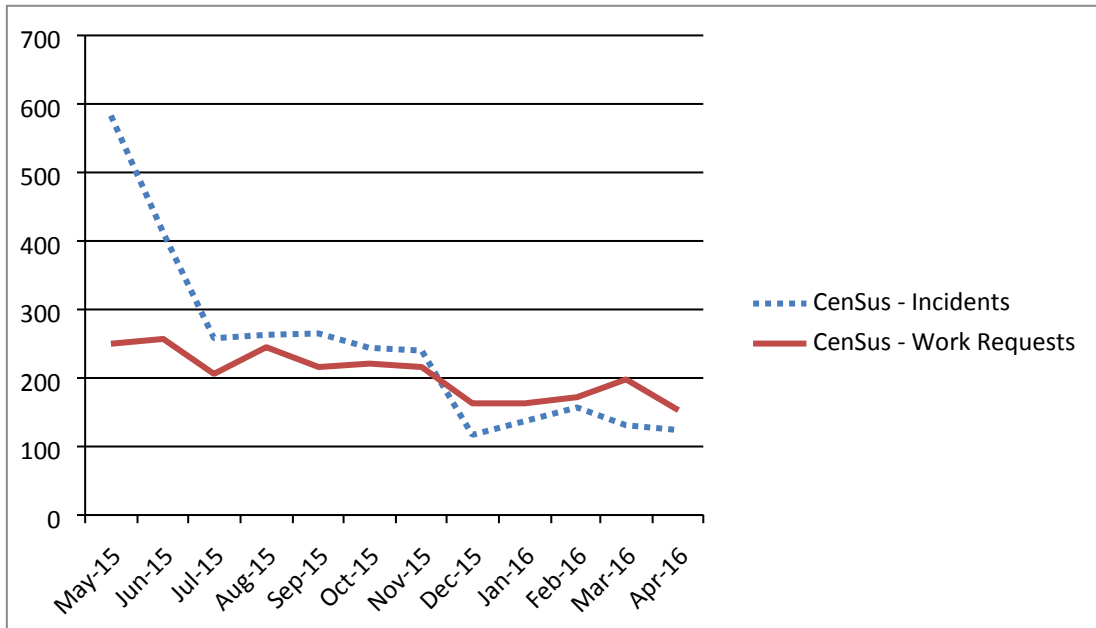
Help Desk



Calls Raised – CenSus overall

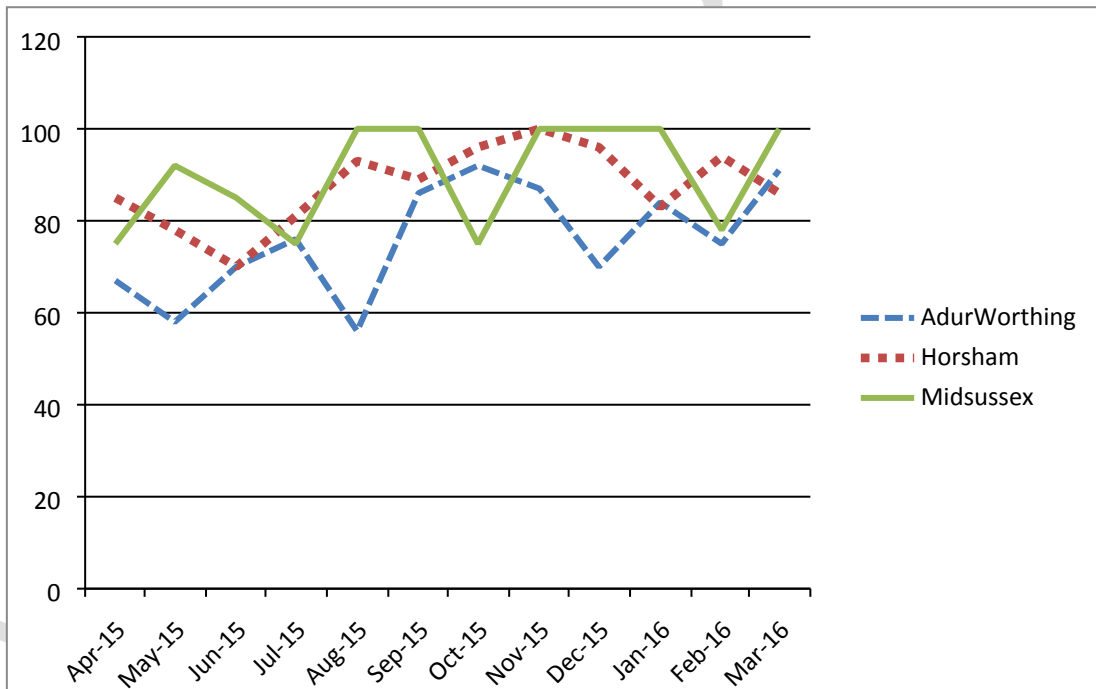


