

A meeting of the **OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING)** will be held in **CORPORATE TRAINING SUITE, EASTFIELD HOUSE, 6 LATHAM ROAD, HUNTINGDON** on **THURSDAY, 12 NOVEMBER 2009** at **7:00 PM** and you are requested to attend for the transaction of the following business:-

**Contact
(01480)**

APOLOGIES

1. MINUTES (Pages 1 - 6)

To approve as a correct record the Minutes of the meeting of the Panel held on 15th October 2009.

**Mrs A Jerrom
388009**

2. MEMBERS' INTERESTS

To receive from Members declarations as to personal and/or prejudicial interests and the nature of those interests in relation to any Agenda Item. Please see Notes 1 and 2 below.

3. BUDGET AND MEDIUM TERM PLAN 2010-2015 - DRAFT PROPOSALS (Pages 7 - 28)

To consider and comment on a report by the Head of Financial Services on the Budget and Medium Term Plan prior to its submission to the Cabinet.

**S Couper
388103**

4. CUSTOMER SERVICES MONITORING REPORT (Pages 29 - 40)

To receive a report by the Head of Customer Services on the performance of Customer Services in the period July – September 2009.

**J McKinnie
375882**

5. LOCAL GOVERNMENT ACT 2000 - FORWARD PLAN (Pages 41 - 48)

A copy of the current Forward Plan, which was published on 22 October 2009, is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**Mrs H Taylor
388008**

6. OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELLBEING) PROGRESS REPORT (Pages 49 - 54)

To consider a report by the Head of Democratic and Central Services on the Panel's programme of studies.

**Mrs A Jerrom
388009**

7. **WORKPLAN STUDIES** (Pages 55 - 66)

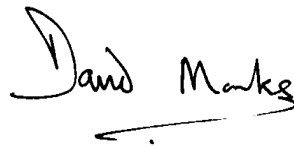
To consider, with the aid of a report by the Head of Democratic and Central Services, the current programme of overview and scrutiny studies.

**Mrs A Jerrom
388009**

8. **SCRUTINY** (Pages 67 - 72)

To scrutinise decisions as set out in the Decision Digest and to raise any other matters for scrutiny that fall within the remit of the Panel.

Dated this 2 day of November 2009



Chief Executive

Notes

1. *A personal interest exists where a decision on a matter would affect to a greater extent than other people in the District –*
 - (a) *the well-being, financial position, employment or business of the Councillor, their family or any person with whom they had a close association;*
 - (b) *a body employing those persons, any firm in which they are a partner and any company of which they are directors;*
 - (c) *any corporate body in which those persons have a beneficial interest in a class of securities exceeding the nominal value of £25,000; or*
 - (d) *the Councillor's registerable financial and other interests.*
2. *A personal interest becomes a prejudicial interest where a member of the public (who has knowledge of the circumstances) would reasonably regard the Member's personal interest as being so significant that it is likely to prejudice the Councillor's judgement of the public interest.*

Please contact Mrs A Jerrom Tel: 01480 388009, email: amanda.jerrom@huntsdc.gov.uk if you have a general query on any Agenda Item, wish to tender your apologies for absence from the meeting, or would like information on any decision taken by the Committee/Panel.

Specific enquiries with regard to items on the Agenda should be directed towards the Contact Officer.

Members of the public are welcome to attend this meeting as observers except during consideration of confidential or exempt items of business.

Agenda and enclosures can be viewed on the District Council's website –
www.huntingdonshire.gov.uk (*under Councils and Democracy*).

If you would like a translation of Agenda/Minutes/Reports
or would like a large text version or an audio version
please contact the Democratic Services Manager and
we will try to accommodate your needs.

Emergency Procedure

In the event of the fire alarm being sounded and on the instruction of the Meeting Administrator, all attendees are requested to vacate the building via the closest emergency exit.

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HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING) held in the Corporate Training Suite, Eastfield House, 6 Latham Road, Huntingdon on Thursday, 15 October 2009.

PRESENT: Councillor J D Ablewhite – Chairman.
Councillors J T Bell, Mrs J A Dew,
L W McGuire, M F Shellens and
G S E Thorpe.

APOLOGIES: Apologies for absence from the meeting were submitted on behalf of Councillors A N Gilbert, Ms M J Thomas and R G Tuplin.

IN ATTENDANCE: Councillor T V Rogers

34. MINUTES

The Minutes of the meeting of the Panel held on 10th September 2009 were approved as a correct record and signed by the Chairman.

35. MEMBERS' INTERESTS

No declarations were received.

36. HUNTINGDON TOWN HALL - THE WAY FORWARD

With the assistance of a report by the Director of Environmental and Community Services (a copy of which is appended in the Minute Book) the Panel was acquainted with the contents of an independent report, which had been commissioned by the District Council into the future use of Huntingdon Town Hall, and included a number of recommendations and a suggested project plan.

Members were advised that the District Council owned the freehold of the Grade 2* listed building. However, Her Majesty's Court Service (HMCS) was in possession of a 999 year lease for the ground and first floors, which meant that HMCS was responsible for the upkeep and maintenance of the building. The Town Council, although having no formal lease, occupied the top floor. Discussions between the District Council and the occupiers were ongoing to seek a practical and viable way to secure the fabric of the building and to identify appropriate uses for it.

In response to Members' questions, the Director of Environmental and Community Services explained that the building had been maintained by the leaseholder and that the Council, under the current arrangements, had no maintenance liabilities. In discussing the extent to which HMCS had complied with its maintenance obligations under the terms of the lease, Members were informed that specialists had

ascertained that the building was not in a condition that would mean enforcement action was required by the Council under Planning and Listed Building legislation. The Panel also noted that it was likely that English Heritage would require any future owner to retain some of the internal court space. This, coupled with the fact that the Council held the building in trust for the benefit of local people, meant that alternative, income generating uses were limited. In addition, it had been estimated that in the region of £2,000,000 would be required to improve and modernise the premises to make them suitable for public uses. However, potential sources of funding were identified in the report by EWC.

Members were advised that the formation of a Building Preservation Trust (BPT) had proved to be best practice in other parts of the country for dealing with premises such as the one in question. A BPT would have access to grant funding schemes, which were not available to a local authority. As a result the Panel supported the proposal to establish a steering group to oversee the possible transfer of the building to a BPT. The Panel, however, suggested that, owing to Huntingdon Town Council's interest in the building, the Cabinet should investigate the possibility of exchanging the Town Hall for land currently in the ownership of the Town Council. This would ensure the District Council had achieved the best possible return for the loss of the ownership of the building. In addition, the view was expressed that should the decision be taken to transfer the Town Hall to a BPT, the terms of the transfer should include provision for the ownership of the building should its future operating income be insufficient to make the building viable and the BPT ceased to operate.

RESOLVED

that, subject to investigations being carried out into the feasibility of an exchange of land in return for transfer of ownership of the Town Hall to Huntingdon Town Council and to adequate provision being made to safeguard against the building failing to become viable and the BPT ceasing to operate, the Cabinet be recommended to accept the recommendations contained in the report by EWC.

37. THE PLACE SURVEY

With the aid of presentation by the Senior Policy Officer the Panel gave consideration to the Report of Findings on the Place Survey (a copy of which is appended in the Minute Book). The Survey formed part of a national assessment, which was carried out on the Council's behalf in 2008. Members were informed that the Survey methodology had been closely prescribed by the Government and that, overall, Huntingdonshire had performed well compared with the results for Cambridgeshire and nationally. In response to a question by a Member, details were provided on how respondents had been selected and the confidence levels that this gave to the results.

In reviewing the findings of the Survey, Members' attention was drawn to the results that had particular relevance to their remit. In their discussion the focus was on the areas where the public felt improvements were required. The Panel acknowledged that provision of activities for teenagers was one area where the Council might be

able to contribute toward improvements. Members also noted that a significant number of respondents had expressed the view that the District's shopping facilities needed to be improved. As a result a suggestion was made that this subject might form the basis of a study by the Panel. A scoping report was requested for this purpose, including details of actions being taken by the Town Centre Initiatives and Partnership groups working in this area.

Members were informed of the links between the Survey results and the Cambridgeshire Local Area Agreement improvement targets. The Panel would be able to monitor progress in these respects as part of its extended remit to scrutinise the Council's partnership working. Having noted that further analysis of the results would be carried out and that additional research would be undertaken, it was

RESOLVED

- a) that the report be received and noted, and
- b) that a report be submitted to a future meeting on the potential scope of a study into shopping facilities in the District.

38. LOCAL GOVERNMENT ACT 2000 - FORWARD PLAN

The Panel considered the current Forward Plan of Key Decisions (a copy of which is appended in the Minute Book) which had been prepared by the Leader of the Council for the period 1st October 2009 to 31st January 2010. Members noted that the draft Medium Term Plan would be considered at the next meeting.

39. APPOINTMENT OF CO-OPTED MEMBERS TO THE OVERVIEW AND SCRUTINY PANELS

The Panel received and noted a report by the Head of Democratic and Central Services (a copy of which is appended in the Minute Book) on the appointment of co-opted members to the Overview and Scrutiny Panels. A Scheme of Co-option was appended to the report.

The Panel were reminded that as part of the review of its democratic structure, the Council had decided to introduce provision for independent members to be appointed to each of the Overview and Scrutiny Panels. A total of six independent members would be required, with two members being appointed to each Panel. Applicants would be asked to express an interest in the remit of one the Panels. Members' attention was drawn the fact that co-opted members would be entitled to speak at meetings but not vote.

The Panel was advised that, in order to generate expressions of interest from members of the public, a programme of publicity had been designed. Town and Parish Council's and partner organisations had already been contacted and initial responses had been encouraging. Having expressed the view that, in order to reach the greatest number of potential candidates, recruitment publicity should be included in the next edition of District Wide, it was

RESOLVED

- a) that the contents of the Scheme of Co-option be noted;
- b) that the Head of Democratic and Central Services be authorised to convene a politically balanced Panel of Members to sit on an Appointments Panel, and
- c) that the Appointments Panel be requested to make recommendations on the recruitment of two independent Members.

40. LOCAL PROCUREMENT

Pursuant to Minute No. 32, and with the aid of a report by the Head of Democratic and Central Services (a copy of which is appended in the Minute Book), the Panel received the final two reports of local procurement meetings. The Panel was advised that, owing to an over-run in its business, the former Overview and Scrutiny Panel (Service Support) had not been able to consider the report of the Local Procurement meeting on 12th March 2009. A report of the final meeting, which had taken place on 14th September 2009, was also submitted.

The Executive Councillor for Finance, Councillor T V Rogers, who had been present at the meeting on 14th September, outlined the concerns of business representatives at the decision to ask the Strategic Partnership's Economic Prosperity and Skills Thematic Group to assume responsibility for local procurement owing to their perception that local businesses would not be adequately represented at Thematic Group meetings. He also expressed the view that local procurement meetings brought together business representatives and District Councillors. In response the Chairman reported that the same business organisations were represented on the Thematic Group and that local procurement was already included in its remit and its Local Economy Action Plan. Whereupon, it was

RESOLVED

that the reports of the Local Procurement Meetings held on 12th March and 14th September 2009 be endorsed for submission to the Economic Prosperity and Skills Thematic Group.

41. OVERVIEW AND SCRUTINY (ECONOMIC WELLBEING) PROGRESS

In considering a report by the Head of Democratic and Central Services (a copy of which is appended in the Minute Book) on the Panel's current programme of studies, it was noted that the regular report on the performance of Customer Services would be presented to the next meeting.

42. WORKPLAN STUDIES

The Panel received and noted a report by the Head of Democratic

and Central Services (a copy of which is appended in the Minute Book) containing details of the studies being undertaken by the Council's Overview and Scrutiny Panels.

43. SCRUTINY

In receiving and noting the latest edition of the Decision Digest, Members discussed the lessons that had been learned from the Neighbourhood Forum pilot, which had recently taken place in St Neots.

44. FUTURE MEETING VENUE

Members noted that, unless otherwise agreed, for the remainder of the Municipal Year all meetings of the Panel would take place in the Corporate Training Suite at Eastfield House.

Chairman

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Agenda Item 3

AGENDA ITEM NO.

CABINET

19 NOVEMBER 2009

BUDGET AND MEDIUM TERM PLAN 2010-2015 DRAFT PROPOSALS

(Report by the Head of Financial Services)

1 PURPOSE

- 1.1 This report allows the Cabinet to review the draft 2010/11 budget, the Medium Term Financial Plan (MTP) to 2014/15 and the longer term financial forecast to 2023/24. It will also be considered by Overview and Scrutiny on the 12 November and their comments will be available at the Cabinet meeting.
- 1.2 Once these drafts have been approved by Council in December, they will be used to produce the final budget and MTP for the following 4 years for formal consideration and approval by Council in February.

2. BACKGROUND

- 2.1 For a number of years it has been forecast that there is a need to find additional sources of income or make budget savings. During the summer our financial forecast was revised and this was considered by Cabinet in September. The Forecast confirmed that the previously forecast gap between income and expenditure is becoming a reality. Our accounts for last year showed that we needed to draw £1.2m from our reserves. This was a slightly lower deficit than planned and left revenue reserves of £19m. Over the next few years these reserves will fall rapidly. For 2009/10 we forecast that we will have to draw £3.3m from our revenue reserves while collecting £7m in Council Tax and £12.6m in central government funding.
- 2.2 Our financial plan approved by Council in February 2009 set a target for the Council to identify £500k of savings in order to 'balance' the budget for 2010/11. This target is in addition to the impact of the recession and the worsening outlook for central government funding. In order to address this target, officers and Executive Members have been reviewing their current budgets, existing MTP schemes and plans for the coming 5 years. This has resulted in a number of proposals to reduce expenditure.
- 2.3 However, as usual, a number of issues have arisen which have generated a need to provide for additional expenditure.

These have been reviewed by the Chief Officers' Management Team and, where necessary, included in this report.

- 2.4 Details of the main items of savings, re-phasing and additional expenditure are set out in annex A.

3. SUMMARY

- 3.1 The key points in this paper are:

This draft budget will be reviewed and adjusted as necessary prior to submission to Cabinet and then Council for formal approval in February 2010.

Prospects for generating income from central government grant, Council Tax and charges to users are all substantially reduced from that expected in February 2009. The forecast increase in Council Tax is reduced from 4.99% to 2.49%. In total the Council Tax and Revenue Support Grant income available to the Council in 2011/12 (the first year of the new Government Spending Review) is expected to be £567k lower than in the approved MTP (before the adjustment on Concessionary fares referred to below).

The draft budget includes substantially reduced provision for price and wage rises in recognition of reduced inflation and funding pressures.

The draft budget for 2010/11 recognises substantial efficiencies that have been made in waste recycling £235k and leisure centres £591k. It also proposes: making some of the existing free car parks subject to a charge, transferring responsibility for public conveniences to town councils and modest reductions in a number of other service budgets.

The Council will continue to ensure that any staff vacancies are properly reviewed before they are filled in order to ensure value for money. This has led to decisions to delay the filling of posts, filling them on a temporary basis or restructuring in order to reduce costs.

The forecast for later years is substantially affected by two significant events. The three yearly revaluation of the Local Government Pension scheme is expected to identify a reduced level of funding. This shortfall will result in the Council having to make additional payments into the scheme. These additional payments are forecast at £180k in 2011/2 and £800k per year by 2014/15.

We now expect responsibility for the Concessionary Bus Fares scheme to be transferred to the County Council in April 2011. Whilst this will reduce our net expenditure by £0.9m we forecast that a £1.4m reduction will be applied to our revenue support grant based on recent Government exemplifications (Annex B).

Additional spending restrictions are anticipated in future years. Whilst £2m of grants to fund the construction of new affordable homes is provided over the next four years; this is a lower level than had previously been included in the Forecast. Expenditure on the Arts Service will be substantially reduced by 2012/13. Whilst some grant funding will be retained the Council will no longer provide summer concerts, arts diaries or administer any events.

