

## Scrutiny Panel Agenda



### **Finance and Performance Management Scrutiny Panel Tuesday, 11th November, 2014**

You are invited to attend the next meeting of **Finance and Performance Management Scrutiny Panel**, which will be held at:

**Council Chamber, Civic Offices, High Street, Epping  
on Tuesday, 11th November, 2014  
at 7.00 pm .**

**Glen Chipp  
Chief Executive**

**Democratic Services  
Officer**

A Hendry - Directorate of Governance  
Tel: 01992 564246 Email:  
democraticservices@eppingforestdc.gov.uk

#### **Members:**

Councillors T Church (Chairman), A Mitchell MBE (Vice-Chairman), K Angold-Stephens, D Dorrell, J Knapman, H Mann, G Mohindra, H Ulkun, J M Whitehouse, Ms S Watson and Mrs E Webster

**SUBSTITUTE NOMINATION DEADLINE:**

**18:00**

**1. APOLOGIES FOR ABSENCE**

**2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

(Assistant to the Chief Executive) To report the appointment of any substitute members for the meeting.

**3. DECLARATION OF INTERESTS**

(Assistant to the Chief Executive). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or

Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a matter.

**4. MINUTES OF THE LAST MEETING (Pages 5 - 12)**

To consider and agree the notes of the meeting held on 9 September 2014.

**5. TERMS OF REFERENCE / WORK PROGRAMME (Pages 13 - 18)**

(Chairman/Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Panel and associated Work Programme. This is attached. The Panel are asked at each meeting to review both documents.

**6. QUARTERLY FINANCIAL MONITORING 2014/15 - QUARTER 2 (Pages 19 - 40)**

(Director of Resources) To consider the attached report.

**7. KEY PERFORMANCE INDICATORS 2014/15 - QUARTER 2 PERFORMANCE (Pages 41 - 56)**

(Director of Governance) To consider the attached report.

**8. SICKNESS ABSENCE 2014/15 - QUARTER 1 & 2 PERFORMANCE (Pages 57 - 68)**

(Director of Resources) To consider the attached report.

**9. FEES AND CHARGES 2015/16 (Pages 69 - 82)**

(Director of Resources) To consider the attached report.

**10. DRAFT GENERAL FUND CSB AND DDF LISTS AND SAVINGS UPDATE (Pages 83 - 92)**

(Director of Resources) To consider the attached report.

**11. EQUALITY OBJECTIVES 2012-2016 - QUARTER 2 PROGRESS 2014/15 (Pages 93 - 104)**

(Director of Governance) To consider the attached report.

**12. EQUALITY INFORMATION - WORKFORCE DATA (Pages 105 - 114)**

(Director of Resources) To consider the attached report.

**13. EXCLUSION OF PUBLIC AND PRESS**

**Exclusion:** To consider whether, under Section 100(A)(4) of the Local Government Act 1972, the public and press should be excluded from the meeting for the items of business set out below on grounds that they will involve the likely disclosure of exempt information as defined in the following paragraph(s) of Part 1 of Schedule 12A of the Act (as amended) or are confidential under Section 100(A)(2):

Agenda Item No	Subject	Exempt Information Paragraph Number
14	Report on GOV002 Commercial Property - Rent Paid	3

The Local Government (Access to Information) (Variation) Order 2006, which came into effect on 1 March 2006, requires the Council to consider whether maintaining the exemption listed above outweighs the potential public interest in disclosing the information. Any member who considers that this test should be applied to any currently exempted matter on this agenda should contact the proper officer at least 24 hours prior to the meeting.

**Confidential Items Commencement:** Paragraph 9 of the Council Procedure Rules contained in the Constitution require:

- (1) All business of the Council requiring to be transacted in the presence of the press and public to be completed by 10.00 p.m. at the latest.
- (2) At the time appointed under (1) above, the Chairman shall permit the completion of debate on any item still under consideration, and at his or her discretion, any other remaining business whereupon the Council shall proceed to exclude the public and press.
- (3) Any public business remaining to be dealt with shall be deferred until after the completion of the private part of the meeting, including items submitted for report rather than decision.

**Background Papers:** Paragraph 8 of the Access to Information Procedure Rules of the Constitution define background papers as being documents relating to the subject matter of the report which in the Proper Officer's opinion:

- (a) disclose any facts or matters on which the report or an important part of the report is based; and
- (b) have been relied on to a material extent in preparing the report and does not include published works or those which disclose exempt or confidential information (as defined in Rule 10) and in respect of executive reports, the advice of any political advisor.

Inspection of background papers may be arranged by contacting the officer responsible for the item.

#### 14. COMMERCIAL PROPERTY - RENT PAID (Pages 115 - 160)

(Director of Governance) to consider the attached restricted report.

**15. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE**

To consider which reports are ready to be submitted to the Overview and Scrutiny Committee at its next meeting.

**16. DATES OF FUTURE MEETINGS**

To note the future meeting dates for the Panel:

19 January 2015 (Joint meeting with the Finance Cabinet Committee); and  
10 March.

**EPPING FOREST DISTRICT COUNCIL  
NOTES OF A MEETING OF FINANCE AND PERFORMANCE MANAGEMENT SCRUTINY  
PANEL  
HELD ON TUESDAY, 9 SEPTEMBER 2014  
IN COUNCIL CHAMBER, CIVIC OFFICES, HIGH STREET, EPPING  
AT 7.00 - 8.23 PM**

**Members Present:** T Church (Chairman), A Mitchell MBE (Vice-Chairman), D Dorrell, J Knapman, G Mohindra, H Ulkun, Ms S Watson and Mrs E Webster (Vice Chairman of Council)

**Other members present:** D Stallan and Ms S Stavrou

**Apologies for Absence:** K Angold-Stephens

**Officers Present** P Maddock (Assistant Director (Accountancy)), D Newton (Assistant Director (ICT and Facilities Management)), S Tautz (Democratic Services Manager), J Twinn (Assistant Director Benefits) and A Hendry (Democratic Services Officer)

**11. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)**

The Panel noted that there were no substitute members.

**12. DECLARATION OF INTERESTS**

Councillors Stallan, Mohindra, Stavrou, Ulkun, Webster, Church, Watson and Knapman declared a non pecuniary interest in agenda item 8, recommendation 4 – Financial Issues Paper, by virtue of being members of their respective Town and Parish Councils. They advised that they would remain in the meeting for the duration of the item.

**13. MINUTES OF THE LAST MEETING**

The minutes of the previous meeting held on 16 July 2014 were agreed.

**14. KEY PERFORMANCE INDICATORS 2014/15 - QUARTER 1 PERFORMANCE**

The Panel noted the problems with the printing of the KPI sheets on the agenda and the tabled sheets of the 11 KP Indicators that were for this Panel to scrutinise. They also noted that from this year, each Scrutiny Panel would be receiving their own performance indicators to review on a quarterly basis.

The Panel then went through their KPIs individually.

**GOV001** – *how satisfied with their experience were visitors to the Council website* – Councillor Dorrell queried the target for the first quarter. He was told that the target for this quarter was correct.

**GOV002** – *what % of the rent we were due to be paid for our commercial premises was not paid* – Councillor Mohindra wondered that as a commercial landlord, did we not have the power to ensure that people paid on time. Officers were unsure of our powers and promised to bring back a response.

**RES001** – *How many working days did we lose to sickness absence* – Councillor Mohindra asked why this year's quarter figure was higher than last years. Officers would investigate and get back to him.

**RES002** – *what % of the invoices we received were paid within 30 days* – Councillor Mohindra asked if we were keeping to our informal 10 day payment deadline for local suppliers. He was told that it was nearer to 20 days.

**RES003** – *what % of the district's annual Council Tax was collected* – the Panel were happy with the council's performance on this indicator.

**RES005** – *on average how many days did it take us to process new benefit claims* – and **RES006** – *on average how many days did it take us to process notices of a change in a benefit claimant's circumstances* – the Panel noted that we had exceeded our performance target on both these indicators.

**RES008** – *in what % of fraud investigations was fraud proven* – Councillor Mohindra noted that he had requested this indicator as a more useful measurement. He hoped that we remained effective in our investigations. The Assistant Director Benefits, Ms Twinn, noted that these investigations could take a long time to complete. The Government Department for Works and Pensions (DWP) would be taking over all benefit investigations in October 2015; unfortunately Council staff working in this area did not know if they would remain with the Council or be seconded to the DWP.

It was also noted that the current quarter 2 performance figures were on target and would catch up on the quarter one target.

#### **RESOLVED:**

That Panel noted the performance indicators within its area of responsibility for the first quarter of the year.

## **15. QUARTERLY FINANCIAL MONITORING**

The Assistant Director (Accountancy), Mr Maddock introduced the report on quarterly financial monitoring, outlining the position at the end of June.

The Panel noted that:

- the salaried schedule showed an underspend of £103,000 or 2%. This was in line with last year's figures;
- all Directorates revenue budgets were either in line with the budget or underspent;
- the investment interest levels in 2014/15 were slightly above expectations at quarter 1. There was still no clear indication when rates may improve although an upward movement, although small, seemed a possibility during 2015/16;
- the council had received a 94% return of monies from the Heritable Bank and it looked likely that that the remained would be paid back by the autumn;

- development control was going particularly well with fees and charges up by £53,000;
- building control income was on budget at the end of June as was expenditure;
- hackney carriage and other licensing income were both above expectations by £9000 and £1000 respectively;
- income from MoTs and Fleet Operations was £4000 above expectations, but an overall deficit of £29,000 was predicted for 2014/15;
- one note of caution expressed was that the number of traders at the North Weald Airfield Market was still in decline;
- in general expenditure was generally lower in the first quarter than other quarters so it was no surprise that a number of areas were showing underspends.

The new Business Rates Retention scheme was in its second year whereby a proportion of rates collected were retained by the Council. By the end of June the figures were looking good with the Council retaining funding of £40,680; but this might not continue depending on the number of claims from small businesses that were received.

Councillor Stallan noted that there had been changes in the collection laws and asked if this had increased the amount of work for our collectors and had there been any increase in our collecting rates. Mr Maddock replied that he was not aware of any changes and would have to consult the officer concerned. Councillor Stallan said he would like an answer for next week's Finance Cabinet Committee meeting as it would be helpful to have an update on this.

Councillor Church noted that we had not received our money on recycling for 2013/14 as yet from the County Council. Mr Maddock noted that this was a lengthy process but this money should be coming in about now. Councillor Mohindra asked if this process could be streamlined in any way with Essex County Council. Mr Maddock noted that officers were in discussions with the county looking at ways things could be speeded up.

Councillor Mohindra asked if we were expecting a loss of £175k for Loughton Leisure Centre. Mr Maddock replied that because of the way the contract was set up this was in effect, a surplus.

Councillor Mohindra asked about council garage rents. Councillor Stallan noted that the number of current garages was in decline as some sites had been demolished, so the figures would change because of this and also because some tenants would relocate.

Councillor Mohindra asked what the overspend of Capital Fees for the purchase of lease regarding Torrington Drive related to. Mr Maddock said he would find out how it related to capital fees and this purchase.

Councillor Knapman wanted to know if we would receive more money if we collected more food and garden waste. He was told that we would.

Councillor Knapman noted that IT had experienced an inflationary increase of 7%; how was this possible as inflation was not that high. Mr Maddock said that it was partly a combination of inflation and partly because of the change in the timing of the contracts.

Councillor Knapman noted that the Property Management System had a variation of 0% but nothing had been spent on it was this right? Mr Maddock said the money would be spent towards the end of the year.

Councillor Knapman commented that we seemed to be behind on everything, will this happen every year? Mr Maddock replied that a slow start was the most likely cause of this; we would catch up as the year progresses. The Capital Programme would be reviewed again in December. Councillor Knapman said he would keep an eye on this to see that it did catch up.

**RESOLVED:**

That the Revenue and Capital Financial Monitoring report for the first quarter of 2014/15 be noted.

**16. PERFORMANCE MONITORING - CALL HANDLING**

The Assistant Director, ICT and Facilities Management, Mr Newton, introduced his report on call handling performance that was produced in response to a request made by this Panel at their March meeting. They wanted to know how long would a member of the public have wait before they were answered by the switchboard. He noted that our new telephone system was now live and capable of producing very detailed management information. However it was noted that although a report on switchboard times was possible the majority of calls now bypass the switchboard and go to direct dial extensions. It would be more beneficial to monitor what happens following the switchboard transferring a call.

ICT staff had only just been trained in the use of this new monitoring system and on the subsequent production of reports. He was now looking to members to give a steer as to what they would like to have monitored. Officers could then produce regular reports monitoring as appropriate.

Councillor Knapman noted that given the change in the system, they would need time to evaluate the system. He thought that other local authorities should be consulted as to what they monitored. He also noted that on our current system did not give an option for planners, which he thought was a good thing as the people who were phoning the planning department generally knew the name of the planner they wanted. Mr Newton said that he was getting the same sort of feedback on planning. Housing would be added at a later date.

Councillor Watson suggested that direct dial calls be monitored and the percentage that went through to voicemail.

Councillor Church suggested that this be deferred for officers to bring some sample reports to a future meeting to give them an idea of what could be done. This was agreed.

**RESOLVED:**

That sample monitoring reports be brought to a future meeting of this Panel as an indication of what could be done.

**17. FINANCIAL ISSUES PAPER**



The Assistant Director (Accountancy), Mr Maddock introduced the Financial Issues Paper. This provided the initial framework for starting the 2015/16 budget. It had been to the Cabinet Finance Committee in July and was here for the Panel comments on the initial budgetary structure for 2015/16.

The report took the members through the General Fund Outturn for 2013-14, the updated Medium Term Financial Strategy and the Continuing Services Budget. It also went through central government funding, noting that significant changes had happened at the start of 2013/14 and we were only a year and a half into these changes. It was noted that as part of abolishing Council Tax Benefit and introducing Local Council Tax Support (LCTS), the DCLG had to determine whether parish Council would be affected by the reduction in council tax base or left outside the calculations. However, despite the consultation response on the scheme being massively in favour of tax base adjustments only at district level, the DCLG decided that parish councils should also be affected. One of the problems with this decision was that DCLG did not have a legal power to make grant payments directly to parish councils. This meant the funding for these councils had to be included in the grants to districts and it was then for districts to determine how much of the grant was passed on. Members determined that parish councils should be fully protected from this change for 2013/14, a decision that was not shared by many authorities across the country.

It was noted that half of the Business rates retention was kept locally, 40% to EFDC, 9% to Essex County Council and 1% to the Essex Fire Authority; and 50% went to Central Government.

As the billing authority we were responsible for collecting the money and then paying it over. However, as our share (£12,755,334) exceeds the amount of our funding deemed to come from retained business rates (£2,909,311) the excess (£9,846,023) was also paid to Central Government as a "Tariff". The tariffs are used to provide "Top Ups" to those authorities whose non-domestic rate income is lower than their deemed funding from business rates. Overall this means we were collecting nearly £32 million but retaining less than £3 million, or just over 9%.

A major concern was how appeals would be dealt with, as all appeals were to be settled by the district, even if we did not see the benefit in the first place. This was unfair for us as we would have to put aside money for any anticipated appeals.

It was noted that in the DDF the carry forward of £682,000 represented a decrease of £154,000 on the £836,000 of slippage for 2012/13. Also, given that DDF funding was limited, it should only be used to support high priority projects. If a project takes several years to be implemented questions needed to be answered over whether it was really a priority and if that money could have been used for a more urgent purpose.

The report noted that the Council was in a stronger financial position than had been anticipated, despite the reductions in funding set out in the report this was the fourth consecutive year when the General Fund Reserve has increased.

However, there will be a General Election next year and so whilst some of the uncertainty around the changes from 2013/14 had been removed there was now greater uncertainty overall for the medium term. It was possible that an incoming Government may have a different view on NHB, LCTS, retained business rates or any other aspect of local authority financing.

Councillor Knapman was concerned that the report had been written earlier on in the year and maybe it should have been updated for this meeting. He also expressed concern over the Council's large reserve. Our reserves in relation to other local authorities looked very high. Also, would our high reserves affect our services; we should be defending our services. Would the council's position be defensible with the government making savings where they could?

He also said that it was right to point out the unfairness of the appeals system; we should be making a case to the government about this.

Councillor Mohindra agreed with the proposed net savings for 2015/16 and Councillor Knapman noted that the Cabinet could always re-examine the figures at a later date to see if they were comfortable with them.

Councillor Mohindra asked if the increase in Council Tax could be revisited. Councillor Knapman wondered if a 0% increase should be considered and not a 2.5% one.

The Panel then discussed recommendation 4 of the report "to recommend to the Cabinet a reduction of 15.4% in parish support, in line with the reduction in the central funding this Council received".

On the whole the Panel thought that this was a fair way to deal with this and the proposal was hard to disagree with. It was noted that this would go on to Cabinet and then on to full Council for consideration where it would receive full consideration by all members.

The Panel noted that recommendation 3 dealing with the review of fees and charges should be deferred to their next meeting when they would receive a separate report on this.

**RESOLVED:**

1. The Panel agreed to recommend to the Cabinet the establishment of a new budgetary framework including the setting of budget guidelines for 2015/16 covering:
  - (a) The Continuing Services Budget, including growth items;
  - (b) District Development Fund items;
  - (c) The use of surplus General Fund balances; and
  - (d) The District Council Tax for a Band 'D' property.
2. That a revised Medium Term Financial Strategy for the period to 2018/19, and the communication of the revised Medium Term Financial Strategy to staff, partners and other stakeholders be recommend to the Cabinet.
3. That the detailed review of fees and charges, especially parking charges be deferred to the November meeting of the Panel.
4. That a reduction of 15.4% in parish support, in line with the reduction in the central funding that the Council receives be recommended to the Cabinet.

**18.    TERMS OF REFERENCE / WORK PROGRAMME**

The Panel's Terms of Reference and work Programme was noted.

**19.    REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE**

To report back to the Overview and Scrutiny Committee with a general update on the reports considered at this meeting.

**20.    FUTURE MEETINGS**

The dates of the Panel's future meetings were noted.

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## TERMS OF REFERENCE - STANDING PANEL

**Title:** Finance and Performance Management

**Status:** Standing Panel

**Terms of Reference:**

**Performance Management**

1. To review relevant Key Performance Indicator (KPI) outturn results for the previous year, at the commencement of each municipal year;
2. To identify on an annual basis, subject to the concurrence of the Finance and Performance Management Cabinet Committee:
  - (a) a basket of KPIs important to the improvement of the relevant to the service areas for which the Panel has scrutiny responsibility Council's services and the achievement of its key objectives,; and
  - (b) the performance targets for those KPIs for each year;
3. To review performance against the KPIs on a quarterly basis throughout each year, and to make recommendations for corrective action in relation to areas of slippage or under performance;

**Public Consultation and Engagement**

4. To develop arrangements as required, for the Council to directly engage local communities in shaping the future direction of its services, to ensure that they are responsive to local need;
5. To annually review details of the consultation and engagement exercises undertaken by the Council over the previous year;

**Finance**

6. To consider the draft portfolio budgets for each year, and to evaluate and rank proposals for enhancing or reducing services where necessary, whilst ensuring consistency between policy objectives and financial demands;
7. To review key areas of income and expenditure for each portfolio on a quarterly basis throughout the year;

**Information and Communications Technology**

8. To monitor and review progress on the implementation of all major ICT systems;

**Value For Money**

9. To consider the Council's comparative value for money 'performance', and to recommend as required to the Finance and Performance Management Cabinet Committee, in respect of areas where further detailed investigation may be required; and

**Equality**

10. To review six monthly progress towards the achievement of the Council's equality objectives for 2012/13 to 2015/16, and progress in relation to other equality issues and initiatives.

**Chairman: Cllr T Church**

## Finance and Performance Management Scrutiny Panel (Chairman – Cllr Church)

### 2014/15

Item	Report Deadline/ Priority	Progress / Comments	Programme of Meetings
(1) Key Performance Indicators 2013/14 – Outturn	Outturn KPI performance (all indicators) considered at first meeting in each municipal year.	Outturn KPI performance report for 2013/14 (all indicators) considered at meeting on 16 July 2014.	16 July 2014 <del>9 September 2014</del> 11 November 2014
(2) Key Performance Indicators 2014/15– Quarterly Performance Monitoring	Quarterly KPI performance (specified indicators only) considered on a three-monthly basis.	Quarterly KPI performance reports for 2014/15 (specified indicators) to be considered at meetings on 9 September 2014 (Quarter 1), 11 November 2014 (Quarter 2) and 10 March 2015 (Quarter 3).	19 January 2015 (jointly with Cabinet Committee) 10 March 2015
(3) Proposed Key Performance Indicators for 2015/16	Draft indicator set considered alongside review of third quarter KPI performance for 2014/15.	Proposed KPIs for 2015/16 to be considered at meeting on 10 March 2015.	
(4) Financial Monitoring 2014/15	Quarterly budget monitoring reports considered on a three-monthly basis.	Quarterly budget monitoring reports for 2014/15 to be considered at meetings on 9 September 2014 (Quarter 1), 11 November 2014 (Quarter 2) and 10 March 2015 (Quarter 3).	
(5) Annual Consultation Plan	Consultation Plan considered on an annual basis at first meeting in each municipal year.	Consultation Plan considered at meeting on 16 July 2014.	

(6) Detailed Portfolio Budgets	Portfolio budgets considered on an annual basis jointly with the Finance & Performance Management Cabinet Committee.	Annual review of portfolio budgets to be considered at joint meeting with the Finance & Performance Management Cabinet Committee on 19 January 2015.
(7) Equality Objectives 2012-2016 - Progress	Progress against equality objectives considered on a six-monthly basis.	Half-yearly progress reports for 2014/15 to be considered at meetings on 11 November 2014 and 10 March 2015.
(8) Provisional Capital Outturn 2013/14	Provisional Revenue Outturn considered on an annual basis at first meeting in each municipal year.	Provisional outturn for 2013/14 considered at meeting on 16 July 2014.
(9) Provisional Revenue Outturn 2013/14	Provisional Revenue Outturn considered on an annual basis at first meeting in each municipal year.	Provisional outturn for 2013/14 considered at meeting on 16 July 2014.
(10) Fees and Charges 2015/16	Proposed fees and charges considered on an annual basis each November.	Proposed fees and charges for 2015/16 to be considered at meeting on 11 November 2014
(11) Sickness Absence	Detailed progress against achievement of sickness absence targets reviewed on a six-monthly basis	Half-yearly progress reports for 2014/15 to be considered at meetings on 9 September 2014 and 10 March 2015.
(12) ICT Strategy - Progress	Progress against ICT Strategy considered on an annual basis each September.	Progress report to be considered at meeting on 9 September 2014.
(13) Key Performance Indicators – Commercial Premises	Comprehensive report on current performance against KPI 11 (Rent) and actions to improve performance.	Report to be made to meeting on 9 September 2014 (Minute 44 – 11 March 2014)



(14) Call response/handling performance indicator	Report on options following introduction of new telephony system.	Report to be made to meeting on 9 September 2014 (Minute 42 – 11 March 2014)
(15) Use/cost of consultants	Report on value and benefit derived from the use of consultancy services across the Council services.	Report to be made to meeting during 2014/15 (minute 40 – 11 March 2014)

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## **Report to the Finance & Performance Management Scrutiny Panel**

**Report reference:**

**Date of meeting: 11 November 2014**



**Portfolio: Finance**

**Subject: Quarterly Financial Monitoring**

**Officer contact for further information: Peter Maddock (01992 - 56 4602).**

**Democratic Services Officer: Adrian Hendry (01992 – 56 4246)**

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### **Recommendations/Decisions Required:**

**That the Panel note the revenue and capital financial monitoring report for the second quarter of 2014/15.**

### **Executive Summary**

The report provides a comparison between the original estimate for the period ended 30 September 2014 and the actual expenditure or income as applicable.

### **Reasons for proposed decision**

To note the second quarter financial monitoring report for 2014/15.

### **Other options for action**

No other options available.

### **Report:**

1. The Panel has within its terms of reference to consider financial monitoring reports on key areas of income and expenditure. This is the second quarterly report for 2014/15 and covers the period from 1 April 2014 to 30 September 2014. The reports are presented based on which directorate is responsible for delivering the services to which the budgets relate.
2. Salaries monitoring data is presented as well as it represents a large proportion of the authorities expenditure and is an area where historically large under spends have been seen.

### **Revenue Budgets (Annex 1 – 6)**

3. Comments are provided on the monitoring schedules but a few points are highlighted here as they are of particular significance. The salaries schedule (Annex 1) shows an underspend of £163,000 or 1.6%. This time last year the variance was only 0.4% but the pay award had been settled at this point last year whereas this is still outstanding in the current year.
4. All Directorates are currently showing an underspend, the most significant in monetary terms being £73,000 on Neighbourhoods due to vacancies within Forward Planning, Communities is showing an underspend which is primarily related to the Housing

Revenue Account (HRA) and the underspend on Governance relates to the Estates division.

5. Investment interest levels in 2014/15 are slightly above expectations at quarter 2, due to an increase in surplus cash available for investment. Despite a lot of media coverage there is still no clear indication when rates might improve though an upward movement albeit small seems a possibility during 2015/16.
6. Development Control income at Month 6 is going particularly well. Fees and charges are £120,000 higher than the budget to date and pre-application charges are £23,000 higher. As usual the budgets will be revisited during the next couple of months when an assessment will need to be made of how much of this additional income should be treated as CSB and how much as DDF.
7. Building Control income was £4,000 higher than the budgeted figure at the end of the second quarter. Also the ring-fenced account is showing an in-year surplus of £7,000 as at Month 6 which is an improvement on expectations as the original budget had predicted a deficit of around £40,000. The surplus on the account brought forward into this financial year was £21,000.
8. Hackney Carriage income is £4,000 above expectations and other licensing £2,000 below expectations. The exact timing of licensing receipts tends to vary a bit from year to year so it is not entirely clear at this stage what the final position will be.
9. Income from MOT's carried out by Fleet Operations is £4,000 above expectations. Overall a deficit of £29,000 is predicted for 2014/15 and it is a little early to say whether or not this is likely to improve. Cabinet determined in October that the service would be re-located to a new depot at Oakwood Hill but would scale back its operations.
10. Local Land Charge income is £22,000 above expectations at the end of September so has continued the upward trend of recent months. There is still significant uncertainty surrounding the future for charging for these services which may or may not be resolved during the financial year.
11. It was reported in September that there had been problems with the amount of time it was taking between submitting tonnage information for Recycling Credits and receiving the go ahead from the County Council to raise the invoice. The April credits were not invoiced until August. Since then things have improved and billing is now occurring closer to the two month expected turnaround time. Officers will be raising the issue with the County Council to ensure that unreasonable delays are avoided in future.
12. Income from Car parking has been a little sporadic at times which makes monitoring more difficult. NEPP have recently changed their cash collector and although there have been some initial teething problems it is expected that cash receipts will become more timely. Officers will be monitoring this closely over the next few months.
13. The Housing Repairs Fund shows an underspend of £510,000. However a larger than average proportion of the expenditure is seasonal, falling in the winter months.
14. Payments to the Waste Management contractor were three months behind at the end of September as both July and August were not paid until October. Payments to the Leisure Management contractor are two months behind as expected. The frequency of billing can be a little haphazard at times and whilst budget payments are profiled two months in arrears this is not always what actually happens.
15. Compared to this time last year income streams are holding up well and in the case of Development Control, positively buoyant. An analysis of income levels and whether any of the increases are expected to be sustained will be carried out during the current budget cycle to see whether some of the additional income can be included in the CSB.