Calls Outstanding – CenSus overall

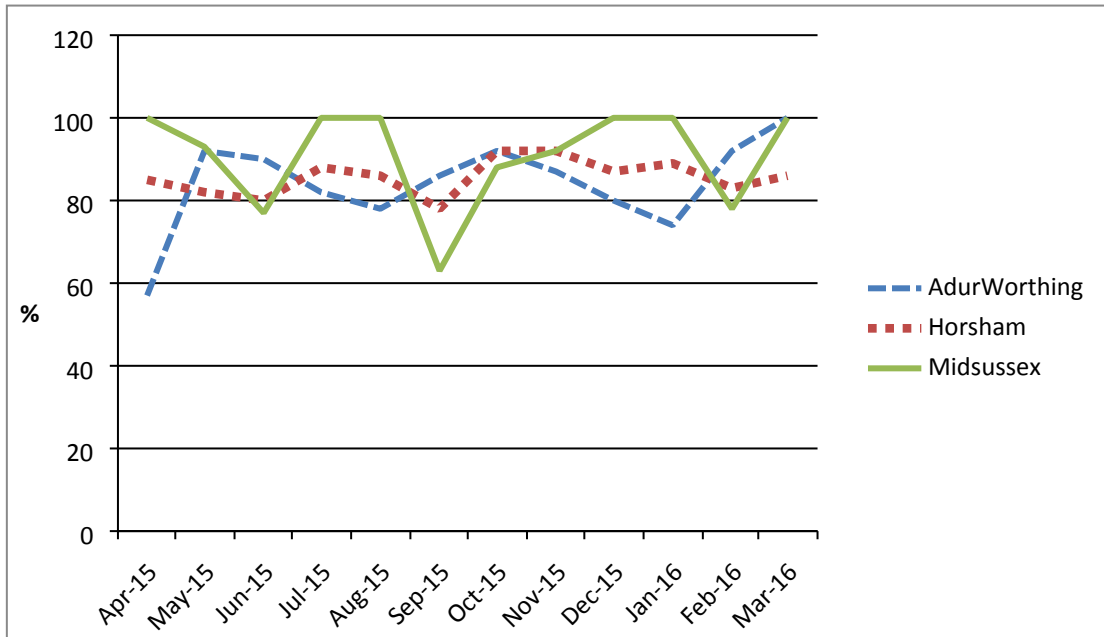


Customer feedback survey results - % satisfaction ratings.

