

A meeting of the **OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING)** will be held in **CIVIC SUITE 0.1A, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON, PE29 3TN** on **THURSDAY, 7 JULY 2011** 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 held on 9th June 2011.

**Mrs C Bulman
388234**

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. LOCAL GOVERNMENT ACT 2000 - FORWARD PLAN (Pages 7 - 10)

A copy of the current Forward Plan, which was published on 13th June 2011, is attached. Members are invited to note the Plan and to comment as appropriate on any items contained therein.

**Mrs H Taylor
388006**

4. CABINET FEEDBACK - ONE LEISURE FINANCE / USE OF CONSULTANTS (Pages 11 - 12)

To consider a report by the Cabinet outlining their deliberations on the Panel's study into One Leisure Finance and the Council's Use of Consultants.

**Mrs H Taylor
388008**

5. TREASURY MANAGEMENT ANNUAL REPORT 2010/11 (Pages 13 - 22)

To comment on a report by the Head of Financial Services prior to its consideration by the Cabinet.

**Mrs E Smith
388157**

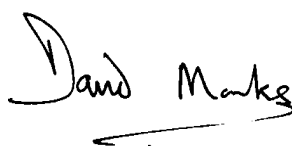
6. ELECTRONIC NEWSLETTER FOR RESIDENTS

To receive a report by the Head of People, Performance and Partnerships (**TO FOLLOW**).

**Ms P Harnett
387078**

7. **CUSTOMER SERVICES QUARTERLY REPORT** (Pages 23 - 32)
- To receive a report by the Head of Customer Services on the performance of Customer Services in the period 1st January to 31st March 2011.
- Ms J Barber
388105**
8. **ONE LEISURE FINANCE** (Pages 33 - 34)
- To consider the report of a meeting of the Working Group held on 23rd June 2011.
- A Roberts
388015**
9. **OVERVIEW AND SCRUTINY ANNUAL REPORT 2010/11**
- To consider and comment on the draft 2010/11 verview and Scrutiny Annual report (TO FOLLOW).
- A Roberts
388015**
10. **WORKPLAN STUDIES** (Pages 35 - 42)
- To consider with the aid of a report by the Head of Legal and Democratic Services the Panel's programme of studies.
- Mrs C Bulman
388234**
11. **OVERVIEW & SCRUTINY PANEL (ECONOMIC WELL-BEING) - PROGRESS** (Pages 43 - 46)
- To consider a report by the Head of Legal & Democratic Services.
- Mrs C Bulman
388234**
12. **SCRUTINY** (Pages 47 - 54)
- To scrutinise decisions taken since the last meeting 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 29 day of June 2011



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 Claire Bulman, Democratic Services Officer, Tel 01480 388234 / email Claire.Bulman@huntingdonshire.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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Agenda Item 1

HUNTINGDONSHIRE DISTRICT COUNCIL

MINUTES of the meeting of the OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING) held in CVSO1.A, CIVIC SUITE, PATHFINDER HOUSE, ST MARY'S STREET, HUNTINGDON PE29 3TN on Thursday, 9 June 2011.

PRESENT: Councillor D M Tysoe – Chairman.

Councillors G J Bull, E R Butler, S Greenall, R Harrison, R B Howe, A J Mackender-Lawrence, P G Mitchell, M F Shellens and A H Williams.

Co-opted Members Mr R Hall and Mrs H Roberts.

IN ATTENDANCE: Councillors T V Rogers and T D Sanderson.

4. MINUTES

The Minutes of the meetings of the Panel held on 14th April and 18th May 2011 were approved as a correct record and signed by the Chairman.

5. MEMBERS' INTERESTS

No declarations were received.

6. LOCAL GOVERNMENT ACT 2000 - FORWARD PLAN

The Panel considered and noted the current Forward Plan of Key Decisions (a copy of which is appended in the Minute Book) which had been prepared by the Executive Leader of the Council for the period 1st June to 30th September 2011. Members were advised that a presentation on proposals for future communications with residents would be given to their next meeting and that a report on a proposed Enterprise zone within the District had been circulated for information.

7. DEVELOPMENT OF ONE LEISURE, ST IVES

In advance of their consideration of proposals to re-model One Leisure St Ives, the Chairman invited Mr T Smith of St Ives District Rifle and Pistol Club to address the Panel. Mr Smith explained that the Club had received notification that a potential alternative use had been identified for the range area at One Leisure St Ives and that, as a result, the Centre would no longer provide range facilities for the Club's use. Members were advised that the Club had moved to the Centre in 1974 and built its own facilities with the assistance of a grant from the Eastern Sports Council. He also drew attention to the membership of the Club, the work which was undertaken by young people and the disabled, the absence of any suitable alternative facilities within the local area and the potential impact on the Club of

the closure of the facility.

The Panel were advised that following the receipt of notice from the Council, Club members had sought support from Executive District Councillors, Members of Parliament, local councils, Sport England and the Constabulary for the retention of the range. A petition containing 430 signatures objecting to the proposals was also currently being prepared. In concluding his presentation, Mr Smith queried why there had been no provision in the re-development proposals for the range and armoury facilities and urged Members of the Panel to give the matter due consideration.

In response to a question by Councillor P G Mitchell, Mr Smith explained that the Club had insufficient capital to contribute towards the re-provision costs but that its members would be willing to engage in fund-raising efforts if it meant that they could continue to shoot at One Leisure St Ives.

The Chairman thanked Mr Smith for attending the meeting.

8. EXCLUSION OF THE PUBLIC

RESOLVED

that the public be excluded from the meeting because the business to be transacted contains exempt information relating to the financial or business affairs of the authority.

9. DEVELOPMENT OF ONE LEISURE, ST IVES

(Councillor T D Sanderson, Executive Councillor for Healthy and Active Lifestyles was in attendance for this item).

The Panel considered a report by the General Manager, One Leisure (a copy of which is appended in the Minute Book) outlining proposals to re-model the St Ivo Leisure Centre. Members noted that the proposals were intended to reduce the Centre's net operating costs and to increase admissions and participation levels to meet both Government and Council health agenda targets. The Panel were then acquainted with details of four options for the future of the Centre and the rationale and anticipated demand for them.

In reviewing the contents of the report, Members commented on the timing of the proposal given that the Council was currently seeking to achieve significant savings over the course of the next few years. In response, the Head of Financial Services drew attention to the financial information contained within the report including the anticipated rate of return and payback period. Members were advised that the proposals were expected to turn the Centre's annual operating deficit into a significant profit within a three year period and would also contribute to the Council's budget reduction plan. Details of the expected financial contribution from specific elements of the proposal were tabled for information (a copy of which is appended in the Minute Book).

Arising from the report the Panel raised a number of questions relating to the rate of return which had been achieved from the re-development of One Leisure St Neots, whether any investment

should be undertaken if proposals to establish a Leisure Trust were to be pursued and the methods used to predict compound growth. Following a question about the component activities within each of the four proposals, the General Manager agreed to circulate the rationale behind the packaging of activities and the cost of individual elements within the schemes. Members were also informed that there was some degree of interdependency between some of the components.

Councillor M F Shellens stated that he supported the re-development but expressed concerns about its timing in the current economic climate. He suggested that it might be appropriate to delay the project to enable consideration to be given to possible changes in the future income forecasts. Members then queried the level of admissions that would be required for the project to break-even. It was suggested that this information should be included within the report prior to its submission to the Cabinet. It was further suggested that following receipt of tenders for the redevelopment a review should be undertaken of the building costs and economic conditions.

Other matters that were discussed included the efficiency and reliability of the heating and ventilation equipment within the existing facility and the timescale for their replacement, the activities of private sector operators within the District, the current capacity of the Burgess Hall and the potential for income to be disrupted during the construction process. Members also queried whether consideration had been given to the use of solar power, grey water recycling and rain water re-harvesting within the building design. In response, the General Manager explained that it was intended that environmentally friendly initiatives would be pursued as part of the proposals. Such measures had previously been considered as part of the re-modelling of One Leisure St Neots.

The Panel was informed of the conclusions reached by the Overview and Scrutiny Panel (Social Well-Being) who had suggested that consideration should be given to the provision of a smaller rifle facility within the development. Being mindful of the information presented by Mr T Smith earlier in the meeting (Minute No. 10/7 refers), Members of the Economic Well-Being Panel were of the view that separate plans should be developed that incorporated shooting facilities. These plans might be pursued if the Rifle and Pistol Club were able to make a significant contribution to the cost of construction. Whereupon, it was

RESOLVED

that the Cabinet be recommended to

- a. proceed with Option B to develop One Leisure St Ives, subject to additional information being provided on the attendance levels required to break-even, recent trends in occupancy levels, the interdependency of various elements of the proposals and more detailed information on income and cost forecasts;
- b. obtain separate designs incorporating facilities for the St Ives Rifle and Piston Club for development subject to the Rifle and Pistol Club making a significant contribution to

the capital costs; and

- c. undertake a review of the tenders received for the re-development to assess the building costs involved and economic conditions at the time.

10. RE-ADMITTANCE OF THE PUBLIC

RESOLVED

that the public be re-admitted to the meeting.

11. USE OF CONSULTANTS

(Councillor T V Rogers, Executive Councillor for Resources and Customer Services was in attendance for this item).

Further to Minute No 10/55 and with the assistance of a report by the Use of Consultants Working Group (a copy of which is appended in the Minute Book) the Panel were acquainted with the outcome of the deliberations of the Working Group, which had been established to review and make recommendations on the Council's use of consultants.

Having noted the key issues that the Group had addressed, Councillor T V Rogers, Executive Councillor for Resources and Customer Services, indicated that the recommendations were feasible and unlikely to meet with any objections from the Cabinet. Councillor Rogers also advised Members that, in light of the review, he would conduct a further investigation into the Council's procurement arrangements. Whereupon, it was

RESOLVED

that the Working Group's report and recommendations be endorsed for submission to the Cabinet.

12. ONE LEISURE FINANCE

With the assistance of a report by the One Leisure Finance Working Group (a copy of which is appended in the Minute Book) the Panel received an update on the deliberations of the Working Group, which had been established to review the performance of One Leisure and make recommendations on the service's future strategic direction.

Members' attention having been drawn to matters that the Group had addressed to-date, comment was made on the need for further information on the purpose of central recharges and the process through which the Council allocated them. It was agreed that a copy of a report on this subject, which had been considered by the Working Group, would be circulated to Members for information. The Head of Financial Services also undertook to liaise with interested Members on a one to one basis if required.

In response to a question from Councillor M F Shellens, the Panel were advised that the Group would consider the question of charging

differential rates for non residents of the District once their other investigations had been completed. Whereupon, it was

RESOLVED

that the Working Group's report be noted and their recommendation endorsed for submission to the Cabinet.

13. PERFORMANCE MANAGEMENT

The Panel considered a report by the Head of People, Performance and Partnerships (a copy of which is appended in the Minute Book) containing details of the Council's performance against the priority objectives in the Panel's remit in the quarter to 31st March 2011. Members' attention was drawn to the matters raised at a recent meeting of the Corporate Plan Working Group and the Scrutiny and Review Manager provided clarification of the recent upturn in recruitment referred to within the report.

Having been reminded that a new Council Plan was adopted in April 2011, the Panel noted that consideration was currently being given to future performance monitoring mechanisms. With this in mind, Members endorsed a suggestion that Overview and Scrutiny should continue to be involved in monitoring performance against the new Plan on a regular basis.

14. OVERVIEW AND SCRUTINY PANELS - SCHEME OF CO-OPTION

The Panel considered a number of suggested changes to the Scheme of Co-option to Overview and Scrutiny Panels. Having noted that the suggestions for changes had been made by the Co-opted Members as part of a recent review of the Scheme, it was

RESOLVED

that the revised Scheme of Co-option now submitted be adopted with immediate effect.

15. REMIT AND WORK PROGRAMME

Consideration was given to a report by the Head of Legal and Democratic Services (a copy of which is appended in the Minute Book) reviewing the Panel's programme of studies and providing an opportunity for Members to plan their work programme for the current year.

In considering the Panel's existing programme of studies, Members were advised that a further request would be made for information on the condition and maintenance of the A14 Viaduct in Huntingdon. The Scrutiny and Review Manager reported that the Overview and Scrutiny Panel (Social Well-Being) had been asked to investigate the availability of larger houses for letting through the Council's housing register as part of a wider study and that the review of the Employees Performance Development Review process had not yet been completed. The Panel agreed to retain the study on Visitor Development and Town Centre vibrancy as part of their work programme for the forthcoming year.