Expenditure is generally lower in the first half year so it is no surprise that a number of areas are showing underspends. The budgets are being revisited and where appropriate will be revised in line with expectations.

### **Business Rates**

16. This is the second year of operation for the Business Rates Retention Scheme whereby a proportion of rates collected are retained by the Council.
17. There are two aspects to the monitoring, firstly changes in the rating list and secondly the collection of cash. Changes in the rating list are important as with local retention the overall funds available to authorities will increase or decrease as the total value of the list increases or decreases. The NNDR1 form set out the non-domestic rate estimates for the year and started with a gross yield of £40,972,136 which was then reduced by the various reliefs for charities and small businesses and an allowance for appeals to get to a net rate yield of £33,766,634. At the end of September the net rate yield had reduced by £182,495 and as the Council retains 40% of gains and losses this would mean a decrease in funding of £72,998. Previously this had shown an increase but as expected a number of claims for reliefs have come forward and reduced the yield, however the government will reimburse the General Fund in part for these losses.
18. Cash collection is important as the Council is required to make payments to the Government and other authorities based on their share of the rating list. These payments are fixed and have to be made even if no money is collected. Therefore, effective collection is important as this can generate a cash flow advantage to the Council. If collection rates are low the Council is left to finance these payments from working capital and so has to reduce investment balances. At the end of September the total collected was £18,889,598 and payments out were £16,203,000, meaning the Council was holding £2,686,598 of cash and so the Council's overall cash position was benefitting from the effective collection of non-domestic rates.
19. In summary, at the end of September the decrease in the overall value of the rating list is a concern, but cash collection is going well.

### **Capital Budgets (Annex 7 - 12)**

20. Tables for capital expenditure monitoring purposes (annex 7 -12) are included for the six months to 30 September. There is a commentary on each item highlighting the scheme progress.
21. The full year budget for comparison purposes is the original budget updated for budgets carried forward from 2013/14 as part of the Provisional Outturn Report considered at the July meeting.

### **Major Capital Schemes (Annex 13)**

22. There are two projects included on the Major Capital Schemes schedule these relate to the Museum redevelopment and House Building package 1. Annex 13 gives more detail.

### **Conclusion**

23. With regard to revenue, income is up on expectations and expenditure down. The increased income levels are very much welcome, and appear to provide some evidence of the economic recovery. Expenditure being below budget is not surprising as this tends to be the case every year.
24. The panel is asked to note the position on both revenue and capital budgets as at Month 6.

## Consultations Undertaken

This report will also be presented to the Finance Cabinet Committee and therefore Portfolio-holders will have sight of the report as part of that agenda. An oral update will be provided to cover any additional comments or information received from Portfolio-holders.

## Resource Implications

There is no evidence at this stage to suggest that the net budget set will not be met and in fact things look a little more positive than at this stage last year. The budget will be revised over the next few months incorporating increased income levels if they appear to be sustained.

## Legal and Governance Implications

Reporting on variances between budgets and actual spend is recognised as good practice and is a key element of the Council's Governance Framework.

## Safer, Cleaner, Greener Implications

The Council's budgets contain spending in relation to this initiative.

## Background Papers

Various budget variance working papers held in Accountancy.

## Impact Assessments

### Risk Management

These reports are a key part in managing the financial risks faced by the Council. In the current climate the level of risk is increasing. Prompt reporting and the subsequent preparation of action plans in Cabinet reports should help mitigate these risks.

### Equality and Diversity:

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications? No

Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken? No

What equality implications were identified through the Equality Impact Assessment process?  
None

How have the equality implications identified through the Equality Impact Assessment been addressed in this report in order to avoid discrimination against any particular group?  
N/A

<u>DIRECTORATE</u>	<u>2014/15</u>			<u>2013/14</u>		
	<u>EXPENDITURE</u> <u>TO 30/09/14</u>	<u>BUDGET</u> <u>PROVISION</u> <u>(ORIGINAL)</u>	<u>VARIATION</u> <u>FROM BUDGET</u> <u>(ORIGINAL)</u>	<u>EXPENDITURE</u> <u>TO 30/09/13</u>	<u>BUDGET</u> <u>PROVISION</u> <u>(ORIGINAL)</u>	<u>VARIATION</u> <u>FROM BUDGET</u> <u>(ORIGINAL)</u>
	<u>£000</u>	<u>£000</u>	<u>%</u>	<u>£000</u>	<u>£000</u>	<u>%</u>
CHIEF EXECUTIVE	108	113	-4.4	127	124	2.4
RESOURCES *	2,772	2,781	-0.3	2,702	2,655	1.8
GOVERNANCE	1,657	1,708	-3.0	1,630	1,666	-2.2
NEIGHBOURHOODS *	2,045	2,118	-3.4	2,089	2,112	-1.1
COMMUNITIES *	3,565	3,590	-0.7	3,356	3,386	-0.9
<b>TOTAL</b>	<b>10,147</b>	<b>10,310</b>	<b>-1.6</b>	<b>9,904</b>	<b>9,943</b>	<b>-0.4</b>

\* Agency costs are included in the salaries expenditure.

Please note a vacancy allowance of 1.50% has been deducted in all directorate budget provisions.

	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
<u>Major expenditure items:</u>							
Museum	52	31	28	36	-3	-10	Expenditure is lower in the current year as the rent payable by the museum has reduced due to the relocation.
Bed & Breakfast Accommodation	95	48	46	47	-2	-4	There has been a slight increase in expenditure but the invoices concerned were not processed until month 7
Grants to Voluntary Groups	132	79	71	73	-8	-10	The Homestart grants have now ceased. The amount concerned of £8,000 will either be an underspend or re-allocated to general grants.
Voluntary Sector Support	170	153	153	76	0	0	The grant to the Citizens Advice Bureau was not paid until month 7 in the prior year.
<u>Major income items:</u>							
Bed & Breakfast Accommodation	107	54	57	47	3	6	This budget relates to Housing Benefits awarded and invoices raised for non eligible charges. The recent increase in Bed & Breakfast placements is now showing here in the form of increased income.
	556	365	356	233			



	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
<u>Major income items:</u>							
Industrial Estates	1,147	825	777	758	-47	-6	Rents from the Industrial units are below expectations due to a number of units being vacant at the Oakwood Hill Workshop Units and Brooker Road, although several of the units have recently been relet. Income is lower than the previous year as even though several of the vacant units have been relet, the tenancy agreement provides rent free periods. At the beginning of the year there were a number of voids affecting the Langston Road Seedbed Centre which has also affected the income received.
Business Premises - Shops	1,865	1,398	1,624	1,382	225	16	This income relates to non housing assets which include shops, doctors surgeries, a petrol station and public houses. Income is above the profiled budget and the previous year actual due to significant rent reviews having been agreed for several tenants.
Land & Property	166	50	48	57	-2	-4	Commission is received from the David Lloyd Centre based on their turnover. Income relating to 2014/15 will be accounted for at the end of the year, but received during the initial part of 2015/16. Income received from land and property is on target with the profiled budget.
	3,178	2,273	2,449	2,197			

	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
<u>Major income items</u>							
Development Control	555	254	397	283	143	56	Development Control fees, which are profiled on the average of the previous three years, are significantly higher in the first half of this year than both the profiled budget and the previous year due to the up-turn in the economy after a few years now of developer caution. The increase in income includes Pre-application fee which has already exceeded the full year budget of £40,000 with income received in the first half of the year totaling £43,000.
Building Control Fee Earning	386	214	218	189	4	2	Building Control fees are slightly higher than the profiled budget and greater than the previous year actual. This is as a result of an up-turn in the building industry.
Local Land Charges	195	99	121	102	22	23	Local Land Charges income has exceeded the previous year actual and the budget to date. There has been an improvement in the housing market which has seen an up-turn in the number of searches performed.
	1,136	567	736	574			

	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
Major expenditure items:							
Refuse Collection	1,445	490	350	355	-140	-29	The variances is due to the contractor being a further month in arrears with invoicing and there being no expenditure on publicity.
Street Cleansing	1,363	454	345	333	-109	-24	The variance is due to the contractor being one further month in arrears with invoicing which is partly offset by an increase in variation orders for fly-tips.
Recycling	3,208	1,108	990	944	-118	-11	The contractor is one further month in arrears with invoicing.
Highways General Fund	380	66	61	57	-5	-8	A number of minor under-spends account for variance the largest of which relates to street naming and numbering
Off Street Parking	466	300	294	264	-6	-2	Expenditure on Maintenance, Non domestic rates and the Parking Contractor was lower than in the current year. A saving on NDR accounts for the in year difference.
North Weald Centre	208	112	85	110	-27	-24	Due to their nature, timing differences arise on Other Maintenance and Electricity headings. In the previous year there was a larger amount of spend on runway maintenance at this stage.
Land Drainage & Contaminated Land	186	33	26	13	-7	-21	Works at Bobbingworth Tip are still being evaluated to see if a possible trend is arising which is the major variance in this area.
	7,256	2,563	2,151	2,076			

	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
<u>Major expenditure items</u>							
Forward Planning	354	89	41	66	-48	-54	Timing differences inevitably arise in this area due to the Local Plan having lengthy and sometimes complex consultation processes.
<u>Contract cost Monitoring</u>							
Leisure Facilities:-							
Loughton Leisure Centre	-175	-62	-62	-75	0	0	
Epping Sports Centre	315	103	103	125	0	0	} There are no major in year variances. In 2014/15, 4 months have been paid. At the same point last
Waltham Abbey Pool	513	171	170	207	-1	-1	
Ongar Sports Centre	298	98	98	119	0	0	}
	951	310	309	376			

## DIRECTORATE FINANCIAL MONITORING - NEIGHBOURHOODS (3)

	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
Major income items:							
Refuse Collection	80	30	81	21	51	170	The current landfill site being used by Essex County Council is further away than planned. This will cease from November 2014 when the Harlow Transfer Station will be used and hence no further credits will be received.
Recycling	2,461	726	636	915	-90	-12	Income is down due to a reorganisation at Essex County Council (ECC) and the service managers having difficulty in agreeing the tonnage figures. However things have improved since quarter 1. It is expected that income for the first six months will reach the target. Arrangements under the new contract are different in that the credits will be paid to the contractor.
Off Street Parking	1,134	508	407	442	-101	-20	No income was received during September due to changes in the operational and admin. procedures at NEPP. Things have now settled down and as at the end of October only a small shortfall is showing.
North Weald Centre	1,070	643	646	603	3	0	No major in year variances. The variance between years is the effect of rent increases now being received.
Hackney Carriages	181	90	94	86	4	4	A new tariff was brought in this year for Hackney Carriage Licences enforcing the use of meters in cabs. This has forced some drivers to have both a Hackney Carriage and Private Hire plate and the use of 2 different vehicles.
Licensing & Registrations	115	57	55	52	-2	-4	No major variances.
Fleet Operations MOTs	228	114	118	111	4	4	MOT testing by the Fleet Operations section is showing signs of recovery after the reduction experienced during the last couple of years.
	5,269	2,168	2,037	2,230			

2014/15  
DIRECTORATE FINANCIAL MONITORING - RESOURCES

ANNEX 5

	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
<u>Major expenditure items:</u>							
Building Maintenance	703	147	149	145	2	1	Building Maintenance works are difficult to forecast but generally works are undertaken in the latter part of the year which allows for preparation work to take place initially. The expenditure to date is in line with the profiled budget and the previous year actual.
Information Technology	771	639	637	638	-2	0	IT expenditure tends to occur at the beginning of the financial year which includes the payment of maintenance contracts for systems leaving only network charges continuing to be paid throughout the year. The expenditure for the second quarter is in line with the budget and the previous year actual.
Telephones	171	100	120	76	20	20	The increase in expenditure for telephones in comparison to the budget and previous year actual relates to the maintenance cost of the new VOIP telephony system which has been implemented within the Council. Although this is showing an overspend it is expected that when taken with the Information technology budget above, expenditure overall will be on target.
Bank & Audit Charges	169	29	29	26	0	0	Expenditure to date represents the first quarters Audit Fee, the fee for the second quarter becomes payable in quarter three.
	1,814	915	935	885			
<u>Major income items:</u>							
Investment Income	399	200	217	213	17	9	Investment interest is similar to the previous year and a little higher than expected due to higher investment balances being held.
	399	200	217	213			

	14/15 Full Year Budget £'000	Second Quarter			14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	13/14 Actual £'000	£'000	%	
<u>Major expenditure items:</u>							
Management & General	297	123	112	104	-11	-9	There are currently underspends on publicity, printing and document archiving. These have been offset by overspends on professional and land registry fees due to the Council House Building schemes.
Housing Repairs	5,693	2,790	2,280	2,269	-510	-18	The underspend mainly relates to the responsive repairs element of the fund. The budget is profiled evenly across the year, as it is unknown when responsive repairs will arise
Special Services	631	269	246	281	-23	-9	The main areas of underspending are on new equipment and various miscellaneous works. These have been partly offset by an overspend on utility services.
Interest on Loans	5,532	2,766	2,765	2,762	-1	0	No Major variance
	12,153	5,948	5,403	5,416			
<u>Major income items:</u>							
Non-Dwelling Rents	857	424	412	425	-12	-3	Income levels are down due to a higher than expected level of garage voids.
Gross Dwelling Rent	31,680	15,840	15,749	15,147	-91	-1	Income is below expectations due to higher than expected sales and voids. The variance between years is due to the annual rents increase which was 4.9% from April 2014.
	32,537	16,264	16,161	15,572			

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2014/15 DIRECTORATE CAPITAL MONITORING -  
COMMUNITIES

ANNEX 7

	14/15 Full Year Budget £'000	Second Quarter		14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Epping Forest District Museum	1,750	875	564	-311	-36	Please see comments on the major schemes schedule.
CCTV Systems	112	56	59	3	5	The CCTV capital programme is on target this year. All works are now completed at Lower Queens Road, Buckhurst Hill and Loughton High Road and the Essex Police Force Control Room has access to images from both Epping High Street and Loughton High Road. In Quarter 3 work will commence on the CCTV refurbishment project at the Limes Farm shops and an operational requirement is being developed in respect of the CCTV system at North Weald Airfield.
Housing Estate Parking	891	445	78	-367	-82	The programme of providing off street parking facilities on Council Estates is ongoing. Phase 4 is now complete, and works on Phase 5 sites are underway with Queens Road almost complete and works to Ladyfields due to start shortly. On other Phase 5 sites the resident consultation on Park Square is underway and Paley Gardens is due for consultation in quarter 3. All these schemes are joint funded between the General Fund and the HRA depending on the split between sold properties and HRA tenanted properties. Carry forwards on both accounts will be reported as part of the Capital Review in December 2014.
Limes Farm Hall Development	6	3	4	1	33	Limes Farm Hall Development is now completed. The budget of £6,000 was carried forward from 2013/14 to allow for the costs of some minor snagging works is expected to be fully spent this financial year.
Waltham Abbey Playing Field	0	0	0	0	0	This scheme was completed last year with the provision of a new floodlit Astroturf pitch and a £39,000 saving was reported in the Capital Outturn Report in May. However, this year remedial works have been required on the pitch due to drainage issues and, because the original contractor has gone into administration, the pitch is not covered by a guarantee. There have also been some security issues and one of the measures being considered to mitigate these issues is the provision of additional security fencing. A report will be submitted to Cabinet in mid December which will outline all these issues and provide estimated costs of the capital works recommended.
<b>Total</b>	<b>2,759</b>	<b>1,379</b>	<b>705</b>			

	14/15 Full Year Budget £'000	Second Quarter		14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Purchase of Bridgeman House, Waltham Abbey	654	0	0	0	0	This budget has been set aside for the acquisition of the lease of the second floor of Bridgeman House, Waltham Abbey. Negotiations are still taking place with the head lease owners to acquire part if not all of the area. If successful completion is likely to take place in the autumn of 2015 and the budget will be carried forward accordingly.
Purchase of Lease re Torrington Drive	3,462	3,462	3,511	49	1	This project was finalised in April this year. The overspend relates to higher than expected capital fees.
New Developments	173	86	50	-36	-42	This budget has been set aside for new developments within the District. With regard to the Epping Forest Shopping Park at Langston Road, the Council is now looking to finalise the Development Agreement with Polofind and discharge planning conditions. The new depot at Oakwood Hill has received planning approval and a progress report will be presented to Cabinet in late 2014 or early 2015, which will outline budget requirements for the development. It is also anticipated that further investment in consultancy fees may be required to progress some of the new developments and extend the Council's Economic Development Strategy.
Development of the former Winston Churchill Public House Site	75	38	38	0	0	The Council has entered into a 150 year lease with the developer and the Development Agreement has also been entered into. However, a variation to the agreement has been proposed by the developer, which will be put to Members in a Cabinet Report. Planning permission has been granted for the construction of 64 private flats, the Sir Winston Churchill Public House has been demolished and construction works have now commenced. The budget was approved to cover external legal fees.
Property Management System	35	0	0	0	0	Portfolio Holder approval has been granted for the appointment of a new provider for this system, as the initial supplier was unable to satisfy the specific requirements needed for the management of the Council's commercial properties. The order has now been placed and the new system is expected to be installed before the beginning of the next financial year.
<b>Total</b>	<b>4,399</b>	<b>3,586</b>	<b>3,599</b>			

2014/15 DIRECTORATE CAPITAL MONITORING -  
NEIGHBOURHOODS

ANNEX 9

	14/15 Full Year Budget £'000	Second Quarter		14/15 Variance Budget v Actual		<u>Comments</u>
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Waste Management Equipment	107	54	40	-14	-25	This budget was set aside primarily to renew any waste and recycling containers as necessary to ensure sufficient stock levels for the commencement of the new waste and recycling contract in November 2014. Under the new contract, the Council will continue to purchase replacement bins and an annual allowance has been approved to cover this. A sum of £23,000 was vired to the ICT Capital budget for essential IT system integration software and other enabling work. Any further amendments will be identified as part of the Capital Review.
Parking Schemes	345	43	0	-43	-100	This budget covers the cost of completing the Buckhurst Hill parking review as well as the cost of the Loughton Broadway parking scheme. The formal public consultation for the Buckhurst Hill parking review is in progress and the works are expected to be completed by the end of the financial year. The final scheme in Loughton Broadway will follow once the Buckhurst Hill scheme is completed and an appropriate allocation will be recommended for carry forward as part of the Capital Review.
North Weald Airfield	128	64	0	-64	-100	This budget is fully funded from contributions from the airfield's market operator Hughmark. The full year budget shown will require amendment following further re-negotiations with Hughmark whereby capital contributions have been suspended due to economic circumstances. The Council has agreed to carry out essential work only, which will utilise the unspent balance of £44,000 on the account. Appropriate amendments will be made as part of the Capital Review.
Other Environmental works	222	111	56	-55	-50	This category includes the Council's grounds maintenance vehicle replacement programme, flood alleviation equipment and the pay and display car park scheme. Replacement grounds maintenance vehicles will be ordered in late 2014 or early 2015, once the condition of existing vehicles are assessed at the end of the mowing season. With regard to flood alleviation equipment, the 4x4 vehicle and land drainage equipment has now been purchased. Procurement is underway for the installation of new pay and display machines across all Council owned car parks although there has been no spending on this budget to date.
<b>Total</b>	<b>802</b>	<b>272</b>	<b>96</b>			

	14/15 Full Year Budget £'000	Second Quarter		14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Planned Maintenance Programme	681	125	85	-40	-32	This budget covers all projects undertaken within the Council's Planned Maintenance Programme, except for those reported on separately in this report. There are thirty three planned projects and the main ones include window replacements in the Civic Office building, the upgrade of electrical & LED lighting works, Disability Discrimination Act (DDA) compliant works and car park resurfacing works at two leisure centres. The window replacement programme at the civic offices has been granted planning permission and phase 1 is due to start in early 2015. This is expected to be completed by the end of the financial year and phase 2 will follow in April 2015. Electrical work and LED lighting works are also on target to complete by 31 March 2015. Works on the DDA compliant projects are ongoing; the side doors are complete; the door to the conference room is complete; the door to the Housing interview room is due to commence imminently; and the work on the main front doors is progressing. However, the resurfacing of the car parks at Epping Sports Centre and Waltham Abbey swimming pool have been put on hold awaiting the outcome of the new Leisure Strategy. The Five year Planned Maintenance Programme has been reviewed recently and slippage of approximately £100,000 has been identified, primarily relating to the two car parking schemes mentioned above; the final carry forward figure will be presented to Cabinet as part of the Capital Review.
Solar Energy Panels	196	20	1	-19	-95	The tenders for roofing works have been received and are being evaluated. Construction works are due to commence later this year following contractor appointment.
Upgrade of Industrial Units	311	0	0	0	0	This project has been delayed as the work is subject to agreement with the tenants occupying the units on the industrial estates and negotiations are still on-going. No works will be carried out in this financial year but some legal expenses are expected to be incurred; a carry forward in the order of £296,000 will be requested within the Capital Review.
W Abbey Swimming Pool Roof	10	0	0	0	0	This project is on hold pending a decision about the future role for local authorities in leisure provision which will be published in the Leisure Strategy. No works are expected to be carried out in this financial year and the £10,000 allocation for initial feasibility works will be recommended for carry forward to 2015/16 as part of the Capital Review.
ICT Projects & Other Equipment	593	195	192	-3	-2	This budget covers all ICT capital projects being undertaken in this financial year, of which there are now 15 planned projects. The additional project relates to the installation of new software to allow integration and other enabling work for the new Waste Management contract; a virement of £23,000 was approved by Cabinet in September from the waste management equipment capital budget to cover this. All the ICT projects are progressing well. The telephony upgrade project is now complete with just minor snagging issues outstanding. The tender for the host servers has been completed and the new servers are due to be delivered on site during November, this will release older hardware to facilitate the progress of the disaster recovery project. The back office integration project has been completed with the purchase of the ESRI GIS mapping system; this has now been installed and Council staff are configuring and developing the use of the application. Phase 1 of the mobile working project has progressed well with more staff now having the technical capability of working outside of the office environment.  This budget category has been extended this quarter to include an allocation of £40,000 recently approved for the purchase of an enveloping machine for the Council's reprographics section. An order for this is currently being processed.
<b>Total</b>	<b>1,791</b>	<b>340</b>	<b>278</b>			

	14/15 Full Year Budget £'000	Second Quarter		14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Housing Developments	3,264	816	5	-811	-99	Housing developments include phases 1 and 2 of the new house building programme as well as the conversion works at Marden Close and Faversham Hall. The actual costs of £5,000 incurred to date relate to phase 1 of the house building programme: please refer to annex 13 (Major Schemes) for more information. Regarding the conversion works at Marden Close and Faversham Hall, work started on site in October 2014 and the project is running to programme and budget. Completion is expected around November 2015. Overall, this budget is significantly underspent and the cashflow has been updated to allow for slippage; recommended carry forwards will be presented within the Capital Review.
Heating/Rewiring /Water Tanks	2,711	1,316	1,279	-37	-3	This category includes gas and electrical heating; mechanical ventilation and heat recovery (MVHR) installation; rewiring; and communal water tank replacements. The overall budget position shows an underspend, primarily on the gas and electric heating budgets. A £150,000 contract for the one-off replacement of two gas heating boilers at Buckhurst Court has reached practical completion with the final payment due early quarter 3. Works on the electrical heating programme have commenced following the appointment of the specialist contractor.
Windows/Doors/Roofing	3,143	1,552	1,043	-509	-33	All the budgets in this category, which include PVCu window replacement, front entrance door replacement and roofing programmes, are currently showing as underspent. An accelerated programme of catch up works for the front entrance door replacement programme is now underway following the appointment of a new specialist contractor. A programme of catch up works has also commenced for flat roofing. Overall, an underspend on this budget category is expected, which will be addressed within the Capital review.
Other Planned Maintenance	824	411	326	-85	-21	This category includes Norway House improvements, door entry system installations and energy efficiency works. All the budgets are showing as underspent with the energy efficiency programme showing the most significant underspend. The Green Deal grant funding for the external wall insulation works has been withdrawn and the external wall insulation programme has been put on hold for the time being. It will re-commence if grant funding becomes available again in the future. The provision of Wi-Fi at Norway House is due to commence in late 2014.
Kitchen Replacements	1,506	753	489	-264	-35	This budget is currently showing an underspend. However, the planned kitchen replacement programme is progressing well and is currently on target. Although there are still properties on hold pending clearance of tenant arrears and other matters, plans are still in place to complete the 2014-15 programme by 31 March 2015.
Bathroom Replacements	1,779	889	805	-84	-9	Overall, the bathroom replacement programme is progressing well and on target with the 2014-15 programme expected to complete on time and within budget.
Void Refurbishments & Other Small Works	1,962	981	841	-140	-14	The volume and cost of capital work on void properties are difficult to predict as the level of expenditure depends on the number of properties becoming void as well as and the quality and condition of the property. When compared with the last financial year there has been an increase in the number of properties going through the void process, partly due to a number of tenants downsizing as a result of the introduction of the benefit cap within the Welfare Reform Act. Also, implementation of the Council's modern homes standard has increased the frequency that capital improvements are carried out, due to the reduced life-cycle of each building element. Despite the current underspend, this budget is expected to be fully spent by the year end as expenditure, based on previous trends, is likely to increase in the next two quarters.
Total c/f	15,189	6,718	4,788			