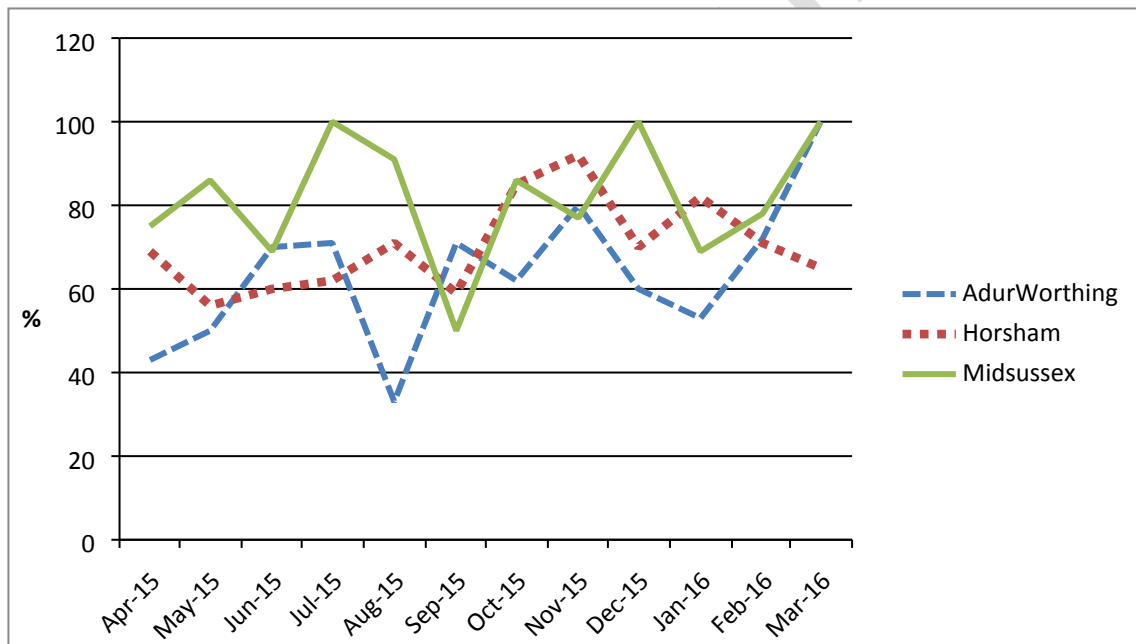
Ease of Contact



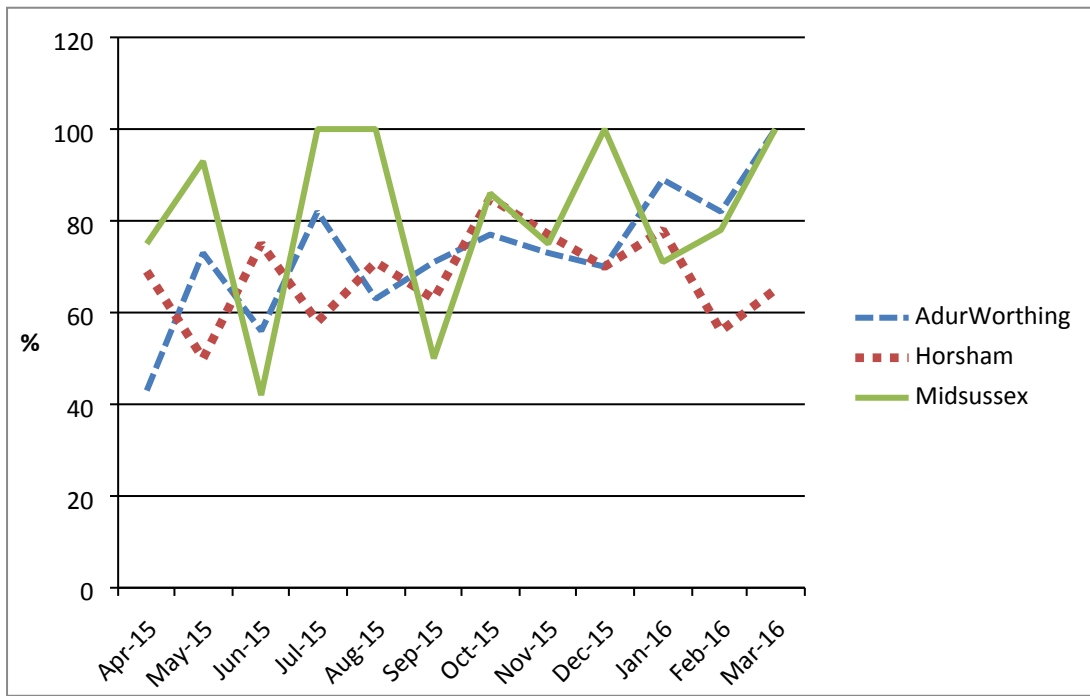
Satisfaction of Service from Service Desk



Response time



Customer Communications



V1.0; 6th June 2016

Appendix 3 - Quarterly Service Interruptions

There have been no CenSus wide service interruption events during the reporting quarter: - the following is a summary of site specific interruptions (P1 level) with lost Business time in excess of 30 minutes.

Horsham.

No P1 incidents > 30 minutes in the reporting period.

Adur Worthing.

11/01/2016:

Issue: Loss of Network at Pond Road site.

Cause: Failure of a Capita link.

Effect: Loss of network access for all staff on site from 09:07 on the 11th January until 09:18 on the 12th January.

Solution: External support contractor resolved issue.

15/02/2016:

Issue: Loss of telephony at Commerce Way site

Cause: NTL Link incorrectly disconnected a link – failure of communications between the supplier & their (external) support contractors.

Effect: Loss of site telephony from 15:03 on the 15th February to 10:45 on the 16th February.

Solution: Change (disconnection) reversed.

09/03/2016:

Issue: Loss of connectivity at Commerce Way site

Cause: Failure at BT Lancing exchange.

Effect: Loss of site connectivity from 08:38 on the 9th March to 10:45 on the 15th March. Support SLA breached, suppliers (WSCC/Capita) informed & claim being progressed.

Solution: Shelf replaced at exchange. Major incident review with WSCC & Capita late May 2016.

Mid Sussex.

No P1 incidents > 30 minutes in the reporting period.

v1.0; 6th June 2016

Report to CenSus Joint Committee

17th June 2016

By The Head of Revenues and Benefits (CenSus)

INFORMATION REPORT

CenSus Revenues and Benefits report.