With regard to the study on One Leisure, having been advised of the need to make changes to the composition of the Working Group following recent appointments to the Council's Cabinet, it was

RESOLVED

that Councillor D M Tysoe be appointed to the One Leisure Finance Working Group.

16. SCRUTINY

The Panel received and noted the latest edition of the Council's Decision Digest (a copy of which is appended in the Minute Book).

Chairman

FORWARD PLAN OF KEY DECISIONS

Prepared by
Date of Publication:
For Period:

Councillor J D Ablewhite
17 June 2011
1 July 2011 to 31 October 2011

Membership of the Cabinet is as follows:-

Councillor J D Ablewhite	- Leader of the Council, with responsibility for Strategic Economic Development	3 Pettis Road St. Ives Huntingdon PE27 6SR Tel: 01480 466941 E-mail: Jason.Ablewhite@huntingdonshire.gov.uk
Councillor N J Guyatt	- Deputy Leader of the Council with responsibility for Strategic Planning and Housing	6 Church Lane Stibbington Cambs PE8 6LP Tel: 01780 782827 E-mail: Nick.Guyatt@huntingdonshire.gov.uk
Councillor B S Chapman	- Executive Councillor for Organisational Development	6 Kipling Place St. Neots Huntingdon PE19 7RG Tel: 01480 212540 E-mail: Barry.Chapman@huntingdonshire.gov.uk
Councillor J A Gray	- Executive Councillor for Environment	Shufflewick Cottage Station Row Tilbrook PE28 OJY Tel: 01480 861941 E-mail: JG@novae.com
Councillor T V Rogers	- Executive Councillor for Resources and Customer Services	Honeysuckle Cottage 34 Meadow Lane Earith Huntingdon PE28 3QE Tel: 01487 840477 E-mail: Terence.Rogers@huntingdonshire.gov.uk
Councillor T D Sanderson	- Executive Councillor for Healthy and Active Communities	29 Burmoor Close Stukeley Meadows Huntingdon PE29 6GE Tel: (01480) 412135 E-mail: to(M)Sanderson@huntingdonshire.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
Cambridgeshire Future Transport - OOtransport for Cambridgeshire***	Cabinet	21 Jul 2011	Cambs Future Transport Programme	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388430 or email Paul.Bland@huntingdonshire.gov.uk	Consider findings, preferred options and countywide funding alignment	N J Guyatt	Environmental Well-Being
Communicating with Residents	Cabinet	21 Jul 2011	None.	Mrs C Garbett, Head of People, Performance & Partnerships Tel No. 01480 388459 or email Corrine.Garbett@huntingdonshire.gov.uk		T V Rogers	Economic Well-Being
One Leisure, St. Ives - Proposal for Development	Cabinet	21 Jul 2011	None.	Simon Bell, General Manager, One Leisure Tel No. 01480 388049 or email Simon.Bell@huntsdc.gov.uk	Overview and Scrutiny Panels	T D Sanderson	Social Well-Being
Nuisance Vehicles***	Cabinet	22 Sep 2011	None.	Sonia Hansen, Development and Community Manager Tel No. 01480 388630 or email Sonia.Hansen@huntingdonshire.gov.uk		J A Gray	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
Call Centre Post 2012 - Infrastructure, Scope, Partnering Arrangements and Location***	Cabinet	22 Sep 2011	None.	Chris Hall, Head of Information Management Division Tel No. 01480 388116 or email Chris.Hall@huntingdonshire.gov.uk		T V Rogers B Chapman	Economic Well-Being
Great Fen Supplementary Planning Document	Cabinet	22 Sep 2011	Great Fen SPD	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388340 or email Paul.Bland@huntsdc.gov.uk	Endorse as Council policy (further details required)	N J Guyatt	Environmental Well-Being
Cambridgeshire Green Infrastructure Strategy	Cabinet	22 Sep 2011	Cambs County Council-Led Project	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388340 or email Paul.Bland@huntsdc.gov.uk	Endorse as Council Policy (subject to County Council progress).	N J Guyatt	Environmental Well-Being
Residential Travel Plan	Cabinet	22 Sep 2011	Cambs County Council-Led Project	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388340 or email Paul.Bland@huntsdc.gov.uk	Endorse as Council Policy (subject to County Council progress).	N J Guyatt	Environmental Well-Being
St. Ives West Urban Design Framework	Cabinet	22 Sep 2011	Agreed Urban Design Framework	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388430 or email Paul.Bland@huntsdc.gov.uk	Adopt as Council policy	N J Guyatt	Environmental Well-Being
Financial Strategy	Cabinet	22 Sep 2011	Previous Year's Budget Report - Various Annexes	Steve Couper, Head of Financial Services Tel. 01480 388103 or email Steve.Couper@huntingdonshire.gov.uk	Overview and Scrutiny (Economic Well-being) – 8th September 2011	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
Developer Contributions Supplementary Planning Document***	Cabinet	20 Oct 2011	Local Infrastructure Framework	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388430 or email Paul.Bland@huntingdonshire.gov.uk	Approve for public consultation.	N J Guyatt	Environmental Well-Being
Planning Proposals Development Plan Document	Cabinet	20 Oct 2011	Updated SHLAA, Employment Land Review, Updated Retail Study	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388430 or email Paul.Bland@huntsdc.gov.uk	Approve findings for consultations as preferred options.	N J Guyatt	Environmental Well-Being
RAF Brampton Urban Design Framework	Cabinet	20 Oct 2011	Agreed Urban Design Framework	Paul Bland, Planning Service Manager (Policy) Tel No. 01480 388430 or email Paul.Bland@huntingdonshire.gov.uk	Adopt as Council Policy.	N J Guyatt	Environmental Well-Being

OVERVIEW AND SCRUTINY PANEL (ECONOMIC WELL-BEING)

7th JULY 2011

ONE LEISURE FINANCE/ USE OF CONSULTANTS (Report by the Cabinet)

1. INTRODUCTION

- 1.1 At its meeting on 23rd June 2011, the Cabinet considered a report by the Overview and Scrutiny Panel (Economic Well-Being) on the findings of the Panel's Working Group's regarding the financial performance of One Leisure and the Council's use of consultants.

2. BACKGROUND

- 2.1 The Overview and Scrutiny Panel established working groups to review:
- the financial performance of One Leisure and make recommendations on the services' future strategic direction; and
 - the Council's use of consultants including the criteria used in the appointment of consultants.

3. DELIBERATIONS

- 3.1 The Cabinet discussed the Working Group's concerns over the rising cost of IT network and helpdesk services. Executive Councillors referred to the various elements of the service provided by the IT division and its use in the day to day running of the leisure centres. The Cabinet was conscious of the need to achieve savings and have requested the Executive Councillor for Organisational Development to review the Council's IT costs, including the basis upon which the IT network service is re-charged to users.
- 3.2 With regard to the Council's use of consultants, the Cabinet began by defining the term "consultant" and agreed that a consultant is someone who brings expertise into the organisation where it is lacking. In considering the Panel's recommendations, the Cabinet acknowledges that in some service areas the use of consultants is a necessity i.e planning decision appeals. The Cabinet saw no reason why the Panel's recommendations could not form the basis to improve the Council's current arrangements. The Cabinet therefore requested the Managing Director (resources), after consultation with the Executive

Leader, Executive Deputy Leader and the Chairman of the Overview and Scrutiny Panel (Economic Well-Being) to oversee the recommendations' implementation where practicable and to report back thereon to future meeting of both Cabinet and the Panel.

3. CONCLUSIONS

- 3.1 Members of the Overview and Scrutiny Panel are invited to note the contents of this report.

**Contact Officer: Mrs H Taylor, Senior Democratic Services Officer
(01480) 388008.**

Agenda Item 5

AGENDA ITEM NO.

CABINET

21 JULY 2011

TREASURY MANAGEMENT ANNUAL REPORT 2010/11 (Report by the Head of Financial Services)

1. INTRODUCTION

- 1.1 Council approves the Treasury Management strategy for the forthcoming year when it approves the budget and MTP each February. It also receives a mid-year report and an annual report after the end of the financial year. The Council's Strategy also requires scrutiny of the Treasury Management function to be carried out by the Economic Well-being Scrutiny Panel.
- 1.2 The Council approved the 2010/11 treasury management strategy at its meeting on 17th February 2010. The key points were:
 - to invest any available funds in a manner that balanced low risk of default by the borrower with a fair rate of interest.
 - to ensure it had sufficient cash to meet its day-to-day obligation
 - to borrow when necessary to fund capital expenditure and to borrow in advance if rates were considered to be low.

2. ECONOMIC REVIEW

- 2.1 The absence of a quick economic recovery led to rising government budget deficits, especially in the European periphery, and prompted some concern among bond investors and credit rating agencies. This loss of confidence in the ability of some governments to repay their debts saw bond yields rise and the markets effectively closed to certain countries. Greece, Ireland and Portugal were all forced to seek financial assistance from the European Union and the International Monetary Fund.
- 2.2 The UK's deteriorating financial position was also a concern. The UK had the highest budget deficit in the EU in 2009/10 and the economic outlook was weak. However, the new Conservative-Liberal Democrat coalition government outlined what was perceived by investors and credit rating agencies to be a credible fiscal consolidation plan. With financial problems continuing elsewhere in Europe, the UK was perceived to be a relative "safe haven", and strong appetite for UK government debt kept gilt yield low.
- 2.3 While the UK government focused on tightening fiscal policy, the Bank of England maintained loose monetary policy. Bank Rate remained at 0.5% throughout the financial year, despite inflation rising to over double the 2% target as the price of raw materials increased. With inflation expected to reach 5% during 2011, heightening the risk that raised inflation expectations would feed into wages and prices, three members of the

Monetary Policy Committee voted for a rise in Bank rate in February. The remaining six members, however, were more concerned that higher interest rates could choke off the economic recovery, which was already showing signs of slowing in response to fiscal tightening. The MPC remains divided on when to raise the Bank Rate.

3. PERFORMANCE OF FUNDS

3.1 The following table summarises the treasury management transactions undertaken during the 2010/11 financial year:

	Principal Amount £m	Interest Rate %
Investments		
at 31 st March 2010	20.0	3.75
less matured in year	-152.8	
plus arranged in year	+148.3	
at 31 st March 2011	15.5	3.50
Average Investments	28.3	2.64
Borrowing		
at 31 st March 2010	14.6	2.82
less repaid in year	-42.6	
plus arranged in year	-41.1	
at 31 st March 2011	13.1	3.13
Average Borrowing	13.0	3.07

3.2 As the Council's reserves have fallen over the last few years the number of fund managers have reduced leaving just CDCM at the start of the year with £5M. They had also been given notice in March 2009 and as investments reached their maturity all funds were managed in-house. At the end of September the fund was closed when the last investment reached maturity. In-house investments started the year at £15M and were £15.5M at the end of the year. The table below shows the returns by fund manager. Whilst the benchmark for in-house funds is officially the 7 day rate, a split has also been shown to indicate a comparison for the medium term element against the 3 month rate as used for CDCM:

PERFORMANCE FOR THE YEAR APRIL 2010 – MARCH 2011				
	Average Investment £M	Performance %	Benchmark %	Variation from benchmark %
CDCM	3.9	5.1	0.6**	+4.5
In-house	24.4	2.7	0.4^^	+2.3
medium term	10.0	4.4	0.6**	+3.8
short-term for cash flow	14.4	1.5	0.4^^	+1.1

** 3 month LIBID ^^ 7 day rate

- 3.3 This very good performance was due to many of the investments being locked into higher rates before the year started together with the use of liquidity accounts with major banks and building societies which gave added safety from instant access together with interest rates comfortably in excess of the benchmark.
- 3.4 The actual net investment interest (after deduction of interest payable on loans) was £337k compared with a budget of £207k due to the higher than estimated interest rates and higher levels of reserves.