	14/15 Full Year Budget £'000	Second Quarter		14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Total b/f	15,189	6,718	4,788			
Structural & Other Works	467	220	147	-73	-33	The Council has a structural repairs programme for major remedial structural works, which is currently on target and progressing to plan. This budget also funds urgent major structural repairs which are ad-hoc in nature, however, in the first six months no urgent major structural repairs have been identified. Expenditure on this budget is due to increase in the next two quarters.
Council Estate Parking, Garages & Other Environmental Works	1,777	877	380	-497	-57	This category includes garages, fencing, off street parking, estate environmental works, cctv installations, external lighting schemes and a gas pipe-work replacement programme. The two largest projects in this category are the off street parking schemes on Council owned land and the gas pipe-work replacement programme, both of which are currently underspent. The off street parking schemes are jointly funded between the HRA and General Fund (please see comments on annex 7). The programme for the replacement of gas pipe-work is a four year project and includes works on 38-blocks of flats on the Ninefields Estate in Waltham Abbey and flats on the Oakwood Hill estate in Loughton. Work on 3-blocks on the Ninefields Estate have been completed and further blocks are planned for 2014-15. These two budgets are expected to be underspent and expenditure will be revised when the Capital Programme is reviewed.  The overall position for the other budgets within this category (except for fencing) is also underspent. The temporary hold on works to garage sites is still in place and this position is likely to continue for several years until all feasibilities on the new house building programme are completed. The estate environmental works have commenced and the catch up programme is underway. Recommendations to vire identified underspends will be made as appropriate within the Capital Review.
Disabled Adaptations	402	189	189	0	0	Expenditure is currently on target and it is anticipated that the budget will be fully spent by the end of the financial year.
Other Repairs and Maintenance	221	102	93	-9	-9	This category includes feasibilities, asbestos removal and the contingency budget. The current budget position is showing a small underspend. Asbestos removal works have the largest budget within this category; they are demand led and are roughly on target. The feasibility budget is again demand led and showing an underspend in quarter 2. However, a number of projects have been identified and expenditure on this budget is expected to increase in quarter 3. There have been no calls on the contingency budget to date, but it is prudent to retain this allocation in the budget for emergency capital works.
Capital Service Enhancements	399	199	29	-170	-85	The Capital Service Enhancements budget includes the front entrance fire door replacement programme on leasehold properties, the Oakwood Hill estate enhancement project, the refurbishment of communal kitchens in sheltered schemes, the provision of electric scooter stores at sheltered schemes, a contribution towards the provision of Wi-Fi at Norway House, and the online rents system & repairs maintenance software. The front entrance fire door replacement programme is progressing well and installations are underway. However, progress on the Oakwood Hill estate enhancement project has been limited and the situation is being monitored. The refurbishment of the communal kitchens in sheltered schemes is underway with the completion of all phase 1 schemes expected this financial year. Consultation with the residents of sheltered schemes for the provision of electric scooter stores has been completed and works on two high priority schemes are due to commence shortly.
Housing DLO Vehicles	68	0	0	0	0	An order has recently been raised for the purchase of four new housing maintenance vehicles which are expected to be delivered in early 2015.
<b>Total</b>	<b>18,523</b>	<b>8,305</b>	<b>5,626</b>			

2014/15 DIRECTORATE CAPITAL MONITORING -  
REVENUE EXPENDITURE FINANCED FROM CAPITAL UNDER STATUTE (REFCuS)  
AND CAPITAL LOANS

ANNEX 12

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REFCuS	14/15 Full Year Budget £'000	Second Quarter		14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Disabled Facilities Grants	363	181	194	13	7	The number of occupational therapist referrals that initiate Disabled Facilities Grant (DFG) applications have been growing significantly since March 2013 and the number of referrals forecast for 2014/15 is 200, compared to 163 in 2013/14. As a consequence, it is anticipated that expenditure will exceed the approved budget in 2014/15 by approximately £17,000. This will be addressed as part of the Capital Review, which will recommend the re-profiling of the allocated budget over the following 3 year period in line with medium-term forecasts.
Other Private Sector Housing Grants	4	2	8	6	300	This budget covers private sector housing grants approved under the previous system of non-repayable grants for decent homes, small works and thermal comfort assistance. There is one remaining case, totalling £5,000, which has been held in abeyance due to client hospitalisation and protracted legal consents with a listed building; it is anticipated that the works will be completed by the end of the financial year.
Waltham Abbey Regeneration	8	0	0	0	0	This regeneration initiative started in 2011/12, financed from the £165,000 premium paid by Lidl in respect of 1 Cartersfield, Waltham Abbey. It consists of a number of projects managed by Waltham Abbey Town Council. Most of the projects have now been completed and the remaining projects are small scale schemes and will be included within the revenue budget. The appropriate amendments will be made when the budgets are revised.
HRA Leaseholders	TBA	TBA	TBA	N/A	N/A	These costs relate to capital expenditure on sold Council flats and are currently shown in the HRA capital programme. They are will be identified once the works are complete and reported at the end of the financial year.
<b>Total</b>	<b>375</b>	<b>183</b>	<b>202</b>			

CAPITAL LOANS	14/15 Full Year Budget £'000	First Quarter		14/15 Variance Budget v Actual		Comments
		14/15 Budget £'000	14/15 Actual £'000	£'000	%	
Home Ownership Schemes	593	0	0	0	0	The Open Market Shared Ownership Scheme provides interest-free loans to B3Living (formerly Broxbourne Housing Association) to enable first time buyers to purchase properties on the open market. The scheme is now in its second phase, with 2 out of 6 loans completed and more applications approved in this phase. A maximum purchase price of £250,000 per property is applicable under this scheme and, with the current upward trend in property prices, this has resulted in the uptake on the interest-free loans being lower than expected. It anticipated that 2 more loans will complete this year and the Capital Review will serve to reduce this year's allocation to £120,000 to reflect the reduced activity. The balance will be carried forward to 2015/16 and a number of options on how to make the scheme more attractive are currently being considered. The decision with regards to phase 3 of this scheme will be made when the second phase is completed.
Repayable Private Sector Housing Loans	412	206	18	-188	-91	This scheme offers discretionary loans to provide financial assistance for improving private sector housing stock and replaces the old non-repayable grants scheme referred to above. The budget is underspent to date as the uptake for these loans has been low, although uptake is now increasing. Expenditure for the year is likely to be no more than £120,000 and it is likely that a request will be made to carry forward some of the unspent portion into 2015/16.
<b>Total</b>	<b>1,005</b>	<b>206</b>	<b>18</b>			

## MAJOR CAPITAL SCHEMES

HOUSE BUILDING - PHASE 1											
Original Start on Site Date	Original Finish Date	Actual Start on Site Date	Proposed Finish Date	Original Tender Forecast £'000	Pre-Updates £'000	Latest Forecast £'000	Actual Expenditure To Date £'000	Anticipated Outturn £'000	Variance to Original Cost %	Variance to Approved Budget %	
Apr-14	Jun-15	Oct-14	Oct-15	3,948	-478	3,469	89	TBA	-12%	N/A	
<p>In July 2013, the Cabinet Committee considered and approved the feasibility study for phase 1 of the Council's house-building programme. Planning approval was granted for the construction of 23 new affordable homes at four of the five sites originally considered at Roundhills and Harveyfields in Waltham Abbey. The original pre-tender forecast was revised down from £3,948,000 to £3,383,000 to reflect the reduction from five to four sites at this stage, which was before tenders were submitted.</p> <p>In July 2014 tenders were received and evaluated by Pellings, the Employers Agent acting on behalf of East Thames, the Council's Development Agent. On completion of the evaluation process, a report was presented to Cabinet in August 2014 and the contract was awarded to Broadway Construction Ltd for the tendered sum of £3,245,144. The latest estimate for phase 1 has therefore been amended to £3,469,000 to include tendered construction works plus fees estimated to be around £224,000. Work started on site on 27 October 2014 and the new homes are expected to be completed by the end of October 2015.</p> <p>With regard to phase 2 of the house-building programme, the planning application was submitted on 22 October 2014 after the site was appropriated for planning purposes. This phase will deliver 52 new affordable homes at an estimated cost of around £8,275,000 plus fees of approximately £717,000. This will be part funded from the £500,000 Homes &amp; Communities Agency (HCA) Affordable Housing Grant recently awarded to the Council, subject to the Council achieving Development Partner Status with the HCA.</p>											
EPPING FOREST DISTRICT MUSEUM											
Original Start on Site Date	Original Finish Date	Proposed Start on Site Date	Proposed Finish Date	Original Tender Forecast £'000	Pre-Updates £'000	Latest Forecast £'000	Actual Expenditure To Date £'000	Anticipated Outturn £'000	Variance to Original Cost %	Variance to Approved Budget %	
Feb-14	Jan-15	Jan-15	Oct-15	1,750	0	1,750	564	TBA	0%	N/A	
<p>In November 2012 the Museum Service submitted a bid to the Heritage Lottery Fund for an extension and redevelopment of the Epping Forest District Museum, this was supported by an agreed capital commitment from EFDC of £250,000 towards the purchase of the lease of the 1st floor of the adjoining 37 Sun Street. The bid was successful resulting in an award totalling £1,654,000 in March 2013; £1,500,000 for the capital redevelopment works and £154,000 for the associated engagement programme over a three year period. The project will transform the museum, providing step free access across the site and bringing a large percentage of the reserve collections, currently held at Langston Road depot into the heart of the museum.</p> <p>Delay in acquiring the lease until April 2014, originally estimated to be completed by June 2013, postponed the start of the detailed design work. However, clearance of the Museum building and as much preliminary work as possible was undertaken while waiting for the purchase completion.</p> <p>Since April 2014 the appointed design team have been undertaking further investigations of the buildings and developing the scheme. Tenders for the main contractor of the build phase have been sent out as of 27 October 2014 and appointment is anticipated in December 2014. Revised costings for the building works have been undertaken ahead of the main contractor tender and any additional costings emerging from the purchase and design stage will be met in the first instance from project contingencies and will be the subject of a Cabinet report.</p> <p>The build phase is due to begin on site in January 2015 and be completed by July 2015. This will be followed by the installation of the exhibitions and collections to be completed by October 2015. If these timescales are achieved the Museum will reopen to the public in mid October 2015.</p>											





### **Report to: Finance and Performance Management Scrutiny Panel**

**Date of meeting: 11 November 2014**

**Portfolio:** Governance & Development Management (Councillor J. Philip)

**Subject:** Key Performance Indicators 2014/15 - Quarter 2 Performance

**Officer contact for further information:** B Copson (01992 564042)

**Democratic Services Officer:** A. Hendry (01992 564246)

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#### **Recommendations/Decisions Required:**

**That the Scrutiny Panel review performance in relation to the key performance indicators within its areas of responsibility, for the second quarter of the year.**

#### **Executive Summary:**

1. Pursuant to the Local Government Act 1999, the Council is required to make arrangements to secure continuous improvement in the way in which its functions and services are exercised, having regard to a combination of economy, efficiency and effectiveness.
2. As part of the duty to secure continuous improvement, a range of Key Performance Indicators (KPI) relevant to the Council's services and key objectives, are adopted each year. Performance against the majority of KPIs is monitored on a quarterly basis, and has previously been a focus of inspection in external assessments and judgements of the overall progress of the authority.

#### **Reasons for Proposed Decision:**

3. The KPIs provide an opportunity for the Council to focus attention on how specific areas for improvement will be addressed, and how opportunities will be exploited and better outcomes delivered.
4. A number of KPIs are used as performance measures for the Council's key objectives for each year. It is important that relevant performance management processes are in place to review and monitor performance against the key objectives, to ensure their continued achievability and relevance, and to identify proposals for appropriate corrective action in areas of slippage or under performance.

#### **Other Options for Action:**

5. No other options are appropriate in this respect. Failure to monitor and review KPI performance and to consider corrective action where necessary could have negative implications for judgements made about the Council's progress, and might mean that opportunities for improvement are lost.

#### **Report:**

6. A range of thirty-six Key Performance Indicators (KPI) for 2014/15 was adopted by the Finance and Performance Management Cabinet Committee in March 2014. The KPIs are important to the improvement of the Council's services and the achievement of its key objectives, and comprise a combination of some former statutory indicators and locally determined performance measures. The aim of the KPIs is to direct improvement effort towards services and the national priorities and local challenges arising from the social, economic and environmental context of the district, that are the focus of the key objectives.
7. Progress in respect of each of the KPIs is reviewed by the relevant Portfolio Holder, Management Board, and overview and scrutiny at the conclusion of each quarter. In order to enhance the value of the on-going review of KPI performance throughout each year, no indicators are subject to scrutiny or performance reporting at year-end only.
8. Improvement plans are produced for all of the KPIs each year, setting out actions to be implemented in order to achieve target performance, and to reflect changes in service delivery. In view of the corporate importance attached to the KPIs, the improvement plans are agreed by Management Board and are also subject to ongoing review between the relevant service director and Portfolio Holder over the course of the year.
9. As part of the overview and scrutiny review undertaken in 2013/14, changes have been made to arrangements for the quarterly review of KPI performance. From this municipal year, the existing scrutiny panels (Finance and Performance Management, Housing, Planning Services, Safer, Greener, Cleaner) are now each responsible for the review of quarterly performance against specific KPIs within their areas of responsibility, rather than all indicators being considered by the Finance and Performance Management Scrutiny Panel (F&PM SP) as previously. Therefore this report includes in detail only those indicators which fall within the areas of responsibility of the F&PM SP.

### **Key Performance Indicators 2014/15 - Quarter 2 Performance**

10. The overall position with regard to the achievement of target performance for all of the KPIs at the end of the second quarter (1 July to 30 September 2014) of the year, was as follows:
  - (a) 25 (69%) indicators achieved the cumulative second - quarter target; and
  - (b) 11 (30%) indicators did not achieve the cumulative second-quarter target, although 2 (5%) of these KPIs performed within the agreed tolerance for the indicator.
  - (c) 30 (83%) are currently anticipated to achieve the cumulative year-end target.
11. Eleven (11) of the Key Performance Indicators fall within the F&PM SP areas of responsibility. The overall position with regard to the achievement of target performance at the end of the second quarter of the year for these eleven indicators, was as follows:
  - (a) 4 (36%) indicators achieved the cumulative second quarter target, and
  - (b) 7 (63%) indicators did not achieve the cumulative second quarter target, although 1 (9%) of these KPI's performed within the agreed tolerance for the indicator,
  - (c) 7 (63%) are currently anticipated to achieve the cumulative year-end target.
12. A headline second-quarter performance summary in respect of each of the KPIs falling within the F&PM SP areas of responsibility for 2014/15, is attached as Appendix 1 to this agenda together with details of the specific six-month performance for each indicator.

13. The 'amber' performance status used in the KPI report identifies indicators that have missed the agreed target for the quarter, but where performance is within an agreed tolerance or range. The KPI tolerances were agreed by Management Board when targets for the KPIs were set in February 2014, or were subsequently determined by the appropriate service directors.
14. The Scrutiny Panel is requested to review six-month performance in relation to the KPIs for 2014/15 within its areas of responsibility.

**Resource Implications:**

Resource requirements for actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer and reflected in the budget for the year.

**Legal and Governance Implications:**

There are no legal or governance implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

**Safer, Cleaner, Greener Implications:**

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

**Consultation Undertaken:**

The performance information and targets set out in this report have been submitted by each appropriate service director and have been reviewed by Management Board. The individual KPI improvement plans for 2014/15 will be agreed by the Board.

**Background Papers:**

Second-quarter KPI submissions held by the Performance Improvement Unit. KPI calculations and supporting documentation held by respective service directorates

**Impact Assessments:**

***Risk Management***

There are no risk management issues arising from the recommendations of this report. Relevant issues arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

***Equality:***

There are no equality implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific KPI performance for 2014/15 will have been identified by the responsible service director/chief officer.

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Quarterly Indicators		Quarter 1		Quarter 2		Quarter 3		Quarter 4		Is year-end target likely to be achieved?
		Tgt	Actual	Tgt	Actual	Tgt	Actual	Tgt	Actual	

**Finance & Performance Management Scrutiny Panel**

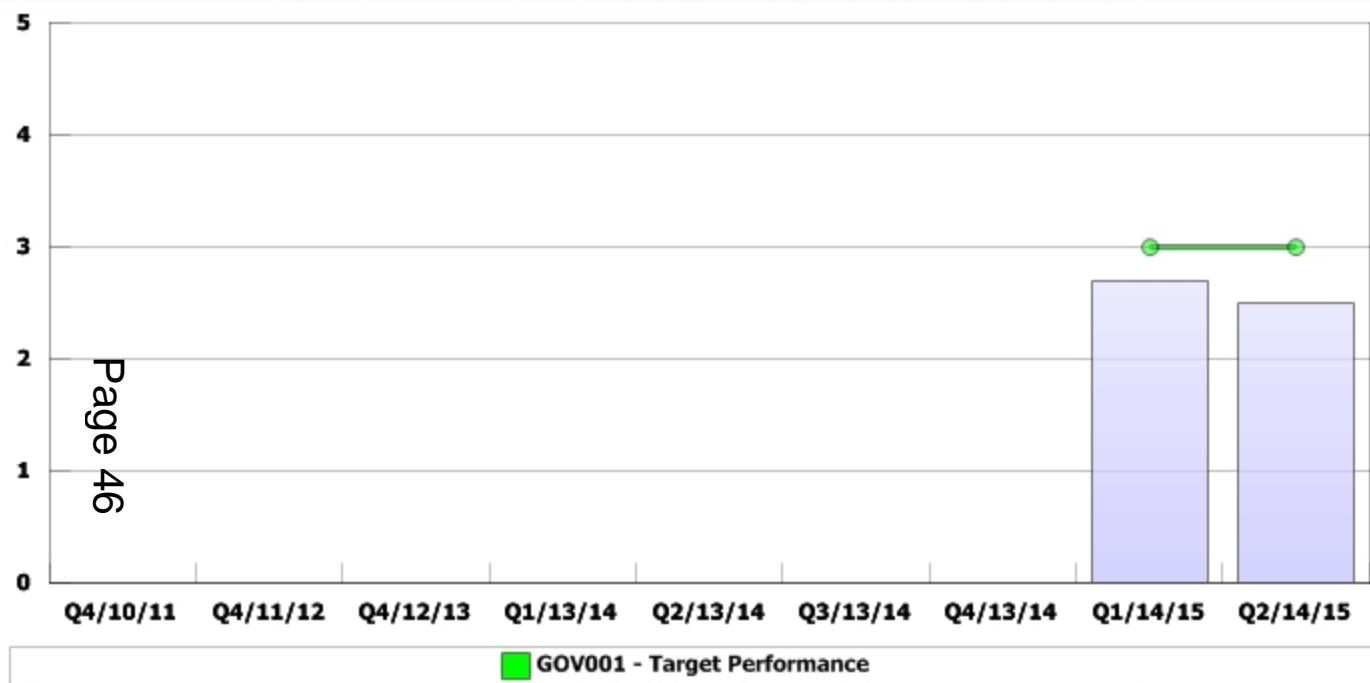
GOV001	(Website Satisfaction) (Stars)	3.0	2.7		3.0	2.5		3.0	30.0	Yes
GOV002	(Commercial rent arrears) (%)	3.00%	4.73%		3.00%	4.86%		3.00%	3.00%	No
GOV003	(Commercial premises let) (%)	98.00%	97.97%		98.00%	97.63%		98.00%	98.00%	Yes
RES001	(Sickness absence) (days)	1.69	2.03		3.05	4.21		4.82	7.00	No
RES002	(Invoice payments) (%)	97%	96%		97%	95%		97%	97%	Uncertain
RES003	(Council Tax collection) (%)	27.03%	27.32%		51.94%	52.40%		77.56%	97.00%	Yes
RES004	(NNDR Collection) (%)	29.68%	28.43%		55.97%	53.37%		82.33%	97.70%	Yes
RES005	(New benefit claims) (days)	25.00	23.06		25.00	22.55		25.00	25.00	Yes
RES006	(Benefits changes) (days)	10.00	8.36		10.00	7.87		10.00	6.00	Yes
RES007	(Benefit fraud) (no.)	47	32		125	81		169	250	Uncertain
RES008	(Proven fraud) (%)	35%	28%		35%	36%		35%	35%	Yes

**GOV001 How satisfied with their experience were visitors to the Council's website?**

**Additional Information:**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual
Q2/14/15	3.0	2.5
Q1/14/15	3.0	2.7
Q4/13/14		0.0
Q3/13/14		0.0
Q2/13/14		0.0

**Annual 2014/15 - 3 Stars**  
**Target: 2013/14 - N/A**

**Indicator of good performance:**  
**A higher level is good**

**↑ is the direction of improvement**

**Is it likely that the target will be met at the end of the year?**  
 Yes



**Comment on current performance (including context):**

(Q2 2014/15) - The new user feedback tool was implemented in April 2014. The user can select a happy, neutral or sad face and leave comments which are linked to the page. For Apr14 to Sep14 there were 43 replies consisting of 10 happy, 12 neutral and 21 sad giving an average of 2.5.

Up to the end of Q2 the cumulative number of website hits was 1.878 million and therefore the number of Satisfaction responses represents a miniscule sample (approx. 0.002%)

**Corrective action proposed (if required):**

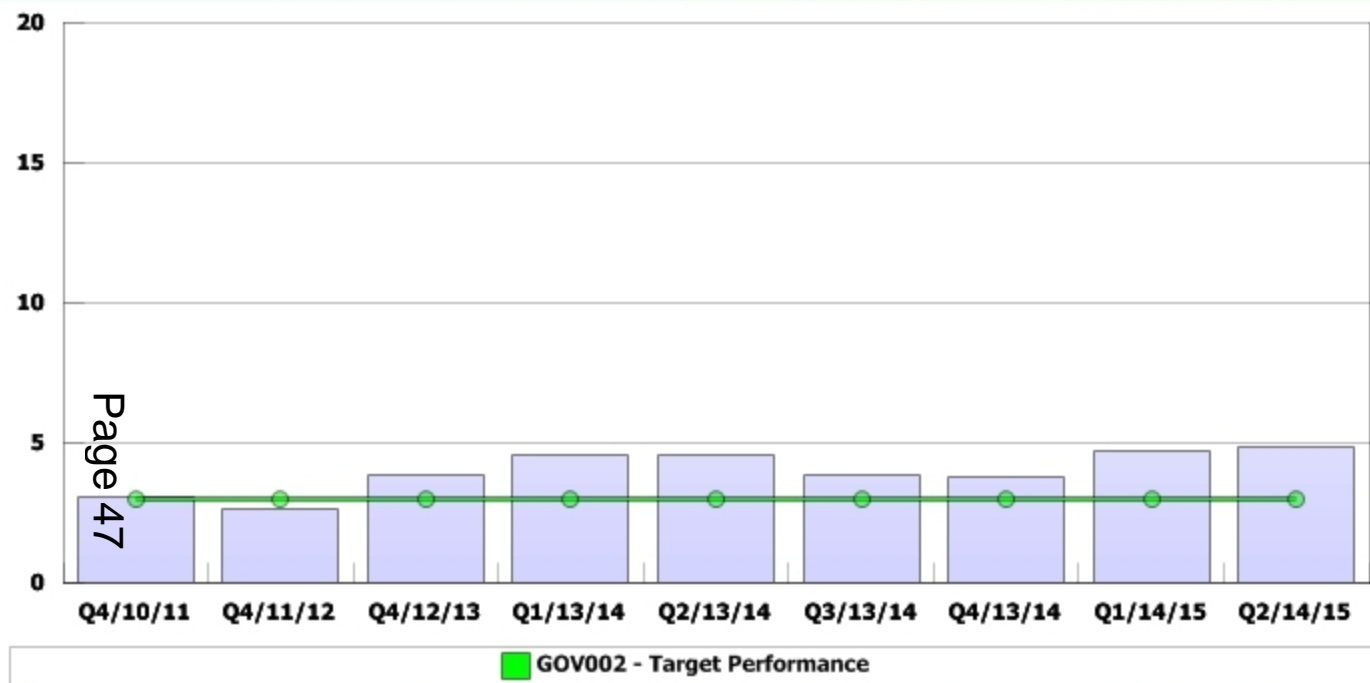
This indicator has traditionally suffered from a small sample size contributing to the calculations of satisfaction. At 43 replies, the cumulative number of responses up to Q2 is particularly low, representing a very small fraction of web visitors. Some thought is perhaps necessary to once again reviewing how we can best ascertain levels of website satisfaction and achieving a statistically significant result.

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**Additional Information: This indicator is a measure of a local authority's rent collection and arrears recovery service for its property portfolio and assists in monitoring the collection of important income to the Council. Performance against this indicator is reported on a quarterly basis.**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/14/15	3.00%	4.86%	✗
Q1/14/15	3.00%	4.73%	✗
Q4/13/14	3.00%	3.80%	✗
Q3/13/14	3.00%	3.90%	✗
Q2/13/14	3.00%	4.60%	✗

**Annual Target: 2014/15 - 3.00%**  
**Target: 2013/14 - 3.00%**  
**Indicator of good performance: A lower percentage is good**

↓ is the direction of improvement

**Is it likely that the target will be met at the end of the year?**  
 Yes  
 No



**Comment on current performance (including context):**

(Q2 2014/15) The situation has slightly worsened in the second quarter but it is expected to improve in the third quarter due to historic debts, currently included in the arrears total, being written off.

**Corrective action proposed (if required):**

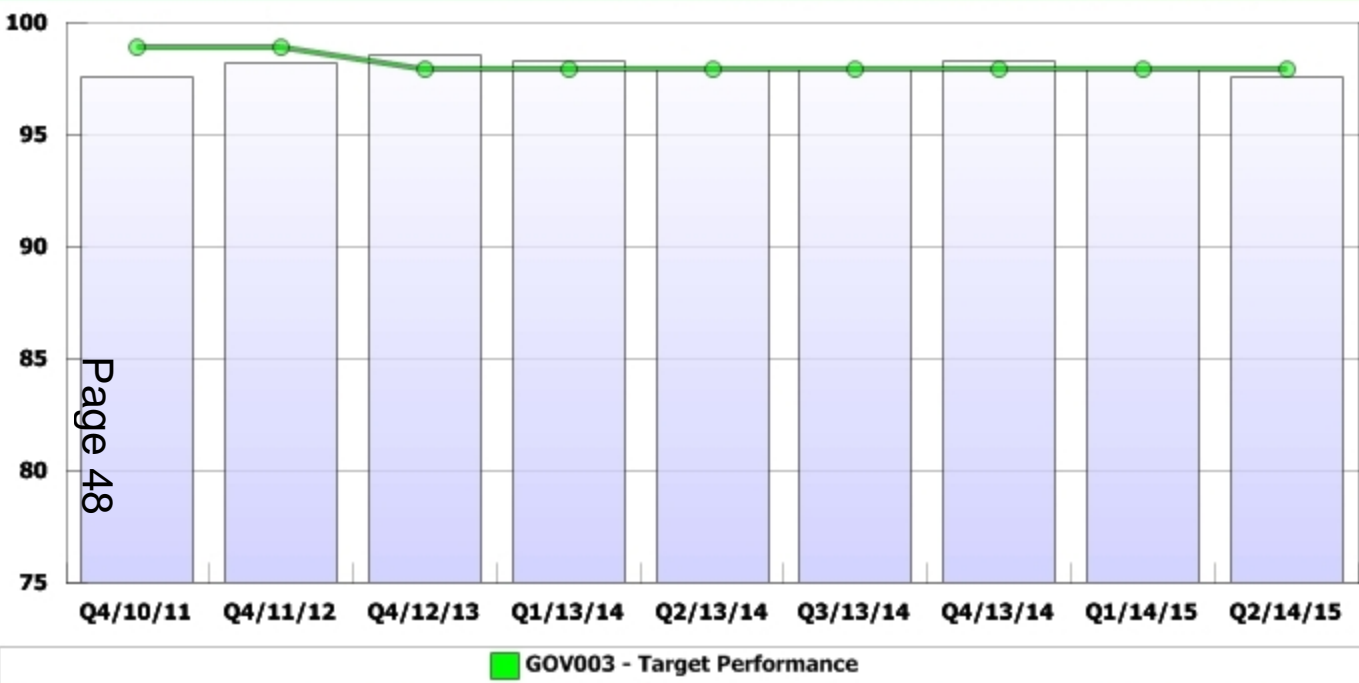
(Q2 2014/15) It is hoped to start arrears meetings with Finance and Legal Services again in the near future due to additional staff being employed. Also a full report is given to The Finance and Performance Management Scrutiny Panel for 10 November 2014 meeting.