Executive Summary

This report sets out the 15/16 end of year performance of CenSus Revenues and Benefits and performance and activity since the last report in March 2016.

Recommendations

The Joint Committee is asked to

1. Note the performance and activity of the Service.

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

1. Performance – 15/16 year

- 1.1 Benefits/Council Tax Support (CTS) – Stats are at Appendix 1. –
 CenSus new claims performance met targets with some small variation between authorities.
- 1.2 For Housing Benefit changes the performance exceeded target. The CTS changes performance target (a target that was reduced in September 2015) was missed by 0.6 of a day. While Adur performance was on target, Horsham and Mid Sussex targets were exceeded by 0.6 and 0.7 days respectively.
- 1.3 Discretionary Housing Payment (DHP) – expenditure was closer to budget than in past years (see appendix 2). Managing the DHP budget may become something of a challenge as the year progresses; additional budget has been provided to cater for the increase in claims anticipated when the benefit cap is reduced “in the autumn”. At present we have no confirmation of the date of introduction of the reduction, no information on the number of cases that may be affected by this change or whether there will be any transitional arrangements for current claimants.
- 1.4 Revenues – Statistics are at Appendix 3.
 Council Tax - Collection rates for all three authorities were very marginally below target but in all cases there was a marginal increase on last year’s collection rates. As was to be expected, cash collected increased by –
- | | | |
|------------|---|---------|
| Adur | - | £ 424K |
| Horsham | - | £1,981m |
| Mid Sussex | - | £1,571m |
- 1.5 Non Domestic Rates -Adur collection was 1.1% off target but 0.9% up on last year and Horsham was 0.5% off target but up on last year by 0.1%. For reasons that we have been unable to establish (despite detailed analysis being undertaken) Mid Sussex collection was below target month on month throughout the year, culminating in the annual target being missed by 2.2%. Despite this, the amount of cash collected for Mid Sussex marginally increased on last year with a substantial increase in respect of Adur and Horsham by –
- | | | |
|------------|---|---------|
| Adur | - | £1,797m |
| Horsham | - | £1,460m |
| Mid Sussex | - | £ 173K |
- 1.6 At Appendix 4 is a table showing the outcome of continuing activity to collect past years’ debts. This shows a snapshot of past years’ collection rates and the amounts collected and amounts written-off during 15/16.

2. Performance – 16/17

- 2.1 Benefits/CTS - statistics are at Appendix 5. Performance is within target apart from CTS claims which have been delayed on occasions by end of year pressures within Revenues.
- 2.2 DHP – statistics at Appendix 6. The high level of expenditure in Horsham is primarily as a consequence of continuing benefit cap claims. Expenditure this year is a challenge to manage as we have no details of the revised benefit cap likely to be introduced during the autumn. If demand then exceeds the budget available, each authority will have to develop a policy for dealings with demand while living within budget.
- 2.3 Revenues - statistics are at Appendix 7 - Only April’s stats are available at the time of writing; apart from Adur’s CT figure which is marginally under achieved, collection is on or above target. It is too early to draw any conclusions from these figures (although it is a reassuring to see the Mid Sussex NDR rate not below target).

3. Staffing

- 3.1 Seven new Revenues staff commenced training in mid-April and four Benefits staff will start at the beginning of June. At this stage we do appear to have attracted a high calibre of applicant from a broader spectrum of the population. We will be able to assess the overall outcome of our revised recruitment process once training has been completed and these new members of staff have settled into their roles.
- 3.2 As previously discussed, there has been an issue recruiting staff at the starting salary. The last recruits were offered a starting salary above the first scale rate and this appears to have been a success. We have ensured that this does not disadvantage any current staff or conflict with Mid Sussex policies.

4. Welfare reform/CTS

- 4.1 At Appendix 7 is a briefing note on Welfare Reform changes, most of which are due to come into effect from April 2017 onwards – these are in addition to (or part of) Universal Credit. The service will plan for these as and when appropriate.
- 4.2 The briefing note touches on the question of the continuing viability of Council Tax Support Schemes as they are configured at present. We are currently exploring options for a simplified CTSS for working age claimants which would be a discount and therefore straightforward enough for Revenues assessors to manage without the need for significant IT support (which is not available as a national product and is unlikely to be so for the foreseeable future). We do not have the tools or straightforward methodology to model options at present but are in discussion with a consulting firm that does (and which has done so for 3 or 4 other authorities).
- 4.3 Given the need to properly understand the impact of any such changes which are likely, by their very nature, to be something of a blunt instrument, it is unlikely that the necessary work can be completed to introduce any such scheme from 2017. However, we would expect to have options to present to the authorities during the autumn.