Whilst the budget does not require additional spending cuts for 2010/11, the forecast for later years sets a target to identify further savings of £1M, £2.5M and £5.7M in the following 3 years.

In 2010/11 we expect to draw £4.9m from our revenue reserves – slightly less than included in the plan approved in February. Revenue reserves will drop to a minimum acceptable level in 2013/14.

As ever these forecasts are an attempt to see into an uncertain future. We cannot predict all future events and therefore some significant risks to the Council are highlighted in Paragraph 6.

4. MTP VARIATIONS

4.1 The following table summarises the variations from the Budget/MTP approved in February:

| | REVENUE | | | | | | NET CAPITAL | | | | | |
|-----------------------------|--------------------------|----------------------|----------------------|----------------------|----------------------|----------------------|-----------------------|----------------------|----------------------|----------------------|----------------------|----------------------|
| | 2009/ 2010 £000 | 2010 2011 £000 | 2011 2012 £000 | 2012 2013 £000 | 2013 2014 £000 | 2014 2015 £000 | 2009/ 2010 £000 | 2010 2011 £000 | 2011 2012 £000 | 2012 2013 £000 | 2013 2014 £000 | 2014 2015 £000 |
| | APPROVED (February 2009) | 23,378 | 25,286 | 25,687 | 25,306 | 23,149 | 24,001 | 17,796 | 6,056 | 4,957 | 6,666 | 6,374 |
| Proposed variations: | | | | | | | | | | | | |
| Rephasing | 264 | 567 | 85 | -57 | -142 | -181 | -1,685 | -1,309 | 530 | 350 | 514 | 214 |
| Saving | -954 | -776 | -1,389 | -1,560 | -1,631 | -1,672 | -1,553 | 3,446 | -709 | -2,830 | -606 | 231 |
| Extra Cost | 456 | 1,028 | -50 | 132 | -72 | -39 | -395 | 1,360 | 3,070 | -466 | -1,150 | 3,870 |
| Capital to Revenue | 351 | 332 | 226 | 216 | 216 | 162 | -346 | -282 | -181 | -186 | -171 | -117 |
| Revenue to Capital | -292 | -322 | -332 | -302 | -302 | -302 | 292 | 322 | 332 | 302 | 302 | 302 |
| Technical | -148 | -185 | 129 | 180 | 248 | 263 | | -77 | -50 | -29 | -38 | -5,302 |
| Total Variations | -323 | 644 | -1,331 | -1,391 | -1,683 | -1,769 | -3,687 | 3,460 | 2,992 | -2,859 | -1,149 | -802 |
| Proposed New Plan | 23,221 | 26,100 | 24,526 | 24,085 | 21,636 | 22,402 | 14,109 | 9,516 | 7,949 | 3,807 | 5,225 | 4,461 |

- 4.2** “Savings” items are significant ranging from £954k to £1,672k per year by the end of the MTP period. Some have initial periods with a net cost before overall surplus is achieved after taking account of the costs of financing any capital investment
- 4.3** Some rephasing schemes result in additional costs where income generation is delayed.
- 4.4** The following table summarises the capital schemes by service area. The difference from the totals in table 4.1 is due to adjustments to the capital inflation provision.

| CAPITAL | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |
|--|---------------|--------------|--------------|--------------|--------------|--------------|
| | 2010 | 2011 | 2012 | 2013 | 2014 | 2015 |
| | £000 | £000 | £000 | £000 | £000 | £000 |
| Public Conveniences | | 100 | | | | |
| Environmental Health | | 20 | 30 | | | |
| Economic Development | 821 | 618 | 762 | 398 | | |
| Community Initiatives | | 11 | | | | |
| Parks and Open Spaces | 205 | 131 | 62 | 73 | 67 | 60 |
| Leisure Centres | 3,205 | 4,185 | 918 | 375 | 625 | 691 |
| Community Facilities | 12 | 55 | 69 | 69 | 69 | 69 |
| Community Safety | 144 | 105 | 104 | 105 | 100 | 107 |
| Housing Services | | -168 | | | | |
| Private Housing Support (including Social Housing Grant) | 1,351 | 1,690 | 1,490 | 1,490 | 1,490 | 1,490 |
| Housing Benefits | 31 | | | | | |
| Transportation Strategy | 414 | 1,296 | 346 | 296 | 288 | 214 |
| Public Transport | 58 | 957 | -109 | -108 | 42 | |
| Car Parks | 24 | 460 | 3,000 | 36 | 120 | 31 |
| Environmental Improvements | 344 | -1,597 | 242 | 635 | 739 | 222 |
| Environmental Strategy | 271 | 90 | -365 | 84 | 94 | 94 |
| Operations Division | 825 | 218 | 768 | 1,249 | 857 | 1,009 |
| Customer Service Centre and Offices | 5,031 | -115 | 2 | -1,810 | | |
| IT related | 1,029 | 793 | 460 | 492 | 412 | 432 |
| Other | 142 | 307 | 60 | 43 | 73 | 69 |
| Technical | 202 | 283 | 206 | 643 | 245 | 515 |
| TOTAL | 14,109 | 9,439 | 8,045 | 4,070 | 5,221 | 5,003 |

- 4.5** Annex A outlines the significant elements included in these revenue and capital variations and a detailed schedule showing all variations is available on the Council’s website under “Council Finance” in the A-Z list and then pick the “2009 MTP Review”. Annex B shows the assumptions retained from the Financial Forecast Report and the additional adjustments now allowed for including pension contribution rates and concessionary fares. Annex C shows the draft MTP with all of the proposed variations integrated.
- 4.6** The relevant appraisal forms can also be found on the Council’s website and on the intranet via a link on the

Members' page. The final budget report in January will highlight those schemes that will require further approval from COMT or Cabinet before proceeding.

5 OVERALL POSITION

5.1 The table below sets out revised net revenue expenditure and funding forecasts. Annex D provides further detail of the variations and is projected for the whole forecast period.

| REVENUE SUMMARY | FORECAST | BUDGET | MTP | | | |
|-------------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | 2009/10 £000 | 2010/11 £000 | 2011/12 £000 | 2012/13 £000 | 2013/14 £000 | 2014/15 £000 |
| 2009/10 BUDGET/MTP | 23,378 | 25,286 | 25,687 | 25,306 | 23,149 | 24,001 |
| Total variations | -506 | -247 | -2,023 | -1,947 | -2,463 | -3,640 |
| NEW FORECAST | 22,873 | 25,039 | 23,664 | 23,359 | 20,686 | 20,361 |
| FUNDING | | | | | | |
| Use of revenue reserves | -3,251 | -4,863 | -4,145 | -3,618 | -716 | 0 |
| <i>Reserves remaining EOY</i> | 16,342 | 11,479 | 7,334 | 3,716 | 3,000 | 3,000 |
| Government Support | -12,572 | -12,958 | -12,077 | -12,045 | -12,011 | -12,154 |
| Collection Fund Deficit | -27 | 0 | 0 | 0 | 0 | 0 |
| Council Tax | -7,022 | -7,218 | -7,443 | -7,697 | -7,959 | -8,207 |
| COUNCIL TAX LEVEL | £121.15 | £124.17 | £127.26 | £130.43 | £133.68 | £137.01 |
| £ increase | | £3.02 | £3.09 | £3.17 | £3.25 | £3.33 |

| | | | | | | |
|--|--------------|--------------|--------------|--------------|--------------|--------------|
| Use of Revenue Reserves | 3,251 | 4,863 | 4,145 | 3,618 | 716 | 0 |
| Unidentified spending adjustments still required | 0 | 0 | 1,000 | 2,500 | 5,689 | 6,772 |
| Total Budget Deficit | 3,251 | 4,863 | 5,145 | 6,118 | 6,405 | 6,772 |

6 RISKS

6.1 The Financial Forecast, by its very nature, takes a long-term view and, within that time frame, many of its assumptions will turn out to be imprecise. We will regularly review the latest information.

6.2 Some significant uncertainties and the dates when they may be clarified by are set out below:

| Risks and Unknowns | Timescale |
|--|----------------|
| Impact of St Ives Guided Bus | By Spring 2010 |
| Government capping decision | May each year |
| Length and depth of recession – impact on interest rates, pay inflation, house building, Council income and expenditure. | ongoing |
| Government grant totals for 2011/12 to 2013/14 (may be delayed by election) | November 2010 |
| Grant formula changes (may be delayed by election) | November 2010 |
| Changes regarding responsibility for Concessionary Fares | November 2010 |
| Pension Scheme revaluation | December 2010 |

6.3 Other risks include:

- interest rates or inflation may turn out to be significantly different to the assumptions in this report.
- the possibility of further VAT refunds and receiving compound rather than simple interest on these and the refunds already agreed.
- the potential for costs relating to “orphan” contaminated land sites.
- changes in employer’s pension contributions from April 2011 being different to those assumed
- changes in Government Grant being different to those assumed due to the economic situation and changes in the formula from April 2011.
- the recession becoming more severe and prolonged.
- difficulty in delivering the savings already identified or the spending targets inherent in this plan.
- further high priority service developments or unavoidable spending requirements emerging.
- the potential for the statutory Disabled Facilities Grants budget to be exceeded if occupational therapists reduce the backlog.
- recycling gate fees changing as a result of movement in economic indices.
- additional costs if Civil Parking Enforcement introduced
- insufficient provision for the costs of replacing wheelie bins at the end of their useful life.
- occupational therapists carrying out a higher value of Disabled Facilities Grants than provided in the capital programme.
- turnover of staff remaining low and hence the turnover allowance in the staffing budget not being achieved.

6.4 All risks will be reviewed again before the final budget report and adjustments made where possible.

7. CONCLUSIONS

7.1 As usual we cannot be certain of all the issues and opportunities that the Council will face in the coming years. However the scale of the financial challenge that the Council faces is increasingly clear and immediate. Action is proposed in this draft budget. Substantial further action will be required in coming years.

7.2 The savings identified in this report provide a good contribution towards our eventual target and discussions will be continuing with Executive Councillors to agree proposals for future years.

7.3 The Council will need to be comfortable with the level of risk inherent in the MTP (including the achievement of the spending adjustments) when it considers its prudential borrowing limits in February.

7.4 The current volatility in the economy means that the impact on services and interest rates and will need to be monitored over the coming weeks and may result in amendments being proposed to this draft plan before it is formally adopted in February.

8. RECOMMENDATIONS

8.1 Cabinet are asked to:

- Recommend this draft Medium Term Financial Plan to Council as the basis for the production of the 2010/11 budget, the revised MTP for 2011/12 to 2014/15 and the financial plan to 2023/24.

Annexs

- A Explanation of main MTP variations
- B Assumptions: Additional and from the Forecast Report
- C Draft MTP
- D Overall Financial Summary

ACCESS TO INFORMATION ACT 1985

Source Documents:

1. Working papers in Financial Services
2. 2009/10 Revenue Budget
3. Financial Forecast Report
4. Summary and Forms on <http://www.huntsdc.gov.uk/> - look for Council Finance in the A-Z list and then choose "2009 MTP Review"

Contact Officer:

Steve Couper, Head of Financial Services ☎ 01480 388103

SUMMARY OF SIGNIFICANT BUDGET VARIATIONS

Refuse and Recycling

Following a shared procurement exercise undertaken jointly with Fenland and Cambridge City Councils significant savings are expected in the recycling of dry waste. These savings amount to £259k next year and £235k p.a. thereafter. The sum payable is dependant on changes in an index of recycled materials.

Public Conveniences

The contract for cleaning the District's 9 public conveniences will come to an end at the end of March 2010. From 1st April 2010 the District plans to transfer responsibility for cleaning and maintaining these toilets to Town Councils. Discussions with the five town Councils affected are at an early stage. Should the Town Councils decide that they do not want to assume responsibility for these conveniences they will be closed and alternative uses will be investigated. Transferring responsibility will save the District Council £156k of revenue costs per year from next year. The capital programme includes provision for new public conveniences at the new Huntingdon Bus Station (£75k) and Ramsey Library (£25k).

Planning Policy and Conservation

Provision for Local Development Framework examinations (£500k spread over three years), preparations for the introduction of the Community Infrastructure Levy (£60k) and a reduction in Conservation Grants from £57k to £37k per year.

Economic Development

A reduction of £2M in the Housing Growth Funding available for Huntingdon West. Although the number of enquiries and letting of smaller units have increased in the last three months, the recession has had an impact on income from rents for commercial properties. The potential reduction of £80k over two years is based on an analysis of the current portfolio which shows three of the larger premises vacant at the same time and a "churn" of small business as a result of liquidations/closures and new start-ups.

£25k for St Neots Sustainable Urban Extension - Supplementary Plan and £30k for Huntingdon Town Centre - Retail Strategy Support are also included on the basis that most of the cost will be saved in later years. Significant capital schemes previously approved include Huntingdon Town Centre Development and the construction of new starter units in St Ives.

Parks and Open Spaces

Reductions in provision for the Huntingdon Riverside scheme of £550k, Year 5 provision for Play Equipment & Safety Surface Renewal £60k. Extra Housing Growth Fund money for St Neots Green Corridor £210k. Extra maintenance funds for Pavilions £8 per year.

Leisure Policy and Development

Substantial reduction in the Arts Development Service producing a £135k saving by 2012/13.

Leisure Centres

Significant extra capital investment in St Neots (£1.949M) and St Ives (£1.955M) is included but these redevelopments are expected to generate a revenue return more than sufficient to cover the cost of the capital investment and the extra running costs to make a positive contribution to the Leisure Centre Savings Target.

Provision is made for the receipt of a County Council contribution to capital maintenance costs which has been delayed and continuation of the capital maintenance provision to 2014/15.

Adjustments have been made to the savings target to reflect the MTP variations but also a delay in their achievement resulting in extra costs of £300k this year and £392k next year which is redeemed in later years

Community Safety

A recent staffing restructuring will generate savings of £72k per year from next year.

Housing Services

The negative figure in 2010/11 is the capital receipt from the sale of the mobile homes which were purchased to minimise the relocation costs while the contaminated land was dealt with on the site.

Private Housing Support

Social Housing Grant investment has been adjusted to £500k per year for remainder of MTP period. £25k per year from 2011/12 to continue to fund Safer Homes Scheme following end of grant support. One-off capital saving of £92k relating to Decent Homes scheme. Capital provision for Disabled Facilities Grants and Repairs Assistance is retained and extended to include 2014/15.

Transportation Strategy

The Capital programme retains a range of programmes, a number providing joint funding with the County Council, which have been extended to 2014/15. £537k is included in 2010/11 as a contribution to the St Neots Pedestrian Bridge.

Public Transport

The Council faces increased costs resulting from the usage of the concessionary bus fare scheme. These additional costs of £365k per year rising to an estimated £400k next year as a result of St Ives Guided Bus. Capital provision mainly relates to the Huntingdon Bus Station redevelopment.

Car Parks

Capital funding for car park repairs (£237k) over 3 years from 2012/13. Additional funding (£1.5M) included to provide a total of £3.3M for extra car parking in Huntingdon Town Centre to allow redevelopment to take place. This results in additional revenue costs initially but converting to a scheme surplus when parking demand has risen sufficiently. £40k per year assumed loss of car parking income at St Ives due to Guided Bus car park being free.

Provision for introducing charging at car parks which are not currently charged for is assumed to commence in June 2010 with the net increase in income rising from £100k to £125k in a full year. The Car Park Working Party is to consider which car parks and relevant charges.

Environmental Improvements

Capital contribution from County Council towards Heart of Oxmoor delayed to 2010/11 due to market conditions delaying sale of the related housing land.

Environmental Strategy

Various projects resulting in additional revenue spending of £335 and capital spending of £150k over the MTP period.

A Building Efficiency Improvements scheme is also included which is partly grant funded and forecast to create eventual savings of £40k per year after allowing for financing costs. Part of this scheme is likely to be undertaken in Leisure Centres and so the saving has been discounted by 50% to avoid double counting with the Leisure Centres saving target.