**GOV003 What percentage of our commercial premises was let to tenants?**

**Additional Information:** This indicator monitors the effectiveness of the local authority's asset management function and helps to monitor the vitality of the Council's commercial and industrial portfolio. Performance against this indicator is reported on a quarterly basis.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/14/15	98.00%	97.63%	✗
Q1/14/15	98.00%	97.97%	✗
Q4/13/14	98.00%	98.31%	✓
Q3/13/14	98.00%	97.97%	✗
Q2/13/14	98.00%	97.97%	✗

Annual 2014/15 - 98.00%  
 Target: 2013/14 - 98.00%

Indicator of good performance:  
 A higher percentage is good

↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?  
 Yes



**Comment on current performance (including context):**

(Q2 2014/15) Most of the vacant units are under offer and some going through the Legal process to be let.

**Corrective action proposed (if required):**

Nothing further to be done.

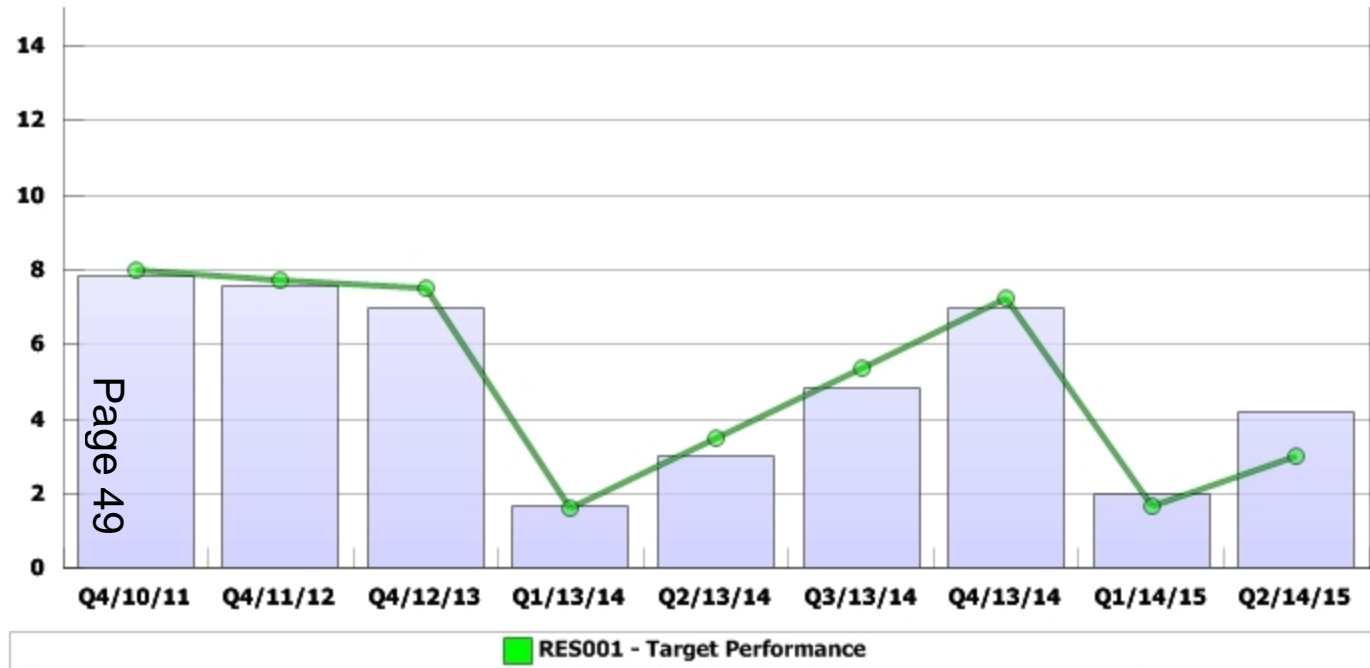


**RES001 How many working days did we lose due to sickness absence?**

**Additional Information:** This indicator monitors the level of staff sickness absence across the authority, and supports the implementation of the Council's Managing Absence Policy. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/14/15	3.05	4.21	✗
Q1/14/15	1.69	2.03	✗
Q4/13/14	7.25	7.01	✓
Q3/13/14	5.40	4.83	✓
Q2/13/14	3.51	3.05	✓

**Annual Target:** 2014/15 - 7.00 days  
 2013/14 - 7.25 days  
**Indicator of good performance:**  
 A lower number of days is good

↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?  
 No



**Comment on current performance (including context):**

(Q2 2014/15) Sickness absence has increased during both Q1 & Q2. There has been an increase in employees on long term sickness (i.e. 20 days or more).

**Corrective action proposed (if required):**

(Q2 2014/15) HR are providing monthly information to directors regarding employees who have met either or both the sickness absence trigger levels. The information lets Directors know if cases are being managed and if so what is being done. In addition the Assistant Director HR is analysing the figures to provide information to Directors and the Finance & Performance Management Scrutiny Panel.

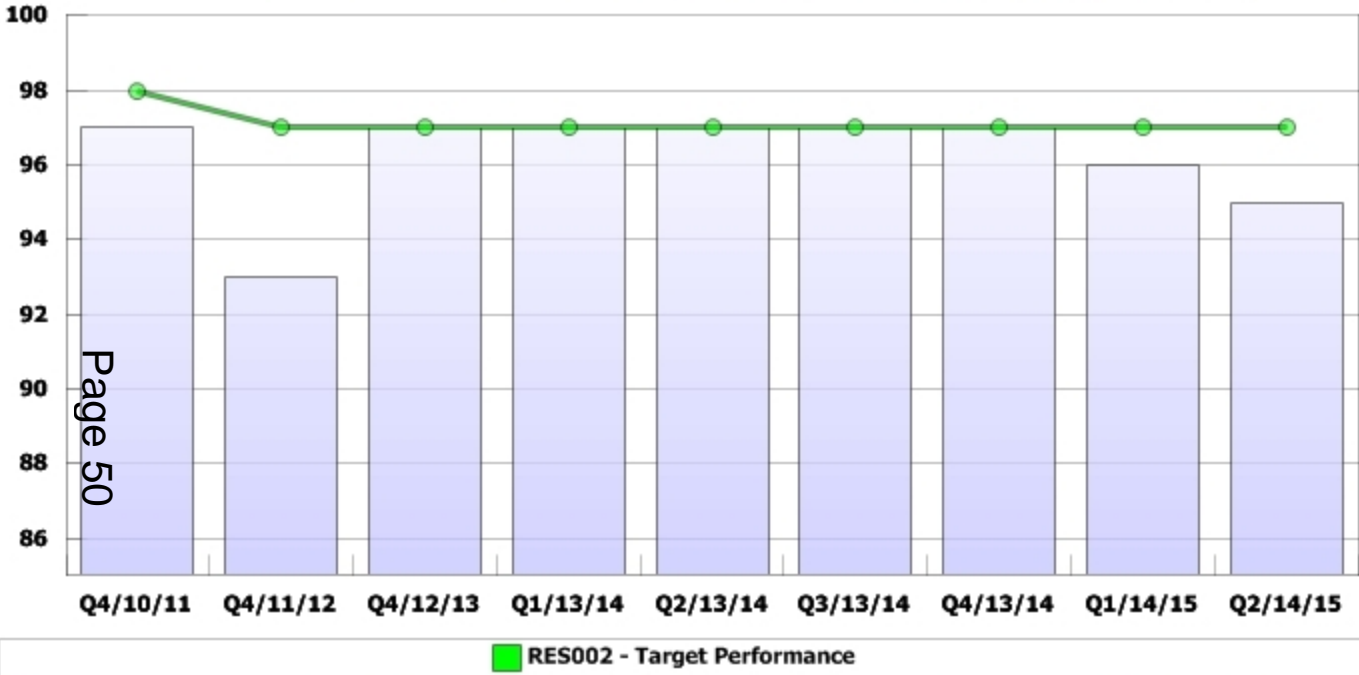
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**RES002 What percentage of the invoices we received were paid within 30 days?**

**Additional Information: This indicator encourages the prompt payment of undisputed invoices for commercial goods and services**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/14/15	97%	95%	✗
Q1/14/15	97%	96%	✗
Q4/13/14	97%	97%	✓
Q3/13/14	97%	97%	✓
Q2/13/14	97%	97%	✓

**Annual 2014/15 - 97.00%**  
**Target: 2013/14 - 97.00%**

**Indicator of good performance: A higher percentage is good**

**↑ is the direction of improvement**

**Is it likely that the target will be met at the end of the year?**

**Uncertain**

**Comment on current performance (including context):**

(Q2 2014/15) - Performance for quarter 2 has fallen a further 1% below the target with Communities showing 93%. Because over half of the total invoices processed relate to communities, any under performance there tends to translate to an overall under performance.

**Corrective action proposed (if required):**

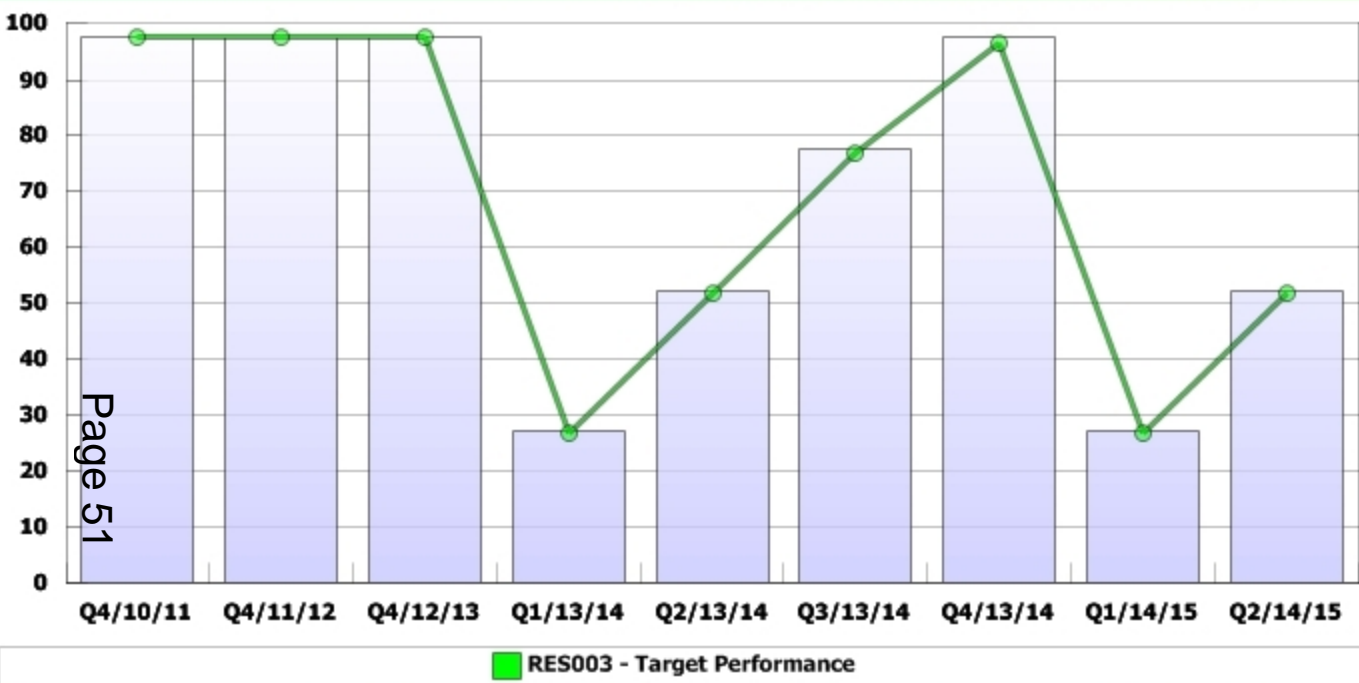
(Q2 2014/15) - Additional monitoring can be introduced but the key is really ensuring all disputed invoices are registered as such and encouraging service areas to pass invoices in a timely fashion.

**RES003 What percentage of the district's annual Council Tax was collected?**

**Additional Information: This indicator monitors the rate of collection of Council Tax. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual
Q2/14/15	51.94%	52.40%
Q1/14/15	27.03%	27.32%
Q4/13/14	96.60%	97.62%
Q3/13/14	76.90%	77.55%
Q2/13/14	51.87%	52.27%



**Annual 2014/15 - 97.00%**  
**Target: 2013/14 - 96.60%**  
**Indicator of good performance: A higher percentage is good**  
**↑ is the direction of improvement**

**Is it likely that the target will be met at the end of the year?**  
 Yes



**Comment on current performance (including context):**

(Q2 2014/15) The collection performance is 0.13% up on the same stage last year

**Corrective action proposed (if required):**

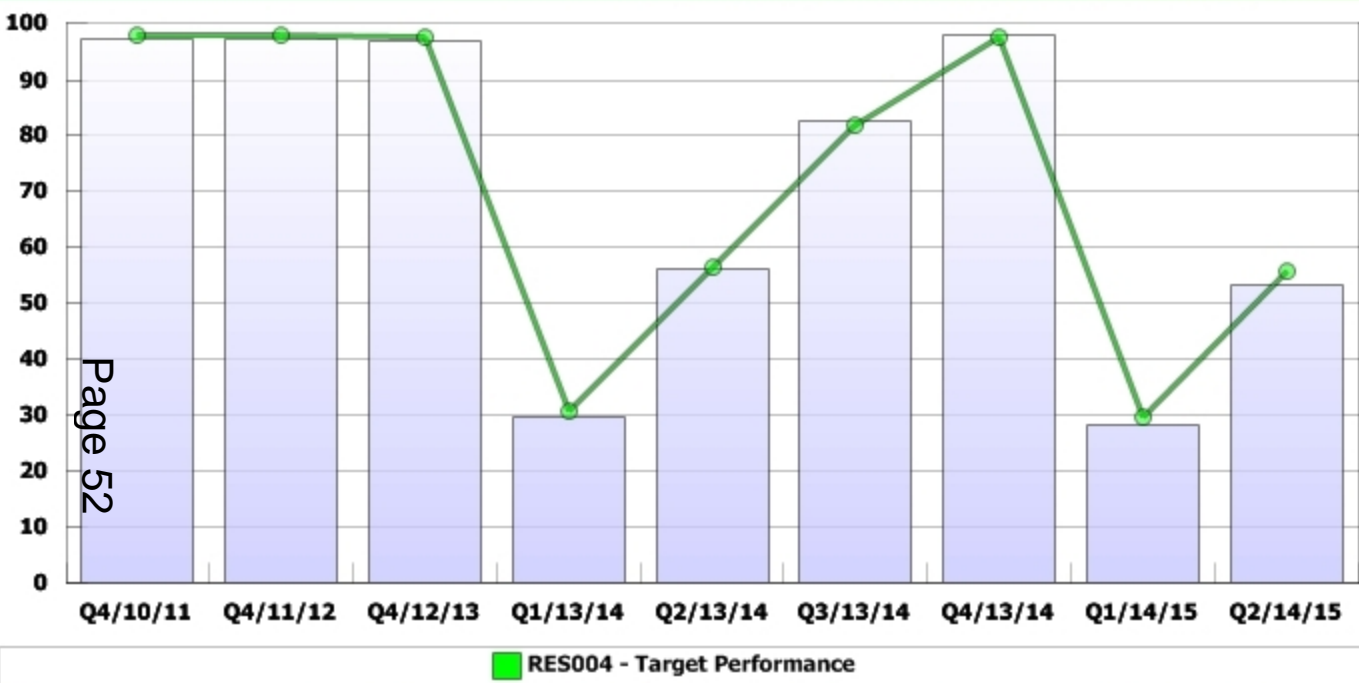
(Q2 2014/15) Collection and recovery procedures are in place for outstanding debts.

**RES004 What percentage of the district's annual business rates was collected?**

**Additional Information: This indicator monitors the rate of collection of National Non-Domestic rates. Quarterly targets and performance details for this indicator represent the cumulative total for the year to date.**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on [performance@eppingforestdc.gov.uk](mailto:performance@eppingforestdc.gov.uk) or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/14/15	55.97%	53.37%	✗
Q1/14/15	29.68%	28.43%	✗
Q4/13/14	97.50%	98.09%	✓
Q3/13/14	81.88%	82.66%	✓
Q2/13/14	56.70%	56.19%	✗

**Annual 2014/15 - 97.70%**  
**Target: 2013/14 - 97.50%**  
**Indicator of good performance: A higher percentage is good**  
 ↑ is the direction of improvement

**Is it likely that the target will be met at the end of the year?**  
 Yes

**Comment on current performance (including context):**

(Q2 2014/15) The collection performance is 2.82% down on the same stage last year. The reason for this is as reported at the end of Q1. With effect from 2014/15 all ratepayers have the option to spread their instalments over the 12 months of the year (April to March), rather than the statutory 10 instalments in previous years (April to January). Most of the Council's principal ratepayers have taken up this option and an analysis of the effect of these changes has shown this to be the reason for the current lower rate. The reduction is therefore a change in the instalment profiles rather than non-collection and should have come down at the end of Q3.

**Corrective action proposed (if required):**

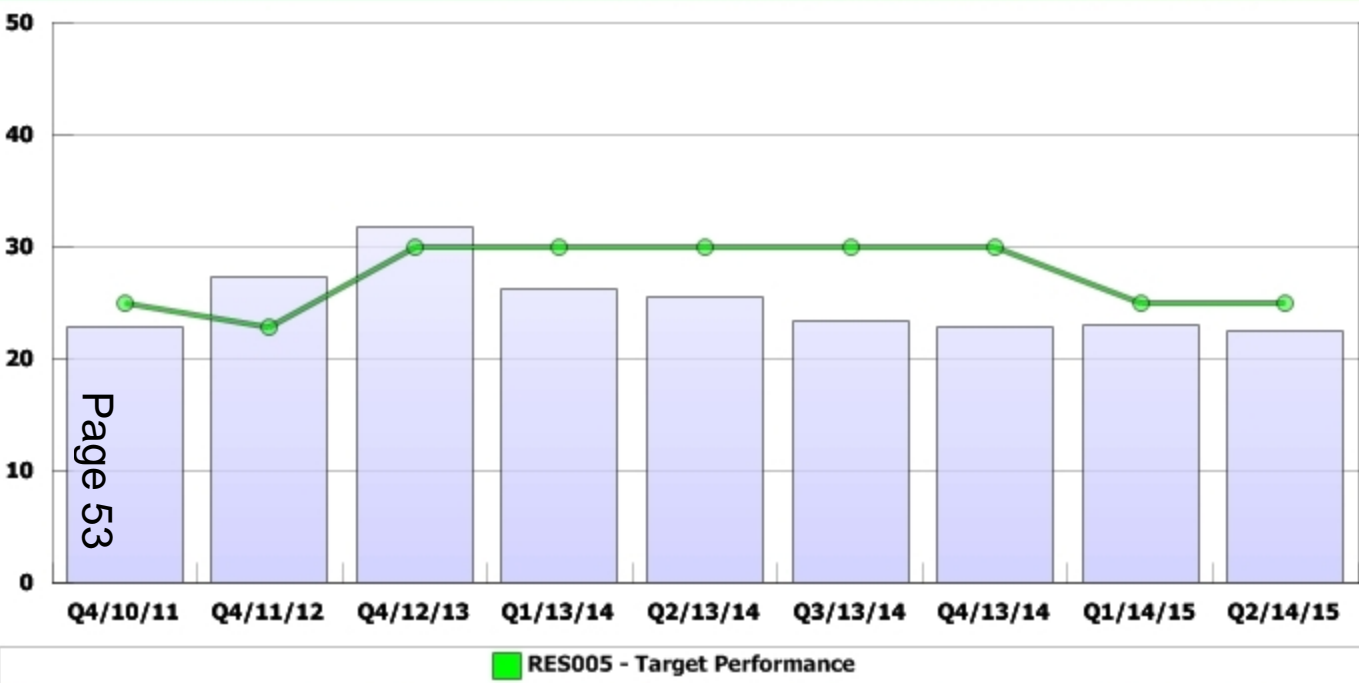
(Q2 2014/15) The Council is taking recovery action to collect the outstanding debts and the position is being closely monitored.

**RES005 On average, how many days did it take us to process new benefit claims?**

**Additional Information: This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual
Q2/14/15	25.00	22.55
Q1/14/15	25.00	23.06
Q4/13/14	30.00	23.00
Q3/13/14	30.00	23.44
Q2/13/14	30.00	25.59



**Annual Target: 2014/15 - 25.00 days**  
**Target: 2013/14 - 30.00 days**  
**Indicator of good performance: A lower number of days is good**  
**↓ is the direction of improvement**

**Is it likely that the target will be met at the end of the year?**  
 Yes

**Comment on current performance (including context):**

(Q2 2014/15) - Performance is on course to achieve the target. Processing times have improved on the quarter 2 performance in 2013/14 of 25.59 days.

**Corrective action proposed (if required):**

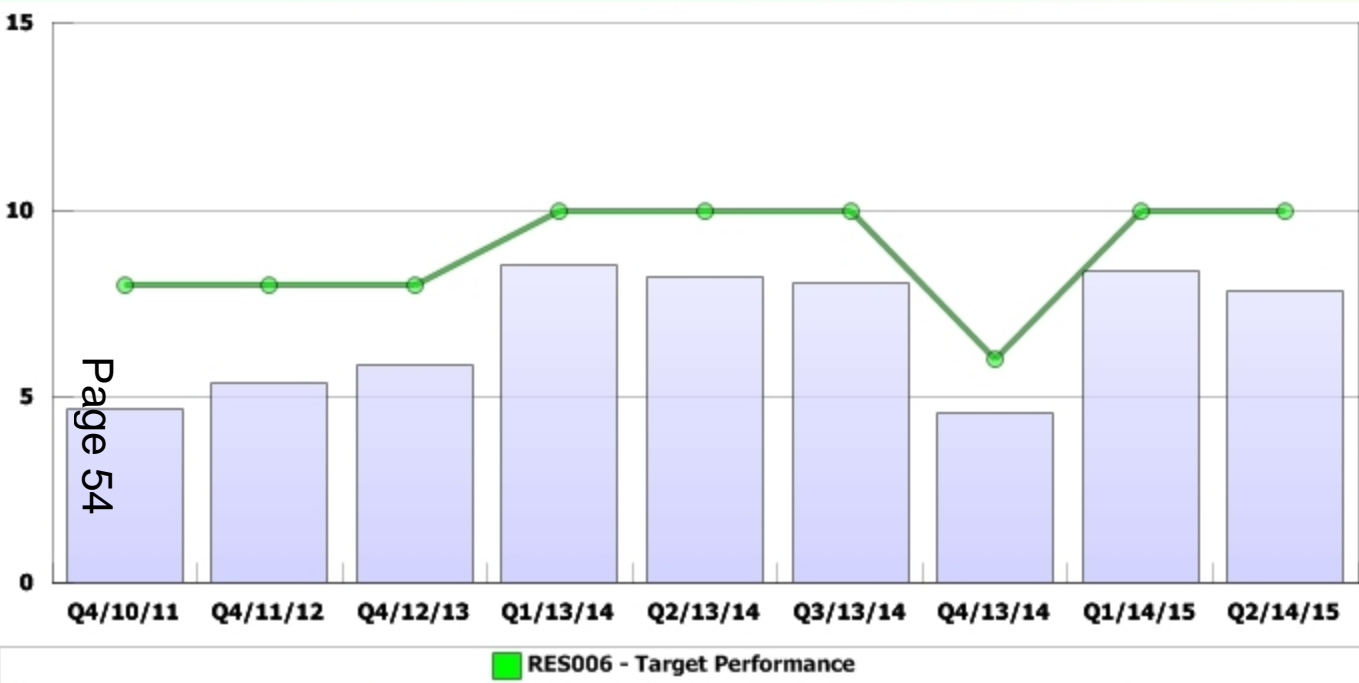
(Q2 2014/15) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

**RES006** On average, how many days did it take us to process notices of a change in a benefit claimant's circumstances?

**Additional Information:** This indicator monitors the administration of Housing and Council Tax Benefit. Targets and performance are measured in days.

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual
Q2/14/15	10.00	7.87
Q1/14/15	10.00	8.36
Q4/13/14	6.00	4.58
Q3/13/14	10.00	8.07
Q2/13/14	10.00	8.23



**Annual Target:** 2014/15 - 6.00 days  
**Target:** 2013/14 - 6.00 days  
**Indicator of good performance:** A lower number of days is good  
 ↓ is the direction of improvement

Is it likely that the target will be met at the end of the year?  
 Yes

**Comment on current performance (including context):**

(Q2 2014/15) - Performance is on course to achieve the target. Processing times have improved on the quarter 2 performance in 2013/14 of 8.23 days.