5. Web site and e-mail address

- 5.1 We experienced a complete cessation of service via the CenSus email address on 15/02/16. It is unclear quite what happened at this point to ensure reinstatement. However, in April we were informed that we were about to be cut off with no possibility of reconnection. Investigation by the Senior Information Officer at Mid Sussex established that CenSus ICT had been informed last year that the 'CenSus.gov.uk' mail and web address did not meet legal requirements and was to be withdrawn. We are now aware that this is a matter of the legal standing of (particularly) partnership organisations and that several other LA partnerships have had to cease the use of their addresses. Sheila Harris was told that a 6 month extension had been requested and granted to enable us to put alternatives in place and a further extension had been agreed in February but that this grace period had now expired. It was only as a consequence of dogged persistence that a further extension was granted; initial discussions having been met with a refusal to do so. However, the extension was only for a further 2 weeks to 22/04/16.
- 5.2 It was established that there were no circumstances under which the essential 'dot gov' address would be allowed. Given the timescale to put an alternative in place there was little opportunity to consult extensively with the three partner authorities and no time to put anything other than a straightforward alternative in place. Consequently, all CenSus addresses and the web address are now '...@midsussex.gov.uk'.
- 5.3 We were able change websites, inform all business contacts, change letter headings and email all customers for whom we had an email address to inform them of this change. There have not, so far, been any repercussions as a consequence of this change.

- 5.4 It is recognised that the use of the Mid Sussex address may not be the preferred long-term option.
- 6. Issues raised by Horsham members for JC consideration.**
- 6.1 The Mid Sussex Chief Executive, the Chief Financial Officer and CenSus Head of service attended an informal meeting with Horsham members along with the Horsham Chief Executive and Chief Financial Officer to discuss the 14/15 subsidy audit. Members were largely reassured about the work undertaken and current systems in place to mitigate the risk of errors in benefit assessment occurring.
- 6.2 Members requested that the JC –
- To consider the pay grades of staff and whether this is right for the roles and responsibility of staff and
 - To examine performance versus target times and whether this is having an impact on accuracy.
- 6.3 In relation to pay, the grading is decided by the Mid Sussex pay and grading structure which is currently the subject of a Job Evaluation exercise. CenSus managers exercise discretion about the entry spine point (see 3.2) for new starters. There is a clear path of progression through the clerical grades over and above the award of annual increments; this is dependant of performance (achieving a consistent level both accuracy and output) and the ability and willingness to undertake additional complex tasks.
- 6.4 Performance v targets – targets, both accuracy and throughput are set at every stage of an officers' development. At the base grade, these are minimum requirements and are mostly exceeded by individuals on a month by month basis. Equal importance is given to accuracy and throughput and a close watch is kept on the achievement of a balance between the two. There is no evidence that staff are pressured to deliver throughput at the expense of accuracy. In fact, given the constant pressure and spotlight on accuracy, the reverse is true.
- 6.5 It is recognised however that the Joint Committee will have an opinion on the performance of the service and the level of resource consumed and are invited to seek reassurance from the Head of Revenues and Benefits (Census) as necessary.

2015/16 Average days to process

HB/LHA

New Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	17.9	17.3	19.2	17.1	19.1	18.7	15.9	12.3	16.2	18.1	18.6	18.2	17.6	
Horsham	18.0	19.1	15.5	18.9	17.9	16.2	21.8	16.9	19.6	20.1	15.7	15.6	17.9	
MSDC	20.7	17.3	18.3	18.4	20.9	18.8	16.7	19.5	20.5	18.9	16.5	15.1	18.4	
CenSus	19.0	18.0	17.7	18.3	19.3	17.8	18.5	16.7	19.1	19.2	16.8	16.0	18.0	
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	8.5	9.8	9.4	10.2	11.1	12.3	12.5	10.1	10.7	12.6	2.7	8.4	8.3	
Horsham	10.5	8.5	11.0	11.5	12.1	13.3	12.6	10.8	11.0	13.9	2.8	6.9	8.8	
MSDC	9.2	7.6	11.5	11.0	13.3	12.6	12.8	11.8	11.8	15.2	4.8	4.3	9.4	
CenSus	9.5	8.4	10.8	11.0	12.3	12.8	12.6	11.0	11.3	14.0	3.2	5.4	8.9	
Target	12.0	12.0	12.0	12.0	12.0	12.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0