Administrative Services

The impact of the recession and continuing competition from the private sector has resulted in a reduction in income from property searches. This has been offset recently by an increase in the number of searches received, which is likely to continue as the property market recovers and Government announcements on changes to statutory charges for personal searches. Land Charges income is anticipated to fall by up to £50k on this year's approved budget.

Democratic Representation

An adjustment is needed to reflect the Council's decision to maintain the existing system of election by thirds as opposed to the proposal for all-out elections included in the approved MTP.

Offices

Savings of £489k capital leading to a revenue saving due to accommodating staff in new buildings so that Castle Hill House can be sold. This sale, together with that of the site fronting St. Mary's Street, results in the large negative capital value (-£1,810k) in 2012/13.

IMD related

Considerable efforts are being made to generate economies in the IMD budget. This has already resulted in savings of £52K on the approved 2009/10 budget and further significant ongoing savings are currently under investigation. These will be included in the final budget report in January and should cover the shortfall in web based advertising and contribute towards the Council's 'unidentified savings target'.

Funding future PC replacements from capital rather than revenue will switch £252k pa of costs from revenue to capital.

Other

A restructuring of Central Services staff has realized a saving of £105k. Further capital expenditure savings are expected on Document Centre equipment replacements (£67k) but extra provision is made for Multi-functional Devices (£43k) and Scanning Equipment (£51k).

Technical

Transfer of staff overheads from capital to revenue as a result of a change to the accounting rules is partly offset by extra staff time on capital schemes. Some of these adjustments are on individual schemes under individual services. A total refund of VAT in 2009/10 of £780k is expected and there is potential for a higher sum.

Provision is included for capital inflation as the MTP is produced at a 20010/11 price base. VAT partial exemption was reintroduced this year after a two year break and some adjustment has been made to the previously forecast cost.

Investment interest, inflation, cost of borrowing and the outstanding spending adjustments target are all included within this section

ASSUMPTIONS

Starting point for this year's review:

| APPROVED BUDGET / MTP | 09/10 £M | 10/11 £M | 11/12 £M | 12/13 £M | 13/14 £M | 14/15 £M | 15/16 £M | 16/17 £M | 17/18 £M | 18/19 £M |
|----------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Net Spending | 23.4 | 25.8 | 27.2 | 28.5 | 29.6 | 30.8 | 32.4 | 33.7 | 35.0 | 36.5 |
| Less unidentified reductions | | -0.5 | -1.5 | -3.2 | -6.5 | -6.8 | -7.5 | -7.9 | -8.2 | -8.7 |
| Net Funding required | 23.4 | 25.3 | 25.7 | 25.3 | 23.1 | 24.0 | 24.9 | 25.8 | 26.8 | 27.8 |
| Funding | | | | | | | | | | |
| Government support | -12.6 | -12.9 | -13.5 | -14.0 | -14.4 | -14.7 | -15.1 | -15.5 | -15.9 | -16.3 |
| Council Tax | -7.0 | -7.4 | -7.8 | -8.3 | -8.8 | -9.3 | -9.8 | -10.3 | -10.9 | -11.5 |
| Deficit met from Reserves | -3.8 | -5.0 | -4.4 | -3.0 | | | | | | |

Revised Assumptions

Pensions

Employer's pension contributions are based on the valuation made by the independent actuary and the next one is due in late 2010 and will provide the new rates for 2011/12 onwards. It will be significantly affected by the market value of equities when the valuation is carried out but it is becoming clear that increases must be allowed for. In deciding the phasing of these the actuary will balance the need for the Fund to be 100% funded as soon as possible with the need to spread this payment so that it is affordable in the current economic circumstances.

It has therefore been assumed that the contribution rate will rise by 1% per year for 6 years starting in 2011/12. There is a risk that the actuary will determine a different amount and his decision should be available next November.

Concessionary Fares

It is likely that Concessionary Fares will be transferred to the County Council from April 2011. Whilst we will save the amounts we are currently spending (including the estimated increase in the MTP) our Grant will be reduced and the County's increased so they can afford to provide the service. Unfortunately this will not be based on what we spend but a generalised formula. The impact based on the latest exemplification from the DCLG Grant Working Party would be as follows:

| Concessionary Fares | 11/12 £000 | 12/13 £000 | 13/14 £000 | 14/15 £000 | 15/16 on £000 |
|-------------------------------|---------------|---------------|---------------|---------------|------------------|
| Saved Spending | | | | | |
| Base (net of special grant) | 457 | 457 | 457 | 457 | 457 |
| MTP Variation | 400 | 400 | 400 | 400 | 400 |
| Saved Spending | -857 | -857 | -857 | -857 | -857 |
| Estimated Lost Grant (phased) | 1,414 | 1,564 | 1,714 | 1,864 | 2,011 |
| Total Impact | +557 | +707 | +857 | +1,007 | +1,154 |

Because of the size of the grant loss the impact will be phased due to the “floors and ceilings” which have previously disadvantaged the Council.

Service Variations

Provision for capital spending has been reduced from 2015/16 onwards to £5.125M per year (cash prices) to reflect the proposed bid levels for 2014/15. This represents a reduction of £270k.

Assumptions unchanged from the forecast report.

Government General Grant

It is expected that the amount to be distributed will be a real terms cut for District Councils because of the economic situation and the perceived priorities of Education and Social Services. The forecast assumes just a 1% cash increase per year over the next review period (2011/12 to 2013/14) and that this will then increase to a 2½% cash increase per year.

The formula changes are too complex and uncertain to model so no assumed change has been made but the risk is most certainly on the downside.

The Government has a system of protections still in place for those authorities which they have calculated should be receiving less grant. Unfortunately this is funded by those authorities that are due to receive increases in grant like Huntingdonshire and so this Council has now lost over £6M, including interest. The table below shows the change in assumptions on the level of grant:

| GRANT* FUNDING | 09/10 £M | 10/11 £M | 11/12 £M | 12/13 £M | 13/14 £M | 14/15 £M | 15/16 £M | 16/17 £M | 17/18 £M | 18/19 £M |
|---------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Current Approved Plan | | | | | | | | | | |
| True grant forecast | 13.2 | 13.4 | 13.7 | 14.0 | 14.4 | 14.7 | 15.1 | 15.5 | 15.9 | 16.3 |
| Less withheld to protect others | -0.6 | -0.4 | -0.2 | | | | | | | |
| Total | 12.6 | 12.9 | 13.5 | 14.0 | 14.4 | 14.7 | 15.1 | 15.5 | 15.9 | 16.3 |
| Proposed Plan | | | | | | | | | | |
| True grant forecast | 13.2 | 13.4 | 13.5 | 13.6 | 13.8 | 14.1 | 14.5 | 14.8 | 15.2 | 15.6 |
| Less withheld to protect others | -0.6 | -0.4 | -0.2 | | | | | | | |
| Total | 12.6 | 13.0 | 13.3 | 13.6 | 13.8 | 14.1 | 14.5 | 14.8 | 15.2 | 15.6 |
| LOSS (-) | | +0.1 | -0.2 | -0.4 | -0.6 | -0.6 | -0.6 | -0.7 | -0.7 | -0.7 |

*Grant includes Revenue Support Grant and NNDR which are *in aggregate* distributed in line with the grant formula.

Tax Base

| TAX BASE | 09/10 | 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | 16/17 | 17/18 | 18/19 |
|--------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | £ | £ | £ | £ | £ | £ | £ | £ | £ | £ |
| Band D Properties | | | | | | | | | | |
| Number | 57,960 | 58,134 | 58,483 | 59,009 | 59,540 | 59,897 | 60,257 | 60,618 | 60,982 | 61,348 |
| % increase | | 0.3% | 0.6% | 0.9% | 0.9% | 0.6% | 0.6% | 0.6% | 0.6% | 0.6% |

Council Tax Level

The forecast has been based on only raising Council Tax levels by 2.49% per year. This will be reviewed in the light of the latest information when the tax is formally set next February for 2009/10.

The impact on the Council's income is shown below:

| COUNCIL TAX | 09/10 | 10/11 | 11/12 | 12/13 | 13/14 | 14/15 | 15/16 | 16/17 | 17/18 | 18/19 |
|------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|
| Current Approved Plan | | | | | | | | | | |
| Council Tax level | £121.15 | £127.20 | £133.55 | £140.21 | £147.21 | £154.55 | £162.26 | £170.36 | £178.86 | £187.79 |
| Council Tax Income | £7.0M | £7.4M | £7.8M | £8.3M | £8.8M | £9.3M | £9.8M | £10.3M | £10.9M | £11.5M |
| Proposed Plan | | | | | | | | | | |
| Council Tax level | £121.15 | £124.17 | £127.26 | £130.43 | £133.68 | £137.01 | £140.42 | £143.92 | £147.50 | £151.17 |
| Council Tax Income | £7.0M | £7.2M | £7.4M | £7.7M | £8.0M | £8.2M | £8.5M | £8.7M | £9.0M | £9.3M |
| Reduction in income | | -£0.2M | -£0.4M | -£0.6M | -£0.8M | -£1.1M | -£1.3M | -£1.6M | -£1.9M | -£2.2M |

Use of Revenue Reserves

£16.6M is available to cover the current and forecast funding deficits on a temporary basis and thus give the Council time to phase in the necessary spending adjustments over the next few years.

Inflation

The biggest item will always be pay inflation and this forecast is based on 1% for April 2010, 2% for 2011 and 2.5% thereafter. This should not be taken as an assumption that the actual award will be at or even around these levels but simply a current estimation that general pay rises may be at these sorts of level. This change has a significant impact on spending levels.

Inflation on some other areas has also been adjusted and the table below highlights the differences over the next three years:

| | From To | 09/10 10/11 | 010/11 011/12 | 11/12 12/13 |
|----------------|------------|----------------|------------------|-----------------|
| pay prices | | 1% from 3% | 2% from 3% | 2.5% from 3% |
| expenditure | | 2% from 3% | 2% from 2.5% | 2% from 2.5% |
| fees & charges | | 2% from 3% | 2% from 2.5% | 2% from 2.5% |
| electricity | | 5% from 38% | 5% no change | 5% no change |
| gas | | 5% from 40% | 10.0% no change | 10.0% no change |
| fuel | | 5% from 10% | 7.5% from 10% | 10% no change |

Interest Rates

The Council has been largely protected from the fall in interest rates through having a number of investments locked into higher rates. As these come to an end over the coming year our returns will fall but will initially be offset, in part, by low borrowing rates. It has been assumed for the purpose of the forecast that borrowing will be for a mix of periods and current long period borrowing rates are significantly higher than short ones as the market is assuming generally higher rates within the next two years. In practice, there will be some opportunity to achieve lower investment rates by borrowing short until long term rates dip.

The table below shows the assumed interest rates used in the forecast:

| Average Rates | 2009/10 | 2010/11 | 2011/12 | 2012/13 |
|---------------|---------|---------|---------|---------|
| Investment | 3.8% | 2.0% | 4.5% | 4.5% |
| Borrowing | 0.7% | 1.7% | 4.2% | 4.6% |

| Bid No. | Scheme | REVENUE | | | | | | | | | | NET CAPITAL | | | | | | | | | | CAPITAL GRANTS & CONTRIBUTIONS | | | | |
|-----------------------------------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------------------------|-----------|-----------|-----------|------|
| | | 2009/2010 | 2010/2011 | 2011/2012 | 2012/2013 | 2013/2014 | 2014/2015 | 2009/2010 | 2010/2011 | 2011/2012 | 2012/2013 | 2013/2014 | 2014/2015 | 2009/2010 | 2010/2011 | 2011/2012 | 2012/2013 | 2013/2014 | 2014/2015 | 2009/2010 | 2010/2011 | 2011/2012 | 2012/2013 | 2013/2014 | 2014/2015 | |
| | | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 | £000 |
| 874 | Huntingdon Transport Strategy | | | | | | | | | | | | 63 | 80 | | | | | | | | | | | | |
| 362 | St Ives Transport Strategy | | | | | | | | | | | | 80 | 140 | | | | | | | | | | | | |
| 363 | Ramsey Transport Strategy | | | | | | | | | | | | 43 | 45 | 45 | | | | | | | | | | | |
| 875 | A14 Inquiry | 51 | 149 | | | | | | | | | | | | | | | | | | | | | | | |
| Public Transport | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 818 | Railway Stations - Improvements | | | | | | | | | | | | 20 | 26 | | | | | | | | | | | | |
| 899 | Bus Shelters - extra provision | 18 | 25 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 28 | 41 | 41 | 41 | 42 | 42 | | | | | | | | | | |
| 625 | Huntingdon Bus Station | | | | | | | | | | | | 32 | 890 | -150 | -150 | | | | | | | | 150 | 150 | |
| 912 | Concessionary Fares | 365 | 400 | 400 | 400 | 400 | 400 | 400 | 400 | 400 | 400 | | | | | | | | | | | | | | | |
| 912 | Concessionary Fares (T/F to County) | | | | | | | | | | | | | | | | | | | | | | | | | |
| | Transportation Grants | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Highways Services | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 844 | Street naming and numbering | 10 | 5 | 5 | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Car Parks | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 166 | St Neots - Cambridge Road Car Park | | | | | | | | | | | | 9 | 80 | | | | | | | | | | | | |
| 461 | Car Park Repairs | | | | | | | | | | | | 15 | | 86 | 120 | 31 | | | | | | | | | |
| 480 | Implementation of car park strategy | -441 | -456 | -480 | -514 | -548 | -582 | | | | | | | | | | | | | | | | | | | |
| | St Ives Guided Bus impact on car park income | 10 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | 40 | | | | | | | | | | | | | | | |
| 923 | Additional Car Parking, Huntingdon Town Centre | | | | | | | | | | | | 380 | 3,000 | -50 | | | | | | | | | | 250 | |
| | Additional Car Park Charges (net) | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Environmental Improvements | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 52 | St Ives Town Centre 2 - Completion | | | | | | | | | | | | 3 | 10 | 20 | 425 | 509 | | | | | | | | | |
| 876 | Small Scale - District Wide Partnership | | | | | | | | | | | | 58 | 79 | 79 | 79 | 80 | 60 | | | | | | 10 | 10 | 10 |
| 877 | AJC Small scale improvements | | | | | | | | | | | | 86 | 86 | 86 | 86 | 90 | 86 | | | | | | | | |
| 878 | Village Residential Areas | | | | | | | | | | | | 20 | 57 | 57 | 60 | 60 | 76 | | | | | | | 10 | 10 |
| 703 | Heart of Oxmoor | | | | | | | | | | | | 87 | -1,829 | | | | | | | | | | | 1,829 | |
| 489 | St Neots and Eynesbury | | | | | | | | | | | | 90 | | | | | | | | | | | | | |
| 920 | East of Sapley - Preliminary Costs | 10 | 5 | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Environmental Strategy | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 879 | Environment Strategy Funding | 55 | 55 | 55 | 55 | 55 | 55 | 55 | 55 | 55 | 55 | 55 | 69 | 50 | 55 | 55 | 55 | 55 | | | | | | | | |
| 880 | Sustainable Homes Retrofit | 15 | 15 | 10 | | | | | | | | | 202 | 40 | -470 | | | | | | | | | | 75 | |
| 881 | Climate Change Adaptation Study | 15 | 15 | | | | | | | | | | | | | | | | | | | | | | | |