**Corrective action proposed (if required):**

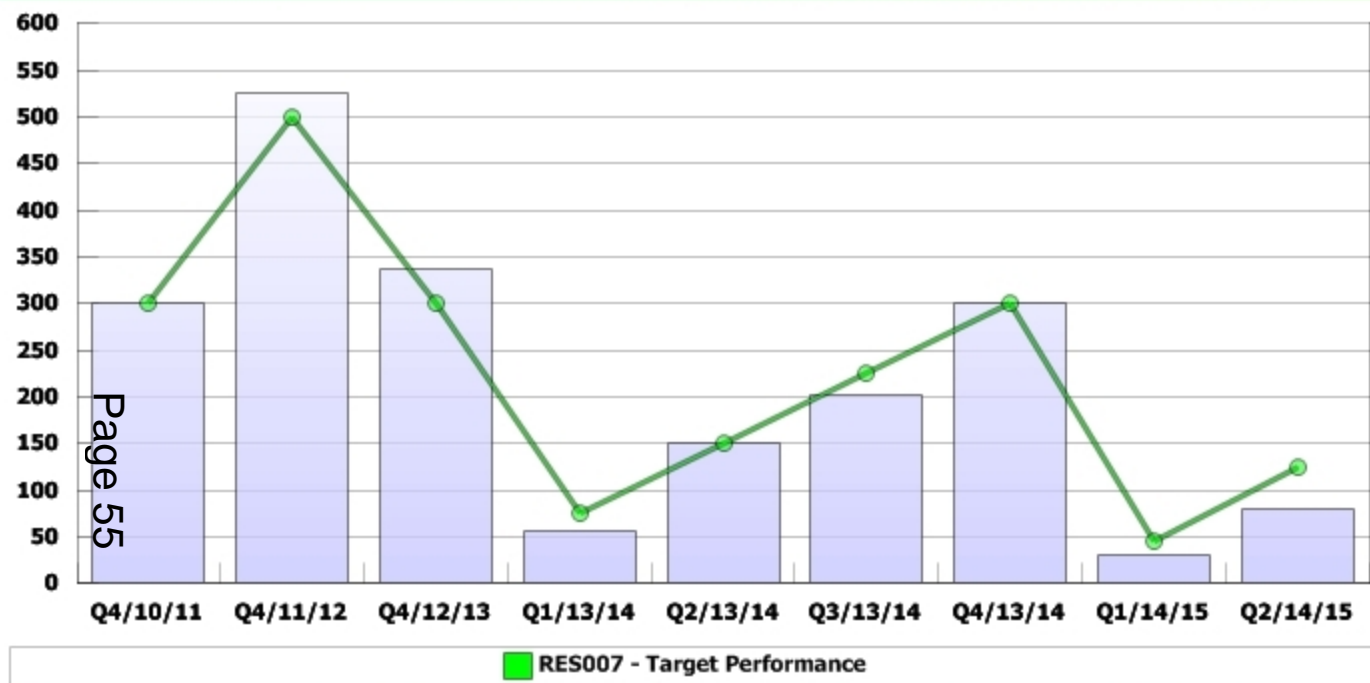
(Q2 2014/15) - Performance is monitored on a weekly basis and improvements to processes are made when appropriate.

**RES007 How many benefits fraud investigations were completed by the Council?**

**Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/14/15	125	81	✗
Q1/14/15	47	32	✗
Q4/13/14	300	301	✓
Q3/13/14	225	203	✗
Q2/13/14	150	151	✓

Annual Target: 2014/15 - 250  
 Target: 2013/14 - 300  
 Indicator of good performance: A higher number is good  
 ↑ is the direction of improvement

Is it likely that the target will be met at the end of the year?  
 Uncertain

**Comment on current performance (including context):**

(Q2 2014/15) - Due to a continued lack of resources in the Investigation team, the target has not been met in quarter 2. However, performance has improved since quarter 1 and it is hoped that this improvement will continue.

**Corrective action proposed (if required):**

(Q2 2014/15) - In order for the target to be met, the Investigation team needs to be fully resourced and each Officer to achieve their individual targets. However, one Officer continues to be on long-term sickness absence. Performance will continue to be monitored and plans put into place to address any shortfall in performance.

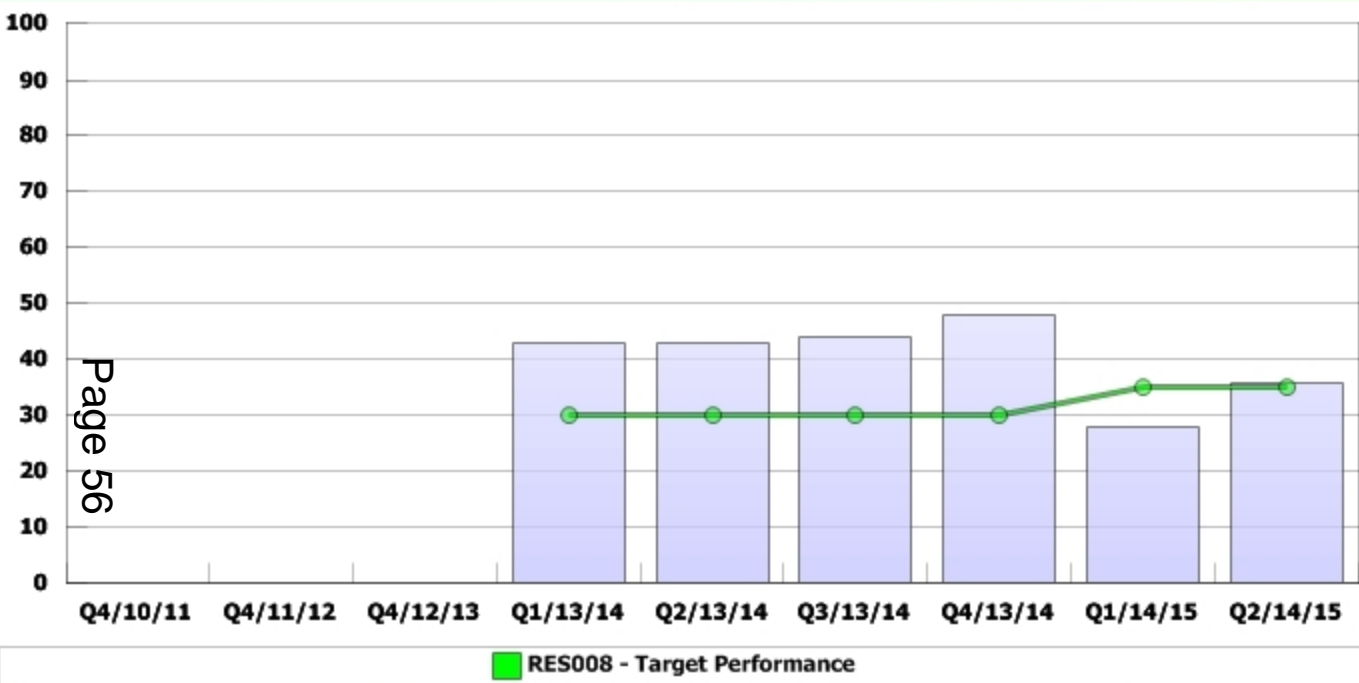


**RES008 In what percentage of fraud investigations was fraud proven?**

**Additional Information: This indicator monitors the effectiveness of the Benefit Fraud Team**

For enquiries regarding this indicator contact the Performance Improvement Unit by email on performance@eppingforestdc.gov.uk or by telephone on 01992 564472

**Current and previous quarters performance**



Quarter	Target	Actual	Status
Q2/14/15	35%	36%	✓
Q1/14/15	35%	28%	✗
Q4/13/14	30%	48%	✓
Q3/13/14	30%	44%	✓
Q2/13/14	30%	43%	✓

**Annual Target: 2014/15 - 35%**  
**Target: 2013/14 - 30%**  
**Indicator of good performance: A higher number is good**  
**↑ is the direction of improvement**

**Is it likely that the target will be met at the end of the year?**  
 Yes

**Comment on current performance (including context):**

(Q2 2014/15) - Fraud has been proven in a high percentage of the cases investigated. Although the quarter 1 performance was not on target, 40.8% of cases investigated in quarter 2 were proven to be fraudulent. Performance is now on target to be met for the year.

**Corrective action proposed (if required):**

(Q2 2014/15) - Performance will continue to be monitored and fraud referrals will continue to be risk assessed in order that the cases with the highest probability of fraud being proven will be investigated first.



## **Report to the Finance and Performance Management Scrutiny Panel**



# SCRUTINY



**Subject:** Sickness Absence

**Officer contact for further information:** Paula Maginnis (01992564536)

**Committee Secretary:** Adrian Hendry (01992 564246)

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### **Recommendations/Decisions Required:**

**That the Panel notes the report on sickness absence.**

### **Executive Summary**

This report provides information on the Council's absence figures for Q1 and Q2, 2014/2015; it includes absence figures by Directorate, the number of employees who have met the trigger level, those who have more than 4 weeks absence and the reasons for absence.

The Council's target for sickness absence under KPI10 for 2014/2015 is an average of 7 days per employee.

The Council outturn figure for Q1 (2014/15) was 2.03 days against a target of 1.69 days and Q2 (2014/15) was 2.18 days against a target of 1.36. Figures for each Directorate are set out in paragraph 7 of the report.

During Q1, 5% of staff met the trigger levels or above, 22% had sickness absence but did not meet the triggers and 73% had no absence. During Q2, 6% of staff met the trigger levels or above, 23% had sickness absence but did not meet the trigger levels and 71% had no absence.

Currently, under the Council's Managing Absence Policy there are trigger levels for initiating management action in cases of excessive sickness absence. These are:

- (i) during any 'rolling' twelve-month period an employee has had 5 or more separate occasions of absence; or
- (ii) during any 'rolling' twelve-month period an employee has had at least 8 working days of any combination of un/self certificated, or medically certificated absences.

### **Reasons for Proposed Decision**

To enable members to make decisions regarding actions to continue to improve the Council's absence figures.

### **Other Options for Action**

For future reports the Panel may wish to include other information or receive no report to future meetings.

### **Report:**

#### **Introduction**

1. The latest figures published by the Chartered Institute of Personnel and Development

(CIPD) for 2013 show that the average number of days taken as sickness absence across all sectors was 7.6. In public services it was 8.7 days and 7.2 days in the private sector. In local government the figure is an average of 9 days. The Council is currently below these figures.

2. Under the Council's Managing Absence Policy there are trigger levels for initiating management action in cases of excessive sickness absence. These are:
  - (i) during any 'rolling' twelve-month period an employee has had 5 or more separate occasions of absence; or
  - (ii) during any 'rolling' twelve-month period an employee has had at least 8 working days of any combination of un/self certificated, or medically certificated absences.
3. In addition to the above a manager should consider referring an employee to Occupational Health when an employee has been absent from work for at least one month if there is no estimate when they will be fit to return, or if this is unlikely to be within a reasonable period.

### Quarterly Figures 2011/2012 – 2014/2015

4. The KPI target for sickness absence was amended to 7 days for 2014/15. The Q1 figure of 2.03 days was above the target for this period of 1.69 days. The Q2 figure of 2.18 days was above the target for the period of 1.36 days.
5. The cumulative total for Q1-Q2 is 4.21 days which is 1.16 days above the target for this period of 3.05 days.
6. Table 1 below shows the absence figures for each quarter since 2011/2012.

	Q1	Q2	Q3	Q4	Outturn	Target
<b>2011/2012</b>	1.86	1.64	1.87	2.21	7.58	7.75
<b>2012/2013</b>	1.6	1.78	1.83	1.78	6.99	7.5
<b>2013/2014</b>	1.69	1.36	1.78	2.18	7.01	7.25
<b>2014/2015</b>	2.03	2.18				

Table 1

### Directorate Figures 2014/2015 - New Structure

7. Table 2 shows the average number of days lost per employee in each Directorate. The target figure for Q1 was 1.69 days and in Q2 1.36 days. In Q1 only Governance was below the target figure. In Q2 no Directorate was below the target number of days.

Directorate	Ave FTE	Average Number of Days Absence 2014/2015				Total Ave No of Days 2014/15
		Q1	Q2	Q3	Q4	
<b>Communities</b>	215.7	2	1.72			
<b>Governance</b>	97	1.02	2.63			
<b>Neighbourhoods</b>	113.6	2.43	1.74			
<b>Resources</b>	158.8	2.43	2.86			

Table 2

8. This table is represented by a graph which can be found at appendix 1.

### Long Term Absence 2014/2015

9. For this purpose long term absence has been defined as 4 weeks or over. During Q1 a total of 15 employees had 4 weeks or more absence in Q2 this increased to 16. All of the employees in both quarters had one continuous period of absence, with the exception of two employees in Q2. Table 3 provides further detail on these employees.

2014/15 Quarter	Resigned	Return to work	Formal Hearing	Dismissed	Proposed Return date	Still Absent	Ill-Health Retirement	Redundancy
Q1	0	7	1	0	0	7	0	0
Q2	1	8	0	0	0	7	0	0
Q3								
Q4								

Table 3

10. Comparing Q3 2013/2014 to Q2 in 2014/2015 the number of staff taking long term absence increased by 45% (i.e. 11 to 16 employees). Over this period the number of days taken as long term absence increased by 55%.

11. At appendix 2 there is a graph which sets out a breakdown of days lost to long term absence, those who met the trigger level and those below the trigger level. This graph shows that overall, 41.6% of lost time for Q1 was due to long term absence, 33.2 % of time lost met the trigger level (and above to 19 days) and 25.6% due to short term absence. In Q2 these figures were 42.2% due to long term absence, 30.7% was above the trigger level and below 19 days and 27.1% due to short term absence.

### Reasons for Absence

12. Appendix 3 shows the reasons for absence, including the number of days lost and number of employees for each reason.

13. The largest increase in the number of days taken between Q1 and Q2 was for non-work related stress and for depression, an increase of 254% and 144% respectively. The largest decrease over this period was for pregnancy related reasons.

14. The reason with the largest increase in the number of employees was depression at 40%. The largest decreases were for neurological and chest/respiratory reasons, a fall of 83% and 64% respectively.

15. The largest increase in the average number of days per employee was for non-work related stress and genitourinary/menstrual problems with increases of 429% and 117%. The largest decreases were for neurological also work related stress, falls of 71% and 59% respectively.

### Non Work Related Stress

16. Seven employees recorded non work related stress during Qtrs 1 & 2. Only one of these employees remains absent from work (as at 22 October 2014).

17. In Q1 the total number of days recorded as non-work related stress was 29.2 days, of which

62% was short term absence  
38% was medium term absence

There was no long term absence

18. A total of 6 employees were absent for this reason in Q1.

19. In Q2 the total number of days recorded as non-work related stress was 103.4 days, of which:

5% was short term absence  
 There was no medium term absence  
 95% long term absence

20. A total of 4 employees were absent for this reason in Q2, all were also absent in Q1.

### Depression

21. The number of employees recording depression during Qtrs 1 & 2 was 9. Only one of these employees remains absent from work (as at 22 October 2014) who is likely to return on a phased basis week commencing 3 November 2014.

22. In Q1 the total number of days recorded as depression was 79 days, of which;

1% was short term absence  
 23% was medium term absence  
 76% was long term absence

23. A total of 5 employees were absent for this reason in Q1.

24. In Q2 the total number of days recorded as depression was 192.5, of which;

4% was short term absence  
 8% was medium term absence  
 88% was long term absence

25. A total of 6 employees were absent for this reason in Q2, two of these were also absent in Q1.

### Numbers of Absent Staff

26. Table 5 shows that there were fairly consistent numbers of staff who had no absence and those that had absence over the course of last year which has continued into this year. Approximately two-thirds of staff had no absence. However, there has been an increase in the number of staff recording sickness absence in both quarters.

Quarter (Based on 670 headcount)	Staff with no absence	Staff with 7 days or less	Staff with 8 days or more
1 - 2014/2015	73% (486)	22% (150)	5% (34)
2 - 2014/2015	71% (475)	23% (155)	6% (40)
3 - 2014/2015			
4 - 2014/2015			
Quarter (Based on 670 headcount)	Staff with no absence	Staff with 7 days or less	Staff with 8 days or more
1 - 2013/2014	74.6% (500)	20.9% (140)	4.5% (30)
2 - 2013/2014	73.3% (491)	22.8% (153)	3.9% (26)
3 - 2013/2014	65.8% (441)	30.5% (204)	3.7% (25)
4 - 2013/2014	65.8% (441)	28.4% (190)	5.8% (39)

Table 5

## **Actions**

27. HR has recently started to provide Directors with information regarding those employees who have met either or both trigger levels on a monthly rather than quarterly basis. The reports include information on whether managers are dealing with the case, if the employee has been referred to Occupational Health, whether an evaluation meeting has taken place or formal action is being undertaken. Directors should discuss these reports with their Assistant Directors to ensure appropriate action is being taken in a timely way.
28. Further analysis of Q1 and Q2 figures along with this report has been provided to Directors to enable them to take appropriate action. HR will also inform staff that sickness absence has increased through District Lines.
29. The Council does offer staff confidential counselling support via the Council's Occupational Health provider. Also, as part of the Corporate Training Programme, staff can access stress awareness courses. This support will be highlighted in the District Lines article stated above.

## **Resource implications:**

N/A

## **Legal and Governance Implications**

N/A

## **Safer, Cleaner and Greener Implications**

N/A

## **Consultation Undertaken**

None

## **Background Papers**

N/A

## **Risk Management**

Failure to manage sickness absence results in loss productivity and if it is significantly high could adversely affect the reputation of the authority.

## **Equality and Diversity**

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications?

No

Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken?

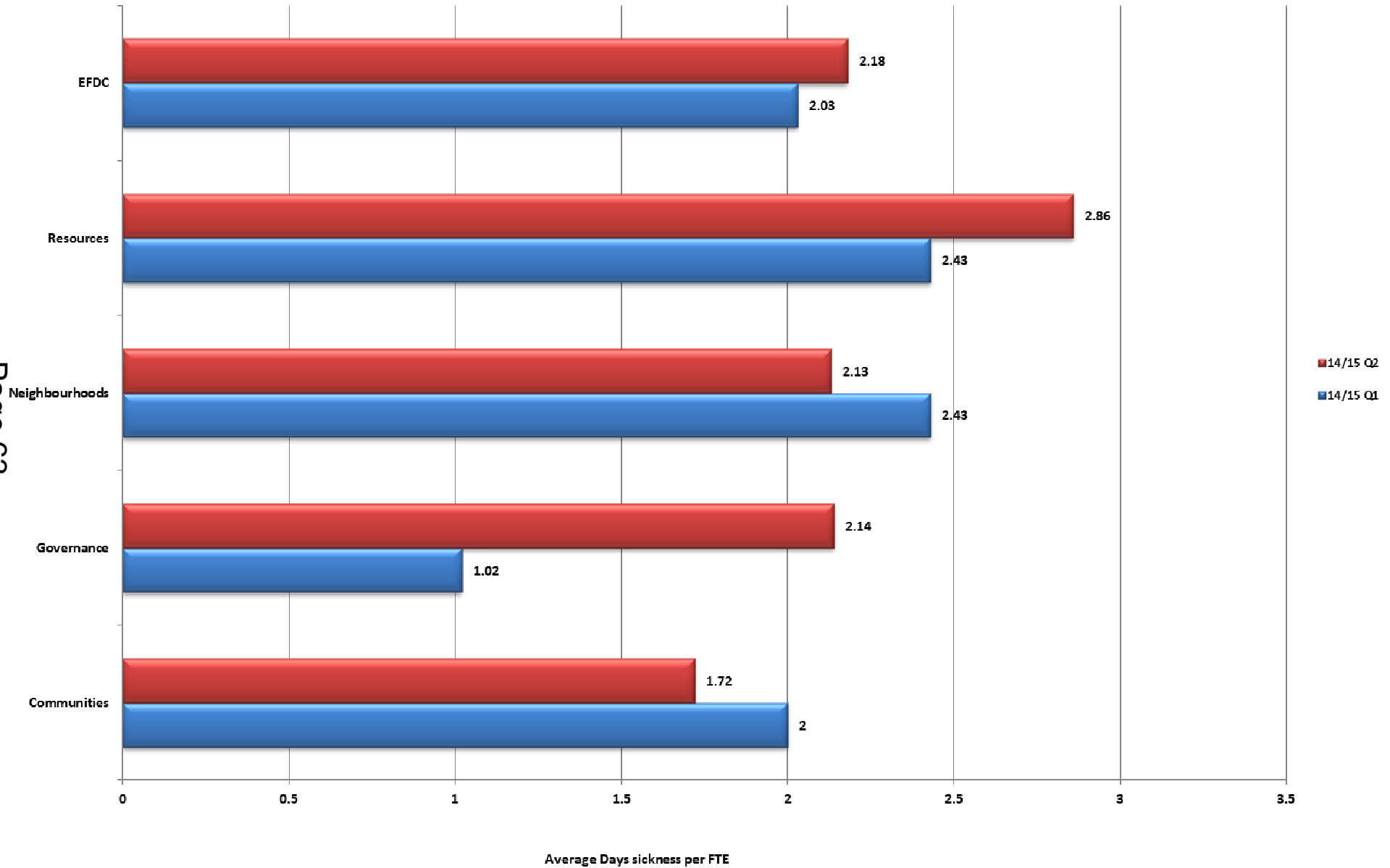
N/A

What equality implications were identified through the Equality Impact Assessment process?

N/A

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Appendix 1  
Sickness Absence All Directorates 2014-15  
Q1 and Q2



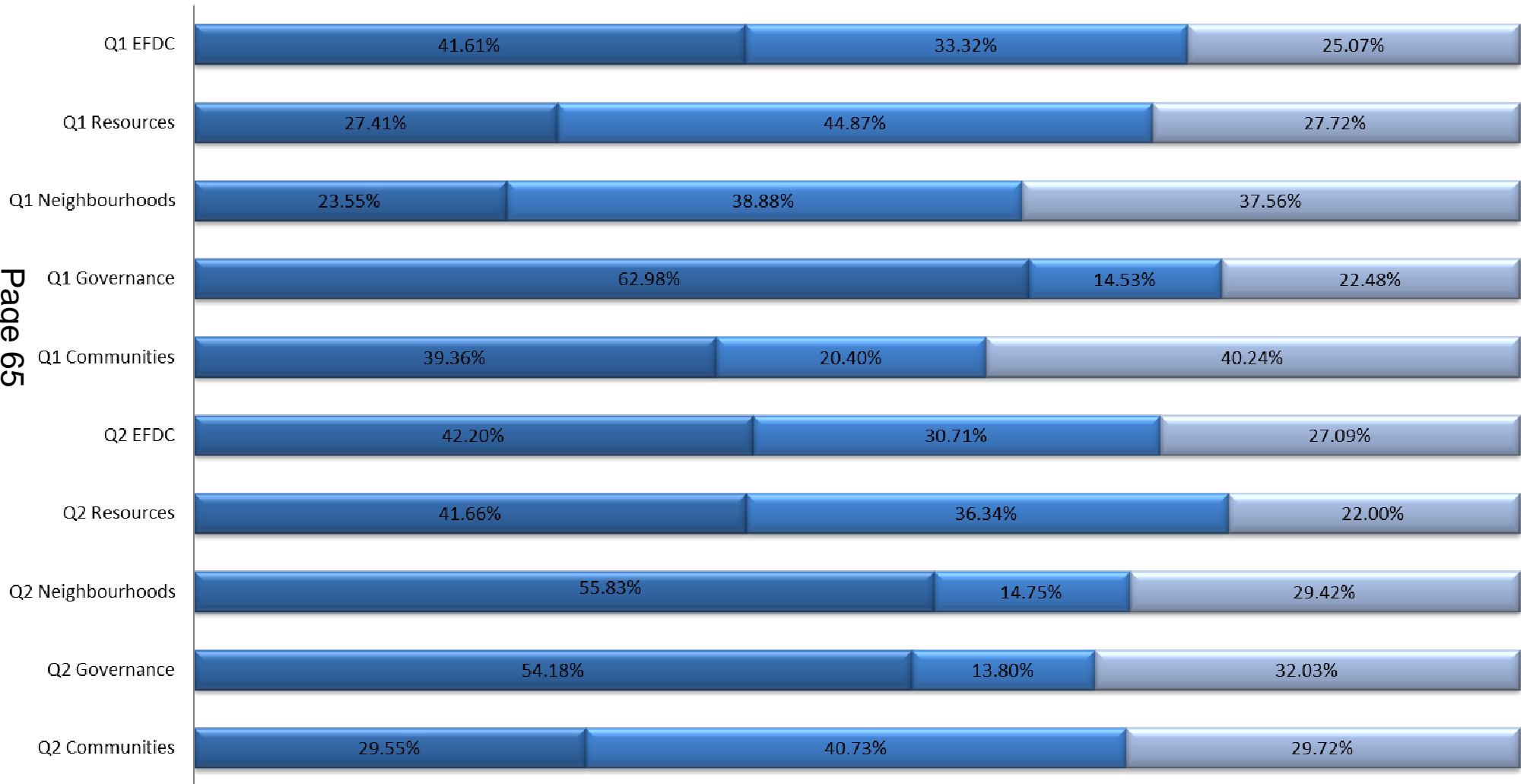
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## Appendix 2

### Sickness Absence by Duration 2014-15: Hours staff were absent by duration, as a percentage of all absence

■ 4 Weeks + ■ 8 Days + ■ less than 8 days



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Reasons for Absence

Appendix 3

	Stomach, liver, kidney, digestion; include diarrhoea, vomiting and other gastro illnesses	Other musculo-skeletal problems; includes neck, legs or feet and arms or hands. Also include joint problems such as arthritis.	Infections, including viral infections such as influenza, cold, cough and throat infections	Work related stress	Depression, anxiety, mental health and fatigue. Includes mental illnesses such as anxiety and nervous debility/disorder (does not include stress)	Heart, blood pressure, circulation	Cancer, including all types of cancer and related treatments	Neurological; headaches and migraines	Back problems	Eye, ear, nose and mouth, dental; sinusitis	Genitourinary; menstrual problems	Non Work related stress	Chest, respiratory; including asthma, bronchitis, hay fever and chest infections	Pregnancy Related	Endocrine conditions i.e. diabetes, thyroid conditions	RTA
<b>Number of Days</b>																
Q1	215.3	191.2	166.4	131	79	77	65	59	52.5	47.9	46.1	29.2	29	7	1	0
Q2	185.5	197.6	161.7	71.4	192.5	73.5	66	30.4	73.1	46.4	63.8	103.4	18	1	0	0
% increase/decrease	-14%			-46%	+144%			-49%	+39%		+38%	+254%	-38%	-86%		
<b>Number of Employees</b>																
Q1	63	24	44	3	5	3	1	12	13	12	11	6	11	1	1	0
Q2	45	23	57	4	7	2	1	22	13	9	7	4	4	1	0	0
% increase/decrease	-29%		-30%		+40%			-83%		-25%	-36%	-33%	-64%			
<b>Av No of Days per Employee</b>																
Q1	3.4	8	3.8	43.7	15.8	25.7	65	4.9	4	4	4.2	4.9	2.6	7	1	0
Q2	4.1	8.6	2.8	17.9	27.5	36.8	66	1.4	5.6	5.2	9.1	25.9	4.5	1	0	0
% increase/decrease	+21%		-26%	-59%	+74%	+43%		-71%	+40%	+30%	+117%	+429%	+73%			

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## **Report to Finance and Performance Management Scrutiny Panel**

**Report reference:**

**Date of meeting: 11 November 2014**



**Portfolio:** Finance

**Subject:** Fees and Charges 2015/16

**Officer contact for further information:** Peter Maddock (Ext 4602)

**Committee Secretary:** Adrian Hendry (Ext 4246)

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### **Recommendations/Decisions Required:**

**That the Panel consider the proposals for the level of fees and charges for 2015/16 and make comments and recommendations as appropriate.**

### **Executive Summary**

The report provides information on the fees and charges that the Council levies and what scope if any there is to increase particular charges.