CTRS

Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	20.3	18.2	27.1	18.5	20.0	21.2	16.4	17.9	18.7	19.4	18.3	17.1	19.5	
Horsham	21.2	21.3	18.6	20.5	20.6	19.6	21.1	17.7	19.4	21.3	18.1	16.8	19.7	
MSDC	21.3	19.2	22.0	20.0	20.7	19.1	19.7	22.2	19.9	21.5	21.6	16.4	20.7	
CenSus	21.0	19.7	22.1	19.8	20.7	19.8	19.5	19.6	19.4	20.9	19.4	16.7	19.9	
Target	18.0	18.0	18.0	18.0	18.0	18.0	20.0	20.0	20.0	20.0	20.0	20.0		20.0

Changes	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	8.1	9.0	11.2	9.9	10.6	11.9	11.7	9.9	9.3	12.9	7.3	9.8	10.0	
Horsham	10.6	8.7	11.7	11.2	11.8	12.7	12.8	11.3	10.2	13.1	6.4	8.6	10.7	
MSDC	9.1	7.4	11.0	10.7	12.5	11.9	12.1	10.7	11.6	15.4	7.6	11.7	10.8	
CenSus	9.3	8.2	11.7	10.6	11.8	12.2	12.2	10.8	10.5	14.0	7.1	10.2	10.6	
Target	12.0	12.0	12.0	12.0	12.0	12.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0

DHP at 31/03/16				
	DHP claims awarded	Budget	DHP committed	Percentage of budget committed
ADUR				
U/O claims	38		£ 14,716.65	
Benefit Cap claims	20		£ 22,335.89	
Other' claims	67		£ 32,076.98	
Total	125	£ 72,249.00	£69,129.52	95.7%
HORSHAM				
U/O claims	89		£ 33,822.33	33%
Benefit Cap claims	17		£ 31,938.64	31%
Other' claims	65		£ 33,380.07	33%
Total	171	£102,036.00	£ 99,141.04	97%
MID SUSSEX				
U/O claims	60		£ 30,814.54	30%
Benefit Cap claims	13		£ 6,713.25	7%
Other' claims	95		£ 65,351.00	62.1%
Total	168	£103,778.00	£ 102,878.80	99.1%

15/16 Collection rates

														Collected
ADUR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	14/15
CT	Collected	11.4%	20.6%	29.9%	39.2%	48.3%	57.7%	67.2%	76.4%	85.7%	94.8%	96.6%	97.8%	97.60%
	Target	11.5%	20.8%	29.8%	39.1%	48.2%	57.6%	67.3%	76.6%	85.7%	94.7%	96.4%	98.0%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	Collected	11.2%	18.8%	29.2%	35.9%	46.8%	56.6%	64.7%	72.9%	81.3%	89.1%	94.4%	96.9%	96.00%
	Target	9.9%	19.8%	30.0%	39.3%	47.9%	57.3%	65.9%	74.2%	81.9%	90.8%	94.6%	98.0%	
HORSHAM		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	
CT	Collected	11.2%	20.8%	30.0%	39.4%	48.8%	58.2%	67.6%	77.0%	86.4%	95.7%	97.5%	98.7%	98.60%
	Target	11.3%	20.8%	30.5%	39.9%	49.5%	59.0%	68.5%	78.0%	87.4%	96.7%	97.3%	98.8%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	Collected	11.2%	20.8%	30.4%	39.6%	52.9%	61.0%	68.8%	75.5%	83.2%	90.5%	94%	97.5%	97.40%
	Target	12.4%	21.0%	29.4%	38.0%	50.8%	60.1%	68.8%	76.7%	86.6%	91.9%	96%	98.0%	
MSDC		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
CT	Collected	11.5%	20.9%	30.2%	39.5%	48.7%	58.0%	67.6%	77.0%	86.3%	95.5%	97.3%	98.6%	98.50%
	Target	11.3%	20.8%	29.9%	39.2%	48.3%	57.7%	67.5%	76.8%	86.1%	95.3%	97.0%	98.8%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
	Collected	9.8%	18.5%	26.7%	35.2%	47.2%	55.7%	64.3%	72.8%	81.0%	89.0%	93.3%	95.8%	97.30%
	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%	