ANNEX D

| FINANCIAL SUMMARY | F CAST 2009/10 £000 | TP | | | | | | | | | | FORECAST | | | | |
|--------------------------------------|---------------------------|---------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | | BUDGET 2010/11 £000 | 2011/12 £000 | 2012/13 £000 | 2013/14 £000 | 2014/15 £000 | 2015/16 £000 | 2016/17 £000 | 2017/18 £000 | 2018/19 £000 | 2019/20 £000 | 2020/21 £000 | 2021/22 £000 | 2022/23 £000 | 2023/24 £000 | 2024/25 £000 |
| | | | | | | | | | | | | | | | | |
| 2009/10 BUDGET/ TP Variations | 23,378 | 25,286 | 25,687 | 25,306 | 23,149 | 24,001 | 24,890 | 25,817 | 26,785 | 27,796 | 28,650 | 29,752 | 30,901 | 32,103 | 33,358 | 34,869 |
| Forecast | 336 | 644 | -1,331 | -1,391 | -1,683 | -1,769 | -2,083 | -2,119 | -2,249 | -2,205 | -2,399 | -2,219 | -2,349 | -2,255 | -2,399 | -2,269 |
| MTP | -323 | 273 | -119 | -222 | -225 | -201 | -202 | -203 | -204 | -205 | -206 | -206 | -205 | -205 | -205 | -205 |
| Interest | 57 | -861 | -209 | -29 | -205 | -235 | -229 | -217 | -198 | -172 | -140 | -100 | -53 | 3 | 67 | 141 |
| Cost of Borrowing | -576 | -803 | -864 | -1,043 | -1,163 | -1,479 | -1,867 | -2,256 | -2,614 | -3,181 | -3,667 | -4,163 | -4,769 | -5,279 | -5,784 | -6,577 |
| Inflation | 0 | 500 | 500 | 738 | 812 | 43 | 256 | 312 | 401 | 491 | 704 | 516 | 708 | 538 | 558 | 547 |
| Spending Adjustments | 0 | 247 | 2,023 | 1,947 | 2,463 | 3,640 | 4,125 | 4,482 | 4,883 | 5,272 | 5,708 | 6,172 | 6,668 | 7,198 | 7,762 | 8,362 |
| Total Variations | 506 | 247 | 2,023 | 1,947 | 2,463 | 3,640 | 4,125 | 4,482 | 4,883 | 5,272 | 5,708 | 6,172 | 6,668 | 7,198 | 7,762 | 8,362 |
| NE FORECAST | 22,873 | 25,039 | 23,664 | 23,359 | 20,686 | 20,361 | 20,765 | 21,335 | 21,922 | 22,524 | 22,942 | 23,580 | 24,234 | 24,905 | 25,597 | 26,507 |
| FUNDING | | | | | | | | | | | | | | | | |
| Use of revenue reserves | -3,251 | -4,863 | -4,145 | -3,618 | -716 | 0 | 0 | 0 | 0 | 0 | 200 | 200 | 200 | 200 | 200 | 0 |
| Remaining revenue reserves EOY | 16,342 | 11,479 | 7,334 | 3,716 | 3,000 | 3,000 | 3,000 | 3,000 | 3,000 | 3,000 | 3,200 | 3,400 | 3,600 | 3,800 | 4,000 | 4,000 |
| Government Support | -12,572 | -12,958 | -12,077 | -12,045 | -12,011 | -12,154 | -12,304 | -12,611 | -12,927 | -13,250 | -13,581 | -13,921 | -14,269 | -14,625 | -14,991 | -15,366 |
| Collection Fund Deficit | -27 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Council Tax | -7,022 | -7,218 | -7,443 | -7,697 | -7,959 | -8,207 | -8,461 | -8,724 | -8,995 | -9,274 | -9,562 | -9,859 | -10,165 | -10,480 | -10,805 | -11,141 |
| COUNCIL TA LEVEL | £121.15 | £124.17 | £127.26 | £130.43 | £133.68 | £137.01 | £140.42 | £143.92 | £147.50 | £151.17 | £154.93 | £158.79 | £162.74 | £166.79 | £170.94 | £175.20 |
| £ increase | | £3.02 | £3.09 | £3.17 | £3.25 | £3.33 | £3.41 | £3.50 | £3.58 | £3.67 | £3.76 | £3.86 | £3.95 | £4.05 | £4.15 | £4.26 |
| Forecast Capital Spending | 14,109 | 9,439 | 8,045 | 4,070 | 5,221 | 5,003 | 5,125 | 5,253 | 5,383 | 5,524 | 5,669 | 5,818 | 5,970 | 6,127 | 6,287 | 6,452 |
| Accumulated Borrowing EO | 14,124 | 22,916 | 30,122 | 33,177 | 37,274 | 41,019 | 44,746 | 48,452 | 52,128 | 55,775 | 59,383 | 62,945 | 66,449 | 69,887 | 73,246 | 76,515 |
| Net Interest & Borrowing Costs total | -1,054 | 85 | 764 | 1,387 | 1,766 | 2,168 | 2,501 | 2,842 | 3,192 | 3,551 | 3,919 | 4,289 | 4,669 | 5,061 | 5,464 | 5,881 |
| as of total net spending | -5% | 0% | 3% | 6% | 9% | 11% | 12% | 13% | 15% | 16% | 17% | 18% | 19% | 20% | 21% | 22% |
| Unidentified Spending | 0 | 0 | -1,000 | -2,500 | -5,689 | -6,772 | -7,231 | -7,623 | -7,810 | -8,238 | -8,736 | -9,063 | -9,328 | -9,940 | -10,184 | -10,442 |
| Adjustments still required | | | | | | | | | | | | | | | | |

Agenda Item 4

Quarterly Customer Service report for the period July to September 2009

Highlights of the last quarter

- All customer service targets met
- Benefits services launched with high take up in St Neots and St Ives
- Customer Excellence awarded to Ramsey CIC and Yaxley CIC
- Continued very high levels of customer satisfaction; 100% for face to face locations and 99% for Call Centre
- Complaint level as measured at Call Centre reduced to 0.8% (previous quarter 1.2%)

Issues for next period

- Staffing issues at Huntingdon CSC beginning to effect queue times

Risks

- Targets may be missed in Huntingdon CSC while Housing training being carried out
- Loss of goodwill of CS staff to continue working shorter lunches etc therefore affecting service provision

Budget Position – 2009/10

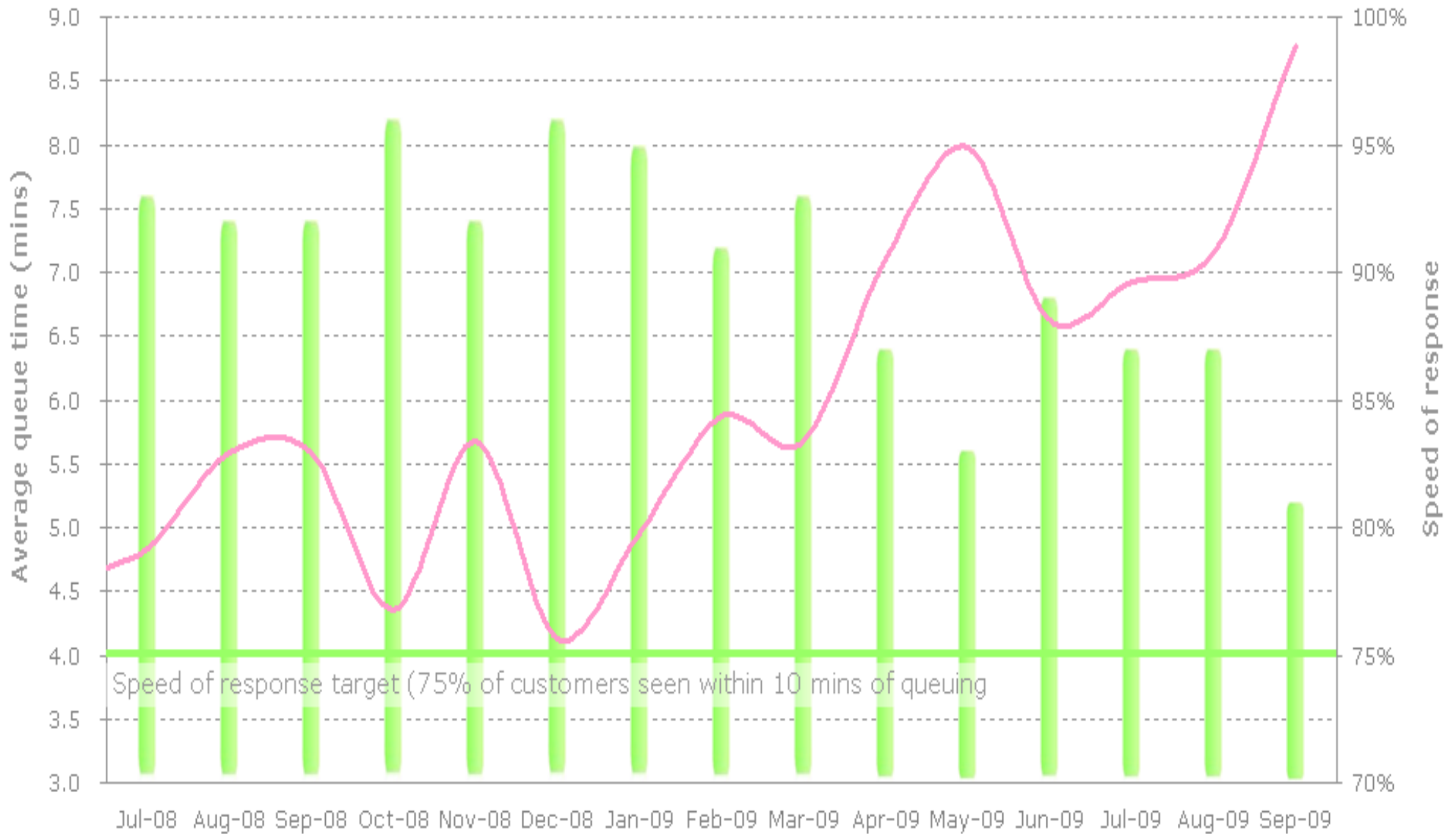
Budgets for Customer Services are, as a whole, on target, with efficiency savings being used for unplanned expenditure.

I can verify the accuracy of the data used in the compilation of the performance report and the data has been collected in accordance with the procedures identified in our data measure template, where appropriate.

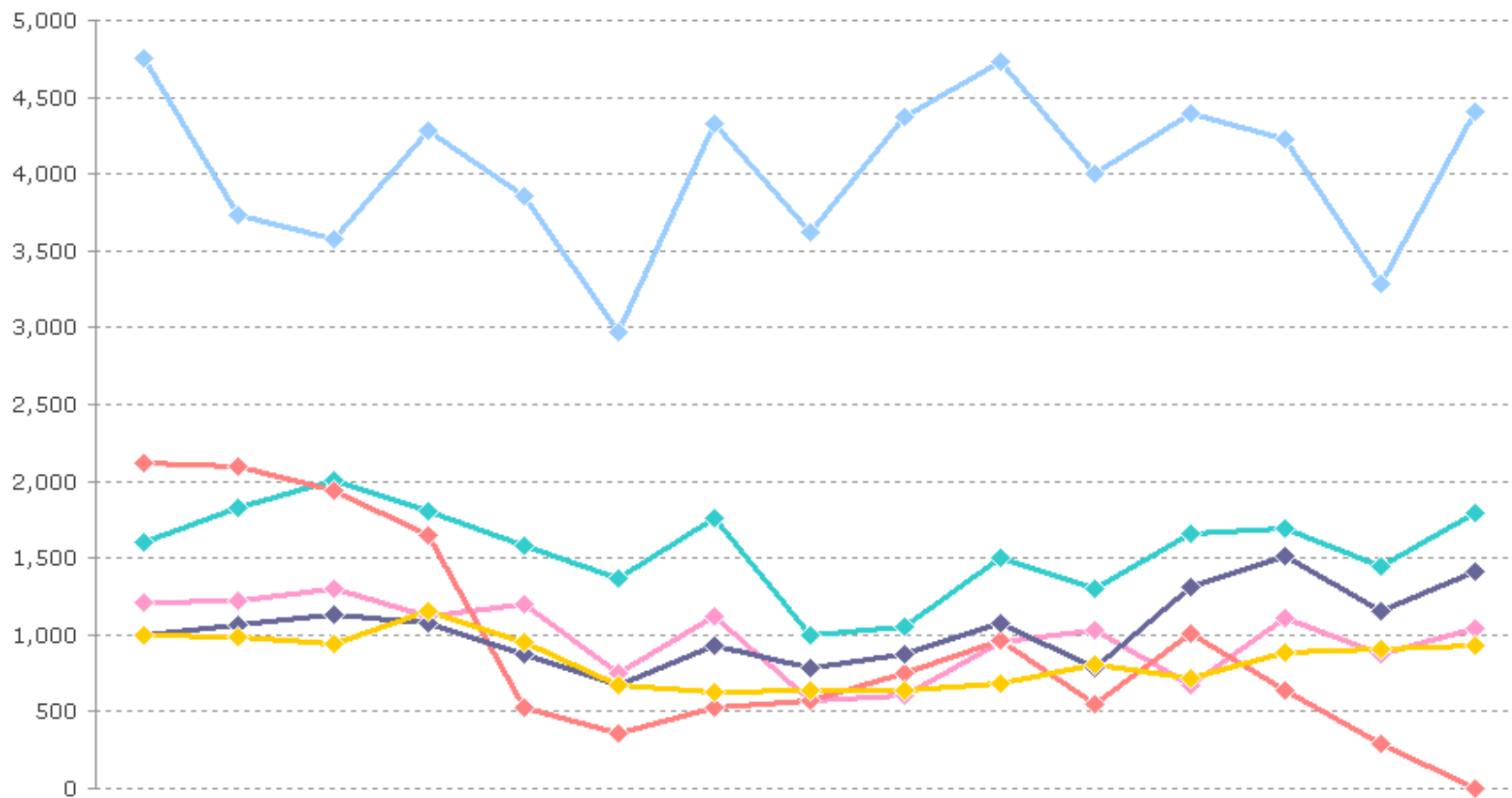
Huntingdon Customer Service Centre Queue performance 2008/2009

Speed of response
Average queue time (mins)