### **Reasons for Proposed Decision**

As part of the annual budget process changes to fees and charges need to be agreed.

### **Other options for action**

Where the Council has discretion on the level of fees and charges that it sets there are many possible options open to the Council ranging between no increase up to applying quite large increases where possible.

### **Report:**

1. The Medium Term Financial Strategy was considered by this panel at its last meeting and this identified the need to find savings of around £1.5m over the four year period with £500,000 falling in 2015/16. Since then growth on the Economic Development budget and expected further losses on the North Weald Market now suggest this figure may be nearer £1m. There are a number of potential areas being investigated where these savings might come from of which one is Fees and charges.
2. Increasing existing fees and charges will help reach the savings target set however there are issues to consider such as whether fee increases will drive customers away and have the opposite of the desired effect and actually reduce income. Also in recent years the scope to increase fees has become somewhat more limited as government has introduced cost recovery only for some fees or set a maximum level for others. There are also some fees that the government sets that the Council has no control over.
3. Another option is to introduce fees and charges where they are currently not levied though again there are probably fairly limited opportunities in this area.
4. The September Retail Prices Index (RPI) has recently been published at 2.3%. Previously this has been used as a guide when setting the level of increase however other factors such as cost of provision also need to be considered.

## **Communities**

5. There are a number of fees and charges made for activities such as New Horizons, Sports Development, Museums and Arts and Lifewalks. The Council is free to set the level of charges on these activities and it is proposed to add 2.3% to all charges.

6. The Schedule of proposed Housing-Related Fees and Charges for 2015/16 is shown at Appendix 1, which also lists the fees and charges for the current year for comparison. Charges relate to both the Housing Revenue Account and the General Fund.

7. Generally, it is recommended that the majority of fees and charges be increased by the Retail Prices Index (RPI) for September 2014 (2.3%) - rounded up or down as appropriate. The only exceptions to this approach are the following:

### **Telecare packages (alarms and up to 4 sensors) and monitoring of alarms for other organisations**

8. The Council receives funding of around £125,000 per annum from the County Council's Housing Related Support (HRS) budget towards the cost of providing telecare services in the District. Due to the County Council's need to reduce its overall Housing Related Support (HRS) budget for Essex, currently £20.5million per annum, by around £2 million per annum from April 2015, the County Council is currently considering options for making these savings. Although no decisions have been made yet, and the County Council is still consulting on options, early indications suggest that the Council's HRS funding for telecare funding could be reduced by around £47,000 per annum (a reduction of 38%).

9. For the Council's own Careline Service to fund this likely shortfall and continue to be financially sustainable, it would be necessary to increase the charge for the Careline Service, for both private users and Council tenants, by around 40p per week (£20.80 per annum). However, rather than increasing the cost of telecare packages for private users by this full amount in 2015/16, which would represent an increase of 22% on the current charge of £95.30 per annum, it is suggested that an increase of £10.50 (11%) be made for 2015/16. It is also suggested that the same increased monitoring charge be made to organisations who use the Careline Service. It is further proposed that the charge for monitoring additional sensors be increased by 10%, from £10 per annum to £11 per annum.

10. Proposed charges to Council tenants in sheltered housing scheme, many of whom are in receipt of housing benefit currently make no contribution towards the Careline Service, will be considered as part of the HRA budget for 2015/16.

11. It should be noted that the Housing Portfolio Holder intends to ask the Housing Scrutiny Panel to consider the future costs, income and viability of the Council's Careline Service, and to make resultant recommendations to the Cabinet, once the funding position is clearer.

### **Landlord accreditation for student accommodation**

12. This scheme was introduced a couple of years ago in order to encourage landlords of student accommodation in the District to provide reasonable and safe accommodation for students. Since it is a discretionary scheme, which the Council wants landlords to use, it is proposed that the accreditation charges remain the same as the current year in order to help encourage landlords to use the Scheme.

### **Licence fees for Houses in Multiple Occupation**

13. The Housing Act 2004 allows councils to charge for the licensing of high risk houses in multiple occupation (HMOs) that meet certain criteria. Typically, licences are given for a period of 5 years, which then require renewal for a further 5 years. Although the Council has

determined a fee for initial licence applications, it has not yet set a fee for licence renewals – which is now necessary as some licences are nearing the expiry of the initial 5 year licence period.

14. Since the procedure is the same for a licence renewal as it is for an initial licence application, it is recommended that the licence fee for both initial HMO applications and renewals is the same, and that any annual fee increase is also applied equally to both.

15. The Essex Landlord Accreditation Scheme (ELAS), of which the Council is a member authority, was launched in September 2014. The objective of the scheme is to recognise and promote landlords that meet their legal obligations in respect of property management and to raise standards generally in the private rented sector. Landlords that become part of this Scheme must meet certain minimum criteria and must pay an annual fee of £95. Although it is a statutory requirement for landlords of licenceable HMOs to have an HMO licence, membership of the ELAS is voluntary. Therefore, since the checks required to meet the HMO licence criteria include the same checks as to join the ELAS, and as an incentive to landlords to join the ELAS, it is proposed that ELAS-accredited landlords applying for an HMO licence receive a discount of £80 on the normal HMO licence fee.

### **Bed and breakfast accommodation**

16. Officers have managed to negotiate the same contracted room rates for the use of bed and breakfast accommodation for homeless applicants from April 2015 as for the previous year. Therefore, no increase in the charges passed on to homeless applicants is proposed.

### **Approvals for consents to leaseholders for works**

17. The Council already makes charges to owners of former Council properties to consider and process requests to undertake improvements and other works, in accordance with covenants included as part of the sale at the time the property was originally sold by the Council.

18. Occasionally, leaseholders of Council flats (where the Council owns the freehold) also seek approval to undertake certain works in accordance with their lease. No charge is currently made for this approval process. Therefore, in order to bring them in line, it is proposed that the same charge be made to leaseholders as for owners of former Council properties.

### **Redress schemes for lettings agencies and property managers**

19. The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014 requires all lettings agents and property managers (with some exemptions specified in the Order), to join a Government-approved redress scheme by 1 October 2014.

20. The scheme is set up to ensure that tenants and leaseholders have a straightforward option to hold their lettings agents and property managers to account if they do not provide an acceptable service. The local authority is the enforcing authority and can make a penalty charge to lettings agents and property managers of up to £5,000 for failure to belong to one of the three current redress schemes.

21. Officers are currently in the process of identifying lettings agents and property managers who appear not to have joined a scheme, to ensure that they are aware of the legal requirements and to give them notice that if they do not sign up to one of the schemes within 28 days, a notice of intention to charge will be issued. The Council then has six months to make the actual charge. There is an appeals process for lettings agents and property managers to follow against a local authority's decision to charge.

22. Government guidance states that “the expectation is that the maximum fee should be ‘the norm’ and that a lower fine should only be charged if the Council considers that there are extenuating circumstances”. It is therefore proposed that, generally, the Council charges the maximum penalty fee of £5,000, unless officers consider that there are legitimate mitigating circumstances to make a lower charge, in which case formal approval will be sought from the Housing Portfolio Holder to charge an appropriate reduced fee.

### **Enforcement of private sector housing conditions**

23. There is provision within both the Housing Act 2004 and Mobile Homes Act 2013 for local authorities to make a reasonable charge for the costs incurred for the service of enforcement notices. In the case of Housing Act enforcement, this relates to the service of a variety of statutory notices and subsequent enforcement action to ensure minimum property standards in the private sector are met. The Mobile Homes Act 2013 introduces the ability to serve a Compliance Notice on a site owner and carry out subsequent legal proceedings where a contravention of site licence conditions exists. No legal maximum is set but any charge must be reasonable.

24. Historically, the Council has not charged for any enforcement functions but it is now considered appropriate to do so, which is in line with the practice of many other Essex local authorities. It is proposed that the Council charges for the service of both improvement and compliance notices, including officer time for the inspection of properties and preparing the notices, plus an administrative cost of 10% of the officer cost.

25. It is considered that charging for officer time, as opposed to simply charging a flat rate fee (which is an option), creates a fairer charging system, reflecting the differences in time spent dealing, for example, with a one bedroom flat compared to a five bedroom house.

### **Governance**

26. There are several sources of income to this Directorate, for example, Industrial estate rents, Local Land Charges, Development Control Fees and Pre-application charges.

27. Industrial Estate Rents are not subject to annual increases as they are negotiated for a period of time before each lease is entered into. The level at which rents can be agreed is influenced by the general state of the economy and the availability of other properties.

28. The situation regarding Land Charge income is still very uncertain following the introduction of the Local Land Charges (Amendment) Rules 2010. The charge for a full search should be set based on the costs incurred providing the information. The cost charged by the County Council for highway search work will be reducing in 2015/16 and if the principal of cost recovery is applied we should reduce the fee for a full search from £90 to £85. The account itself is in deficit due to non chargeable activities and the fact that personal searches are free but there is a cost attached to dealing with enquiries.

29. Development Control fee levels are controlled by Central Government and the levels of income are somewhat dependant on the economic climate and the number and size of planning applications.

30. With regard to pre-application charges that apply to major applications, income is buoyant at the moment and the budget has been exceeded substantially. The fee could be increased but there is a fear that if the fee is set too high pre-application advice might be forgone leading to more difficulties later in the planning process. It is proposed rather that the scope of charging be widened to include householder advice. The exact approach and scale of charge are yet to be determined.

31. Building Control Fees are income to the ring-fenced Building Control Charging Account and therefore do not affect the General Fund directly. Current fee levels are felt to be reasonable and indeed income levels have improved meaning the account is expected to



remain in surplus. An increase in fees is a possible option but the service operates in a competitive environment and this may put potential customers off.

32. There is also scope to increase charges for the provision of documents relating to Building and Development Control to the general public. Currently charges are very low and do not represent the cost of providing the documents. A schedule providing the proposed charges is at Appendix 3 and should provide an additional £5,000.

## **Neighbourhoods**

33. The fees and charges relating to neighbourhoods include Car Parking Charges, North Weald Airfield rents and charges, MOT's, various environmental health related charges and Licencing.

34. With regard to Car Parking charges this does not form part of this report and North Weald rents and charges are assessed on a case by case basis.

35. MOT income is subject to a maximum charge set by the Vehicle Operating Service Agency (VOSA) currently £54. The Council's fee is set below this level however income has been dwindling for some time now and there may well be a deficit recorded for this year. An increase in the fee though is likely to see custom move elsewhere

36. With regard to licensing, the Local Government (miscellaneous provisions) Act 1976 allows Authorities to set fees on the basis of reasonable cost recovery in relation to Hackney Carriage Operators and Vehicle Licences. The current fee is at that level and an increase would not be justifiable.

37. With regard to other forms of licensing, some fall under the 2003 Licensing Act and this prescribes the level of fee that can be levied. Others though can be varied subject to a maximum level or can be levied on a cost recovery basis. Licence Fees are generally below the prescribed level and do not recover the cost of provision, in some cases quite significantly. It is therefore felt that these should be increased where appropriate. Details of these fees are shown in Appendix 2.

38. There are also a number of Licence fees that the Council needs to set in case an application were to come forward. In most cases these are set at or near to the maximum allowable under the Gambling (Premises Licence Fees) Regulations 2007 and are found in Appendix 2.

39. A charge is currently made for the collection of bulk waste and the fee varies depending on the number of items being collected. The amount chargeable to the Council for the collection of bulky waste items is specified under the new waste management contract and this plus an admin fee ought to be levied to users of the service the proposed fees are in Appendix 2

40. There are a number of other miscellaneous fees and charges which are made. The proposed fees are also shown on appendix 2

41. The general uplift for fees and charges related to the Leisure Centres is specified as being in line with the retail prices index within the leisure contract. If there is any variance from this the contractor has to agree this with the Council in advance of the increase.

42. Although the Council does not provide a trade waste service itself it does need to ensure that a service is available should traders require it. Currently all traders go directly to service providers and deal with them. If a trader was to come to the Council for such a service the Council would arrange for SITA to carry out the trade waste collection at a charge currently of £14.00 per collection it is proposed that this be increase to £14.30. Similarly the fee charged to schools etc. be increased from £9.00 to £9.20.

## Conclusion

There are a number of fees and charges made by the Council which in some cases can be increased and in others cannot or an increase cannot be justifiable. The report seeks members views on the level of fees and charges for 2015/16.

## Consultations Undertaken

Consultations have been undertaken with various spending officers from directorates.

## Resource Implications

Additional Income to the General Fund and HRA.

## Legal and Governance Implications

Agreeing the level of fees and charges well in advance of the financial year concerned enables the budget to be prepared on a sound basis and also gives ample time to communicate any increases to the users of the services concerned.

## Safer, Cleaner, Greener Implications

The Council's budgets contain spending in relation to this initiative.

## Background Papers

Working papers held in Accountancy.

## Impact Assessments

### Risk Management

With all fees and charges there is a risk that increasing fees could actually reduce total income. It is difficult though to predict the exact effect of a price increase on any particular fee levied.

### Equality and Diversity:

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications? No

Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken? No

What equality implications were identified through the Equality Impact Assessment process?  
None

How have the equality implications identified through the Equality Impact Assessment been addressed in this report in order to avoid discrimination against any particular group?  
N/A

Individual Directors will have performed equalities impact assessments on their own services and fees and charges. The main risk in changing fees and charges is the uncertainty over how service users will respond. This makes it difficult to predict the exact budgetary effect of any given change.

## Fees and Charges 2015/16 - HOUSING RELATED SERVICES

Service	2015/16		2014/15	
	Proposed	Period	Current	Period
<b>Older People's Housing</b>				
<b>Communal Halls:</b> Pelly Court Hall, Epping Oakwood Hill Hall, Loughton Barrington Hall, Loughton	£9.65 £135.00 £7.85	per hour per annum per session	£9.45 £132.00 £7.65	per hour per annum per session
Guest Rooms - Sheltered Housing	£8.90	per person per night	£8.70	per person per night
<b>Scooter Stores:</b> Rental Electricity	£3.80 £1.95	per week per week	£3.70 £1.90	per week per week
<b>Telecare Packages:</b> Alarm and up to 4 sensors (Monitoring only) Monitoring of additional sensors (per sensor)	£105.80 £11.00	per annum per annum	£95.30 £10.00	per annum per annum
Monitoring of alarms for other organisations (per speech module)	£105.80	per annum	£95.35	per annum
Careline Service to Home Group for Wickfields sheltered housing scheme, Chigwell	£239.65	p/a per speech module	£234.25	p/a per speech module
Large Button Telephone	£21.00	per telephone	£20.50	per telephone
Use of Jessopp Ct Lounge by Essex CC as a Day Centre	£9,766	per annum (wef 12.7.15)	£9,546	per annum (wef 12.7.14)
Lease for Jessopp Ct Office to Family Mosaic	Increased each October by the Sept RPI increase			
<b>Home Ownership and Sales</b>				
Leasehold Vendors' Enquiries	£141.75	per enquiry	£138.55	per enquiry
Certificates of Buildings Insurance - Leaseholders	£45.10	per copy	£44.10	per copy
Small Land Sales Valuation Charge	£361.50	per sale	£353.50	per sale
Valuation & Legal Charge - Re-sale of RTB Property within 5 years / Sale of property to EFDC within 10 years	£365.00	per application	£356.00	per application
Consideration of Right to Re-purchase Former RTB Property within 10 years of Original Purchase	£63.50	per application	£62.00	per application
<b>Housing Management</b>				
Hire of Halls for Elections	£88.10	per day	£86.10	per day
Garage rents	£8.10	per week	£7.90	per week
Hardstandings	£83.90	per annum	£82.00	per annum
Mortgage references	£41.30	per enquiry	£40.35	per enquiry
Request for covenant and leasehold approvals	£65.95	per request	£64.45	per request
Licences for vehicular access across housing land	£109.75	per annum	£107.30	per annum
Dishonoured cheques	£25.60	per cheque	£25.00	per cheque
<b>Homelessness</b>				
<b>Homeless Hostel Accommodation:</b> One Room Two Rooms Three Rooms Chalets	£46.55 £72.70 £97.90 £84.80	per week per week per week per week	£45.50 £71.05 £95.70 £82.90	per week per week per week per week

## Fees and Charges 2015/16 - HOUSING RELATED SERVICES

Bed and Breakfast Accommodation (Contracted rates):				
Single Room	£38.15	per night	£38.15	per night
Double Room	£50.23	per night	£50.23	per night
Repairs and Maintenance				
Condition surveys to respond to Party Wall Act Notices	£74.60	per Notice	£72.90	per Notice
Copies of Structural Reports on RTB Properties	£36.85	per report	£36.00	per report
Rechargeable repairs	2.3%	Increase in all charges	Recharged in accordance with the Rechargeable Repairs Schedule	
Replacement Door Entry and Suited Keys	£13.90	per key	£13.60	per key
Sewerage charges for individual sewerage systems	2.3%	Increase in all charges	3.2%	Increase in all charges
Caring and Repairing in Epping Forest (CARE) Service				
Caring And Repairing in Epping Forest (CARE) Fees:				
Disabled facilities grants (DFGs)	15%	of works cost	15%	of works cost
Decent Homes Repayable Assistance	15%	of works cost	15%	of works cost
Small Works Repayable Assistance	10%	of works cost	10%	of works cost
C.A.R.E Handyperson Service:				
<i>Clients in receipt of means-tested benefits:</i>				
General jobs	£31.00	Maximum charge per visit	£30.00	Maximum charge per visit
Falls prevention work	Free		Free	
Home safety checks/works	Free		Free	
<i>Clients <u>not</u> in receipt of means-tested benefits:</i>				
General jobs	£51.00	Maximum charge per visit	£50.00	Maximum charge per visit
Falls prevention work	£25.50	Maximum charge per visit	£25.00	Maximum charge per visit
Home safety checks/works	£25.50	Maximum charge per visit	£25.00	Maximum charge per visit
Private Sector Housing				
Licences - HMOs (Initial & Renewal):				
3 storey HMO with up to 5 units of accommodation	£682.00	per licence	£667.00	per licence
Additional units of accommodation	£63.50	per additional unit	£62.00	per additional unit
Discount for Essex Landlord Accredited landlords	-£80.00	per licence	None	
Landlord Accreditation Scheme for Student Accom:				
Bed-sit	£50.00	per property accredited	£50.00	per property accredited
1-2 bedroom flats	£100.00	per property accredited	£100.00	per property accredited
House/bungalow with up to 6 bedrooms	£150.00	per property accredited	£150.00	per property accredited
3 storey houses (non-licensable)	£175.00	per property accredited	£175.00	per property accredited
Park Homes Licensing Fees:				
Site licence fees	In accordance with EFDC's Fees Policy for Licensing Residential Park Home Sites			
Depositing of site rules	£133.00	per deposit	£130.00	per deposit
Fine for Lettings Agencies and Property Agencies failing to join a Government-approved Redress Scheme	£5,000	per incidence (unless extenuating circs.)	N/A	
Enforcement of private sector housing conditions - Housing Act 2004 and Mobile Homes Act 2013	Cost of officer time to undertake enforcement action + 10% administration cost			
General percentage uplift for next year				
	2.3%			

**Neighbourhoods****Appendix 2****Proposed fees & charges for 2015/16**

Service area	2014/15		Proposed 2015/16		Notes
	Application/ Event	Renewal	Application/ Event	Renewal	
<b>Environmental Health</b>					
<b>Training</b>					
Basic food hygiene course	£60.00		£70.00		6 courses 10 per course
Basic health & safety course	£50.00		£60.00		Nil done.
<b>Animal welfare</b>					
Animal boarding	£292.00	£200.00	£299.00	£205.00	2.4%
Dog breeding	£292.00	£200.00	£299.00	£205.00	2.4%
Pet Animals Act	£292.00	£200.00	£299.00	£205.00	2.4%
Dangerous wild animals	£638.00	£433.00	£653.00	£443.00	2.4%
Riding establishment	£638.00	£536.00	£653.00	£549.00	2.4%
Stray dog	£77.00		£78.00		1.3%, Plus £11.00 per day for kennel costs etc
Zoo's	£515.00		£527.00		2.4%, Plus Vet Fees
<b>Licensing.</b>					
<b>Hackney Carriage/Private Hire</b>					
Annual Vehicle Licence	£277.00	£277.00	£277.00	£277.00	Subject to Statutory consultation
Annual Driver's Licence	£88.00	£88.00	£88.00	£88.00	Subject to Statutory consultation
Vehicle plate	£30.00		£30.00		Initial fee, refundable on return
Driver badge	£10.00		£10.00		
Drivers Test	£40.00		£40.00		Refundable if 2 days notice of cancellation given
Drivers re-sit of test	£21.00		£21.00		Refundable if 2 days notice of cancellation given

Service area	2014/15		Proposed 2015/16		Notes
	Application/ Event	Renewal	Application/ Event	Renewal	
<b>Private Hire Operators</b>					
Annual operator licence (1 vehicle only)	£36.00		£36.00		Subject to Statutory consultation
Annual Operators (> 1 vehicle)	£136.00		£136.00		Subject to Statutory consultation
Plate exemption	£88.00	£88.00	£88.00	£88.00	
<b>Miscellaneous</b>					
Special treatment premises	£150.00		£155.00		3.6%
Special treatments person	£80.00		£83.00		3.6%
Small Society Lotteries	£40.00	£20.00	£40.00	£20.00	Set by Statute
Sex Shops and Cinemas	£515.00	£515.00	£515.00	£515.00	Hemming case going to Supreme Court
Sexual Entertainment Venues -	£4,000.00	£2,000.00	£4,000.00	£2,000.00	Hemming case going to Supreme Court
Street Trading Consents	£365.00	£365.00	£375.00	£375.00	If not successful at sub-committee then half fee refunded 2.7%
<b>Licensing Act 2003</b>					All fees set by statute based upon premises rateable value plus occupancy for premises holding more than 5,000 people. Personal licences valid for 10 years  EFDC cannot amend these charges, therefore not included in this table

## Gambling Act 2005

Betting Premises	New application		Annual fee		Variation, Transfer, Re-instatement		
	Current	Proposed	Current	Proposed	Current	Proposed	
Betting premises (not tracks)	£375.00	£386.00	£340.00	£350.00	£256.00	£264.00	

Betting Premises	Licence copy		Notification of change	
	Current	Proposed	Current	Proposed
Betting premises (not tracks)	£28.00	£29.00	£28.00	£29.00

## Waste management

### Bulky household waste

Item	Current	Proposed	Notes	
1 to 3 items	£28.00	£23.00	50% concession for pensionable age	Contract plus Admin. Fee
4 to 7 items	£33.00	£35.00	50% concession for pensionable age	Contract plus Admin. Fee
8 to 10 items	£48.00	£46.00	50% concession for pensionable age	Contract plus Admin. Fee
11 to 15 items	£58.00	£58.00	50% concession for pensionable age	Contract plus Admin. Fee
More than 15 items	Assessment	Assessment	50% concession for pensionable age	

### Trade waste

Item	Current	Proposed	Notes	
Commercial properties (per collection)	£14.00	£14.30	Service provided on request	Plus 2.3%
Schools and Community premises (per collection)	£9.00	£9.20	Service provided on request	Plus 2.3%

## Street Numbering and Naming Charges

Item	Current	Proposed	Notes	
House Name Change/ Addition	£50.50	£51.50	Per property	Plus 2.0%
Development of 1+ properties	£50.50	£51.50	For first property	Plus 2.0%
	£16.50	£17.00	Per additional property	Plus 3.0%
Changes in initial development after initial notification	£50.50	£51.50	For first property	Plus 2.0%
	£16.50	£17.00	Per additional property	Plus 3.0%
Renaming of street at residents request	£50.50	£51.50	For first property	Plus 2.0%
	£16.50	£17.00	Per additional property	Plus 3.0%
Confirmation of postal address details	£2.70	£2.80	Per certificate issued	Plus 3.7%
	£16.50	£17.00	Per property involved	Plus 3.0%



## Document Fees & Charges Planning & Building Control Epping Forest District Council

<b>DOCUMENT COSTS PLANNING/BUILDING CONTROL INFORMATION</b>	
PHOTOCOPY OF PLANNING/BUILDING CONTROL INFORMATION PER A4 SHEET (minimum charge £5.00)	20p
PHOTOCOPY OF PLANNING/BUILDING CONTROL INFORMATION PER A3 SHEET (minimum charge £5.00)	60p
Provision of copies of third party historical Contaminated Land reports	£20 per half hour plus document costs
Information provided on CD (except where otherwise stated)	£2 per CD
<b>PLANNING TECHNICAL SUPPORT AND PROFESSIONAL ADVICE</b>	
Production of Contaminated Land Phase 1 Report (Desk study, site reconnaissance and preliminary risk assessment) – subject to resource availability and mapping/geology licensing.	£100 per hour
Provision of pre-application Contaminated Land research and/or advice	£80 per hour
<p><b>Research of Planning Histories,</b> (If no research is required there will be no fee but photocopying charges may be required.)</p> <p><b>Permitted Development Rights and Use Classes</b> (This provides confirmation of whether or not permitted development rights have been removed from a property. You may need to know this to confirm if planning permission is required or not.)</p>	£10 per request
<b>BUILDING CONTROL</b>	
Historical Building Control Document Search Fee	£20 per half hour
Provision of a Copy of Building Control Completion Certificate	£30.00
Provision of a Copy Building Control Approval Notice	£30.00
<b>All copied documents are provided in accordance with Section 47 of the Copyright Design &amp; Patents Act 1988</b>	

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## **Report to the Finance and Performance Management Scrutiny Panel**

**Date of meeting: 11 November 2014**

**Portfolio: Finance**

**Subject: Draft General Fund CSB and DDF lists and Savings Update**

**Officer contact for further information: Peter Maddock – (01992 - 56 4602)**

**Democratic Services Officer: Adrian Hendry - (01992 - 56 4246)**

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### **Recommendations:**

**To note the first draft of the Continuing Services Budget (CSB) and District Development Fund (DDF) schedules.**

### **Executive Summary**

The report provides the first draft of the Continuing Services Budget (CSB) growth and District Development Fund (DDF) Schedules for 2015/16.

### **Reasons for proposed action**

Members are asked to note the first draft of these schedules and make comments as appropriate.

### **Other options for action**

No other options applicable.