4. STRATEGY – BORROWING

- 4.1 Long-term borrowing. The strategy allowed for ‘must borrow’ to finance that part of the capital programme that could not be met from internal funds. There was also a provision for ‘may borrow’ which allowed borrowing in anticipation of need, based on whether longer term rates seemed low compared with future likely levels. No long-term borrowing was carried out as the rates were not deemed to be low enough and there were sufficient internal funds to finance the capital spending in the year.
- 4.2 Short-term borrowing. The Authority needed to borrow short-term during the year to manage its cash flow; it averaged £3.0m

5. STRATEGY - INVESTMENTS

- 5.1 The Council’s strategy for 2010/11 was based on using CDCM managing a reducing value of time deposits with the remainder managed in-house.
- 5.2 The in-house investments could be of two types: time deposits and liquidity (call) accounts with banks with a high credit rating and the top 25 building societies by asset value. The strategy included limits on the size of investments with each organisation and country limits. The mandates for CDCM and in-house funds are shown in Annex B
- 5.3 The strategy was reviewed during the course of the year with the Treasury Management Advisory Group due to the merger of a number of building societies and concerns about the financial stability of some European countries where the Authority had previously placed funds, for example Ireland.
- 5.4 The review concluded that the Authority should continue to invest in banks and building societies based on the approved strategy, but if the Council borrowed in anticipation of need leading to a temporary increase in funds to be invested, the policy should be reviewed

6. RISK MANAGEMENT

- 6.1 The Council’s primary objectives for the management of its investments are to give priority to the security and liquidity of its funds before seeking the best rate of return.

- 6.2 **Security** is managed by investing short-term with highly-rated banks, building societies and local authorities in the UK. The Authority receives regular updates from its advisors, Sterling Consultancy Services, sometimes daily, on changes to the credit rating of counterparties. This allows the Council to amend its counterparty list and not invest where there is concern about the credit rating.
- 6.3 **Liquidity.** The majority of the funds are time deposits which cannot be traded and this means that they will not be returned until the end of the agreed period. However the Council has also made use of liquidity accounts which have a rate or interest above base rate and provide instant access to funds. The interest rate on credit balances at the bank has been generous and so the account has been kept in credit, providing additional liquidity.
- 6.4 Overall, liquidity is managed by producing cash flow forecasts that help set the limit on the duration of the investments in time deposits. The projections tended to be cautious which sometimes resulted in funds being available before they were needed with any surplus easily being invested on a temporary basis.
- 6.5 **Return on investments.** Security and liquidity take precedence over the return on investments, which has resulted in investments during 2010/11 generally being of short duration at lower rates of interest.
- 6.6 The risk was mitigated in two ways. When the Authority borrowed £10M in advance in December 2008 it invested the funds in the meantime, at marginally higher interest rates thus protecting the Council from any short term loss of interest. Secondly, the use of the above-market rates on credit balances in the bank account (until bank charges have been covered) and liquidity accounts have given attractive returns at low risk.

7. COMPLIANCE WITH REGULATIONS AND CODES

- 7.1 All the treasury management activity undertaken during the financial year complied with the approved strategy, the CIPFA Code of Practice, and the relevant legislation
- 7.2 The Code requires the Council to approve Treasury Management and Prudential Indicators. Those for 2010/11 were approved at the Council meeting on 17th February 2010. Annex C shows the relevant indicators and the actual results.

8. PARISH AND TOWN COUNCILS

- 8.1 The Council was made aware of the difficulty of some Parish and Town Councils in achieving any returns on their cash deposits and in January 2010 introduced a scheme whereby Parish and Town Councils could invest funds with this Council. Once received they simply form part

of the Council's investment portfolio. The terms of the scheme are shown in Annex D.

- 8.2 To date only one investment has been received of £100k from Brampton Parish Council

9 CONCLUSION

- 9.1 The performance of the funds in a year when rates stayed very low was pleasing, significantly exceeding both the benchmark and the budgeted investment interest.
- 9.2 In a year of uncertainty in the financial markets all of the Council's investments were repaid in full and on time.
- 9.3 The Authority has carried out its treasury management activities with due regard to minimising risk, and in accordance with legislation. During the year it reviewed its strategy in the light of external events in the markets.

10 RECOMMENDATION

- 10.1 It is recommended that Cabinet note this report.

BACKGROUND INFORMATION

2010/1 cash management files and working papers
Reports to the Cabinet and Treasury Management Advisory Group
CIPFA Code on Treasury Management

CONTACT OFFICER

Mrs Eleanor Smith Accountancy Manager Tel. 01480 388157

ANNEX A

BORROWING AND INVESTMENTS AT 31 MARCH 2011

	RATING		DATE INVESTED/ BORROWED	AMOUNT		INTEREST RATE %	REPAYMENT DATE	YEAR OF MATURITY
				£M	£M			
BORROWING								
Short term								
Coventry Building Society			22-Mar-11	-3.0		0.620	15-Apr-11	2011/12
Brampton Parish Council			01-Mar-10	-0.1		0.500		
					- 3.1			
Long term								
PWLB			19-Dec-08	- 5.0		3.910	19-Dec-57	2057/58
PWLB			19-Dec-08	- 5.0		3.900	19-Dec-58	2058/59
					-10.0			
TOTAL BORROWING					- 13.1			
INVESTMENTS								
IN-HOUSE								
Short term								
Natwest Liquidity AC	F1+	P1		0.5		0.800		2011/12
Bank of Scotland	F1+	P1	11-Mar-11	5.0		1.930	08-Feb-12	2011/12
					5.5			
Medium term								
Royal Bank of Scotland	F1+	P1	19-Dec-08	5.0		4.040	19-Dec-12	2012/13
Skipton BS	F2	P2	19-Dec-08	5.0		4.850	19-Dec-13	2013/14
					10.0			
TOTAL - INVESTMENTS					15.5			
NET INVESTMENTS					2.4			

**IN-HOUSE FUND MANAGEMENT 2010/11
(IF NO FURTHER BORROWING IN ANTICIPATION)**

Duration of investments	No investment shall be longer than 5 years.														
Types of investments	Fixed term Deposits Deposits at call, two or seven day notice Corporate bonds														
Credit Ratings	Short term rating F1 by Fitch or equivalent Long-term rating of AA- by Fitch or equivalent if the investment is longer than 1 year (excluding Building Societies)														
Maximum limits per counterparty (group), country or non-specified category	<table> <tr> <td>F1+ or have a legal position that guarantees repayment for the period of the investment</td> <td>£5M</td> </tr> <tr> <td>F1</td> <td>£4M</td> </tr> <tr> <td>Building Society with assets over £2bn in top 25 (Currently 13)</td> <td>£5M</td> </tr> <tr> <td>Building Society with assets over £1bn if in top 25 (Currently 3)</td> <td>£4M</td> </tr> <tr> <td>Building Society with assets under £1bn in top 25</td> <td>£3M</td> </tr> <tr> <td>Liquidity (Call) Account with a credit rating of F1+ or with a legal position that guarantees repayment.</td> <td>£5M</td> </tr> <tr> <td>BUT total invest with counterparty/group shall not exceed</td> <td>£8M</td> </tr> </table> <p>Limit for Non-specified investments</p> <ul style="list-style-type: none"> - £10M in time deposits more than one year - £5M in corporate bonds - £10M in total <p>Country limits</p> <p>-----UK Unlimited</p> <ul style="list-style-type: none"> - £6M in a country outside the EU - £10M in a country within the EU (excluding UK) - £20M in EU countries combined (excluding UK) <p>These limits will be applied when considering any new investment from 17 February 2010. Lower limits may be set during the course of the year or for later years to avoid too high a proportion of the Council's funds being with any one counterparty.</p>	F1+ or have a legal position that guarantees repayment for the period of the investment	£5M	F1	£4M	Building Society with assets over £2bn in top 25 (Currently 13)	£5M	Building Society with assets over £1bn if in top 25 (Currently 3)	£4M	Building Society with assets under £1bn in top 25	£3M	Liquidity (Call) Account with a credit rating of F1+ or with a legal position that guarantees repayment.	£5M	BUT total invest with counterparty/group shall not exceed	£8M
F1+ or have a legal position that guarantees repayment for the period of the investment	£5M														
F1	£4M														
Building Society with assets over £2bn in top 25 (Currently 13)	£5M														
Building Society with assets over £1bn if in top 25 (Currently 3)	£4M														
Building Society with assets under £1bn in top 25	£3M														
Liquidity (Call) Account with a credit rating of F1+ or with a legal position that guarantees repayment.	£5M														
BUT total invest with counterparty/group shall not exceed	£8M														
Benchmark	LGC 7 day rate														

**Prudential Indicators for 2010/11 relating to Treasury Management
Comparison of actual results with limits**

EXTERNAL DEBT**The authorised limit for external debt.**

This is the maximum limit for borrowing and is based on a worst-case scenario. This limit, and the operational boundary below, were set to allow up to £36.5m of borrowing in anticipation of need.

2010/11 Limit £000	2010/11 Actual £000
60,100	19,300

The operational boundary for external debt.

This reflects a less extreme position. Although the figure can be exceeded without further approval it represents an early warning monitoring device to ensure that the authorised limit (above) is not exceeded.

2010/11 Limit £000	2010/11 Actual £000
55,100	19,300

Both of these actual results reflect the fact that long term rates were not considered low enough to borrow in anticipation of need

TREASURY MANAGEMENT**Exposure to investments with fixed interest and variable interest.**

These limits are given as a percentage of total investments.

	2010/11 Limit	2010/11 Actual
Upper limit on fixed rate exposure	100%	100%
Upper limit on variable rate exposure	50%	0%

The Council had no variable rate investments in the year

Borrowing Repayment Profile

The proportion of 2010/11 borrowing that matured in successive periods.

Cash flow borrowing	Upper limit	Actual	Lower limit
Under 12 months	100%	100%	100%
12 months and within 24 months	0%	0%	0%
24 months and within 5 years	0%	0%	0%
5 years and within 10 years	0%	0%	0%
10 years and above	0%	0%	0%

Funding capital schemes	Upper limit	Actual	Lower limit
Under 12 months	25%	0%	0%
12 months and within 24 months	25%	0%	0%
24 months and within 5 years	25%	0%	0%
5 years and within 10 years	50%	0%	0%
10 years and above	100%	100%	0%

Investment Repayment Profile

Limit on the value of investments that cannot be redeemed within 364 days.

2010/11 Limit £000	2010/11 Actual - maximum in year £000	2010/11 Actual as at 31/3/11 £000
36,000	10,000	10,000

**DEPOSIT OF PARISH AND TOWN COUNCIL FUNDS WITH
HUNTINGDONSHIRE DISTRICT COUNCIL**

The terms of the scheme

Minimum sum

£25,000.

Period

Either a fixed term of not less than 3 months

OR

A minimum of 3 months with a minimum of 30 days notice for repayment after 3 months

Rate

Prevailing Bank Base Rate during the period of the investment

Payment of Interest

Paid annually on 31 March or on repayment whichever is the earliest

Transmission

Funds must be received electronically and repaid in same way

Agreement

The Parish or Town Council will be sent an email confirming receipt of the deposit and confirming the terms.

Changes to these terms

The District Council reserves the right to vary or cancel this offer but this will not affect any investment already completed.

COMT

20 JUNE 2011

OVERVIEW & SCRUTINY (ECONOMIC WELL
BEING)

7 JULY 2011

CUSTOMER SERVICES MONITORING REPORT REPORT BY HEAD OF CUSTOMER SERVICES

1 Introduction

- 1.1 This is the monitoring report for the Customer Services team for 2010/2011. The latest quarterly report (sent to COMT) is at Appendix A.

2 Significant issues since last report

- 2.1 We have undertaken a review of staffing and services as part of the Council's budgetary review. As a result we have
- Accepted three requests for voluntary redundancy
 - Reduced staffing at St Neots from two staff to one
 - Closed St Ives customer service from the end of May. It is still open every Monday for Housing Benefit queries only.
 - Undertaken a consultation exercise with staff at Ramsey & Yaxley to manage the reduction to two days per week at each site
 - Achieved the prestigious Customer Service Excellence Award for Huntingdon and St Neots. We have now achieved this accolade across the whole of the customer service team, including satellite offices and the call centre
 - Achieved £100k of budget savings 2011/12

3 Forthcoming issues

- 3.1 As well as managing the reduction in the number of days we will be staffing Ramsey & Yaxley offices, we will also need to undertake a procurement exercise on the cash handling contract (due to expire in December 2011).
- 3.2 The future of the Call Centre is to be considered by this Panel and Cabinet in September. This report will look at the options available once the existing IT and premises contracts expire in December 2012.
- 3.3 As part of our further efficiency improvements, we are progressing with a project to take Automated Telephone Payments. This will free up advisor time to handle more complex queries at the call centre.
- 3.4 Potential loss of DWP funding from April 2012 which will mean a reduction of 95 hours per week of advisor time at Huntingdon CSC.
- 3.5 Explore procurement exercise for Allpay contract (expires December 2011)

4 Statistics

4.1 Customer numbers for 2010/2011

The Call Centre was offered 158,979 calls and 13,082 emails.
The Customer Service Centres processed 88,186 enquiries.