30



Customer Service Centres' enquiries per month



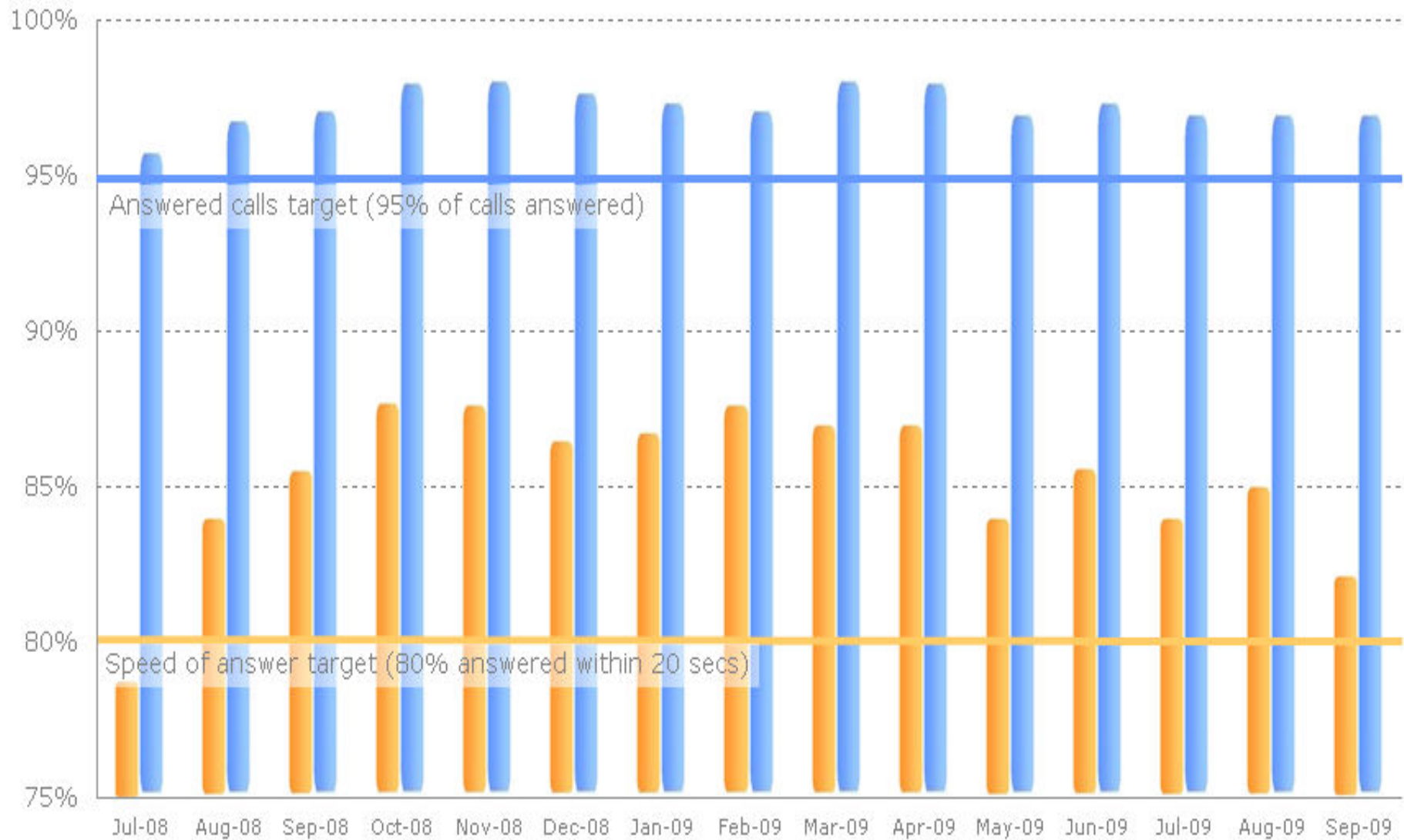
| | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Huntingdon CSC | 4,753 | 3,735 | 3,580 | 4,281 | 3,861 | 2,976 | 4,331 | 3,619 | 4,368 | 4,734 | 3,997 | 4,400 | 4,229 | 3,286 | 4,410 |
| St Ives CSC | 1,210 | 1,217 | 1,296 | 1,124 | 1,200 | 746 | 1,124 | 570 | 609 | 956 | 1,032 | 674 | 1,113 | 871 | 1,040 |
| St Neots CSC | 1,606 | 1,831 | 2,008 | 1,808 | 1,579 | 1,373 | 1,758 | 994 | 1,056 | 1,506 | 1,295 | 1,657 | 1,693 | 1,450 | 1,794 |
| St Neots TIC | 2,121 | 2,099 | 1,943 | 1,644 | 532 | 354 | 522 | 577 | 756 | 963 | 554 | 1,004 | 639 | 287 | 0 |
| Ramsey CIC | 994 | 1,063 | 1,128 | 1,080 | 870 | 676 | 934 | 782 | 879 | 1,074 | 786 | 1,315 | 1,512 | 1,152 | 1,416 |
| Yaxley CIC | 1,000 | 989 | 946 | 1,151 | 952 | 668 | 631 | 641 | 643 | 686 | 806 | 721 | 889 | 903 | 936 |

Customer Service Centres' Enquiries

| Service | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 |
|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Payment Debt | 2,702 | 2,491 | 2,706 | 2,307 | 2,375 | 2,011 | 2,555 | 869 | 698 | 2,324 | 2,066 | 1,792 | 2,069 | 1,633 | 2,137 |
| Benefits | 1,299 | 1,102 | 1,202 | 1,387 | 1,360 | 1,124 | 1,567 | 1,531 | 2,028 | 1,862 | 1,552 | 2,140 | 2,325 | 1,852 | 2,129 |
| Tourism | 2,184 | 2,136 | 2,044 | 1,944 | 461 | 409 | 422 | 490 | 610 | 771 | 533 | 866 | 642 | 328 | 245 |
| Housing | 1,349 | 1,212 | 1,177 | 1,330 | 1,270 | 794 | 1,485 | 1,113 | 1,366 | 1,239 | 1,257 | 1,105 | 1,177 | 1,017 | 1,200 |
| Other Enquiry | 933 | 799 | 843 | 960 | 890 | 695 | 876 | 714 | 870 | 879 | 797 | 766 | 623 | 495 | 802 |
| Public transpo | 874 | 1,002 | 874 | 742 | 667 | 356 | 637 | 575 | 688 | 799 | 547 | 614 | 750 | 586 | 503 |
| Partner Extern | 710 | 772 | 607 | 780 | 667 | 471 | 627 | 614 | 574 | 665 | 418 | 471 | 402 | 330 | 386 |
| Streetscene | 354 | 404 | 311 | 387 | 331 | 265 | 248 | 295 | 377 | 392 | 425 | 384 | 381 | 332 | 421 |
| Council Tax | 326 | 264 | 282 | 445 | 237 | 187 | 261 | 265 | 348 | 319 | 239 | 320 | 393 | 295 | 400 |
| Planning | 353 | 298 | 291 | 320 | 229 | 173 | 227 | 266 | 223 | 177 | 198 | 197 | 155 | 154 | 155 |
| Equipment use | 267 | 198 | 248 | 234 | 225 | 133 | 156 | 191 | 251 | 222 | 210 | 742 | 723 | 611 | 854 |
| Leisure | 139 | 76 | 95 | 84 | 64 | 31 | 58 | 46 | 62 | 71 | 71 | 43 | 44 | 15 | 24 |
| Employment | 109 | 101 | 142 | 86 | 109 | 62 | 91 | 109 | 124 | 104 | 77 | 204 | 230 | 199 | 157 |
| Vehicle | 36 | 38 | 39 | 63 | 80 | 45 | 61 | 70 | 66 | 67 | 54 | 69 | 99 | 62 | 128 |
| Older Person | 23 | 19 | 17 | 14 | 17 | 25 | 21 | 16 | 16 | 13 | 12 | 38 | 29 | 23 | 29 |
| Younger Perso | 26 | 22 | 23 | 5 | 12 | 12 | 8 | 19 | 10 | 15 | 14 | 20 | 33 | 17 | 26 |
| | 11,684 | 10,934 | 10,901 | 11,088 | 8,994 | 6,793 | 9,300 | 7,183 | 8,311 | 9,919 | 8,470 | 9,771 | 10,075 | 7,949 | 9,596 |

Call Centre Call performance 2008/2009

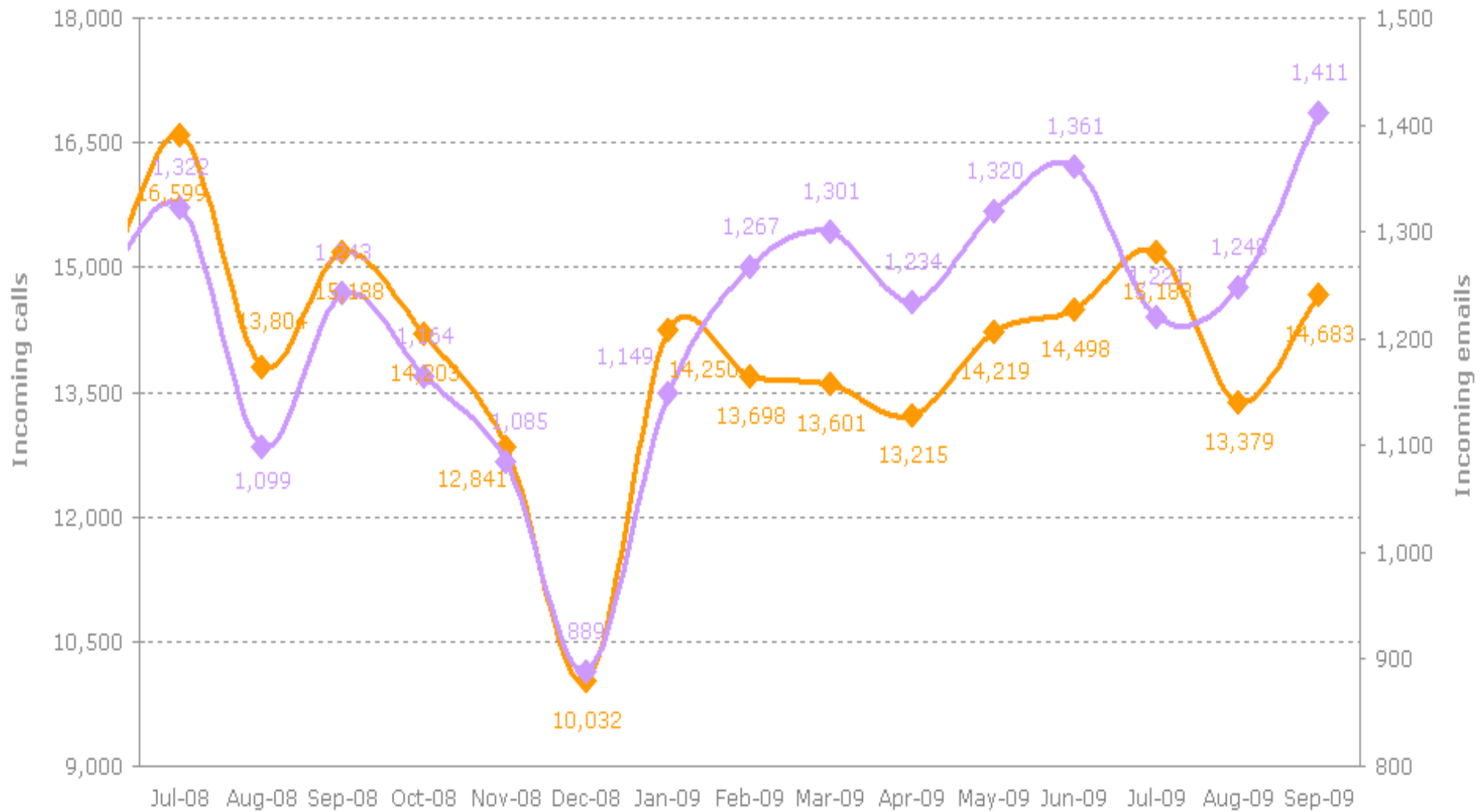
Speed of answer
Answered calls



Call Centre Incoming calls & emails 2008/2009

◆ Incoming calls
◆ Emails

34
















Call Centre Enquiries










| Complaints | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Last 12 mths |
|------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|
| Streetscene | 51 | 59 | 43 | 22 | 32 | 20 | 32 | 28 | 35 | 33 | 28 | 47 | 29 | 24 | 27 | 357 |
| Other Enquiry | 8 | 4 | 9 | 1 | 3 | 3 | 3 | 3 | 4 | 4 | 2 | 3 | 0 | 0 | 0 | 26 |
| Formal Complaint | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 4 | 1 | 1 | 10 |
| Total | 59 | 64 | 52 | 24 | 35 | 23 | 35 | 34 | 39 | 37 | 30 | 50 | 33 | 25 | 28 | 393 |


| Information requests | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Last 12 mths |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| Other Enquiry | 1,180 | 735 | 1,168 | 1,233 | 1,012 | 965 | 1,253 | 1,403 | 1,425 | 1,211 | 984 | 1,235 | 1,116 | 899 | 1,100 | 13,836 |
| Streetscene | 1,002 | 689 | 698 | 730 | 586 | 799 | 918 | 923 | 747 | 600 | 599 | 584 | 600 | 587 | 654 | 8,327 |
| Benefits | 99 | 101 | 160 | 141 | 148 | 156 | 215 | 232 | 298 | 254 | 165 | 207 | 234 | 193 | 264 | 2,507 |
| Planning | 115 | 95 | 142 | 163 | 125 | 80 | 175 | 175 | 184 | 116 | 122 | 178 | 149 | 124 | 147 | 1,738 |
| Housing | 57 | 27 | 40 | 27 | 26 | 70 | 55 | 41 | 47 | 34 | 234 | 325 | 279 | 249 | 327 | 1,714 |
| Council Tax | 93 | 56 | 64 | 55 | 125 | 108 | 132 | 130 | 135 | 94 | 133 | 101 | 164 | 54 | 159 | 1,390 |
| Environmental health | 105 | 68 | 74 | 97 | 75 | 59 | 80 | 71 | 53 | 74 | 84 | 118 | 193 | 173 | 83 | 1,160 |
| Electoral registration | 17 | 67 | 49 | 126 | 49 | 29 | 24 | 35 | 72 | 60 | 223 | 124 | 46 | 46 | 209 | 1,043 |
| Payment Debt | 61 | 39 | 48 | 58 | 64 | 65 | 81 | 93 | 65 | 40 | 61 | 57 | 64 | 48 | 106 | 802 |
| Tourism | 144 | 123 | 79 | 75 | 65 | 37 | 66 | 67 | 48 | 45 | 41 | 44 | 89 | 48 | 89 | 714 |
| Energy efficiency | 0 | 0 | 0 | 0 | 4 | 39 | 47 | 31 | 24 | 20 | 9 | 24 | 38 | 15 | 24 | 275 |
| Public transport | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 47 | 43 | 66 | 166 |
| Change of details | 0 | 0 | 0 | 0 | 0 | 2 | 4 | 7 | 3 | 6 | 1 | 0 | 1 | 0 | 0 | 24 |
| Formal Complaint | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| Total | 2,873 | 2,001 | 2,522 | 2,705 | 2,279 | 2,409 | 3,050 | 3,208 | 3,104 | 2,554 | 2,656 | 3,007 | 3,020 | 2,479 | 3,228 | 33,699 |

| Service requests | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Last 12 mths |
|------------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| Payment Debt | 2,083 | 1,588 | 2,011 | 1,815 | 1,914 | 1,698 | 2,290 | 1,150 | 1,145 | 1,526 | 1,827 | 1,571 | 1,911 | 1,376 | 1,884 | 20,107 |
| Streetscene | 1,991 | 1,439 | 1,404 | 1,348 | 1,175 | 1,019 | 1,250 | 1,210 | 1,250 | 1,273 | 1,169 | 1,285 | 1,361 | 1,312 | 1,349 | 15,001 |
| Environmental health | 217 | 131 | 88 | 106 | 98 | 79 | 71 | 61 | 75 | 74 | 70 | 140 | 299 | 234 | 90 | 1,397 |
| Change of details | 55 | 50 | 61 | 85 | 67 | 69 | 80 | 66 | 94 | 80 | 124 | 101 | 137 | 134 | 149 | 1,186 |
| Housing | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 93 | 157 | 165 | 147 | 141 | 703 |
| Electoral registration | 19 | 27 | 27 | 25 | 14 | 22 | 38 | 32 | 51 | 48 | 111 | 61 | 30 | 11 | 6 | 449 |
| Tourism | 38 | 46 | 30 | 25 | 10 | 9 | 23 | 28 | 31 | 52 | 44 | 29 | 20 | 18 | 24 | 313 |
| Other Enquiry | 25 | 28 | 25 | 21 | 12 | 16 | 18 | 21 | 23 | 17 | 10 | 11 | 11 | 9 | 8 | 177 |
| Planning | 20 | 12 | 13 | 20 | 11 | 8 | 10 | 13 | 19 | 15 | 9 | 12 | 15 | 16 | 18 | 166 |
| Formal Complaint | 1 | 2 | 1 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 1 | 0 | 2 | 0 | 0 | 8 |
| Benefits | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 4,449 | 3,323 | 3,660 | 3,445 | 3,301 | 2,920 | 3,781 | 2,582 | 2,690 | 3,086 | 3,458 | 3,367 | 3,951 | 3,257 | 3,669 | 39,507 |
| Grand total | 7,381 | 5,388 | 6,234 | 6,174 | 5,615 | 5,352 | 6,866 | 5,824 | 5,833 | 5,677 | 6,144 | 6,424 | 7,004 | 5,761 | 6,925 | 73,599 |