SUMMARY - 'up to date' collection rates for past years; payment collected during 15/16 for past years' arrears; amount of past years' arrears written off.								
COUNCIL TAX								
ADUR	Collection rate at relevant year end.	Collection rate at March 2016	HORSHAM	Collection rate at relevant year end	Collection rate at March 2016	MID SUSSEX	Collection rate at relevant year end	Collection rate at March 2016
2009/10	97.00%	99.54%		98.70%	99.81%		98.20%	99.65%
2010/11	97.65%	99.49%		98.71%	99.75%		98.37%	99.69%
2011/12	97.70%	99.50%		98.71%	99.74%		98.55%	99.65%
2012/13	97.71%	99.38%		98.59%	99.69%		98.52%	99.57%
2013/14	97.71%	99.13%		98.36%	99.52%		98.13%	99.37%
2014/15	97.62%	98.72%		98.64%	99.28%		98.53%	99.17%
Payment collected during 15/16 -		£ 778,598	Payment collected during 15/16 -		£ 1,387,764	Payment collected during 15/16 -		£ 1,572,096
Amount written off		£ 22,407	Amount written off		£ 43,430	Amount written off		£ 71,719
NDR								
ADUR	Collection rate at relevant year end.	Collection rate at March 2016	HORSHAM	Collection rate at relevant year end	Collection rate at March 2016	MID SUSSEX	Collection rate at relevant year end	Collection rate at March 2016
2009/10	96.00%	99.98%		97.20%	99.99%		97.20%	99.95%
2010/11	96.51%	99.89%		96.32%	99.51%		96.08%	99.83%
2011/12	97.25%	99.82%		97.46%	99.77%		97.50%	99.83%
2012/13	96.17%	99.60%		97.06%	99.57%		96.63%	99.54%
2013/14	97.78%	99.64%		96.92%	99.16%		97.20%	99.45%
2014/15	96.03%	98.56%		97.42%	98.97%		97.27%	99.04%
Payment collected during 15/16 -		£ 1,162,605	Payment collected during 15/16 -		£ 1,635,558	Payment collected during 15/16 -		£ 2,089,998
Amount written off		£ 65,899	Amount written off		£ 150,660	Amount written off		£ 137,874

2016/17 - performance -average days to process

HB/LHA

New Claims	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	16.2													
Horsham	17.0													
MSDC	19.0													
CenSus	17.5													
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													
Horsham	9.4													
MSDC	8.3													
CenSus	8.6													
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													
Horsham	22.9													
MSDC	24.1													
CenSus	22.1													
Target	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0	20.0		20.0
Changes	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	YTD	YTD Target
Adur	7.8													
Horsham	8.1													
MSDC	8.5													
CenSus	8.2													
Target	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0	10.0		10.0

DHP spent or committed as at 31.04/16.

	DHP claims awarded	Budget	DHP committed	Percentage of budget committed	
ADUR					
U/O claims	4		£ 3,042.51		
Benefit Cap claims	2		£ 6,269.64		
Other' claims	4		£ 1,473.50		
Total	10	£102,994.00	£ 10,785.65	10%	total
HORSHAM					
U/O claims	9		£ 7,600.52	5%	
Benefit Cap claims	4		£ 22,860.08	16%	
Other' claims	2		£ 500.00	0%	
Total	15	£ 140,904.00	£ 30,960.60	22%	total
MID SUSSEX					
U/O claims	9		£ 7,422.87	6%	
Benefit Cap claims	1		£ 4,124.63	3%	
Other' claims	12		£ 8,223.64	7%	
Total	22	£126,392.00	£ 19,771.14	16%	total

16/17 Collection Rates

														Collected
ADUR CT		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	15/16
	Collected	11.2%												97.8%
	Target	11.5%	20.8%	29.8%	39.1%	48.2%	57.6%	67.3%	76.6%	85.7%	94.7%	96.4%	98.0%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	96.90%
	Collected	10.4%												
	Target	9.9%	19.8%	30.0%	39.3%	47.9%	57.3%	65.9%	74.2%	81.9%	90.8%	94.6%	98.0%	
HORSHAM CT		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	14.00%
	Collected	11.3%												
	Target	11.3%	20.8%	30.5%	39.9%	49.5%	59.0%	68.5%	78.0%	87.4%	96.7%	97.3%	98.8%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	97.50%
	Collected	12.2%												
	Target	12.4%	21.0%	29.4%	38.0%	50.8%	60.1%	68.8%	76.7%	86.6%	91.9%	96%	98.0%	
MSDC CT		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	98.60%
	Collected	11.4%												
	Target	11.3%	20.8%	29.9%	39.2%	48.3%	57.7%	67.5%	76.8%	86.1%	95.3%	97.0%	98.8%	
NNDR		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	95.80%
	Collected	11.2%												
	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%	

FUTURE WELFARE REFORM AND THE COUNCIL TAX SUPPORT SCHEMEWORKING AGE BENEFIT FREEZE

A range of benefits will be frozen for 4 years from April 2016 including tax credits, JSA, and ESA Wrag (Work Related Activity group) payments, but not PIP or ESA support group payments made to claimants who are deemed unlikely to work again because of illness or disability.