4.2 Customer Satisfaction levels

Call Centre Customer Satisfaction for was 98.1%.
Customer Service Centre satisfaction was 98.8%.

5 Recommendation

The Panel is asked to note the contents of this report

Contact officer – Julia Barber, Head of Customer Services. 01480 388105

Quarterly Customer Service report for the period Jan to Mar 2011

Highlights of the last quarter

- Customer Satisfaction has remained high, averaging 98% over the quarter at the Call Centre despite strains on our service level.
- Following a couple of challenging months we comfortably met our speed of answer targets at the Call Centre and Huntingdon CSC in March as our new starters found their feet. They were trained to take Payment and Operations calls at the Call Centre. At Huntingdon our new starters learnt services such as planning, benefits and housing, with one person doing the reception function and are all getting on very well indeed.
- The operation of the Bus Pass scheme was successfully handed to CCC, with all data successfully transferred from Hunts CSC with the support of IMD.
- Staff are feeling that there is a good level of communication within our Customer Service Team relating to the budget savings and future changes.
- The Huntingdon CSC exceeded service level over the quarter as a whole but on occasions had customers waiting an hour.

Issues for next period

- Peak volume of calls expected for period of April and early May during the upcoming elections.
- Changes to release budget savings within the customer service team are expected to increase the number of customers calling the call centre and visiting Huntingdon Customer Service Centre which will impact on the length of time customers wait to speak to an advisor.
- Changes to release budget savings throughout the whole of HDC may lead to increased levels of avoidable contact as customers can't get through to the staff member/dept they need. Those customers may then try the switchboard number to see if we have another number which will again impact on waiting times for customers and service levels.
- The new release of the Capita payment system will be loaded into test and needs to be evaluated before going live in June, this will impact resources and additional training may be required for all users and administrators.

Risks

- We missed the '80% of customers handled within 20 seconds' target by a small margin this quarter achieving 79.4%. This is largely due to an extremely difficult January for both Call Centre and Huntingdon CSC. The Call Centre had two new starters arrive in January requiring training and pairing with experienced advisors, as well as longer Council Tax calls requesting Direct Debits and Moving in, Moving out request. The Huntingdon CSC lost 2 experienced staff, and had to train 4 new starters in January.

Budget Position – 2010/11

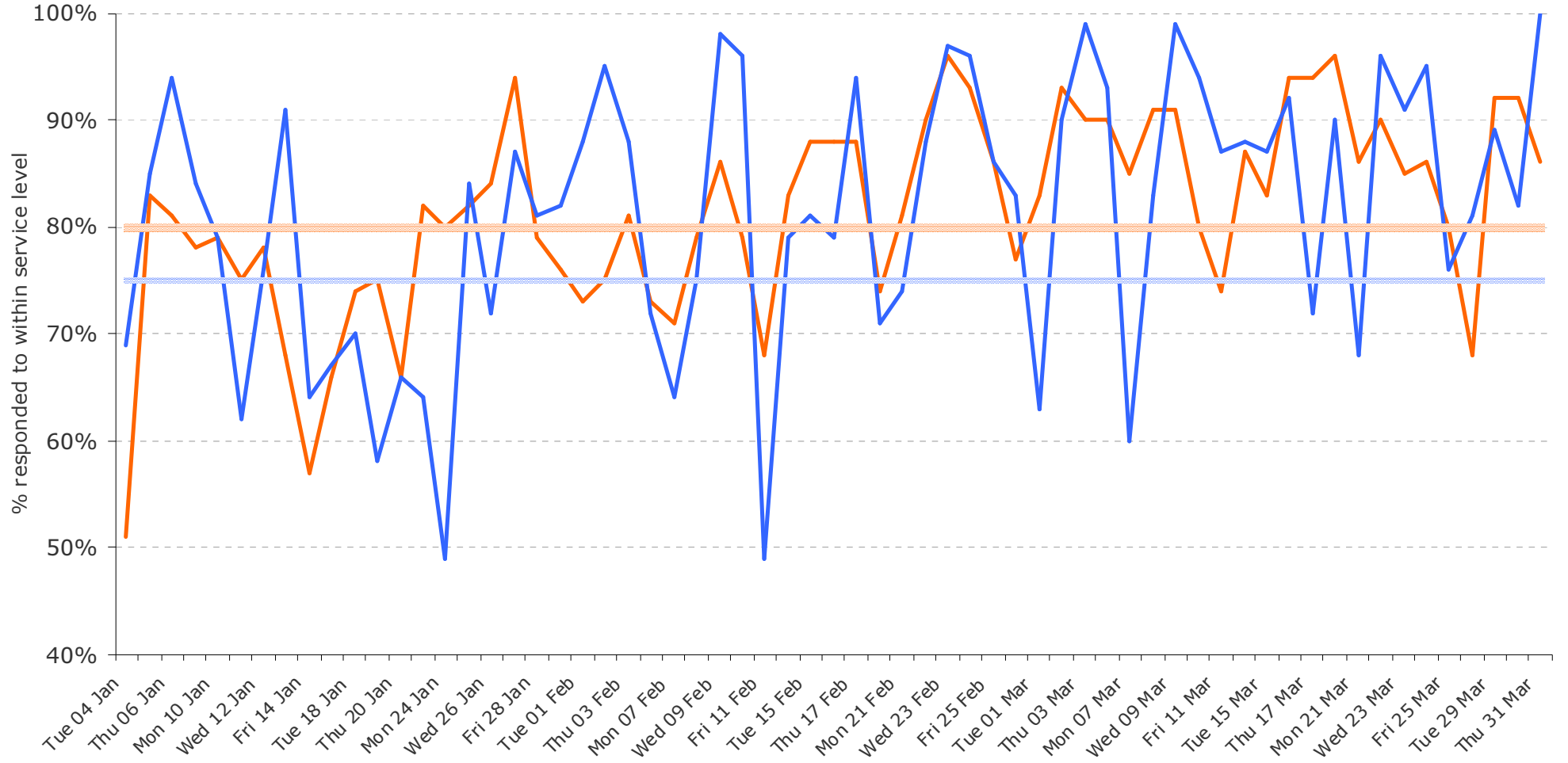
Customer Service budgets are as a whole on target with efficiencies highlighted with the accountant on a monthly basis and being used for unplanned expenditure.

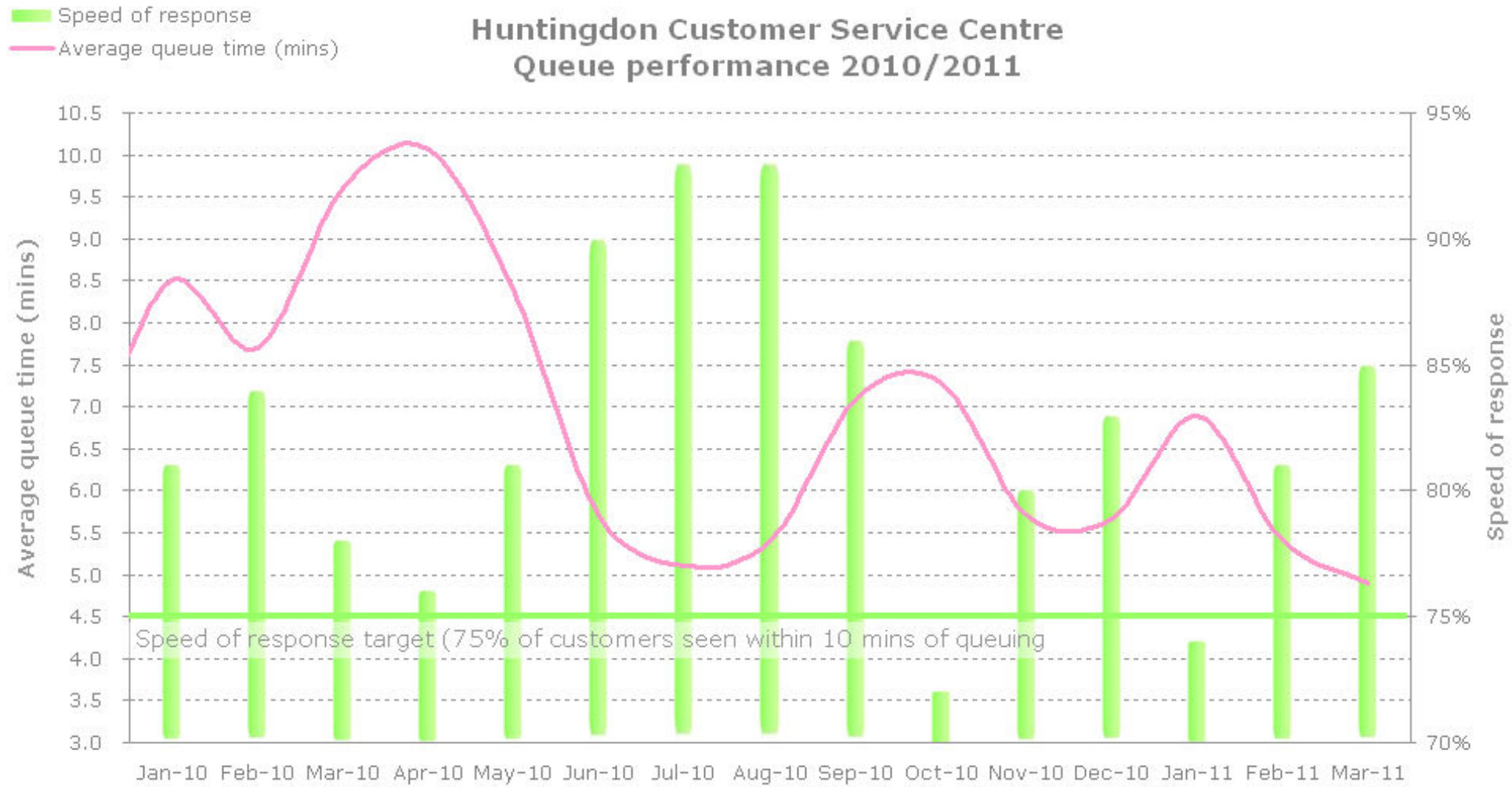
Note: In the following pages the term 'enquiry' refers to the information or service requested by the customer. Some customers may make more than one enquiry in a single visit.