Service Plan Summary Status

| Action | | Target date | Status |
|-----------------------|---|-------------|--|
| Customer Satisfaction | Measure customer satisfaction across all Customer Services' sites on a consistent basis, providing feedback to Advisors & service departments | Ongoing |  Last surveys with scores... Call Centre Sep-09 ... satisfaction 98.8% Customer Service Centres Sep-2009 ... satisfaction 100% |
| | Measure internal customer satisfaction | Ongoing |  Last surveys with scores... Call Centre Mar-09... satisfaction 95.3% Customer Service Centres Sep-08... satisfaction 97.7% Customer Service Centres to be measured again Oct-09 |
| | Benchmark Customer Service performance against other District Councils | Sep-09 |  |
| | Improve the way HDC's annual survey is conducted to obtain information to identify areas of strength & development areas | Jun-09 |  Completed... agreed to use the customer satisfaction results obtained by Customer Services. |
| Employee Satisfaction | Measure employee satisfaction across all Customer Services' sites, publish results and maintain score above 75% satisfaction | Ongoing |  Last survey with score... Call Centre/Ramsey/Yaxley Jun-09... satisfaction 81% Huntingdon/St Ives/St Neots Jun-09... satisfaction 81% |
| Mystery Shopper | Compare performance against partners; provide customer advisors with personal benchmarks & give them experience of how partners handle calls | Ongoing |  Reviewing up to date results at present, scored 87% good, 10% average, 3% below average |
| Quality Measures | Measure quality of work across all Customer Services' sites | Ongoing |  Now ongoing for all Customer Service locations. |
| Forecast | Forecast resource requirements across all Customer Services' locations | Ongoing |  Call Centre last forecast update Jul-09 Customer Service Centres' updated Sep-09, with exception of Huntingdon CSC being updated for Oct-09 |
| Recruitment/ Training | Organise team building event | Feb-10 |  |
| | Train all face to face staff in Housing services | Sep-09 |  Now planned for Nov/Dec 09 |
| | Investigate benefits of using CRM in CSCs; if beneficial carry out training | Dec-09 |  |
| | Train CSC staff to use & update WIKI site | Dec-09 |  |
| | Introduce further services into Customer Services | Dec-09 |  Next potential services are being looked into for implementation by the end of 2009, currently Leisure bookings, Council Tax and Benefits being analysed |

| Action | | Target date | Status |
|------------------------------|---|-------------|--|
| Effective Communication | Re-launch the Customer Service Co-ordinators' meeting | Jun-09 |  Co-ordinators' meetings now replaced with service meetings with relevant HoS/AM to promote Customer Services; first meeting scheduled Oct-09 with Julia Barber |
| | Meet with departmental managers | Oct-09 |  Meetings arranged with Revenues (Oct 09), Central services (Nov 09) and Operations (Dec 09) |
| Customer Service Performance | Push performance information out to suitable audience | Ongoing |  This quarterly report is most recent example |
| | Ensure contingency plans are in place & tested across all sites | Ongoing |  Call Centre... plans are in place but untested, meeting 20-Oct with NTL to progress CSCs... under development |
| Charter Mark | Gain Charter Mark (now known as Customer Service Excellence) status for... | |  |
| | Huntingdon/St Ives/St Neots | Dec-10 | |
| | Ramsey/Yaxley | Jun-09 | Achieved Sep-09. |
| Budget | Call Centre (re-assessment to retain) | Dec-10 | |
| | Review budget monthly | Ongoing |  Last reviewed Sep-09 |
| | Keep log of staff covering at Ramsey & Yaxley to establish true running costs | Ongoing |  Up to date as at September-09 |
| Customer Service locations | Increase range of services at St Ives & St Neots | Jul-09 |  Customer postcode & house number captured to help understand visitor profiles. Mapping completed. St Ives has Benefits service each Monday. An official launch of newly renovated offices took place on 22 June 09. Offices are now DDA complaint with friendly open plan layout. St Neots office now incorporates the former tourism service that was based at the Museum. The office is now open plan and an enhanced benefit service will start on Mondays from Nov 09. |
| Website/Kiosks | Develop the website/web based services so more customer friendly | Oct-09 |  Customer Focus meetings arranged for next 3 months which will include Web services |

| Action | | Target date | Status |
|----------------------|---|-------------|--|
| | | | Action plan to encourage take-up of online payments developed. |
| Equality & Diversity | Create a database to capture any incidents where customers feel they have been treated unfairly to share this with the steering group | Ongoing |  Database kept at Call Centre |

Efficiency savings within Customer Services

Savings

Housing services incoming call levels four times what was planned for at Call Centre

Processing & administration of bus passes, up to 100 per week

Administering all room bookings at Centenary House, typically 50 per week

Issuing visitors passes & receiving visitors on behalf of PFH staff

St Ives & St Neots CSCs dealing with basic Benefits enquiries

No Benefits assessor available in Huntingdon CSC since May-09

Payments now taken at all locations

Council Tax enquiries handled at Ramsey & Yaxley CSCs

NI14 data capture & analysis

Increased work issuing extra season parking permits due to change in car parking strategy, extra 260 issued

Increased Benefits & Housing enquiries from recession, increased up to 40% over previous period last year

Work with other department to implement new parking and permit systems

Merge Tourism function from the Museum into the CSC in St Neots

Integration of the bus pass database with the GIS system

Ramsey & Yaxley CICs now offer Housing services, consistent with the Call Centre

Mystery shopping carried out for Leisure Services as part of business plan to support possibility of taking on new service, 50 calls completed

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FORWARD PLAN OF KEY DECISIONS

Prepared by Councillor I C Bates
Date of Publication: 22 October 2009
For Period: 1 November 2009 to 28 February 2010

Membership of the Cabinet is as follows:-

| | | |
|--------------------------|---|---|
| Councillor I C Bates | - Leader of the Council | 4 Church End Hilton Huntingdon PE28 9NJ Tel: 01480 830250 E-mail: Ian.Bates@huntsdc.gov.uk |
| Councillor L M Simpson | - Deputy Leader of the Council with Special Responsibility for HQ/Accommodation | 45 Devoke Close Stukeley Meadows Huntingdon Cambs PE29 6XE Tel: 01480 388946 E-mail: Mike.Simpson@huntsdc.gov.uk |
| Councillor K J Churchill | - Executive Councillor for Housing and Public Health | 51 Gordon Road Little Paxton St Neots PE19 6NJ Tel: 01480 352040 E-mail: Ken.Churchill@huntsdc.gov.uk |
| Councillor D B Dew | - Executive Councillor for Planning Strategy and Transport | 4 Weir Road Hemingford Grey Huntingdon PE28 9EH Tel: 01480 469814 E-mail: Douglas.Dew@huntsdc.gov.uk |
| Councillor J A Gray | - Executive Councillor for Environment and Information Technology | Shufflewick Cottage Station Row Tilbrook PE28 0JY Tel: 01480 861941 E-mail: JG@novae.com |

| | | |
|-----------------------------|---|--|
| Councillor C R Hyams | - Executive Councillor for Operational and Countryside Services | 22 Bluegate Godmanchester Huntingdon Cambs PE29 2EZ Tel: 01480 388968 E-mail: Colin.Hyams@huntsdc.gov.uk |
| Councillor A Hansard | - Executive Councillor for Resources and Policy | 78 Potton Road Eynesbury St Neots PE19 2NN Tel: 01480 388942 E-mail: Andrew.Hansard@huntsdc.gov.uk |
| Councillor Mrs D C Reynolds | - Executive Councillor for Leisure | 17 Virginia Way St Ives PE27 6SQ Tel: 01480 388935 E-mail: Deborah.Reynolds@huntsdc.gov.uk |
| Councillor T V Rogers | - Executive Councillor for Finance | Honeysuckle Cottage 34 Meadow Lane Earith Huntingdon PE28 3QE Tel: 01487 840477 E-mail: Terence.Rogers@huntsdc.gov.uk |

Any person who wishes to make representations to the decision maker about a decision which is to be made may do so by contacting Mrs Helen Taylor, Senior Democratic Services Officer on 01480 388008 or E-mail: Helen.Taylor@huntsdc.gov.uk not less than 14 days prior to the date when the decision is to be made.

The documents available may be obtained by contacting the relevant officer shown in this plan who will be responsible for preparing the final report to be submitted to the decision maker on the matter in relation to which the decision is to be made. Similarly any enquiries as to the subject or matter to be tabled for decision or on the availability of supporting information or documentation should be directed to the relevant officer.

Roy Reeves
Head of Administration

Notes:- (i) Additions/significant changes from the previous Forward are annotated ***

(ii) For information about how representations about the above decisions may be made please see the Council's Petitions Procedure at <http://www.huntsdc.gov.uk/NR/rdonlyres/3F6CFE28-C5F0-4BA0-9BF2-76EBAE06C89D/0/Petitionsleaflet.pdf> or telephone 01480 388006

| Subject/Matter for Decision | Decision/ recommendation to be made by | Date decision to be taken | Documents Available | How relevant Officer can be contacted | Consultation | Relevant Executive Councillor | Relevant Overview & Scrutiny Panel |
|---|--|---------------------------|--|---|---|-------------------------------|---|
| Car Parking Review*** | Cabinet | 19 Nov 2009 | Recommendations from Working Party | Richard Probyn, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Richard.Probyn@huntsdc.gov.uk | Approve for revised orders consultation | D B Dew | Environmental Well-Being |
| 1010 Climate Change Campaign*** | Cabinet | 19 Nov 2009 | 1010 Climate Change Campaign Document | Chris Jablonski, Environment Team Leader Tel No 01480 388368 or e-mail Chris.Jablonski@huntsdc.gov.uk | | J A Gray | Environmental Well-Being |
| Covert Surveillance Policy Review | Cabinet | 19 Nov 2009 | Existing Policy Legislation | Wayland Smalley, Solicitor Tel No 01480 388022 or email Wayland.Smalley@huntsdc.gov.uk | Internal Steering Group | A Hansard | Economic Well-being |
| Land Adjacent to - the Grand Cinema, Ramsey | Cabinet | 19 Nov 2009 | Report to Cabinet - 7th June 2007 | Keith Phillips, Estates and Property Manager Tel No 01480 388260 or email Keith.Phillips@huntsdc.gov.uk | | A Hansard | Economic Well-being |
| County Wide and Integrated Development Programme and Tariff | Cabinet | 19 Nov 2009 | Local Investment Framework | Richard Probyn, Planning Service Manager (Policy) Tel No. 01480 388430 or email Richard.Probyn@huntsdc.gov.uk | Approve for consultation | D B Dew | Environmental Well-being |
| Draft MTP | Cabinet | 19 Nov 2009 | Financial Strategy - Previous Year's Budget Report - Various Annexes | Steve Couper, Head of Financial Services Tel No. 01480 388103 or email - Steve.Couper@huntsdc.gov.uk | Overview and Scrutiny (Economic Well-Being) | T V Rogers | Overview and Scrutiny (Economic Well-Being) |

| Subject/Matter for Decision | Decision/ recommendation to be made by | Date decision to be taken | Documents Available | How relevant Officer can be contacted | Consultation | Relevant Executive Councillor | Relevant Overview & Scrutiny Panel |
|--|--|---------------------------|---|---|--------------------------------------|-------------------------------|------------------------------------|
| The RSS Review Statutory Consultation Response | Cabinet | 19 Nov 2009 | The Adopted RSS - The RSS Review Background Papers | Steve Ingram, Head of Planning Services Tel No. 01480 388400 or email Steve.Ingram@huntsdc.gov.uk | Approve HDC response to EERA. | D B Dew | Environmental Well-Being |
| Huntingdon West Area Action Plan Submission Document | Cabinet | 19 Nov 2009 | Huntingdon West Area Action Plan Preferred Approach & Results of Consultation | Steve Ingram, Head of Planning Services Tel No. 01480 388400 or email Steve.Ingram@huntsdc.gov.uk | Approve for consultation. | D B Dew | Environmental Well-Being |
| A14 Statutory Orders Consultations | Cabinet | 19 Dec 2009 | None. | Richard Probyn, Planning Service Manager (Policy) Tel No 01480 388430 or email Richard.Probyn@huntsdc.gov.uk | Endorse HDC's position on the orders | D B Dew | Environmental Well-being |
| Transit sites for Gypsies and Travellers | Cabinet | 19 Nov 2009 | East of England RSS Gypsy and Traveller Review | Steve Ingram, Head of Planning Services Tel No 01480 388400 or e-mail Steve.Ingram@huntsdc.gov.uk | None - decide on action | D B Dew | Environmental Well-Being |
| Development Management Submission Document | Cabinet | 21 Jan 2010 | Preferred Option Document | Richard Probyn, Planning Service Manager (Policy) Tel No. 01480 388430 or email Richard.Probyn@huntsdc.gov.uk | Approve for public consultation | D B Dew | Environmental Well-being |
| Draft Planning Contributions Supplementary Planning Document | Cabinet | 21 Jan 2010 | Huntingdonshire Development Plans | Richard Probyn, Planning Service Manager (Policy) Tel No 01480 388430 or email Richard.Probyn@huntsdc.gov.uk | Approve for Consultation | D B Dew | Environmental Well-being |

| Subject/Matter for Decision | Decision/ recommendation to be made by | Date decision to be taken | Documents Available | How relevant Officer can be contacted | Consultation | Relevant Executive Councillor | Relevant Overview & Scrutiny Panel |
|--|--|---------------------------|---|---|---------------------------|-------------------------------|------------------------------------|
| Development Brief Old Fire Station, St. Neots*** | Cabinet | 17 Dec 2009 | Previous urban design framework | Richard Probyn, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Richard.Probyn@huntsdc.gov.uk | Adopt as interim Guidance | D B Dew | Environmental Well-Being |
| Development Brief Chequers Court, Huntingdon*** | Cabinet | 17 Dec 2009 | Previous urban design framework | Richard Probyn, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Richard.Probyn@huntsdc.gov.uk | Adopt as Interim Guidance | D B Dew | Environmental Well-Being |
| St. Neots Health Check (Final)*** | Cabinet | 17 Dec 2009 | Reports from workshops undertaken | Richard Probyn, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Richard.Probyn@huntsdc.gov.uk | None - to note | D B Dew | Environmental Well-Being |
| Asset Management Plan | Cabinet | 17 Dec 2009 | Previous Cabinet Reports | Keith Phillips, Estates and Property Manager Tel No. 01480 388260 or email - Keith.Phillips@huntsdc.gov.uk | | A Hansard | Economic Well-being |
| Older Persons Housing Strategy Update | Cabinet | 17 Dec 2009 | Housing Strategy 2006-11. Ageing Well, Housing, Health and Social Care Strategy for Older People. Lifetime Homes, Lifetime Neighbourhoods, A National Strategy for Housing in an Ageing Society, CLG, DWP, and DH, March 2008 | Jo Emmerton, Housing Strategy Manager Tel No. 01480 388203 or email - Jo.Emmerton@huntsdc.gov.uk | | K J Churchill | Social Well-Being |

| Subject/Matter for Decision | Decision/ recommendation to be made by | Date decision to be taken | Documents Available | How relevant Officer can be contacted | Consultation | Relevant Executive Councillor | Relevant Overview & Scrutiny Panel |
|--|--|---------------------------|--|---|---|-------------------------------|------------------------------------|
| St. Ivo Leisure Centre - Proposal for Development | Cabinet | 17 Dec 2009 | None | Simon Bell, General Manager, Leisure Centres Tel No. 01480 388049 or email Simon.Bell@huntsdc.gov.uk | | Mrs D C Reynolds | Social Well-being |
| Strategic Housing Land Availability Assessment (SHLAA)*** | Cabinet | 21 Jan 2010 | Previous SHLAA | Richard Probyn, Planning Service Manager (Policy) Tel No 01480 388430 or e-mail Richard.Probyn@huntsdc.gov.uk | Approve findings for consultations as preferred options | D B Dew | Environmental Well-Being |
| Former Fire Station and Waste Recycling Site, Huntingdon Street, St. Neots | Cabinet | 21 Jan 2010 | Development Brief and Marketing Information (in preparation) | Keith Phillips, Estates and Property Manager Tel No. 01480 388260 or email Keith.Phillips@huntsdc.gov.uk | Ward Councillors. | A Hansard | Economic Well-Being |
| Preferred Site Options Gypsy and Travellers Development Plan Document | Cabinet | 21 Jan 2010 | Issues and Options Paper | Richard Probyn, Planning Service Manager (Policy) Tel No. 01480 388430 or email Richard.Probyn@huntsdc.gov.uk | Approve for public consultation | D B Dew | Environmental Well-being |
| Budget and MTP** | Cabinet | 11 Feb 2010 | Draft MTP - Previous Year's Budget Report - Various Annexes | Steve Couper, Head of Financial Services Tel No 01480 388103 or email Steve.Couper@huntsdc.gov.uk | Overview and Scrutiny (Economic Well-Being) 4/02/10 | T V Rogers | Executive Councillor for Finance |
| Treasury Management Strategy and Prudential Indicators*** | Cabinet | 11 Feb 2010 | Previous Year's Strategy | Steve Couper, Head of Financial Services Tel No 01480 388103 or email Steve.Couper@huntsdc.gov.uk | Overview and Scrutiny (Economic Well-Being) 4/02/10 | T V Rogers | Executive Councillor for Finance |