### **Report**

1. The Financial Issues Paper was considered by this panel at its meeting in September. The report highlighted a number of financial uncertainties and risks facing the Authority including the reductions in Central government funding, Retention of Business Rates, Welfare Reform and Waste and Leisure Management Contract Renewals.
2. The Medium Term Financial Strategy (MTFS), which forms part of the Financial Issues Paper, identified that savings of around £1.5 million were required over the forecast period. The savings required in 2015/16 were identified at £0.5 million after savings of £0.285 million already identified had been taken into account. Since then growth has been agreed for increasing the resources available for Economic Development work and there is likely to be a reduction on the North Weald rent meaning this target is nearer £1m. The lists attached show the current position however the budget process is still at a reasonably early stage and there will undoubtedly be further additions to the list as the budget progresses.
3. As in previous years there was again a saving on the revenue budget in 2013/14 but not as marked as in 2012/13. The outturn for 2013/14 was considered by this Committee on 26 June 2014. It was noted that the General Fund underspend when

compared to the revised budget was due in part to Housing Benefits, in particular previous year adjustments and additional income from Housing Benefits overpayments. However it was still the case that there were a number of other underspends which although not significant in themselves when added together become so. The budget process will again focus on these areas but this will not significantly close the budgetary gap.

4. There are some CSB budgets that either have a one off element within them or in some cases are budgets where there is a degree of uncertainty around whether they will be spent or not. In both cases treating an appropriate element as DDF rather than CSB should make managing those budgets easier and give a degree of flexibility.
5. The schedules of CSB growth/savings and DDF expenditure are attached and these are at Annexes 1 & 2. Work is on-going on these lists and this represents the position so far. An updated list will be tabled at the meeting.
6. There are a number of areas where further work is required before figures to be included within the budget can be finalised. Clearly the emphasis in this budget cycle will need to be on CSB savings rather than growth but there are some areas as previously mentioned where growth is inevitable. The figures generally need to be viewed in the context of this being quite early in the budget preparation process and will clearly need to be revisited over the next two months or so as the budget comes together.

### **Consultations Undertaken**

This is the first draft of the CSB and DDF schedules. Consultations with spending officers regarding their budgets are ongoing at the moment but apart from this further consultation will take place later in the budget cycle.

### **Resource Implications**

The schedules represent potential additions and reductions to the budget depending on decisions made during the budget process.

### **Legal and Governance Implications**

The preparation of budgets well in advance of the financial year to which they apply, enable sound financial planning to take place. They subsequently provide a basis against which financial monitoring can take place during the year in question.

### **Safer, Cleaner, Greener Implications**

The Council's budgets contain spending in relation to this initiative.

### **Background Papers**

Various budget working papers held in Accountancy.

### **Impact Assessments**

#### Risk Management

The setting of the budget has an impact on all areas of the Council there is a risk that the budget might be set at an unaffordable level, however setting guidelines early in the process means that the level of budget that is acceptable is known in advance.

Equality and Diversity:

Did the initial assessment of the proposals contained in this report for relevance to the Council's general equality duties, reveal any potentially adverse equality implications? No

Where equality implications were identified through the initial assessment process, has a formal Equality Impact Assessment been undertaken? No

What equality implications were identified through the Equality Impact Assessment process?  
None

How have the equality implications identified through the Equality Impact Assessment been addressed in this report in order to avoid discrimination against any particular group?  
N/A

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**CONTINUING SERVICES BUDGET - GROWTH / (SAVINGS) LIST**

Directorate	Service		Original	Revised	Estimate	Estimate	Estimate	Estimate
			2014/15 £000's	2014/15 £000's	2015/16 £000's	2016/17 £000's	2017/18 £000's	2018/19 £000's
Chief Executive	Directorate Restructure Subscriptions	Savings	(70)	(70)	(20)			
					10			
	<b>Total Chief Executive</b>		<b>(70)</b>	<b>(70)</b>	<b>(10)</b>	<b>0</b>	<b>0</b>	<b>0</b>
Communitites	All Weather Pitch Directorate Restructure	Townmead Project	(23)	(35)				
		Savings/Increase	5	5				
	<b>Total Communities</b>		<b>(18)</b>	<b>(30)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Governance	Democratic Services	Democratic Services Assistant (Premises Licences)	22	22				
	Economic Development	Economic Development Assistant	21	15				
	Estates	Senior Surveyor	33	33				
	Estates & Economic Development	Estates & Economic Development Restructure		31	92			
	Conservation Policy	Conservation Advice SLA	2	2				
	Legal Services	Restructure			(10)			
	Directorate Restructure	Savings	(73)	(73)	(19)			
	Land and Property	Rental Income 2-18 Torrington Drive	(224)	(224)				
	Land and Property	Bridgeman House Income	(20)		(20)			
	Land and Property	Rental Income Shops		(30)				
	Land and Property	Industrial Estates			(21)			
<b>Total Governance</b>			<b>(239)</b>	<b>(224)</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0</b>

**CONTINUING SERVICES BUDGET - GROWTH / (SAVINGS) LIST**

Directorate	Service	Original	Revised	Estimate	Estimate	Estimate	Estimate	
		2014/15 £000's	2014/15 £000's	2015/16 £000's	2016/17 £000's	2017/18 £000's	2018/19 £000's	
<b>Neighbourhoods</b>	Land Drainage & Flood Defence			Flood Defence Income from ECC	(6)	(9)		
	Licensing			Licensing Officer (Premises Licences)	26	26	5	
	North Weald Airfield			Reduction in Market Rent		310		
	Off Street Parking			HRA car parks transferred to General Fund	(10)	(10)		
	Off Street Parking			Parking Fee Increases	(107)	(107)		
	Waste Management			Inter Authority Agreement, reduced ECC Income	40	40	8	
	Waste Management			New contract		(95)	(208)	
	Directorate Restructure			Savings	(150)	(150)	(24)	
	<b>Total Neighbourhoods</b>				<b>(207)</b>	<b>5</b>	<b>(219)</b>	<b>19</b>
						<b>0</b>	<b>0</b>	
<b>Resources</b>	Civic Offices			Out of Hours Service	(13)	(13)	(5)	
	Finance Miscellaneous			Car Leasing (excluding HRA)	(15)	(15)	(9)	
	Finance Miscellaneous			Employers Superannuation on Non-Contracted Overtime	38	38		
	Finance Miscellaneous			Additional Employers Pension re Auto Enrolment	57	57		
	Housing Benefits			Housing Benefit Admin Subsidy settlement reductions	26	56		
	Directorate Restructure			Savings	(3)	(3)		
	Car Leasing			Employers NI		(10)		
	<b>Total Resources</b>				<b>90</b>	<b>110</b>	<b>(14)</b>	<b>(7)</b>
						<b>0</b>	<b>0</b>	
	<b>Other Items</b>	Investment Interest			Reduction due to shops transfer	109	109	45
New Homes Bonus					(535)	(535)	(130)	
Pensions				Deficit Payments			17	
<b>Total CSB</b>					<b>(870)</b>	<b>(635)</b>	<b>(289)</b>	<b>55</b>
					<b>0</b>	<b>0</b>		



**DISTRICT DEVELOPMENT FUND**

Directorate	Service	Description	Original	B/F from	Revised	Estimate	Estimate	Estimate	Estimate
			2014/15 £000's	2013/14 £000's	2014/15 £000's	2015/16 £000's	2016/17 £000's	2017/18 £000's	2018/19 £000's
<b>Chief Executive</b>	Corporate Policy Making	Transformation Programme	150		75	75			
	Corporate Policy Making	Efficiency Challenge Programme (RIEP)		3	3				
	Corporate Policy Making	LLPG staffing	22	46	42	26			
	Corporate Policy Making	LLPG staffing HRA Contribution	(5)	(10)	(9)	(5)			
	Corporate Policy Making	Restructure - Severance Pay	48		53				
	<b>Total Chief Executive</b>			<b>215</b>	<b>39</b>	<b>164</b>	<b>96</b>	<b>0</b>	<b>0</b>
<b>Communitites</b>	Community & Culture	Redundancy							
	Grants to Voluntary Orgs	Furniture Exchange Scheme	20		20				
	Grants to Voluntary Orgs	VAEF transport scheme	32		32				
	Safer Communities	Analysts post	14		16				
	Safeguarding	Safeguarding audit	44		42	47			
	Private Sector Housing	ECC re. Mobile Homes/Sites Improvements		2	2				
	Private Sector Housing	Safe and Well Scheme		12	12				
	Communities	Externally Funded Projects	137		184	153			
	Communities	Externally Funded Projects	(137)		(184)	(153)			
	<b>Total Communitites</b>			<b>110</b>	<b>14</b>	<b>124</b>	<b>47</b>	<b>0</b>	<b>0</b>
<b>Governance</b>	Elections	No District Elections May 2014			(80)				
	Electoral Registration	Individual Registration Grant	(53)		(72)				
	Electoral Registration	Individual Registration Costs	53	5	72	6	34		
	Public Relations & Information	Website Officer	11		11	3			
	Local Land Charges	Removal of Personal Search charges(Claims) ( LLC Amendment Rules 2010)	88	(88)					
	Planning Admin	Document Scanning	55	9	33				
	Governance Policy	Temporary Assistant Director Post (Economic Development)	24		15				
	Building Control Group	Salary saving re vacant posts (net of Consultants)	(89)		(58)	(57)			
	Building Control Group	Salary saving re vacant posts Ring Fenced Element	69		39	38			
	Planning Services	Technical Assistant - Conservation	7		7				
	Planning Appeals	Contingency for Appeals		46	46				
	Governance	Severance	46		41				
	Estates & Valuation	Council Asset Rationalisation	160	9	225				
	Estates & Valuation	Additional Staff Surveyor	33	0					
	Land and Property	Reduced Rental Income Brooker Road		10					
	Land and Property	Rental Income Shops			(29)				
	Public Conveniences	Relocation of Superloo		21	21				
	Economic Development	Economic Development Strategy			25	5			
	Economic Development	Business Promotion & Support	10		10				
	Economic Development	Town Centres Support/Portas Funding	39	23	53	9			
Economic Development	Project Assistant		10	0					
Economic Development	Food Task Force	30		30					
Economic Development	Tourism Task Force	25		10	15				
<b>Total Governance</b>			<b>508</b>	<b>45</b>	<b>399</b>	<b>19</b>	<b>34</b>	<b>0</b>	<b>0</b>

**DISTRICT DEVELOPMENT FUND**

Directorate	Service	Description	Original	B/F from	Revised	Estimate	Estimate	Estimate	Estimate
			2014/15 £000's	2013/14 £000's	2014/15 £000's	2015/16 £000's	2016/17 £000's	2017/18 £000's	2018/19 £000's
Neighbourhoods	Food Safety	Inspections	4	1	2	3			
	Inspection of Workplaces	Expenditure of government grant		15	15				
	Licensing	Additional Staff Premises Licences	4		4				
	Parks & Grounds	Roding Valley Lake - Disabled Projects		5	5				
	Parks & Grounds	Roding Valley Lake - Disabled Projects			(5)				
	Parks & Grounds	Open Spaces - Tree Planting				10			
	Parks & Grounds	Open Spaces - Tree Planting				(10)			
	Parks & Grounds	Survey of River Roding erosion				15			
	Countrycare	BRIE - SLA	4		4				
	Countrycare	Protected species/habitat related consultation	9	1	10	8			
	Planning Policy	Temporary Assistant Director Post (Economic Development)	45		45				
	Forward Planning	Local Plan	321	103	424	30			
	Forward Planning	Maternity Cover	13	2	15				
	Forward Planning	Neighbourhood Planning		5	5				
	Town Centre Regeneration	Waltham Abbey Regeneration Projects		45	45				
	North Weald Airfield	Loss of Income - Hangar 5	4		4				
	North Weald Airfield	Safety of Bund	3	2	5	3			
	Leisure Management	Equipment/Signage		3	3				
	Leisure Management	Abortive feasibility costs re Waltham Abbey Pool			27				
	Leisure Management	Leisure Management Contract (Loughton)				46			
	Leisure Management	Leisure Management Contract (Loughton)			(23)	(23)			
	NWA Strategy Action Plan	NWA Consultancy exercise		20	20				
	Contaminated Land & Water Quality	Contaminated land investigations	25			64			
	Waste Management	Waste contract procurement consultants	40	(27)	13				
Waste Management	Wheeled bin replacements		1	1					
Waste Management	Publicity		10	10					
Street Cleansing	Surplus on recycling of street cleansing arisings	(18)		(18)					
Abandoned Vehicles	Abandoned vehicles contract	4			4				
Neighbourhoods	Restructure - Severance Pay	66		66					
<b>Total Neighbourhoods</b>			<b>524</b>	<b>186</b>	<b>677</b>	<b>150</b>	<b>0</b>	<b>0</b>	<b>0</b>

**DISTRICT DEVELOPMENT FUND**

Directorate	Service	Description	Original	B/F from	Revised	Estimate	Estimate	Estimate	Estimate	
			2014/15 £000's	2013/14 £000's	2014/15 £000's	2015/16 £000's	2016/17 £000's	2017/18 £000's	2018/19 £000's	
Resources	Accounts Payable	Implementation of E-Invoicing		7	7					
	Council Tax Collection	Temporary Additional Staffing	49		102					
	Council Tax Collection	Technical Agreement Contributions	(157)		(127)					
	Council Tax Collection	Collection Investment	(47)		(47)					
	Council Tax Collection	Local Council Tax Support Expenditure	47	14	20	32				
	Council Tax Collection	Local Council Tax New Burdens Grant			(79)					
	Housing Benefits	Local Council Tax Support		15						
	Housing Benefits	Hardship Fund	(5)		(144)					
	Housing Benefits	Data Sharing Programme		7	7					
	Housing Benefits	Transitional Funding	31			31				
	Housing Benefits	Welfare Reform Expenditure	37	5	37	24				
	Housing Benefits	Welfare Reform Grant			(24)					
	Civic Offices	Out of Hours Service - Severance Payments	32	7	23					
	Civic Offices	Committee Room Tables	10		10					
	Non HRA Building Maintenance	Planned Building Maintenance Programme	199	77	240	42	30	66		
	<b>Total Resources</b>			<b>196</b>	<b>132</b>	<b>25</b>	<b>129</b>	<b>30</b>	<b>66</b>	<b>0</b>
	<b>Total Service Specific District Development Fund</b>			<b>1,553</b>	<b>416</b>	<b>1,389</b>	<b>441</b>	<b>19</b>	<b>(23)</b>	<b>0</b>
	Lost Investment Interest		151		151	115	78	78		
	Council Tax Freeze		(80)		(80)	(80)				
	Right to Challenge Expenditure		13							
	Revenue Contributions to Capital	Records Scanner			24					
	Revenue Contributions to Capital	Enveloping Machine			40					
	Non Domestic Rates	S31 Grant			(552)	(178)				
	NDR Income	Reduction due to appeals	250		250					
	Pensions	Deficit Payments	(24)		(24)					
	Reimbursement of Principal re Heritable									
<b>Total District Development Fund</b>			<b>1,863</b>	<b>416</b>	<b>1,198</b>	<b>298</b>	<b>97</b>	<b>55</b>	<b>0</b>	

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## **Report to: Finance and Performance Management Scrutiny Panel**

**Date of meeting: 11 November 2014**

# SCRUTINY



**Portfolio:** Finance and Performance Management (Councillor S. Stavrou)

**Subject:** Equality Objectives 2012-2016 – Quarter 2 Progress 2014/15

**Officer contact for further information:** B. Copson (01992 564042)

**Democratic Services Officer:** A. Hendry (01992 564246)

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### **Recommendations/Decisions Required:**

**That the Scrutiny Panel review progress against the Council's Equality Objectives (2012-2016) for the first six-months of 2014/15, and other work to meet its statutory equality duties.**

### **Executive Summary:**

1. The Equality Act 2010 placed a number of responsibilities on the Council, including a Public Sector Equality Duty (PSED) to have due regard to equality in the exercise of its functions, to the need to eliminate discrimination, to advance equality of opportunity, and to foster good relations between persons who share a relevant characteristic and those who do not. Further specific responsibilities were introduced requiring the adoption of equality objectives to improve equality for service users and employees, to carry out equality analysis, and to publish equality information.
2. In March 2012, the Cabinet agreed a range of equality objectives for the four years from 2012 to 2016, designed to help the Council meet the aims of the general duty and bring about positive improvements to service design and delivery. This report reflects progress against these objectives as at the end of the second quarter of 2014/15.

### **Reasons for Proposed Decision:**

3. In view of the corporate importance of the achievement of these objectives, and ensuring compliance with the PSED. From 2014/15, reporting of progress against the equality objectives and the specific duties has moved from quarterly to six monthly, which is considered by the Scrutiny Panel to be adequate for the review of progress.

### **Other Options for Action:**

4. None. Failure to monitor and review progress against the Equality Objectives and to take corrective action where necessary, could have negative implications for judgements made about the Council, and might mean that opportunities for improvement are lost.

## Report:

### Equality Objectives

5. The Equality Act 2010 placed an obligation on the Council to adopt equality objectives focused towards those areas which can make a real difference to the communities of the district, and can best enable the Council to make improvements to service design and delivery. In April 2012 the Council adopted four equality objectives for the four years until March 2016 to advance equality for service users and employees. The objectives are based in evidence, proportionate to the Council, and were subject to public consultation. These objectives are focused on the following key areas where improvement in relation to equality has been identified as a priority:

- Objective 1: Equality information
- Objective 2: Equality ownership
- Objective 3: Engagement
- Objective 4: Equality in workforce development

6. The achievement of these objectives is supported by an action plan spread across their four-year time-frame. A schedule detailing cumulative progress (from 1 April 2012) against individual outcomes and deliverables designed to support the achievement of each of the objectives, is attached as Appendix 1 to this report. In reporting progress, the following 'status' indicators have been applied to the current position for each individual outcome or deliverable:

**Achieved (Green)** - specific actions have been completed or relevant targets achieved;

**On-Target (Green)** – specific actions will be completed or achieved in accordance with targets;

**Under Control (Amber)** - specific actions have not been completed or achieved in accordance with relevant targets, although completion/achievement is likely to be secured by revised target date;

**Behind Schedule (Red)** - specific actions have not been completed or achieved in accordance with relevant targets;

**Pending (Grey)** – specific deliverables or actions have not been completed or achieved, as they rely on the prior completion of other actions or external factors outside the Council's control

7. Some of the outcomes and deliverables identified in the action plan can only be achieved incrementally or are dependent upon other pieces of work. The action plan is intended to be fluid to reflect changes in service delivery and the development of work to achieve greater fairness, and is therefore likely to be subject to revision and addition over the four-year life of the objectives.

### Equality analysis

8. A further duty under the Act involves developing an understanding of how our functions impact on service users and employees. This understanding is developed by carrying out equality analysis on our functions, the results of which are included as a mandatory consideration in decision making at a strategic level, and in service delivery.

9. Following the conclusion of the previous equality analysis programme in 2013, a new programme of analysis for 2014-2017 has been implemented. Progress against this new programme will be subject to audit by Internal Audit to encourage completion, and in a timely manner.

10. To improve the provision of information about the relevance of equality to the subject of reports to Cabinet and Portfolio holders, a Due Regard Record (DRR) has been introduced to replace existing systems. The DRR sits at the end of the report template and should contain sufficient information about the equality relevance of the subject of the report to enable equality to be considered as a mandatory part of the decision making process.

### **Equality Information**

11. Equality Information must be published annually to show progress against the public sector equality duty across all Council services relevant to equality. Information has been published since 2011, and the latest report was published in August 2014.

### **Equality Training for elected Members**

12. Ten councilors attended an introduction to equality course in June 2014 which included information about how to recognize matters relevant to equality, and familiarization with the Due Regard Record system. Further training sessions will be provided through the Councilor Development Programme as appropriate.
13. The Scrutiny Panel is requested to review current progress against the equality objectives for 2012-2016, and other work to meet the Council's statutory equality duties.

### **Resource Implications:**

Resource requirements for actions to achieve specific equality objectives will have been identified by the responsible service director/chief officer and reflected in the budget for the year. Compliance with statutory equality duties can currently be met from within existing resources.

### **Legal and Governance Implications:**

There are no legal or governance implications arising from the recommendations of this report. Relevant implications arising from actions to achieve specific equality objectives will have been identified by the responsible service director/chief officer.

### **Safer, Cleaner, Greener Implications:**

There are no implications arising from the recommendations of this report in respect of the Council's commitment to the Climate Local Agreement, the corporate Safer, Cleaner, Greener initiative, or any crime and disorder issues within the district. Relevant implications arising from actions to achieve specific equality objectives will have been identified by the responsible service director/chief officer.

### **Consultation Undertaken:**

Current progress against the equality objectives for 2012-2016 and other equality work has been reviewed by the Corporate Equality Working Group.

### **Background Papers:**

Quarterly equality objective progress submissions held by the Performance Improvement Unit.

## **Impact Assessments:**

### ***Risk Management***

There are no risk management issues arising from the recommendations of this report. Relevant issues arising from actions to achieve specific equality objectives will have been identified by the responsible service director/chief officer. The Internal Audit Unit will monitor progress with new three-year equality analysis programme from April 2014.

### ***Equality:***

Actions to achieve specific equality objectives cover the full range of the Council's services, and its dual role of service provider and employer. Whilst no equality implications arise from this the recommendations of report, the appropriateness of actions to deliver the objectives, together with the successful achievement of the objectives, have the potential to impact on service users and employees across all protected characteristics.



**Equality Objectives 2012-2016  
Progress Report – Quarter 2 2014/15**

**Appendix 1**

**EO 1 – Equality Information**

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Action	Lead Officer	Target Date	Status	Progress
EO1.01 - Develop Corporate Equality Monitoring Policy and Guidance and publish on intranet	PIU	30-Sep-12	1. Achieved	Policy agreed by Cabinet on 3 Dec 2012 and uploaded to intranet. Action complete.
EO1.02a - Carry out pilot exercise to develop and implement three bespoke equality monitoring systems.	All Directors	31-Mar-15	3. Under Control	A pilot exercise was completed by Sports Development (now Communities Directorate) in 2012. An exercise in C.A.R.E (Communities Directorate) has been delayed due to increased workload. An exercise in Neighbourhoods Assisted Collections service did not take place. In July 2014 CEWG decided pilot exercises should be completed in all Directorates. Therefore the following are to be completed: Communities - C.A.R.E.; Governance - Development Management; Neighbourhoods – tba; Resources - Recruitment Monitoring. Reports to CEWG in April 2015
EO1.02b - Promote Equality Monitoring Policy and Guidance as required	PIU	31-Dec-13	1. Achieved	An article was included in the Winter 2012 edition of The Forester explaining why equality monitoring was undertaken, and further information was included in the November 2013 equality update for staff, Fair Ground. Equality Monitoring will be publicised again when the pilot exercise in Action 1.02a is completed. Further information will be made available as required in the future. Action Complete.
EO1.03 - Develop and implement as necessary, bespoke equality monitoring systems within relevant services	All Directors	31-Mar-16	3. Under Control	This Action was linked to E01.2a, the completion of pilot exercises, and as a result has been held back by the delays in their completion. In July 2014 CEWG decided the link was unnecessary and should be removed. It is understood that many service areas now collect and use equality monitoring data in their service planning and delivery. Work to determine service areas for which equality monitoring data is appropriate and therefore those in which systems and practices should be in place, is now in progress.
EO1.04a - Include evidence of due regard as relevant in reports to the Council's decision-making bodies	Chief Executive; All Directors	31-Mar-14	1. Achieved	New approach developed and agreed by MB for introduction 1 July 2014 whereby Cabinet and portfolio holder report templates are amended to include a Due Regard Record (DRR) as an additional page. Relevant equality information to be recorded on the DRR by the report author for use by Cabinet or Portfolio holders in their decision making. It has been agreed in principle that existing Planning and Licencing report templates will be amended to encourage the inclusion of equality

**Equality Objectives 2012-2016  
Progress Report – Quarter 2 2014/15**

**Appendix 1**

				information. Reports to Management Board will continue to use the existing system. Action complete.
EO1.04b - Conduct pilot exercise on use of Due Regard Record as mechanism to ensure decision making bodies are aware of equality implications of reports under consideration	PIU	30-Apr-14	1. Achieved	Due Regard Record pilot was completed in February 2014 and reviewed by CEWG in April. CEWG recommendations agreed by MB in June 2014. (see EO1.04a) Action complete.
EO1.05 - Identify and annually update sources of non-service specific equality information and place on intranet	PIU	31-Mar-13	1. Achieved	Factsheet produced providing details and links to reports, data, and research providing local and national information about the protected characteristics. The factsheet, Factsheet 2: Sources of Information about Equality Protected Characteristics, is one of a set of factsheets produced to support the Equality Analysis Toolkit and guidance). The Toolkit and factsheets are available on the Intranet. Action Complete
EO1.06 - Review committee report guidance and publish on intranet	PIU	30-Apr-14	1. Achieved	Factsheet 'Providing equality information to Cabinet or a Portfolio Holder' has been produced as part of the Equality Analysis Toolkit and replaces former committee report guidance. Published on the intranet. Action complete.
EO1.07 - Deliver briefing session concerning the monitoring of reports for evidence of due regard to Chairs of Agenda Planning Groups	PIU	21-Oct-13	1. Achieved	Briefing for Chair of Cabinet APG provided 25 September 2013. Action Complete.

**Equality Objectives 2012-2016  
Progress Report – Quarter 2 2014/15**

**Appendix 1**

**EO 2 – Equality Ownership**

<b>Action</b>	<b>Lead Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Progress</b>
EO2.01 - Explore with the Local Strategic Partnership opportunities to share equality awareness and information	PIU	31-Mar-15	3. Under Control	It was agreed by CEWG in July 2014 and by the LSP Board in September 2014 that equality information sharing could be delivered through a refreshment of the Epping Forest Compact. Management Board to be consulted on how this could be taken forward and resourced.
EO2.02 - Review and refresh as necessary, existing equality training for members	Assist. Dir. Democratic Services and Performance Management	31-May-14	1. Achieved	Equality training for Members has been included in the Councillor Development Programme 2014/15. Action Complete
EO2.03 - Deliver appropriate equality training for members	Assist. Dir. Democratic Services and Performance Management	31-Mar-14	1. Achieved	Introduction to Equality training delivered to Members on 28 June 2014 through the Councillor Development Programme 2014/15. Further sessions to be delivered when considered necessary. Action complete.
EO2.04 - Introduce arrangements for directorate based reporting of equality achievements as part of the annual 'Equality Report'	PIU	31-Mar-13	1. Achieved	Equality Information Publishing Guidance agreed by CEWG 22/11/12. Cross-directorate training delivered to 21 officers on 9 January 2013. Action complete.