Daily speed of response

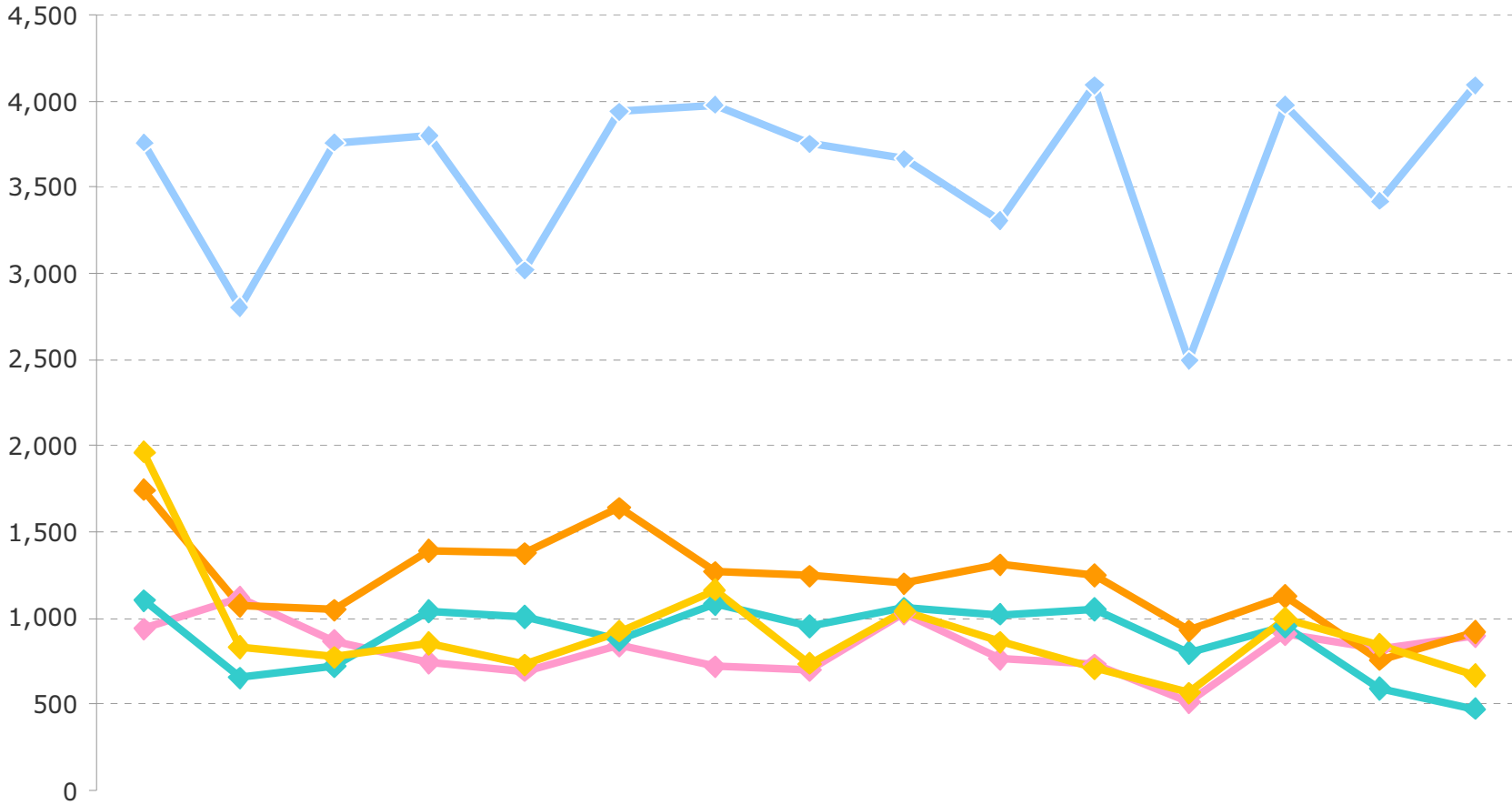
Jan to Mar 2011

- Call Centre (CC)
- Huntingdon CSC (HCSC)
- CC target
- HCSC target





Customer Service Centres' enquiries per month



28

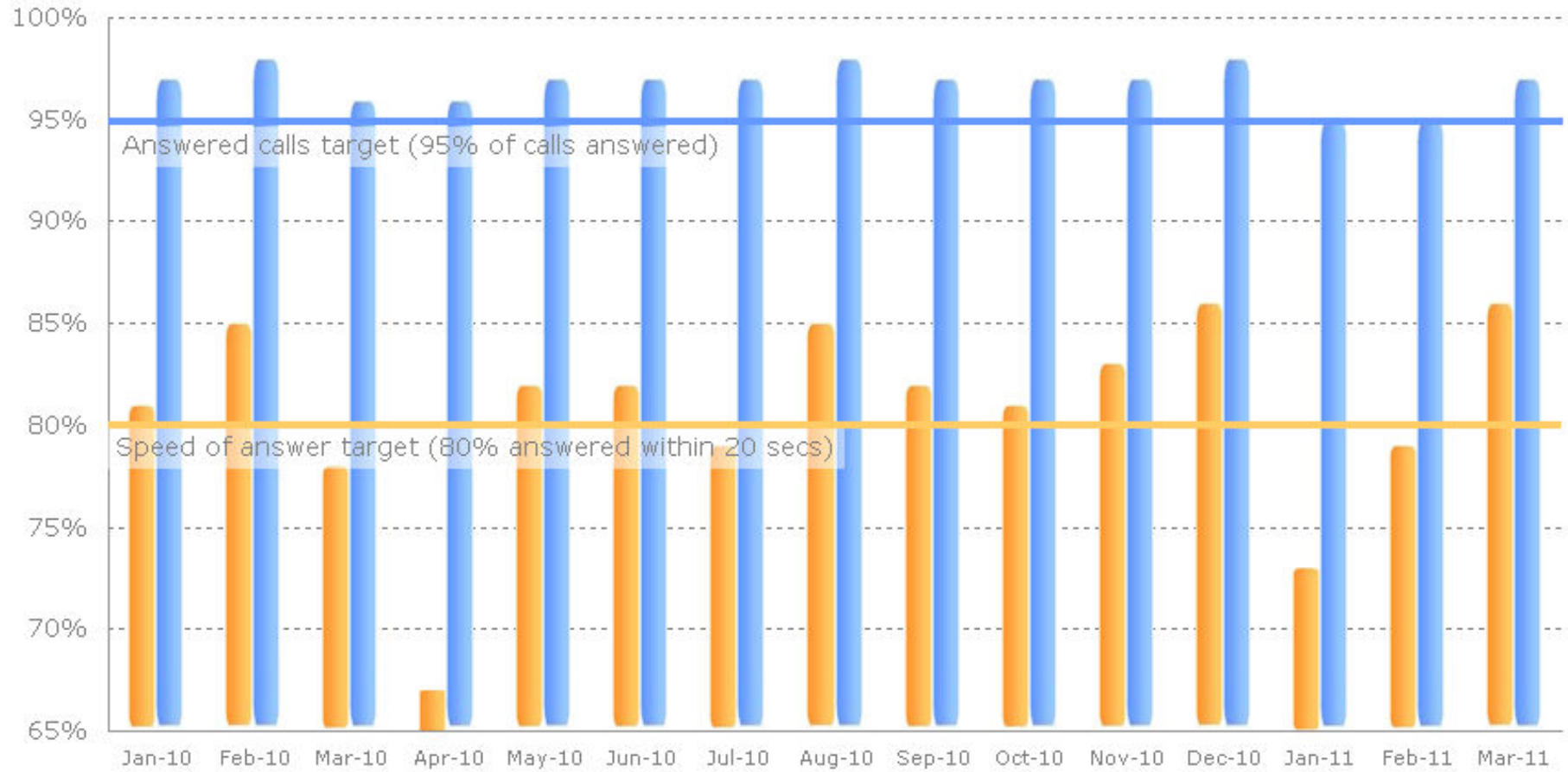
	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Huntingdon CSC	3,760	2804	3,758	3799	3,017	3939	3,980	3750	3,663	3308	4,090	2491	3,980	3,420	4,092
Ramsey CIC	936	1119	863	742	690	838	716	697	1,030	760	728	509	907	822	892
St Ives CSC	1,100	650	719	1039	1,005	874	1,082	952	1,057	1021	1,051	796	952	587	470
St Neots CSC	1,744	1070	1,046	1389	1,372	1636	1,266	1242	1,198	1309	1,245	923	1,127	758	916
Yaxley CIC	1,961	831	769	850	728	921	1,162	735	1,036	857	705	562	996	839	668

Customer Service Centre Enquiries

Service	Enquiry type	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11
Benefits	Casual caller	26	4	9	18	22	17	16	15	31	29	21	16	22	29	48	12
	Customer handled	1,437	2,090	1,909	2,415	2,053	1,834	2,235	2,070	2,105	2,212	2,091	2,261	1,529	2,210	2,218	2,596
	Unspecified																
Council Tax	Casual caller	32	1	1	3	4	3	1	2	0	1	1	0	3	5	2	1
	Customer handled	204	420	276	338	322	253	296	341	311	477	468	449	217	434	288	320
	Unspecified																
Employment	Casual caller	19	13	24	21	21	20	28	25	25	42	29	14	12	44	26	17
	Customer handled	30	24	51	26	27	19	52	50	50	76	41	55	25	58	61	40
	Unspecified																
Equipment use	Casual caller	340	292	345	407	391	321	334	330	347	438	401	353	255	399	383	347
	Customer handled	79	199	140	202	152	109	114	241	177	221	152	162	116	166	138	128
	Unspecified																
Housing	Casual caller	77	120	101	71	105	98	79	63	56	95	56	59	57	71	63	44
	Customer handled	586	1,101	1,014	1,079	901	800	934	960	945	1,019	867	946	551	1,012	916	1,043
	Unspecified																
Leisure	Casual caller	2	3	1	7	1	4	3	2	3	4	2	0	1	11	2	2
	Customer handled	3	28	15	5	12	14	11	20	16	22	9	14	3	23	13	11
	Unspecified																
Older Person	Casual caller	0	0	0	2	0	0	0	1	0	0	0	0	1	0	0	1
	Customer handled	22	43	43	26	25	19	21	30	31	16	25	33	25	44	22	22
	Unspecified																
Other Enquiry	Casual caller	279	137	86	61	346	189	278	28	29	37	30	20	18	35	19	11
	Customer handled	128	319	266	448	361	264	461	587	441	510	475	695	373	521	573	778
	Unspecified																
Partner External	Casual caller	192	1,334	207	150	83	132	144	119	95	163	194	103	101	133	149	114
	Customer handled	115	163	152	92	67	95	138	73	70	113	79	92	74	117	85	143
	Unspecified																
Payment Debt	Casual caller	473	20	7	7	60	106	58	67	54	40	23	42	52	65	11	7
	Customer handled	1,028	1,952	629	671	1,768	1,574	1,614	1,727	1,571	1,510	1,422	1,610	1,252	1,589	540	422
	Unspecified																
Planning	Casual caller	15	14	5	19	1	0	162	268	0	0	0	0	0	20	29	15
	Customer handled	113	158	110	147	172	125	195	168	141	151	154	179	80	176	148	231
	Unspecified																
Public transport	Casual caller	120	62	182	88	93	44	41	56	36	36	30	38	20	33	19	42
	Customer handled	171	460	444	411	347	313	428	408	353	266	273	282	203	334	278	305
	Unspecified																
Streetscene	Casual caller	99	69	50	57	44	54	57	61	55	67	52	49	61	60	46	32
	Customer handled	144	239	225	227	255	217	257	259	218	207	217	205	128	189	174	195
	Unspecified																
Tourism	Casual caller	5	14	9	24	13	20	17	20	26	15	11	9	10	8	12	14
	Customer handled	79	115	116	60	74	92	136	85	71	85	51	55	31	48	49	54
	Unspecified																
Vehicle	Casual caller	43	0	2	0	0	0	0	0	0	0	2	0	0	1	1	3
	Customer handled	18	88	42	62	86	62	90	95	98	105	65	72	55	102	92	69
	Unspecified																
Younger Person	Casual caller	4	2	0	0	1	1	1	15	7	4	2	0	0	0	0	1
	Customer handled	0	17	13	11	12	13	7	20	14	23	12	6	6	25	21	18
	Unspecified																
Grand Total	Casual caller	1,726	2,085	1,029	935	1,185	1,009	1,219	1,072	764	971	854	703	613	914	810	663
	Customer handled	4,157	7,416	5,445	6,220	6,634	5,803	6,989	7,134	6,612	7,013	6,401	7,116	4,668	7,048	5,616	6,375
	Unspecified																