| Subject/Matter for Decision | Decision/ recommendation to be made by | Date decision to be taken | Documents Available | How relevant Officer can be contacted | Consultation | Relevant Executive Councillor | Relevant Overview & Scrutiny Panel |
|-----------------------------|--|---------------------------|---------------------|---------------------------------------|--------------|-------------------------------|------------------------------------|
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| Panel Date | Decision | Action | Response | Date For Future Action |
|-----------------|--|---|---|------------------------|
| 13/05/09 | <p><u>Grant Aid</u></p> <p>This item was transferred over from the former Overview and Scrutiny Panel (Service Delivery). A Working Group was established, comprising Councillors Mrs M Banerjee, P G Mitchell and J S Watt, to consider all capital and revenue grant aid schemes administered by the Council. The Working Group's final report has been endorsed for submission to the Cabinet.</p> | Final report submitted to Cabinet on 29 th January 2009. | The Cabinet considered and concurred with the final report. In order to monitor the situation an annual report on organisations supported by grant through service level agreements is requested by the Panel | TBC |
| 13/05/09 | <p><u>Customer Services Monitoring Report</u></p> <p>This item was transferred over from the former Overview and Scrutiny Panel (Service Delivery). Quarterly performance reports to be circulated informally to the Panel (February and September each year) and formally on the Agenda (June and November each year).</p> | Report to be included on Panel Agenda in June and November. | This item appears elsewhere on the agenda | 15/11/09 |
| 13/05/09 | <p><u>Licensing Act – Impact On Night-time Economy</u></p> <p>This item was transferred over from the</p> | Report endorsed by | | |

| Panel Date | Decision | Action | Response | Date For Future Action |
|------------|--|---|----------|------------------------|
| | <p>former Overview and Scrutiny Panel (Service Support).</p> <p>Subject to an amendment to one of the recommendations, the Service Support Panel endorsed the final report for consideration by the Cabinet at their meeting on 29th January 2009.</p> <p>Agreed to re-visit the study towards the end of the year to review progress made towards achievement of the countywide action plan, the night watch project and the availability of statistics from Hinchingbrooke Hospital on alcohol related accidents and emergency treatment.</p> | <p>the Cabinet at their meeting on 29th January 2009 and requested for inclusion on Panel's future agenda.</p> | | TBA |
| | | | | |
| 13/05/09 | <p><u>Corporate Plan Working Group</u></p> <p>Councillors J Ablewhite and GSE Thorpe Have been appointed onto the Corporate Plan Working Group.</p> | <p>Quarterly performance reports to be submitted to all Overview and Scrutiny Panels in</p> | | 10/12/09 |

| Panel Date | Decision | Action | Response | Date For Future Action |
|------------|---|---|----------|------------------------|
| 10/09/09 | Questions raised regarding empty posts an upfront NDR payments by Leisure Centres | September, December, March and June of each year. Scrutiny Manager gave response received to questions raised Financial information currently being considered by Working Group. Meeting held on 21 st October 2009. Further meeting being arranged for mid-November. | | |
| 19/09/09 | <u>Local Government Act 2000 – Forward Plan</u> | | | |

| Panel Date | Decision | Action | Response | Date For Future Action |
|------------|---|--------|----------|------------------------|
| 10/09/09 | <p><u>Workplan Studies</u></p> <p>The following studies are to be prioritised and will form future studies(the first three were suggestions by the Corporate Plan Working Group following their examination of the Council's performance against its non-priority targets:</p> <ol style="list-style-type: none"> 1. Management of capital projects by the Environmental Management Section 2. The effect and cost implications of the loss of the Huntingdonshire Enterprise Agency 3. The employees Performance Development Review process 4. Tourism 5. The CreativeXchange St Neots 6. Annual report on organisations supported through service level agreements 7. Financial reports on the Leisure Centres 8. Lessons learned from the headquarters and other accommodation project 9. Industrial units at Caxton Road St Ives 10. Night time economy study (hospital's perspective) | | | TBA |

| Panel Date | Decision | Action | Response | Date For Future Action |
|------------|--|--------|----------|------------------------|
| 30/09/09 | <p><u>FUTURE PRESENTATIONS</u></p> <p>Email received from Chris Hall requesting that IMD do a presentation on the Council's new web site in January 2010.</p> | | | 14/01/10 |

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**OVERVIEW AND SCRUTINY PANELS
(SOCIAL WELL-BEING)
(ENVIRONMENTAL WELL-BEING)
(ECONOMIC WELL-BEING)**

**3RD NOVEMBER 2009
10TH NOVEMBER 2009
12TH NOVEMBER 2009**

**WORK PLAN STUDIES
(Report by the Head of Democratic and Central Services)**

1. INTRODUCTION

- 1.1 The purpose of this report is to allow Members of the Panel to review their programme of studies and to be informed of studies being undertaken by the other Overview and Scrutiny Panels.

2. STUDIES

- 2.1 The Council has a duty to improve the social, environmental and economic well-being of the District. This gives the Overview and Scrutiny Panels a wide remit to examine any issues that affect the District by conducting in-depth studies.

- 2.2 Studies are allocated according to the Council's service areas which have been identified as follows:-

Social Well-Being

Housing
Community
Leisure Centres
Operations (part)
Democratic and Central Services (part)
People, Performance and Partnerships (part)

Environmental Well-Being

Environmental and Technical Services
Planning Services
Environmental Health
Operations (part)

Economic Well-Being

Information Management
Finance
Customer Service and Call Centres
Revenues
Democratic and Central Services (part)
Law, Property and Governance
People, Performance and Partnerships (part)
HQ/Accommodation

2.3 On going studies have been allocated between the Panels accordingly:-

| STUDY | PANEL | STATUS |
|--|--------------------------|---|
| The processes involved in applying for community grant aid and the effectiveness of grant schemes. | Economic Well-Being | Annual report on those organisations supported by grants to be submitted to a future Panel meeting. |
| Provision of play facilities for young people across the District. | Social Well-Being | Working Group next due to meet with the Executive Councillor for Operational & Countryside Services on 28 th October 2009. |
| Car parking at Hinchingbrooke Hospital. | Social Well-Being | Investigations ongoing. Ms E Stubbs, representative of Cambridgeshire Link, will be attending the Panel's November meeting. |
| Tourism. | Economic Well-Being | Panel will consider looking at the wider implications of tourism. |
| The process for the determination of planning applications. | Environmental Well-Being | Investigations ongoing. |

2.4 The following have also been identified by Members as possible future studies:-

| | |
|---|--------------------------|
| Review of the incentives contained in the Council's Travel Plan. | Environmental Well-Being |
| The Council's future borrowing arrangements. | Economic Well-Being |
| Planning enforcement. | Environmental Well-Being |
| Waste disposal arrangements. | Environmental Well-Being |
| Management of capital projects by Environmental Management Section. | Economic Well-Being |
| The effect and cost implications of the loss of the Huntingdon Enterprise Agency. | Economic Well-Being |
| The employees performance development review process. | Economic Well-Being |

| | |
|--|---------------------|
| The Creative Exchange, St Neots. | Economic Well-Being |
| Annual report on organisations supported through service level agreements. | Economic Well-Being |
| Financial reports on the District Council's Leisure Centres. | Economic Well-Being |
| Lessons learned from the Headquarters and other accommodation project. | Economic Well-Being |
| Industrial Units at Caxton Road, St Ives. | Economic Well-Being |
| Night time economy study (Hospital's perspective). | Economic Well-Being |

3. RECOMMENDATION

3.1 The Panel is requested to note the progress of the studies selected.

BACKGROUND DOCUMENTS

Minutes and Reports from previous meetings of the Overview and Scrutiny Panels.

**Contact Officers: Miss H Ali, Democratic Services Officer
01480 388006**

**Mrs J Walker, Trainee Democratic Services Officer
01480 387049**

**Mrs A Jerrom, Member Development Officer
01480 388009**

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**OVERVIEW AND SCRUTINY
(ECONOMIC WELL-BEING)
STUDY TEMPLATE**

| AREA OF REVIEW | DETAILS/COMMENTS |
|--|--|
| Title of Study (name of Working Group) | Grant Aid Working Group |
| Appointing Panel | Overview and Scrutiny Panel (Economic Well-Being) Formerly Overview and Scrutiny Panel (Service Delivery) |
| Members Assigned (including date Working Group appointed) | Date Appointed: 3 rd July 2007 Councillors Mrs M Banerjee, P G Mitchell and J S Watt. In addition, former District Councillor D A Giles was appointed on to the Working Group and assisted with the investigations up until April 2008. |
| Possible Co-Options to the Group | None identified. |
| Interests Declared | None declared. |
| Rapporteur | Councillor P G Mitchell. |
| Officer Support | Miss H Ali, Democratic Services Officer, HDC Mr A Roberts, Scrutiny and Review Manager, HDC Mr S Plant, Head of Housing Services, HDC Mr F Mastrandrea, Policy and Enabling Officer, HDC Mr K Tayler, Private Sector Housing Officer, HDC Mr S Ingram, Head of Planning Services, HDC Mr R Probyn, Planning Policy Manager, HDC Mr I Leatherbarrow, Former Head of Policy and Strategic Services Dr S Lammin – Head of Environmental and Community Health Services Mr D Smith – Community Team Manager Mrs K Shaw – External Funding Officer |
| Purpose of Study / Objective (specify exactly what the study should achieve) | To undertake a review of the processes involved in applying for community grant aid and the effectiveness of grant schemes. |
| Rationale (key issues and/or reason for conducting a study) | The suggestion for the study emerged from the Panel's previous investigations into the Small Scale Environmental Improvements Scheme, where the recommendations arising from the study had been endorsed by the Cabinet and implemented by the Council. |
| Terms of Reference | As above, and additionally, the following:- <ul style="list-style-type: none"> • To identify the purpose of each scheme having regard to the Council's priority contained in Growing Success; • To investigate the criteria for assessing applicants' eligibility under each scheme; • To investigate the methods adopted to publicise the availability of grant funding; • To investigate the application process for each scheme; • To be informed of Officer/Member involvement during |

**OVERVIEW AND SCRUTINY
(ECONOMIC WELL-BEING)
STUDY TEMPLATE**

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|---|---|
| | <p>the approval process; and</p> <ul style="list-style-type: none"> To investigate external sources of funding, specifically, the level of funding attracted by the Council and the application procedure. |
| Links to Council Policies/Strategies | <p>Link to Council Aim: To Maintain Sound Finances. Link to Community Am: Developing Communities Sustainably.</p> |

| ACTION BY WORKING GROUP | |
|---|--|
| Methodology / Approach (what types of enquiries will be used to gather evidence) | Discussions with all of the Officers within the Council previously identified. |
| External/Specialist Support | N/A |
| Existing Documentation | <p>Minutes and Reports of the meeting of the Overview and Scrutiny Panel (Service Delivery) – 3rd July 2007. 2006/07 – HDC Grant Aid News Release. 2008/09 HDC Capital Grant Aid News Release. Voluntary Sector Commissioning Report – Report by the Head of Environmental and Community Health Services. HDC CAB Commissioning Agreement Document. HDC Grants Award Information – Report by the Head of Financial Services. HDC Grant Application Handbook and Application Form ~ Capital and Revenue. Listed Building / Shopmobility / Shopfront / Transportation / Home Repairs / Voluntary Grants. HDC Grant Awards Scheme. Six Month Review of Capital and Revenue Grant Aid Awards 2008/09 – Report by the Head of Environmental and Community Health Services.</p> |
| Evidence to be Obtained (e.g. witnesses, documents, site visits, consultation, research, etc) | Discussions with all Officers identified above. |
| Reference Sites | HDC Website:- www.huntsdc.gov.uk |
| Investigations | As outlined above. |
| Witnesses | <p>As above and in addition the following Councillors:-</p> <p>Councillor Mrs D C Reynolds, Executive Councillor for Housing and Public Health. Councillor T V Rogers, Executive Councillor for Finance and Environment.</p> |
| Site Visits (if necessary) (where and when) | N/A |
| Meetings of the Working Group | <p>24th October 2007. 1st February 2008. 20th March 2008. 26th March 2008.</p> |

**OVERVIEW AND SCRUTINY
(ECONOMIC WELL-BEING)
STUDY TEMPLATE**

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|--|---|
| | 9 th April 2008. 7 th May 2008. 24 th July 2008. 24 th October 2008. |
| Costs (resource requirements, additional expenditure, time) | Officer time – both to provide support and conduct research. |
| Possible Barriers to the Study (potential weaknesses) | None currently identified. |
| Projected Timescale (Start and end times) | Start: January 2009 End: July 2009. |

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**OVERVIEW AND SCRUTINY
(SOCIAL WELL-BEING)
STUDY TEMPLATE**

| AREA OF REVIEW | DETAILS/COMMENTS |
|--|---|
| Title of Study (name of Working Group) | Provision of Play Facilities Across the District Working Group |
| Appointing Panel | Overview and Scrutiny Panel (Social Well-Being) Formerly Overview and Scrutiny Panel (Service Delivery) |
| Members Assigned (including date Working Group appointed) | Date Appointed: 3 rd March 2009. Councillors J D Ablewhite and P G Mitchell. Councillors Mrs P A Jordan and R J West were later appointed onto the Working Group in June 2009. Councillor J D Ablewhite assisted with the study up until June 2009. |
| Possible Co-Options to the Group | None identified. |
| Interests Declared | Councillor P G Mitchell declared a personal interest into the study due to his involvement with the Stilton Skate Park Project. |
| Rapporteur | Councillor P G Mitchell |
| Officer Support | Miss H Ali, Democratic Services Officer, HDC Mr A Roberts, Scrutiny and Review Manager, HDC Mr R Ward – Head of Operations, HDC Mr J Craig, Service Development Manager, HDC |
| Purpose of Study / Objective (specify exactly what the study should achieve) | To investigate the provision of play facilities across the District, with a view to making recommendations on achieving an even distribution of facilities across the District and on meeting the ongoing revenue costs associated with such facilities. |
| Rationale (key issues and/or reason for conducting a study) | Raised as potential study area by Councillor P G Mitchell due to the current problems experienced at Stilton. Further information obtained from the Head of Operations and Panel concluded that due to the inconsistencies with the distribution of facilities across the District, a study should be undertaken. |
| Terms of Reference | As above. |
| Links to Council Policies/Strategies | Link to Community Aim: Developing Communities Sustainably. In particular, the objective to enable the provision of the social and strategic infrastructure to meet current and future needs. Link to Community Aim: Safe, Vibrant and Inclusive Communities. In particular the objective to reduce anti-social behaviour and ensure that people feel safe. |