HOUSING BENEFIT FREEZE

From April 2016 local housing allowance (LHA) will be frozen resulting in a potential increase in the number of claimants with a gap between HB payments and actual rent, particularly in high-cost areas.

TAX CREDIT AND UNIVERSAL CREDIT REFORMS

Universal credit (UC) is still to be rolled out in its totality in the CenSus area; the current timetable is for roll-out is not known but may be as early as October 2016.

From April 2016, families making new claims for UC will be able to claim for only two children regardless of when they were born. For working age families there will be the scrapping of the £545 a year family element in UC and the £17.45 a week housing benefit family premium (this whether or not UC is in payment).

From April 2017 there will be a “two child limit” on households with at least two children meaning that no extra support will go to children born from April 2017 onwards. It is unclear whether this will apply to new claims only.

UC childcare costs

From April 2016 85% (previously 70%) of eligible childcare costs will be paid as claimants receive this element with UC rather than tax credits.

HOUSING BENEFIT CAP

During the autumn of 2016 the level of the benefit cap will be reduced from £26k to £20k (£13,400 for single adults with no children). Those in receipt of carer's allowance, guardian's allowance or Personal Independence Payments (PIP) are exempt from this measure. Those claimants in the ESA Wrag are not exempt.

EMPLOYMENT SUPPORT ALLOWANCE – illness and disability

At present, people who are deemed to be too unwell to work following a DWP work capability assessment are placed into two groups. Those judged permanently incapable of work are placed into the support group and receive £109 per week. Those judged to be too ill or disabled to work immediately (but who are deemed to be capable of work in the future) are placed in the work related activity group (Wrag) and receive £102 per week.

From April 2017 all people making a new claim to ESA who are placed in the EAS Wrag will receive no additional support and will receive the same weekly payment as those on ESA who are not ill or disabled – around £70 per week

AGE RESTRICTION ON HB

HB for 18 – 21 year olds will be abolished from April 2017, unless the claimant has a child or is deemed vulnerable or has been living independently and been working continuously for the previous 6 months.

DISCRETIONARY HOUSING PAYMENTS – DHP

There has been an increase in the DHP budget provided by central government for 16/17 as follows–

	15/16 budget	16/17 budget	Increase
Adur	£ 72,249	£102,994	£30,745
Horsham	£102,036	£140,904	£38,868
Mid Sussex	£103,778	£126,396	£22,614

All the welfare reforms set out in previous paragraphs (along with the ‘reduction in spare room subsidy’ which continues, unchanged) are likely to lead to a significantly increased demand on the DHP budget.

The greatest demand is expected to be when the revised benefit cap comes into effect. At present we are unable to plan for this as indicative numbers etc. will not be known until information is received from the DWP; initial indications may be available late in May 2016.

EQUALISATION OF STATE PENSION AGE

From April 2016 the equalisation of pension age for women will be fast-tracked. Women’s retirement age will be 65 by November 2018. Pension age for both men and women will be 66 from December 2018.

COUNCIL TAX SUPPORT SCHEME(S)

All these welfare reforms will impact on CTSSs both for individual claimants and in adding further significant complexity to Schemes as they stand at present.

Given that many of the intended welfare reforms and changes are lacking fine detail or their date of introduction or implementation is either not yet known or is not until the autumn of 2016, effective planning for the CTSS from April 2017 onwards is particularly problematic. Work on modelling, devising a revised/amended scheme, obtaining a Political steer, completing an options appraisal and undertaking Impact assessment(s) would have to be completed by the end of August 2016 at the latest if changes were to be introduced from April 2017. Any changes would require Council recommendation and then be subject to consultation (to be completed by the end of December 2016 at the latest).

Mid Sussex is one of one of a diminishing number of Authorities that does not include a minimum payment from all CT payers. With effect from April 2016, 259 Authorities’ Schemes contain this requirement.

There is a view being increasingly voiced that the future of CTSSs is to, in effect, disaggregate the schemes from benefits conditions and develop them as a discount. At present, CT teams apply a

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number of discounts to CT liability, some mandatory and others discretionary. The general feature of a discount is the relative simplicity of its conditionality. Clearly this is the diametrical opposite of current CTS benefit related conditionality. At present, discussion about creating a discount founders on the philosophical shift and the practicalities that would be involved in moving from one to the other.

The two most common areas of discussion/contention are the continuing protection (or otherwise) for more 'disadvantaged groups' and the detail of how to take income into account without introducing the complexities of the current scheme.

Tim Delany
08/05/16