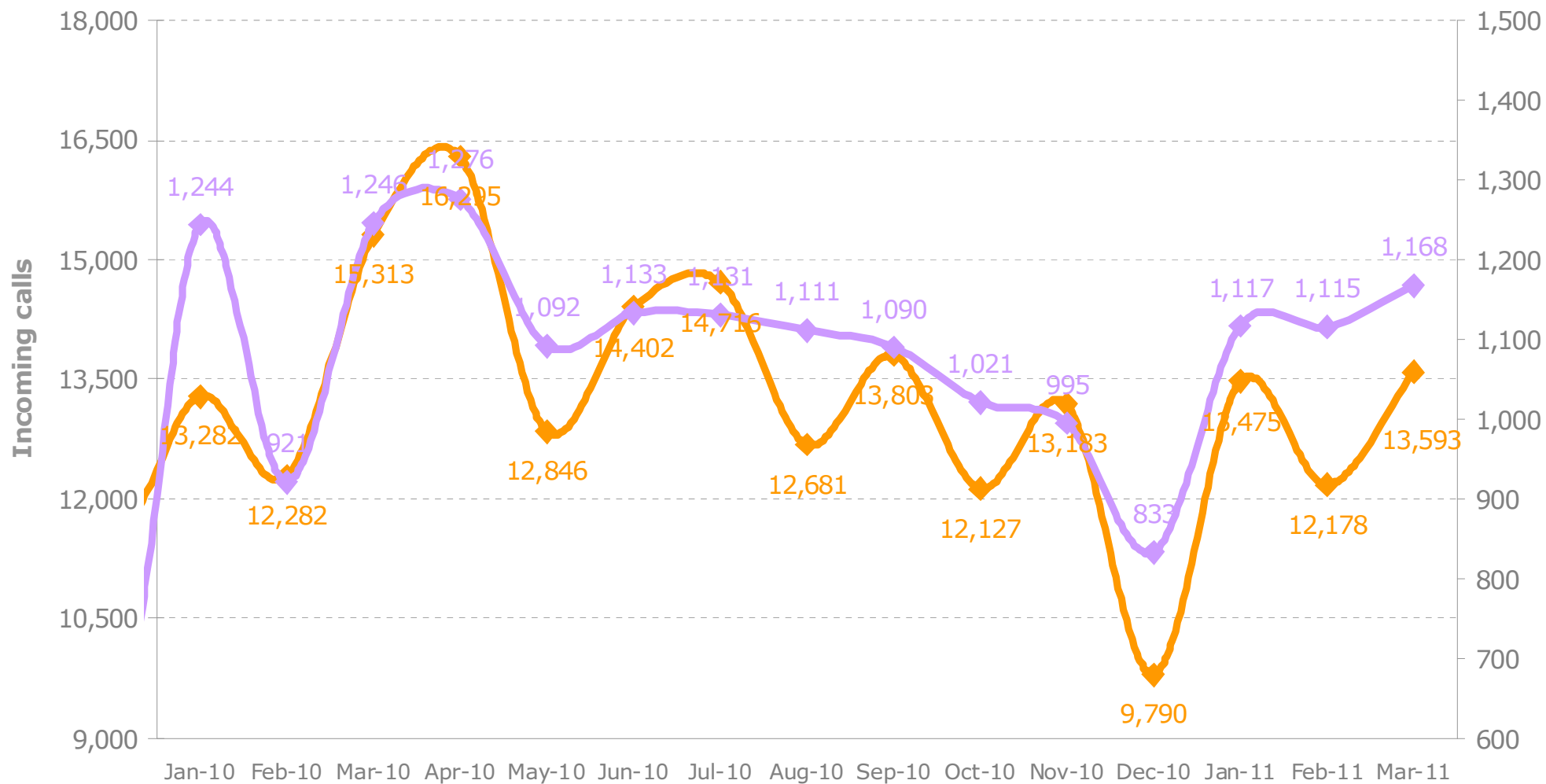
Call Centre Call performance 2010/2011

- Speed of answer
- Answered calls



Call Centre Incoming calls & emails 2010/2011

◆ Incoming calls
◆ Emails



Call Centre Enquiries

Complaints	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Last 12 mths
Streetscene	39	37	40	34	19	27	23	34	24	28	33	28	14	26	33	15	304
Other Enquiry	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Formal Complaint	0	2	2	4	4	4	1	4	4	7	7	4	4	2	3	2	46
Total	42	39	42	38	23	31	24	38	28	35	40	32	18	28	36	17	350

Information requests	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Last 12 mths
Other Enquiry	835	980	1,085	1,236	822	890	1,230	1,106	850	961	938	923	749	917	1,057	1,221	11,664
Streetscene	706	900	522	672	664	496	645	618	493	633	532	493	568	644	496	635	6,917
Benefits	177	221	158	224	165	155	168	124	118	115	91	106	106	85	77	102	1,412
Planning	76	139	151	161	129	149	215	189	169	200	153	175	97	156	160	241	2,033
Housing	243	510	494	396	304	351	397	457	367	490	449	388	252	437	455	484	4,831
Council Tax	104	205	75	134	138	198	233	227	141	235	149	317	176	376	306	450	2,946
Environmental health	31	47	44	34	49	94	191	252	163	93	94	75	48	67	54	92	1,272
Electoral registration	56	63	67	109	1,836	319	80	34	101	253	286	215	49	85	79	301	3,638
Payment Debt	57	58	84	168	42	70	92	58	48	62	74	107	47	78	71	91	840
Tourism	32	43	45	49	27	41	78	41	59	39	36	56	19	25	22	19	462
Energy efficiency	24	42	24	20	6	11	31	24	12	26	15	19	16	11	11	16	198
Public transport	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Change of details	0	0	0	0	0	0	0	0	4	0	0	2	0	0	0	0	6
Formal Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	2,341	3,208	2,749	3,203	4,182	2,774	3,360	3,130	2,525	3,107	2,817	2,876	2,127	2,881	2,788	3,652	36,219

Service requests	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Last 12 mths
Payment Debt	1,397	1,708	1,039	1,186	1,524	1,835	1,756	1,985	1,664	2,003	1,701	2,179	1,616	2,060	1,111	1,173	20,607
Streetscene	1,134	1,230	1,036	1,512	1,314	1,129	1,380	1,398	1,230	1,332	1,015	1,013	922	1,245	1,089	1,255	14,322
Environmental health	44	68	60	54	94	63	154	303	220	106	85	87	56	55	48	65	1,336
Change of details	123	84	117	144	118	127	111	158	152	153	148	158	224	246	267	333	2,195
Housing	93	147	145	136	130	134	129	139	115	130	93	83	45	161	132	121	1,412
Electoral registration	34	45	44	104	219	60	50	42	18	2	17	23	16	19	13	116	595
Tourism	7	28	25	41	15	15	20	21	20	13	11	7	3	22	15	8	170
Other Enquiry	13	11	6	12	7	7	10	27	49	32	36	47	36	55	32	22	360
Planning	7	12	12	16	12	6	18	24	14	14	9	6	3	15	18	28	167
Formal Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Council Tax	0	0	0	0	0	3	52	73	40	70	55	107	34	89	34	70	627
Total	2,852	3,333	2,484	3,205	3,433	3,379	3,680	4,170	3,522	3,855	3,170	3,710	2,955	3,967	2,759	3,191	41,791
Grand total	5,235	6,580	5,275	6,446	7,638	6,184	7,064	7,338	6,075	6,997	6,027	6,618	5,100	6,876	5,583	6,860	78,360

**OVERVIEW & SCRUTINY
(SOCIAL WELL-BEING)**

5TH JULY 2011

**OVERVIEW & SCRUTINY
(ECONOMIC WELL-BEING)**

7TH JULY 2011

ONE LEISURE FINANCE (Report of the Working Group)

1. INTRODUCTION

- 1.1 The One Leisure Finance Working Group met on 23rd June 2011 and Councillors S Greenall and D M Tysoe (Chairman) and Messrs R Coxhead and R Hall were present. Also in attendance were Messrs S Bell and A Roberts and Mrs C Bulman.

2. PROFITABILITY OF INDIVIDUAL ACTIVITIES

- 2.1 The Working Group has reviewed analysis of the Leisure service's performance in 2009/10 and 2010/11 and its estimated performance in 2010/11. The analysis reveals that the net cost of the service in 2009/10 was £1.175 m plus £0.2m for Central Centre Management. The estimated outturn for 2010/11 was £0.805k plus the same for Central Centre Management and the actual for this period was £0.634k plus £0.2k for Central Centre Management. The figures include NNDR for which the service had a one-off refund of c£150k in 2010/11.
- 2.2 The Working Group has discussed the figures presented for the direct costs of the leisure activities provided and the Central Centre Management costs that have been re-apportioned to them. In order to satisfy themselves that the re-apportioned costs are not distorting the financial performance of activities, Members have decided to examine the methodology, which has been used to determine how much each activity is allocated in indirect costs. They are interested in establishing whether some of the re-apportioned costs should instead be regarded as direct costs. They also are of the view that re-apportioned costs should reflect the needs of the activity. In order to complete this work, the Working Group will look in greater detail at the crèche, children's club and bar facilities. The details requested will include fixed and variable costs. Having particular regard to the crèche, Members have requested that options are identified for sponsorship and for alternative charging models taking account of local circumstances.

3. RETURN ON INVESTMENT

- 3.1 The Working Group also has received details of recent capital investments in the Leisure service. Members have recognised that many of the items represent maintenance and, therefore, will not achieve their own returns. They have, however, requested information on whether individual items of expenditure have achieved the objectives of their respective Medium Term Plan bids / project plans.

4. ADMISSIONS

- 4.1 The Working Group has noted statistics on admissions at One Leisure Huntingdon, St Neots and St Ives before and after improvements have been made. Members have asked for the data to be presented to them so that it makes explicit trends and it includes One Leisure Ramsey and Sawtry.

5 OTHER MATTERS

- 5.1 The Working Group has had preliminary discussions on the functions that the One Leisure service requires to operate and on the service's future strategic direction. These matters will be considered further at future meetings.

Councillor D M Tysoe
Chairman

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

5th JULY 2011
7th JULY 2011
12th JULY 2011

WORK PLAN STUDIES
(Report by the Head of Legal and Democratic 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

Environmental and Community Health
Housing
One Leisure
Legal and Democratic Services (part)
People, Performance and Partnerships (part)

Environmental Well-Being

Operations
Environmental Management
Planning Services

Economic Well-Being

Information Management
Financial Services
Customer Services
Legal and Democratic Services (part)
People, Performance and Partnerships (part)

- 2.3 Details of ongoing studies are set out in the attached Appendix.
- 2.4 Members are reminded that if they have a specific interest in any study area which is not being considered by their Panel there are opportunities for involvement in all the studies being undertaken.

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 A Jerrom, Member Development Officer
01480 388009**

**Mrs C Bulman, Democratic Services Officer
01480 388234**

ONGOING STUDIES

STUDY	OBJECTIVES	PANEL	STATUS	TYPE
Visitor Development & Town Centre Vibrancy	To consider issues relating to Visitor Development & Town Centre Vibrancy.	Economic Well-Being	Further information requested on the cost of the tourism service and the benefits it brings to both the Council and to the District.	Whole Panel Study
Consultation Processes	To review the Council's current consultation processes with a view to determining whether the approach taken to consultation is suitable and consistent across the authority.	Social Well-Being	Final report submitted to the Cabinet's June 2011 meeting.	Working Group
Gypsy & Traveller Welfare	To examine existing gypsy and traveller sites in the District with a view to informing any future Planning Policy on sites.	Social Well-Being	Report requested for submission to a future meeting. Following consultation with the Chairman, agreed that the study would proceed once Government guidance has been issued on future provision requirements.	To be determined.
Health Implications of the Night Time Economy	To follow up the previous study undertaken by the former Overview and Scrutiny (Service Support).	Social Well-Being	Social Well-Being Panel to consider whether to incorporate this study into their work programme. Further information to be submitted to a future Panel meeting.	To be determined.

Leisure Centre Financial Performance and Employment Structure	<p>To review the overall financial performance and monitoring arrangements. To consider the current / future business structure.</p> <p>To consider whether an increase in income might be made by charging non-residents of the District a higher rate to use the Council's leisure centres.</p>	Economic Well-Being and Social Well-Being	<p>Meetings of the Working Group held on 3rd March, 28th April 2011 and 23rd June 2011.</p> <p>Interim report submitted to Cabinet on 23rd June 2011.</p>	Working Group
Cambridgeshire Local Investment Plan	To review the implications of the Investment Plan upon local housing, to include the potential shortfalls in the delivery of affordable housing within the District, identify what housing is due to come forward and to include reference to the underlying links between housing and planning.	Social Well-Being	Report to be considered at Panel's September 2011 meeting.	Whole Panel Study.
CCTV Provision within the District	To review the impact of the Council's proposal to cease the CCTV service with effect from April 2012.	Environmental Well-Being	Members have requested an update on negotiations with Partners on the future of the service from 2012/13 onwards for submission to the Panel's July 2011 meeting.	Whole Panel Study.