**OVERVIEW AND SCRUTINY
(SOCIAL WELL-BEING)
STUDY TEMPLATE**

| ACTION BY WORKING GROUP | |
|---|--|
| Methodology / Approach (what types of enquiries will be used to gather evidence) | Information from the Head of Operations. |
| External/Specialist Support | N/A |
| Existing Documentation | Provision of Leisure Facilities for Young People – Report by the Head of Operations. Minutes of the meeting of the Overview and Scrutiny Panel (Service Delivery) – 3 rd March 2009. |
| Evidence to be Obtained (e.g. witnesses, documents, site visits, consultation, research, etc) | Further discussions with the Head of Operations and Executive Councillor for Operational & Countryside Services. |
| Reference Sites | N/A |
| Investigations | As outlined above. |
| Witnesses | Mr R Ward, Head of Operations Mr J Craig, Service Development Manager Councillor C R Hyams, Executive Councillor for Operational and Countryside Services. |
| Site Visits (if necessary) (where and when) | None currently identified. |
| Meetings of the Working Group | First meeting held 30 th April 2009. Second meeting held on 13 th August 2009. Third meeting held 28 th October 2009. |
| Costs (resource requirements, additional expenditure, time) | Officer time – both to provide support and conduct research. |
| Possible Barriers to the Study (potential weaknesses) | None currently identified. |
| Projected Timescale (Start and end times) | Start: March 2009 End: Unknown. |

| AREA OF REVIEW | DETAILS/COMMENTS |
|--|--|
| Title of Study (name of Working Group) | Development Management Process Working Group. |
| Appointing Panel | Overview and Scrutiny (Environmental Well-Being) Panel. |
| Members Assigned (including date Working Group appointed) | Councillors M G Baker, P Godley, M F Newman and J S Watt. Appointed by the Panel on 14 th July 2009. |
| Possible Co-Options to the Group | TBC |
| Interests Declared | None received. |
| Rapporteur | Councillor M G Baker |
| Officer Support | Roy Reeves, Head of Democratic and Central Services Jessica Walker, Trainee Democratic Services Officer |
| Purpose of Study / Objective (specify exactly what the study should achieve) | To investigate the process for the determination of planning applications and make recommendations where appropriate. |
| Rationale (key issues and/or reason for conducting a study) | Anecdotal evidence from Members of public concern over the pre-decision planning process. |
| Terms of Reference | The review will concentrate on the process leading to the determination of planning applications, not the decision making process itself or the merits of decisions. The intention will be to look at the practices and procedures from first enquiry by potential applicants to the preparation of an officer's final report and recommendations, involving pre-application advice, public consultation, plans and amendments, duration of the process and other related matters. |
| Links to Council Policies/Strategies | Link to Corporate Plan – To improve our systems and practices. |

| | |
|---|--|
| Methodology / Approach (what types of enquiries will be used to gather evidence) | Examination of available data; Interviews; Surveys. |
| External/Specialist Support | TBC |
| Existing Documentation | To be determined. |
| Evidence to be Obtained (e.g. witnesses, documents, site visits, consultation, research, etc) | Evidence to be obtained by the Democratic Services team, together with information from the Planning Division. Possible survey of sample of applicants. Consultation with Town and Parish Councils. Customer feedback & ombudsman investigations (if any). Comparison of processes with other authorities. Website Comparisons. Performance against Government Indicators. Availability of best practice advice and guidance. Cost effectiveness of process. |

| | |
|---|---|
| Reference Sites | Comparable local authorities. |
| Investigations | To be undertaken by officers supporting the Working Group. |
| Witnesses | Planning officers. Chairman of Development Management Panel. |
| Site Visits (if necessary) (where and when) | Likely to be unnecessary. |
| Meetings of the Working Group | Meetings held on Thursday August 6 th , Thursday September 10 th , Thursday 8 th October and Thursday 29 th October. Future meetings scheduled for Thursday 12 th November, Thursday 3 rd December and Thursday 17 th December. |
| Costs (resource requirements, additional expenditure, time) | Officer time – both to provide support and to conduct research. |
| Possible Barriers to the Study (potential weaknesses) | None known at this stage. |
| Projected Timescale (Start and end times) | Start – July 2009 Completion of study expected December 2009. |

Decision Digest

Edition 98

Monthly summary of the decisions taken at meetings of the Council, Cabinet, Overview & Scrutiny and other Panels for the period 5th October – 27th October 2009.

THE PLACE SURVEY

The Overview and Scrutiny Panels have received a presentation on the findings of The Place Survey which is designed to capture local people's views, experiences and perceptions about the area in which they live. The form of the Survey in terms of its timing and the questions asked are closely prescribed by the Department for Communities and Local Government.

The Panels have noted that for a majority of National Indicators, Huntingdonshire exceeds the figures for both the County and for the National context. Attention has been drawn to areas identified by respondents as having the most need of improvement in Huntingdonshire, namely activities for teenagers, road and pavement repairs, public transport, traffic congestion and shopping facilities. In acknowledging the limits of the information presented on the improvement areas, the Panels have noted plans to obtain further qualitative data in these areas through a series of focus groups. All Overview and Scrutiny Panels will consider a report on the findings from the focus groups in three months time.

The Environmental Well-Being Panel has specifically requested for the results to be broken down to ward level in relation to activities for teenagers and public transport as well as the

percentage of people who agreed they can influence decisions in their locality.

The Economic Well-Being Panel has identified the need for better shopping facilities as a potential study area and a scoping report to this effect has been requested.

REVIEW OF ONLINE PETITIONS

The Overview and Scrutiny Panel (Social Well-Being) has been acquainted with details of online petitions received since the facility was introduced to the Council's website via the Modern.Gov software system in July 2008. Whilst it has been evident that the launch of the facility generated initial interest in the use of online petitions, the Panel has registered concern at the low level of use of the facility. Nevertheless, Members are of the view that it will become a more popular method of public engagement in the future. In the meantime, it has been suggested that online petitions might be used proactively by the Council for consultation purposes. The feasibility of this is to be investigated.

APPOINTMENT OF CO-OPTED MEMBERS TO THE OVERVIEW AND SCRUTINY PANELS

The Overview and Scrutiny Panels have been acquainted with progress towards the appointment of independent Members to the Overview and Scrutiny Panels. Having noted the

terms of a Scheme of Co-option, the Head of Democratic and Central Services has been authorised to convene an Appointments Panel for each of the Overview and Scrutiny Panels. A programme of publicity designed to generate expressions of interest in joining the Panels from members of the public is currently being undertaken.

PROVISION OF PLAY FACILITIES FOR YOUNG PEOPLE

The Provision of Play Facilities Working Group has submitted preliminary findings on its work to the Overview and Scrutiny Panel (Social Well-Being). The Working Group was previously tasked with making recommendations on achieving an even distribution of play facilities across the District and on how the ongoing revenue costs associated with such facilities might be met.

The Panel has considered a number of options identified by the Working Group, which might achieve the study's objectives. The Working Group has been requested to meet with the Executive Councillor for Operational and Countryside Services to discuss them before proceeding further with the study.

HUNTINGDON TOWN HALL – THE WAY FORWARD

The Cabinet and the Overview and Scrutiny Panel (Economic Well-Being) have been acquainted with the conclusions reached by E W Consultancy Ltd following investigations into the future use of Huntingdon Town Hall.

The Overview and Scrutiny Panel (Environmental Well-Being) have concurred with the suggestion that the Town Hall should be used for public

good but, at the same time, generate revenue to meet the ongoing cost of maintenance. In noting the financial implications of the proposals, potential sources of funding and possible transfer of the building to a Building Preservation Trust, the Panel has raised the possibility of a potential transfer of the Town Hall to Huntingdon Town Council in the form of an asset swap.

In considering the proposals put forward by E W Consultancy Ltd, the financial implications and the deliberations of the Overview and Scrutiny Panel (Economic Well-Being) the Cabinet has-

- ◆ agreed to establish a building preservation trust;
- ◆ agreed in principle to the transfer of ownership of the freehold of Huntingdon Town Hall to an appropriate building preservation trust when a viable long-term solution has been identified through an options appraisal;
- ◆ agreed to provide project management support to the building preservation trust until it is established and can provide its own project management arrangements;
- ◆ suggested that possible building preservation trustees be investigated;
- ◆ endorsed steering group arrangements in the short term;
- ◆ endorsed the development of terms of reference for the steering group and the organisations to be invited;
- ◆ agreed to consider initial start-up funding needed for matched funds for the optional appraisal;
- ◆ defer consideration of the question of long-term revenue funding for the building at the present time;

- ◆ defer consideration of a recommendation by the consultants to continue discussions with Her Majesty's Court Service on lease surrender on the basis that this is premature at the present time;
- ◆ supported the possibility of investigating the transfer of the freehold of the building to Huntingdon Town Council in exchange for land currently owned by them; and
- ◆ requested that further reports addressing this matter be submitted to future meetings of the Cabinet.

LOCAL PROCUREMENT

The Overview and Scrutiny Panel (Economic Well-Being) has referred two reports of meetings of the Local Procurement Working Group to the Local Strategic Partnership's Economic Prosperity and Skills Thematic Group.

OVERVIEW AND SCRUTINY PANEL (SOCIAL WELL-BEING) - PROGRESS

The Overview and Scrutiny Panel (Social Well-Being) has appointed Councillor R J West as the Panel's representative to meet with the local branch of the Care Quality Commission to discuss Members concerns about the Commission's Enforcement Policy.

The Panel will consider NHS Cambridgeshire's consultation on Primary Care Out of Hours Services at their December meeting. A local event hosted by NHS Cambridgeshire will be held on 30th November 2009, details of which have been circulated to all Members. Following this event, the Panel will formulate its comments for submission to NHS Cambridgeshire.

OVERVIEW AND SCRUTINY PANEL (ENVIRONMENTAL WELL-BEING) - PROGRESS

The Overview and Scrutiny Panel (Environmental Well-Being) has been invited to raise questions for consideration by Anglian Water on the problems of flooding at St Audrey's Lane in St Ives. Anglian Water has indicated that they are no longer prepared to attend a meeting of the Panel in person on this subject.

DEVELOPMENT APPLICATIONS

The Development Management Panel has considered a total of 18 applications of which 12 were approved and 6 refused.

MONITORING OF SECTION 106 AGREEMENTS (PLANNING OBLIGATIONS)

In accordance with the outcome of the Overview and Scrutiny Study on Section 106 Agreements, the Development Management Panel has noted, for the first time, information on the receipt and expenditure of Section 106 funds and an overview of benefit expected from development which has yet to commence and where trigger points for collection have yet to be reached. The report was previously submitted to the Section 106 Agreement Advisory Group where enquiries in relation to the progress of specific schemes had been raised.

FINANCIAL MONITORING - REVENUE BUDGET

The Cabinet has noted the expected revenue budget variations already identified in the current year. Some concern has been expressed over the increasing cost to the Council of concessionary fares and the likely implications of the guided bus scheme given Cambridgeshire County Council's decision not to charge for parking at the new park and ride site in St Ives. Executive Councillors feel that this could have a detrimental effect on town centre parking with motorists switching

to the availability of free parking given the close walking distance of the park and ride site to the town centre. The Cabinet has concurred with a suggestion that the Leader and the Chief Executive raise the matter with their counterparts at the County Council.

CAPITAL PROGRAMME MONITORING - 2009/2010 BUDGET

The Cabinet has been acquainted with variations in the capital programme in the current year. In discussing cost variations and timing changes to 2010/11, the Cabinet has welcomed forecast savings amounting to £1,423,000 in the current year.

NEW STARTER UNITS, CAXTON ROAD, ST. IVES

The Cabinet has agreed to release the funding from the Medium Term Plan for the development of the former depot at Caxton Road, St. Ives as new industrial and commercial premises. The scheme will provide a flexible, mixed development of work spaces and small offices for new and small businesses and will achieve the targets set out in the Council's corporate plan and the Environmental Strategy.

At the same time, the Cabinet has authorised the Director of Central Services to accept an offer of capital funding from Cambridge County Council amounting to £150,000 for the scheme, subject to the agreement of the partnership terms.

SAFETY ADVISORY GROUP

Councillor P H Dakers has been replaced by Councillor P L E Bucknell on the Safety Advisory Group.

EUROPEAN SERVICES DIRECTORATE

The Licensing Committee has noted the changes resulting from the implementation of an EU Services Directive requiring the introduction of a system to allow service providers in the EU to apply for, vary and pay for certain licences and permits on-line by 28th December 2009. The implications of the Directive would apply equally to the licences and permits within the remit of the Licensing Committee and Licensing and Protection Panel.

GAMBLING ACT 2005 - STATEMENT OF PRINCIPLES

The Head of Democratic and Central Services has been authorised, following consultation with the Chairman and Vice-Chairman of the Licensing and Protection Panel, following a public consultation, to make changes to the draft Statement of Principles, under the provisions of the Gambling Act 2005. The Statement has been revised to take into account the latest guidance issued by the Gambling Commission. The Panel has invited Cabinet and Council to approve the statement of principles.

THE JOINT AIR QUALITY ACTION PLAN

The Licensing and Protection Panel has been acquainted with progress of the statutory Air Quality Review and Assessment process and has authorised the publication of the joint Air Quality Action Plan, which propose actions to be taken in pursuit of the national air quality objectives. The plan has been developed in conjunction with Cambridgeshire City Council and South Cambridgeshire District Councils due to the similarities in air quality issues.

THE OZONE DEPLETING SUBSTANCES (QUALIFICATIONS) REGULATIONS 2009 AND THE FLUORINATED GREENHOUSE GASES REGULATIONS 2009

The Licensing and Protection Panel has delegated authority to appointed Officers to enforce the provisions of two new sets of regulations designed to prevent climate change through the regulation of ozone depleting substances and reduction of the emissions of fluorinated greenhouse gases, which has been used as a replacement for ozone depleting substances, but which were now themselves being phased out.

HEALTH AND SAFETY AND FOOD SAFETY ENFORCEMENT POLICIES

Members of the Licensing and Protection Panel approved the adoption of policy statements for health and safety and food safety enforcement, which was revised to comply with recent changes in legislation.

SCORES ON THE DOORS UPDATE

Members of the Licensing and Protection Panel have been advised of the success of the Council's food hygiene rating scheme "Scores on the Doors" which was launched in 2008. The scheme was popular with both businesses and consumers and helped in improving standards resulting in the need for reduced enforcement.

ENFORCEMENT POLICIES

The Licensing and Protection Panel has authorised the delegation to appointed Officers, the review of enforcement policies and implementation of any future changes needed to reflect the requirements of the Regulatory Enforcement and Sanctions Act 2008. This is an important element in delivering the Government's commitment to the implementation of

the Hampton agenda on regulatory reform and the reduction of the burden on businesses. The Act also sought to establish a Primary Authority Scheme to improve consistency of advice and enforcement which would prove resource intensive for those Councils nominated by businesses to be there for primary authority.

HEALTH PROTECTION REGULATIONS

The Licensing and Protection Panel has noted the draft regulations produced by the Department of Health implementing a modernisation process for infectious disease notifications and control as a result of changes introduced by the Health and Social Care Act 2008. The Regulations introduce new powers and responsibilities for local authorities to allow for an appropriate response to public health threats. This may lead to the provision of services for people made housebound as a result of a public health order. A consequence of the legislation would be significant legal and human rights implications with safeguard of a magistrate's order when applying restrictions.

HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS' CRIMINAL CONVICTIONS

The Licensing and Protection Panel noted the requirement for hackney carriage and private hire driver's licence applicants who resided outside the UK at any time over the previous five years to apply for a 'statement of good conduct' from the relevant embassy or police force. The usual Criminal Records Bureau check that was required in order to determine whether an applicant was a "fit and proper person" to hold a licence would only reveal convictions from a UK court.

HACKNEY CARRIAGE AND PRIVATE HIRE VEHICLE CONDITIONS

The Licensing and Protection Panel has approved the licensing of vehicles converted to run on liquefied petroleum gas and the inclusion of additional licensing conditions in the schedules of licensing conditions for hackney carriage and private hire vehicles to cover such vehicles.

LAP DANCING

Although there are currently no such clubs in the District, the Panel has been alerted to impending legislation which would introduce a requirement for lap dancing clubs to be licensed by the Council. The Policing and Crime Bill was likely to be enacted shortly and would define lap dancing clubs and similar establishments as sex encounter venues, requiring licensing as sex establishments under the Local Government (Miscellaneous Provisions) Act 1982.