Voluntary Sector	To seek alternative ways of supporting the Voluntary Sector from 2013/14 onwards.	Social Well-Being	Considered at Panel's February and March meeting. Panel appointed a Working Group to consider options for support in the future. First meeting held on 28 th March 2011. Background information to be circulated to Working Group prior to arranging a further meeting.	Working Group
The Use of Consultants	To review the criteria used in the appointment of consultants and assess the cost and value gained from using them.	Economic Well-Being	Final report considered by the Cabinet at their meeting on 23 rd June 2011.	Working Group.
The Financial Implications of the Council's Future Housing Responsibilities.	To be determined.	Economic Well-Being	Copy of Cambridge Local Investment Plan to be provided to Councillor Shellens when it is distributed with Social Well-Being Agenda.	To be determined.
A14 improvements.	To review the implications to the local economy of the decision not to proceed with the A14 improvements.	Economic Well-Being	The Panel will receive updates on progress in due course.	Whole Panel Study.
Tree Strategy	To form a strategy in conjunction with the Tree Officers for the retention and planting of trees.	Environmental Well-Being	Working Group meetings on 5 th and 24 th November 2010.	Working Group.

			The Working Group has requested for a meeting to be arranged for mid-July.	
Land Use for Agricultural Purpose in the context of planning policies and its contribution to the local economy.	To review the lack of promotion and protection of land for this purpose.	Environmental Well-Being	Under consideration.	To be determined.
Rural Transport	To review the lack of transportation in rural areas.	Environmental Well-Being	Received a presentation from Transport Team Leader at April 2011 meeting.	To be determined.
Rural Crime	To be determined.	Social Well-Being Panel to nominate representative as and when required.	Under consideration by the County Council's Safer and Stronger Communities Scrutiny Committee.	Joint Authority Working Group.
Review of Neighbourhood Forums in Huntingdonshire	To undertake a review of the Neighbourhood Forums in Huntingdonshire.	Social Well-Being	Suggested by the Cabinet at its meeting held on 19 th May 2011. Background report requested for submission to a future Panel meeting.	To be determined.
Homelessness	To consider the emerging issue of homelessness and the Council's capacity to deal with the matter.	Social Well-Being	Background report to be submitted to a future Panel meeting.	To be determined.
Maintenance of Water Courses	To receive a presentation on the maintenance arrangements in place for Water Courses within the District.	Environmental Well-Being	Presentation to be delivered at a future meeting.	To be determined.

Waste Collection and Recycling Policies	To investigate the Council's waste collection and recycling policies.	Environmental Well-Being	Scoping report requested for submission to a future meeting.	To be determined.
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POSSIBLE FUTURE STUDIES

The Employees Performance Development Review Process	To review the current process.	Economic Well-Being	Amendments to the Performance Related Pay System are being considered as part of the current years pay negotiations	To be determined.
Housing Register	To review the availability of larger houses for letting the Council's housing register.	Social Well-Being	To consider a request by the Economic Well-Being Panel to investigate this issue.	To be determined.
Central Recharges		Economic Well-Being	Information has been circulated by Head of Financial Services.	To be determined

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Panel Date	Decision	Action	Response	Date For Future Action
13/05/09	<u>Customer Services Monitoring Report</u> Quarterly performance reports to be circulated informally to the Panel twice per year and formally twice per year.	Report circulated at January 2011 Panel meeting.	Item appears elsewhere on the agenda.	07/07/11
18/05/11	<u>Corporate Plan Working Group</u> Councillors D M Tysoe and S Greenall have been appointed to the Corporate Plan Working Group.	Quarterly performance reports to be submitted to all Overview and Scrutiny Panels.	Performance Management Monitoring is currently under review. Further information to be forthcoming.	
10/6/10	<u>Visitor Development & Town Centre Vibrancy</u> Received a presentation by the Head of People, Performance & Partnerships and the Sustainable Economic Development Manager. Requested a further report outlining the cost of the service and the benefits it brings to both the Council and the District.		Report to be submitted to future meeting. Advised that in view of the secondment of the Economic Development Manager this would be deferred until after March 2011.	TBC
15/07/10	<u>Scrutiny of Partnerships</u> Agreed to consider the Economic Prosperity & Skills Performance Report at a future meeting.		Future of Strategic Partnership is currently being reviewed. Report will be forthcoming in due course.	TBC

Panel Date	Decision	Action	Response	Date For Future Action
03/06/10	<p><u>Proposed Amendments to the Huntingdonshire District Council Budget 2010/11</u></p> <p>Requested a further report on public perception and the effectiveness of District Wide and on ways of reducing the cost of its production.</p>		A report on the Electronic Newsletter for residents appears elsewhere on the agenda.	07/07/11
14/04/11	<p><u>Huntingdon Multi-Storey Car Park</u></p> <p>Councillor M F Shellens and Mr R Hall reported on their investigations into the business case for the multi-storey car park in Huntingdon.</p>		Suggested that the Council should introduce a more detailed methodology for the assessment of the projects that it is considering, to include provision for social benefit and risk assessment. A report has been requested on terms for the methodology for this purpose.	TBC
13/01/11	<p><u>Leisure Centres</u></p> <p>Presentation received at January 2011 Panel meeting. Agreed to establish a working group with representatives of the Social Well-Being Panel.</p>		Meetings held on 3 rd March, 28 th April and 23 rd June 2011. Report of the meeting held on 23 rd June 2011 appears elsewhere on the agenda.	
10/02/11	<p>Agreed to extend remit to review whether an increase in income might be made by charging non-residents of the District a higher rate to use the Council's leisure centres.</p>		Interim report submitted to Cabinet meeting on 23 rd June 2011. A report from the Cabinet appears elsewhere on the agenda.	
	<p><u>Workplan Studies</u></p> <p>1. The employees Performance Development Review process</p>		Amendments to Performance Related Pay System are being considered as part of the current years pay negotiations.	SPRING 2011

Panel Date	Decision	Action	Response	Date For Future Action
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	2. The Financial Implications of the Council's future housing responsibilities.		Scrutiny & Review Manager to provide copy of Cambridgeshire Local Investment Plan to Councillor Shellens when it became available.	
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10/02/11	<p><u>A14 Improvements</u></p> <p>Received an update on the steps that are being taken to pursue this matter with the Government. Panel to receive further updates on progress.</p> <p>Requested detailed information on the condition and maintenance of the A14 Viaduct.</p>		<p>DfT Review is about to start and a Steering Group is being called to a first meeting at Shire Hall on 5th July. Hunts DC will have a representative on this group which will be Councillor N J Guyatt as Deputy Executive Leader/Cabinet Member for Strategic Planning.</p> <p>There will also be a Project Group but a date for this has yet to be called.</p> <p>Details circulated</p>	
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Decision Digest

Edition 115

Monthly summary of the decisions taken at meetings of the Council, Cabinet, Overview & Scrutiny and other Panels for the period 28th May to 23rd June 2011.

DEVELOPMENT OF ONE LEISURE, ST IVES

The Overview and Scrutiny Panels for (Economic Well-Being) and (Social Well-Being) have received details of four potential options to re-model St Ives Leisure Centre, together with their financial implications, prior to their consideration by the Cabinet. The proposals have been designed to reduce One Leisure's net operating costs and to increase admissions and participation levels to meet both Government and Council health agenda targets. Prior to their deliberations on the subject, the Panels were addressed by a representative of St Ives District Rifle and Pistol Club who had received notification that a potential alternative use had been identified for the range area at the St Ives Leisure Centre.

In considering the contents of the report, the Panel for Economic Well-Being has discussed a number of issues including the timing of the proposals given the current economic climate and the need for the District Council to achieve significant financial savings in future years. Members have been informed that the proposals are expected significantly to improve the Centre's financial performance and contribute to the Council's overall budget reduction plan. As part of their deliberations, the Panel has discussed in detail the proposals for the facility, the success of the re-development at the St Neots centre and the appropriateness of investment if it is intended to pursue trust status at a later

date. Panel Members have also made a number of suggestions with regard to the inclusion of additional information within the report prior to its submission to the Cabinet.

With regard to the presentation by the representative of the Rifle and Pistol Club, the Overview and Scrutiny Panel (Economic Well-Being) have been informed of the views of the Overview and Scrutiny Panel (Social Well-Being) who have suggested that the possibility of providing a smaller facility for the rifle club should be investigated. The Economic Well-Being Panel is of the opinion that the opportunities to establish a new range in conjunction with the Rifle Club should be explored. With this in mind and subject to the inclusion of additional information within the report to the Cabinet, both Panels have invited the Cabinet to proceed with Option B for the development of the St Ivo Leisure Centre. However, the Economic Well-Being Panel has also suggested that separate plans should be drafted incorporating shooting facilities, which might be pursued if the Rifle and Pistol Club make a significant contribution to the capital costs for its construction. The Panel has also further suggested that following receipt of the tenders for the re-development, a review should be undertaken of the building costs and the economic climate at the time.

USE OF CONSULTANTS

The Panel has received the final report of its Working Group which had been

established to review and make recommendations on the Council's use of consultants. The study emanated from a previous Panel recommendation to the Cabinet that the Council should reduce the amount it spends on employing external consultants in the current financial year.

Having been acquainted with details of the investigations into the use of non-permanent human resources and other related manpower issues, the Panel have made a number of recommendations for submission to the Cabinet and the Corporate Governance Panel.

Having been advised of the Panel's views, the Cabinet has recognised that in some service areas the use of consultants is a necessity i.e. planning decision appeals and that a consultant brings expertise into the organisation where it is lacking. In reviewing the recommendations put forward, the Cabinet has requested the Managing Director (Resources), after consultation with the Executive Leader, Executive Deputy Leader and the Chairman of the Overview and Scrutiny Panel (Economic Well-Being) to oversee their implementation and to report back to a future meeting.

ONE LEISURE FINANCE

The Overview and Scrutiny Panels (Economic Well-Being and Social Well-Being) have received an update on the progress of a joint Working Group which has been established to review the financial performance of One Leisure and make recommendations on the services' future strategic direction. Members have been acquainted with the Group's discussions on the following overheads and recharges -

- Leisure Service Management
- Information Technology Network
- Accountancy

- Information Technology Helpdesk
- Payroll
- Human Resources

In considering the content of the report, the Economic Well-Being Panel has noted a number of emerging issues, which will be examined in further detail as part of the review. In the interim period and having regard to the cost of IT Network and Helpdesk Services, the Panel has asked the Cabinet to arrange for a separate review to be undertaken of the Council's IT costs. This is to include the basis upon which the IT Network Service is recharged to users. Members of the Social Well-Being Panel have commented on the benefits of looking at both the social and economic aspects of the service and have also endorsed the Working Group's recommendation for a separate review of the Council's IT costs.

The Economic Well-Being Panel has also asked the Head of Financial Services to provide further information on central recharges within the District Council with a view to ascertaining whether there is any scope for a study on this subject.

At a subsequent meeting of the Cabinet, Executive Councillors referred to the various elements of the service provided by the IT Division and acknowledged its use in the day to day running of the leisure centres. However, it was felt that a review of the Council's IT costs could be undertaken and the Executive Councillor for Organisational Development has agreed to oversee this.

DRAFT PLANNING POLICY STATEMENT – PLANNING FOR TRAVELLER SITES

The Cabinet and the Overview and Scrutiny Panel (Environmental Well-Being) have endorsed the content of a

response to the Government's formal consultation on the draft Planning Policy Statement "Planning for Traveller Sites".

Their attention was drawn to a number of matters including the means by which the Gypsy and Traveller Accommodation Needs Assessment will be undertaken, recent decisions by the Planning Inspectorate in respect of applications for traveller sites within the District, the future provision requirements and whether the same tests of sustainability should be applied to traveller sites and other housing sites. Other matters discussed include the need for travellers to have access to the necessary infrastructure and the issue of separation between the traveller and the local community.

PRELIMINARY DRAFT COMMUNITY INFRASTRUCTURE LEVY (CIL) CHARGING SCHEDULE

Consideration has been given by the Overview and Scrutiny Panel (Environmental Well-Being) to the Preliminary Draft Community Infrastructure Levy (CIL) Charging Schedule.

The scheme requires the Council to be responsible for collecting contributions from developers and enables the Council greater powers to influence how the levy is spent. The Panel has discussed the terms of the proposed policy and made comment upon the level of resources required to administer the scheme.

A number of matters have been discussed including the need to establish service level agreements with the beneficiaries of levy funds, the requirement to produce an annual report on the CIL for submission to the Government, administrative costs associated with the scheme, the involvement of other public sector

bodies in negotiating CIL funds and the need to ensure that a "plain English" version of the document is available on the website. It was noted that Member involvement will be a key factor in determining the funding of local infrastructure projects.

Subsequently, the Cabinet has approved the document for consultation. In discussing the level of charges proposed, Executive Councillors have raised concerns over not charging for general industrial, storage and distribution. Members were reassured that the rates had been set after taking into account the viability of the business to pay the charge.

Executive Councillors have requested that the comments received as part of the consultation exercise be reviewed by the Overview and Scrutiny Panel prior to their final approval by the Cabinet.

PERFORMANCE MANAGEMENT

The Cabinet and Overview and Scrutiny Panels have reviewed the Council's performance against its priority objectives for the period 1st January to 31st March 2011. The Panels have received answers to a number of questions by the Corporate Plan Working Group on the data presented.

Having noted that consideration is currently being given to the performance management arrangements for the new Council Plan, the Panels have endorsed a suggestion by the Corporate Plan Working Group that Overview and Scrutiny should continue to monitor the Council's performance.

OVERVIEW AND SCRUTINY PANELS – SCHEME OF CO-OPTION

Following a recent review of the Scheme of Co-option, the Overview

and Scrutiny Panels have endorsed a number of suggested changes to the scheme acknowledged the valuable contribution made by the Co-opted Members to their discussions.

OVERVIEW AND SCRUTINY PANEL (ENVIRONMENTAL WELL-BEING) – REMIT AND WORK PROGRAMME

Members of the Overview and Scrutiny Panel (Environmental Well-Being) have identified waste collection and recycling policies and the Council's water courses as potential areas for investigation. Additionally, the Panel has tasked the Tree Strategy Working Group to investigate the reciprocal impact of tree roots and public footpaths upon each other. Items that have been transferred across from the Social Well-Being Panel, in light of changes made to the Panel's remit and the establishment of new Cabinet Portfolios, have been noted by the Panel.

LOCAL GOVERNMENT ACT 2000: FORWARD PLAN

The Overview and Scrutiny Panel (Environmental Well-Being) has requested sight of items entitled Great Fen Supplementary Planning Document, Cambridgeshire Green Infrastructure Strategy, Residential Travel Plan and St Ives West Urban Design Framework for submission at a future meeting. The Social Well-Being Panel will give consideration to reports on the Home Improvement Agency Review – Future Delivery Model Consultation and the Homelessness Strategy prior to their consideration by Cabinet.

POLICY REVIEW

As part of its programme of review of the Council's current human resources policies and subject to the incorporation of a number of comments by Members

and Employee Side representatives, the Employment Panel has endorsed the contents of a new safeguarding policy for the District Council.

The policy which applies to all District Council employees, volunteers and Councillors promotes the safety of those using the Council services and sets out clear procedures for the protection of children, young people and vulnerable adults. It has been drafted to take into account best practice and any legislative change which has emerged since the procedure was last reviewed.

A copy of the policy is available from Democratic Services on request and will be published on the District Council website in due course.

REQUESTS TO FILL VACANT POSTS

Having been satisfied that it was essential to recruit to the vacant post of Database Administrator (CT180) in the Information Management Division, the Employment Panel has authorised the Head of People, Performance and Partnerships to commence recruitment to the post.

The Panel has also considered the procedure and process which had previously been adopted for the filling of vacant posts and having noted that the current policy had proved to be inflexible and led to delays in recruitment, the Panel has authorised the Head of People, Performance and Partnerships to vary the recruitment process such that :-

- the relevant Head of Service (or their nominee) be authorised to approve recruitment to fill vacancies graded 10 -15 for contracts of 6 months or less, including variable hours staff;

- the relevant Head of Service (or a Managing Director in their absence) be authorised to approve recruitment to fill vacancies graded 10-15 for contracts of more than 6 months;

the Chief Officers Management Team be authorised to approve recruitment to fill vacancies graded 9-5;

- vacancies in grades 5 to 1 continue to be dealt with in accordance with the Council's Constitution.

The Panel has also requested that periodic reports should be submitted to future meetings on changes to the establishment and staffing costs during the previous quarter.

RETIREMENT OF EMPLOYEES – ACKNOWLEDGEMENTS

The Employment Panel has placed on record its recognition of, and gratitude for, the excellent contributions made by 44 employees during their employment in the local government service and conveyed its best wishes to them for a long and happy retirement.

The majority of these employees had retired under the Voluntary Release Scheme.

ANNUAL PAY AWARD 2011/12 & PAY STRUCTURE CONSULTATION

At the request of Employees' Side representatives, the Employment Panel has agreed to defer negotiations on the 2011/12 pay award. Negotiations for the current year will comprise:-

- the 'inflation' rise;
- amendments to various allowances;

- amendments to the Pay System and Performance related pay.

The Panel has also given preliminary consideration to the issues which should be discussed as part of a review of the pay system. These will include performance related pay and changes to employee allowances. The Panel also has commented on a number of matters and made several suggestions as to areas which need further consideration. The Panel has agreed to canvass the views of Employees' Side representatives on these ideas prior to more detailed proposals being formulated. The Panel was also of the opinion that employees should be made aware that changes may be made to the pay and grading structure and to the performance related pay scheme for the current year.

The Panel have outlined their desire to consider more detailed proposals at a future meeting.

FOOD SAFETY SERVICE PLAN 2011/12

The Licensing and Protection Panel has endorsed the content of the Service Plan for Food Safety 2011/12 for submission to the Council. The Plan has been developed to comply with the requirements of the Food Standards Agency.

HACKNEY CARRIAGE AND PRIVATE HIRE ENFORCEMENT – PENALTY POINTS SYSTEM

The content of a Penalty Points System for private hire operators, proprietors and drivers within the District has been approved by the Licensing and Protection Panel. The Licensing Manager has been authorised to amend, as appropriate, the existing list of offences in light of any future legislative change.

ADVERTISING BY WAY OF DIGITAL DISPLAY SCREENS

The Licensing and Protection Panel has approved a request for the installation of digital display screens, of no greater than seven inches, on the rear of the front headrests of hackney carriage and private hire vehicles. The Panel has asked that permission be sought from the Council on the advertising material to be displayed. The Licensing Manager has been authorised to determine the scale of fees for advertising after consultation with the Chairman of the Panel. The necessary amendments to the hackney carriage and private hire vehicle and drivers schedule of conditions of licence will be made to take into account these changes.

GUIDELINES RELATING TO THE RELEVANCE AND TREATMENT OF CONVICTIONS – HACKNEY CARRIAGE AND PRIVATE HIRE DRIVERS

Guidelines relating to the relevance and treatment of convictions for applications for hackney carriage and private hire drivers licences and existing licence holders have been considered by the Licensing and Protection Panel. These are intended to ensure consistency in future decision making in relation to the consideration of convictions, cautions, offences and information supplied by the Criminal Records Bureau, Police and other agencies.

LICENSING OF STRETCH LIMOUSINES

Following guidance issued by the Department of Transport, special conditions for the licensing of stretched limousines have been approved by the Licensing and Protection Panel.

HEALTH AND SAFETY ENFORCEMENT SERVICE PLAN 2011/12

The Licensing and Protection Panel has endorsed the content of the Service Plan for Health and Safety Enforcement for 2011/12. The Plan has been developed in accordance with guidance issued by the Health and Safety Executive and covers the aims and objectives of the service, the resources available and the work undertaken in the previous year.

Members have expressed their concern over the lack of resources available to undertake inspections in the forthcoming year and have requested the Executive Councillor for Healthy and Active Communities to investigate the matter and report back to a future meeting.

THE SUNBED (REGULATION) ACT 2010

The Managing Director for Communities, Partnerships and Projects and the Head of Environmental and Community Health Services have been authorised by the Licensing and Protection Panel to appoint Officers to enforce the Regulations associated with The Sunbeds Act 2010 and initiate prosecutions under the Act. The Regulations prohibit businesses from offering or allowing persons aged under 18 to use or have access to sunbed facilities.

REPRESENTATION ON ORGANISATIONS

The Cabinet and Licensing and Protection Panel have appointed representatives to serve on a variety of organisations for the ensuing Municipal Year. The Head of Legal and Democratic Services, after consultation with the Deputy Executive Leader, has been authorised to make any changes

to the schedule that may arise throughout the year.

CONSULTATION PROCESSES

The Overview and Scrutiny (Social Well being) Panel has endorsed recommendations made by its Working Group which are intended to improve both the Council's consultation processes and the public's perception of them. In considering the Working Group's findings, the Panel's attention has been drawn to examples of consultations previously undertaken by the Council and to the validity of the methods employed to undertake the 2010 budget consultation. Amongst the recommendations that have been put forward, the Panel has advocated prior involvement of Heads of Service, Ward Members and the Overview and Scrutiny Panels in consultations, the establishment of a consultation plan and improved use of the Consultation Calendar and Database.

Details of the Working Group's findings have been considered by the Cabinet. Executive Councillors were conscious that the study emerged as a result of concerns raised by members of the public over the perceived weaknesses in the procedures employed by the Council during recent consultations. In considering the Group's recommendations, the Cabinet has emphasised the need to consider them carefully given their potential to impact on staff time and resources. Having referred to the benefits of working with neighbouring authorities to build up a consultant database of information, the Cabinet has requested the Managing Director (Resources) to undertake investigations as to how the current process can be improved. His findings will be reported to the Cabinet and the Overview and Scrutiny Panel (Social Well-Being).

CAMBRIDGESHIRE HEALTH AND ADULT SOCIAL CARE SCRUTINY COMMITTEE

The Panel has received an update on matters currently being considered by the Cambridgeshire Health and Adult Social Care Scrutiny Committee.

DEVELOPMENT MANAGEMENT APPLICATIONS

Of the applications considered by the Development Management Panel in June was a proposal for the erection of four, three bladed wind turbines and associated operations on land, east of Whitleather Lodge, Woolley Hill, north of the village of Ellington. The Panel agreed to refuse the application because, in their view, the development had a detrimental impact on the setting and surroundings of the Grade I listed Ellington Church. The Panel also was of the opinion that the proposal was contrary to the Huntingdonshire Supplementary Planning Document on Wind Power published in 2006. Nine other minor applications were considered by the Panel at the same meeting, eight of which were approved and one refused.

SENIOR OFFICERS' PANEL – SENIOR MANAGEMENT STRUCTURE

In accordance with paragraph 4(e) of the Officer Employment Procedure Rules, the Cabinet has confirmed that there is no material or well founded objection to the Senior Officers' Panel's proposal to establish and appoint to two new posts of Managing Director (Resources) and Managing Director (Communities, Partnerships and Projects) for a fixed period to March 2012, subject to a review of the progress of the new arrangements by the Executive Leader in October 2011.

HOMELESSNESS STRATEGY

The draft Homelessness Strategy has been approved by the Cabinet. The Strategy is a statutory requirement under the Homelessness Act, 2002. Its format this year has been updated to include a summary of the financial resources required to meet the actions identified.

LOCAL ENTERPRISE PARTNERSHIP – PROPOSED ENTERPRISE ZONE

The selection of the Alconbury Airfield site by the Greater Cambridge – Greater Peterborough Local Enterprise Partnership (LEP) as their preferred option for an enterprise zone has been supported by the Cabinet.

The site was chosen from five areas and will now be submitted to compete against the bids of the other 32 national LEPs, all hoping to be awarded one of the ten zones being established by the Government.

In anticipation of the bids success and in order to aid the delivery and give some flexibility to the proposals, the Cabinet has supported the preparation of a Local Development Order for the site and has requested the Head of Planning Services to report back on the Order's content.

SHARED HOME IMPROVEMENT AGENCY SERVICES

Approval has been given by the Cabinet to the principle of establishing a shared Home Improvement Agency (HIA) service with Cambridge City and South Cambridgeshire District Councils.

The HIA will oversee the provision of aids and adaptations to the homes of those with disabilities. The current in-house service was reviewed in 2008 by the Cambridgeshire Supporting People Commissioning Body. It recommended

that a joint commission be considered to ensure future funding certainty, better value for money and consistency in service delivery.

The Cabinet has authorised the Managing Director (Communities, Partnerships and Projects), after consultation with the Executive Councillor for Resources & Customer Services to approve the establishment of the service.