**Equality Objectives 2012-2016  
Progress Report – Quarter 2 2014/15**

**Appendix 1**

**EO 3 - Engagement**

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<b>Action</b>	<b>Lead Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Progress</b>
EO3.01 - Develop and publish an Equality Profile of the District to assist the completion of robust equality analysis and informed decision making	PIU	31-Mar-15	3. Under Control	Draft equality profile produced. To be considered by CEWG at its meeting in January 2015.
EO3.02 - Review how existing engagement activities can be developed.	Consultations Officer; PIU	31-Mar-15	3. Under Control	The potential for delivering the public sector equality duty through existing engagement is being explored by the CEWG in the light of the research report produced by PR and Marketing. Action end date not considered practical because of current resource levels in the Performance Improvement Unit, and has been revised to 31/03/15.
EO3.03 - Develop and adopt an Equality Engagement Plan	Consultations Officer; PIU	30-Apr-15	5. Pending	It is noted that extensive engagement is being undertaken across the Council through which the PSED is being delivered to some extent. This action seeks to derive additional value from existing engagement by identifying and structuring the potential of those engagements with the capacity to deliver the PSED more fully, in a formal plan. It is therefore dependent upon 3.2 above.
EO3.04 - Carry out equality engagement according to equality engagement plan	All Directors	31-Mar-16	5. Pending	This action awaits the completion of 3.02 above and the production of the engagement plan at 3.03.
EO3.05 - Explore and facilitate opportunities for interaction between council members and community groups and representatives	PIU	31-Mar-16	5. Pending	Action awaiting the assessment of the potential of existing engagement to deliver engagement opportunities, 3.02 and 3.03 refer.
EO3.06a - Undertake a feasibility study for provision of a fully accessible meeting room facility at the Civic Offices	Director Resources	31-Mar-15	3. Under Control	Feasibility study to be undertaken as part of a wider review of accommodation and access requirements at the Civic Offices, following implementation of senior management restructure.
EO3.06b Subject to 3.6a above, prepare and submit bid for appropriate funding	Director Resources	31-Mar-15	3. Under Control	Action dependant on completion of EO3.06a above.

**Equality Objectives 2012-2016  
Progress Report – Quarter 2 2014/15**

**Appendix 1**

**EO 4 – Equality in workforce development**

<b>Action</b>	<b>Lead Officer</b>	<b>Target Date</b>	<b>Status</b>	<b>Progress</b>
EO4.01(a) - Annually report anonymised details of the Council's workforce at Grade 8 and above, in the context of the whole staff equality profile to CEWG	Assist. Dir. HR	30-Jun-13	2. On Target	10/10/13 HR Workforce profile made available to CEWG and the public in respect of : Age Disability Faith (Religion) Race Sex Sexual orientation. Workforce profile at grade 8 summary made available to CEWG and the public in respect of: Sex (female only) Disability Race. Information is to be analysed to identify trends and submitted to CEWG for consideration and recommendations prior to submission to MB. Reports to be produced annually from June 2014.
EO4.01(b) Ensure publication of anonymised details of the Council's workforce at Grade 8 and above, in the context of the whole staff equality profile.	Assist. Dir. HR	30-Jun-13	2. On Target	10/10/13 HR Workforce profile published on website in respect of: Age Disability Faith (Religion) Race Sex Sexual orientation. Workforce profile at grade 8 summary published on website in respect of: Sex (female only) Disability Race. Information refreshed quarterly. Information is to be analysed to identify trends and submitted to CEWG for consideration and recommendations prior to submission to MB. Reports to be produced annually from June 2014. Equality Information report to Cabinet 03/11/2014.
EO4.02 - Carry out analysis of workforce data to identify trends and patterns in areas as identified by CEWG	Assist. Dir. HR	31-Mar-16	2. On Target	Report presented to CEWG in July 2014, to be discussed at interim meeting of CEWG in September 2014.
EO4.03 - Undertake a comprehensive review of the Council's recruitment and selection processes to demonstrate transparency, promote equality, and ensure best practice and safeguarding	Assist. Dir. HR	31-Mar-14	2. On Target	A review of recruitment and selection processes has been undertaken and presented to CEWG and JCC in January 2014. Implementation through 2014 as part of the Safer Recruitment Policy.
EO4.04 - Investigate, identify and pursue (where agreed) standards and accreditations to help demonstrate the Council's commitment to equality and increase awareness.	Assist. Dir. HR; PIU	31-Mar-16	2. On Target	Two Ticks Disability standard re-awarded in May 2014. Mindful Employer standard awarded 3 October 2013. HR to investigate other relevant accreditations which must have meaning and be good value.




**Equality Objectives 2012-2016  
Progress Report – Quarter 2 2014/15**

**Appendix 1**

EO4.05 - Produce and display appropriate publicity material relating to equality characteristics, such as posters etc. outlining the Council's commitment to equality	Manager PR and Marketing; PIU	31-Mar-16	2. On Target	The sexual orientation characteristic has been promoted through the Council's support of LGBT History Month in February 2014. HR to update template for recruitment advertising; and publicise Council's commitment to equality on on-line application form. Agreed at CEWG in July 2014 that: a) that the promotion of equality characteristics should be put into practice. b) value could be derived from reviewing how equality characteristics have been embedded in the past internally (eg. male / female representation on working parties). Further actions to be identified.
EO4.06 - Determine types of equality related employee information (other than data, see 4.01) that can be made available to employees to support awareness of equality issues.	Assist. Dir. HR	31-Mar-14	3. Under Control	To be discussed at interim CEWG meeting to consider HR relevant actions, in September 2014.
EO4.07(a) - Undertake a comprehensive review of the Council's existing arrangements for employee engagement	PIU	31-Mar-15	3. Under Control	A review of employee engagement arrangements was considered by Management Board in 2012 and a range of recommendations agreed for implementation when the review of the operation and existing terms of reference for the Joint Consultative Committee (see 4.7(b)), was complete. The recommendations originally made to MB in 2012 will be reviewed to ensure their relevance and suitability in the light of the JCC Terms of Reference review in July 2014. Target date for completion changed to 31/03/15 to reflect completion date of JCC Terms of Reference review, and current resource levels in the Performance Improvement Unit. Management Board have agreed that the National Graduate Trainee will be undertaking a project beginning in April 2015. The Project Sponsor will be Bob Palmer and the Lead Officer Paula Maginnis
EO4.07(b) Undertake comprehensive review of current terms of reference of Joint Consultative Committee	Assist. Dir. HR	31-Mar-14	1. Achieved	Report considered by JCC in July 2014, to APG in August 2014 and Cabinet in September 2014. Paula Maginnis to provide a District Lines article November 2014 Action complete.
EO4.08 - Review and analyse the attendance on the Evolution Programme as a comparison of the whole workforce	Assist. Dir. HR	31-Mar-14	3. Under Control	Analysis of Evolution Programme completed. Report on trends, patterns and equality gaps to be considered by CEWG at interim meeting on 8 September 2014 before going to Management Board by end of October 2014.

**Equality Objectives 2012-2016  
Progress Report – Quarter 2 2014/15**

**Appendix 1**

EO4.09 - Ensure consistency of application of flexible working practices	Assist. Dir. HR; Chief Internal Auditor	31-Mar-16		2. On Target	Agreement to be sought to include in Internal Audit work programme, appropriate checks to determine the consistency of the application of flexible working practices, for example, applications for parental leave and flexible working etc. Regular items advising and promoting flexible working arrangements to be included in District Lines. Further review of Flexi Scheme to be undertaken following comments from Employee Survey 2013.
EO4.10 - Review and refresh as necessary existing equality training for officers	Assist. Dir. HR	31-Oct-13		3. Under Control	Learning and Development Manager and training providers review content and provide up-to-date cases and examples of good practice. Completed July 2013. To be kept under review. E-learning package to be considered by CEWG at interim meeting in September 2014.
EO4.11 Deliver appropriate equality training for officers:	Assist. Dir. HR	31-Dec-13		3. Under Control	E-Learning course for both induction and refresher training have been completed, and will be piloted by CEWG. Discussion to be held with CEWG on rolling out training to appropriate target audience, and decision on analysis to be undertaken on take up of training. To be progressed at interim meeting of CEWG in September 2014.

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## **Report to the Finance and Performance Management Scrutiny Panel**

**Date of meeting: 11<sup>th</sup> November 2014**

**Subject: Equality Information**

**Officer contact for further information: Denise Tur (01992 564252)**

**Committee Secretary: Adrian Hendry (01992 564246)**

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### **Recommendations/Decisions Required:**

- (1) For the Panel to consider the information provided and advise if any further equality information is required.**

### **Executive Summary:**

This report is the first in a series to be generated under action E04.02 of the Council's Equality Objectives 2012-2016 – “carry out analysis of workforce data to identify trends and patterns in areas as identified by Corporate Equality Working Group”. Equality monitoring information for the workforce has been collated within the Council for a number of years

Women are well represented in the Council workforce (56.02%), and there is evidence that they are accessing training opportunities and achieving promotion.

Disabled people are well represented in the Council workforce. The figure is 11.14% for the Council and 10.17% for the district. There is evidence that this group are accessing training opportunities and achieving promotion.

The Council workforce is older on average than the local population, with 34.06% being in the 45-59 age range.

Black and minority ethnic communities are under-represented in the Council workforce. The figure is 4.16% for the Council and 9.5% for the district.

52.97% of Council staff did not wish to disclose their religion or belief. Statistics for the staff that did provide this information show that non-Christian groups are under-represented with 3.05% for the Council and 8.1% for the district.

51.07% of Council staff did not wish to disclose their sexual orientation. There is no comparative information from the 2011 Census.

The Council does not currently collect information from staff on their marital or civil partnership status

### **Reasons for Proposed Decision:**

This analysis activity is one of the Actions of the Council's Equality Objectives 2012-16.

## Other Options for Action:

The current level of analysis covers the Action required in the Council's Equality Objectives, and cannot be reduced, but consideration could be given to gathering further data.

## Report:

### Introduction

1. This report is the first in a series to be generated under action E04.02 of the Council's Equality Objectives 2012-2016 – "carry out analysis of workforce data to identify trends and patterns in areas as identified by Corporate Equality Working Group (CEWG)". Equality monitoring information for the workforce has been collated within the Council for a number of years
2. The data in this report relates only to employees who are directly employed by the Council, and excludes those who work on a casual or agency basis.
3. The new recruitment system will, in future, be capable of providing detailed equality information at every stage of the recruitment procedure. The first report will be provided when 12 months' information has been collated, and reports will then be available on a quarterly basis. HR will monitor the early information, and work directly with the hiring managers if the information indicates any barriers to recruitment for groups with protected characteristics
4. The national statistics quoted were provided by the Office of National Statistics (ONS); the district statistics were taken from the National Census 2011 (noted as NC2011). Statistics relating to the Council's workforce were taken from the HR Payroll Plus Information Management System as at 31.03.2014.
5. Table 1 summarises the Council workforce profile as at 31.3.2014 relating to ethnicity and gender, comparing total workforce with those is grade 8 and above.

<b>Performance Indicator</b>	<b>Percentage of workforce</b>
Women – Grade 8 and above	35.94%
Ethnic Minority – Grade 8 and above	6.27%
Disability – Grade 8 and above	8.98%
Women – of total workforce	56.02%
Ethnic Minority – of total workforce	4.16%
Disability – of total workforce	11.14%

**Table 1**

6. The presentation of this equality information is the first stage of reporting this information and will be refined and amended over time.
7. It is worth noting that the setting of target figures can be problematic as any change in the composition of the workforce is dependent on turnover. HR is currently developing reports to enable further information to be provided on recruitment, also on detailed promotion and turnover information of those at Grade 8 and above. HR will continue to monitor this information and report back as necessary.
8. The current turnover figure for the Council including retirements is 10.5%.

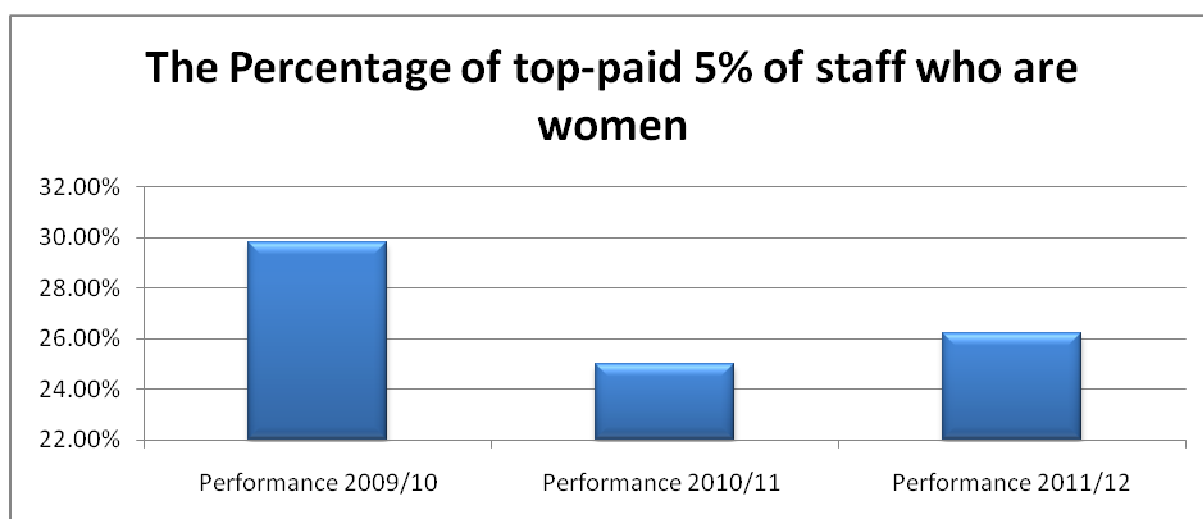
## Gender

9. Table 2 summarises the gender profile of the Council against the District and England & Wales populations

Gender	EFDC	District	England & Wales
Males	43.98%	47.80%	48.70%
Females	56.02%	52.20%	51.30%

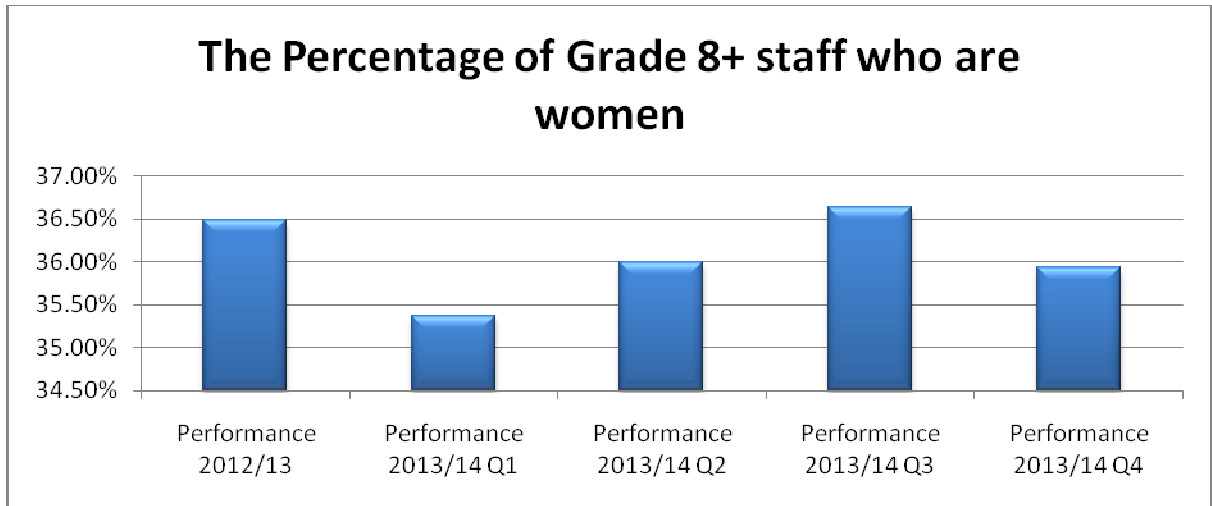
**Table 2**

10. The percentage of females of the total Council workforce is 3.82% above the number of females in the district (Source: ONS). This could be attributed to women continuing to have caring responsibilities and being attracted both by the option to work closer to home, and by the range of family-friendly employment policies, such as part-time and flexi-time opportunities at the Council.
11. Typically, 2% of the national female workforce resigns due to choices made in relation to pregnancy and maternity. This will be monitored in future years.
12. The Council has a number of areas which traditionally employ more men than women, including Fleet Operations, Grounds Maintenance and Housing Repairs. Where turnover is low, there are limited opportunities for this to be addressed, but HR will monitor these areas.
13. Records for the last 8 years show that there were more males than females dismissed from the Council (13 males, 9 females).
14. The statistics for access to training and achieving promotion for female staff over the last five years are positive in terms of indicating no discrimination against this group. Female staff accounted for 57.32% of all courses taken, and for 60.75% of all promotions, compared to the percentage of female staff at the Council being 56.02%.



**Table 3a**

15. Table 3a represents previous KPI data which has been amended to monitor staff in grade 8 posts and above – see table 3b.



**Table 3b**

16. The Council achieved good representation for women on the overall number of female staff at the Council, however only 35.95% of staff employed at Grade 8 and above are female. It is worth noting that over half of the Council's workforce (57.32%) is female. (see Tables 3a & 3b).
17. The 'Springboard' personal development courses, which are specific to female staff, have been running since 2008, and more than 50 Council staff have participated. A course was run in April-June 2014, and several staff have asked to be placed on a waiting list for the next course.

#### **Action**

18. To continue to provide Springboard courses to assist female staff with their career and personal development, and to ensure that the courses are well publicised.
19. Workforce data information to be requested from ECC and Harlow for comparison purposes.
20. Further information to be gathered about promotions for Springboard delegates and the Institute of Leadership and Management development courses for both male and female delegates to gauge effectiveness of this training in developing female staff.

#### **Disability**

21. Table 4 compares the disability profile of the Council against the District population

<b>Disability</b>	<b>District</b>	<b>EFDC</b>
All categories: Long-term health problem or disability	100%	
Day-to-day activities limited a lot (Economically Active)	4.60%	
Day-to-day activities limited a little (Economically Active)	5.57%	
Total	10.17%	11.14%
Day-to-day activities not limited	89.83%	88.86%

**Table 4**

22. Disabled people are well-represented within the Council, making up 11.14% of the staff group, compared to 10.17% in the District.

23. In 2013, the Council was awarded both the Two Ticks Disability symbol from the DWP, and the Mindful Employer award from Workways, part of the Devon Partnership NHS Trust. The Two Ticks symbol is reviewed annually, and has been renewed in 2014. This means that the Council has satisfied the DWP that it has made commitments to encourage applications from disabled people. The Mindful Employer award will be reviewed in 2015, and the charter indicates that the Council shows a positive attitude to employees and job applicants with mental health issues.

24. The statistics for access to training and achieving promotion for staff with disabilities are encouraging. Staff with disabilities accounted for 13% of all courses taken, and 12.65% of all promotions, compared to percentage of staff with disabilities at the Council being 11.14%

25. According to the 2011 Census;

- a) Currently 1.3 million disabled people in the UK are available to work.
- b) 50% of disabled people of working age are in work, compared with 80% of non-disabled people.
- c) Employment rates vary significantly according to the type of impairment; only 20% of people with a mental health condition are in employment
- d) 23% of disabled people have no qualifications compared to 9% of non-disabled people.

**Action**

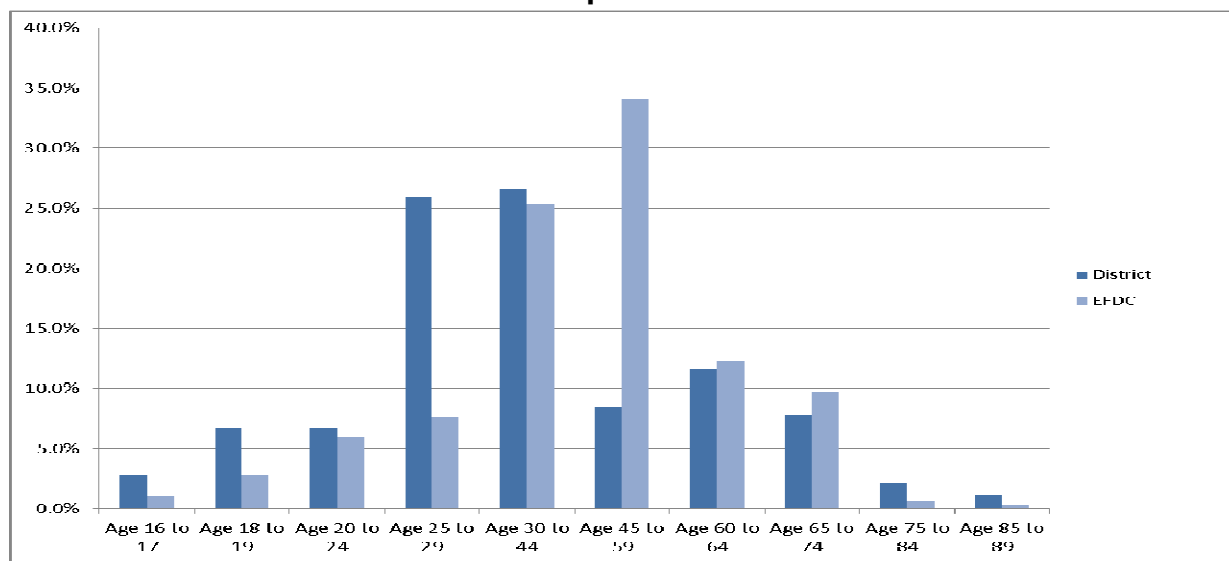
26. Continue to gain support from DWP to keep disabled people in work.

27. To continue to liaise with Employability and other organisations to provide work experience for people with disabilities who want to enter or re-enter the workplace.

**Age**

28. Table 5 shows the age profile of the Council against the population of the District

**Council/District working age population comparison**



**Table 5**

29. 34.09% of the Council workforce is in the age band 45-59, with these employees being concentrated in Grades 2-7.
30. The Council workforce is older on average than the local adult population, where the largest numbers are in the 25-29 and 30-44 age groups.
31. The Council has a successful apprenticeship scheme which has created opportunities for young people from the district. The programme recruited a cohort of 9 local young people and it includes mentoring and training as well as input from local colleges. Further recruitment is planned for 2015, the long term aim of the scheme is to aid succession planning and improve the workforce profile in terms of age, also to provide real employment opportunities for young people of the district.
32. The Council is also participating in the National Graduate Programme, which offers a 2 year fixed-term contract to a young graduate.
33. In the wider public sector, the largest number of employees is in the 45-59 age group, which is consistent with the Council figure, also the number of employees over the age of 65 is increasing year on year.

### **Action**

34. In future, Council workforce information surveys will use the same age bandings as the Census to make comparisons simpler.
35. Consideration to be given to wider use of career grades to attract and retain younger people.
36. The Council will continue to use social media to publicise Council job opportunities.

### **Ethnicity**

37. Table 6 shows the ethnicity profile of the Council against the population of the District.

<b>Ethnic Group</b>	<b>District %</b>	<b>EFDC %</b>
All usual residents	100	100
White	90.5	89.15
Mixed/multiple ethnic groups	2.1	0.72
Asian/Asian British	4.8	2.01
Black/African/Caribbean/Black British	1.9	0.72
Other ethnic group	0.7	0.71
Unspecified	0	6.69

**Table 6**

38. Black and minority ethnic (BME) communities are slightly under-represented in the Council workforce compared to the local community. The Council workforce is lower by 5.3%, but it must be noted that this comparison figure excludes the 6.69% of Council staff who did not state their ethnicity.
39. The Asian community is under-represented in Council workforce compared to the local community by 2.79%.

40. The statistics for access to training and achieving promotion for BME staff over the last five years are encouraging. BME staff accounted for 7.27% of all courses taken, and for 6.33% of all promotions, compared to the percentage of BME staff at the Council being 4.16%.

### Professions

Industry	All categories: Ethnic group	White: Total	White: English/Welsh/Scottish/Northern Irish/British	White: Irish	White: Other White	Mixed/multiple ethnic group	Asian/Asian British	Black/African/Caribbean/Black British	Other ethnic group
All categories: Industry	62,256	56,445	52,606	822	3,017	871	3,191	1,277	472
A, B, D, E Agriculture, energy and water	1,003	975	928	7	40	3	15	9	1
C Manufacturing	3,412	3,223	3,054	26	143	32	113	31	13
F Construction	6,820	6,491	6,051	116	324	72	146	82	29
G, I Distribution, hotels and restaurants	11,440	10,262	9,529	120	613	158	782	134	104
H, J Transport and communication	5,763	5,229	4,867	66	296	84	272	135	43
K, L, M, N Financial, Real Estate, Professional and Administrative activities	15,049	13,575	12,653	174	748	199	840	314	121
O, P, Q Public administration, education and health	15,251	13,445	12,506	279	660	260	932	487	127
R, S, T, U Other	3,518	3,245	3,018	34	193	63	91	85	34

**Table 7**

41. Epping Forest district does not have a high degree of ethnic diversity.
42. The career choices of the BME population will impact on the Council's ability as an employer to attract them. In terms of the Asian community, the Census figures show that 50% of the working population are in the following industries; manufacturing, construction, distribution, hotels and restaurants, financial, real estate professional and administrative activities. However, 29.2% of the local Asian community are employed in the Public administration, education and health category, with the Council only being able to offer work in public administration – but the Council is unable to determine from the statistics whether education and health have a greater pull than public administration.

### Action

43. Review the placing of advertisements with a view to attracting more BME applicants.
44. Future monitoring of recruitment information to monitor the number of BME applicants, and how they progress through the recruitment procedure

### Religion and Belief

45. Table 8 compares the religion and belief profile of the Council against the District population.
46. People are more likely to disclose a religion or belief in the Census than the requests made by the Council, where 52.97% of employees did not wish to disclose information about their religion or belief. This may change over time as people become more accustomed to providing this information. It is also now captured as part of the equality monitoring information at the point of recruitment
47. Religious groups who are not Christian appear to be under-represented in the Council when compared to Census returns for the local community, with a figure of 3.05% of those who responded in the Council survey compared to 8.1% for the district in the

Census. This figure must be viewed with caution as 52.97% of employees did not wish to disclose this information.

Religion	percent	EFDC	EFDC as proportion of those who answered
<b>All categories: Religion</b>	100.0	100	100
<b>Has religion</b>	70.0	41.43	88.09
<b>Christian</b>	61.8	40.00	85.00
<b>Buddhist</b>	0.3	0.00	0.00
<b>Hindu</b>	1.4	0.40	0.85
<b>Jewish</b>	3.2	0.30	0.64
<b>Muslim</b>	1.9	0.60	1.28
<b>Sikh</b>	1.0	0.00	0.00
<b>Other religion</b>	0.3	0.13	0.28
<b>No religion</b>	22.5	5.60	11.91
<b>Religion not stated</b>	7.5	52.97	N/A

**Table 8**

48. Of those staff that chose to disclose their religion, Christian groups make up the majority at 88.09%

**Action**

49. Recruitment information will be monitored.

50. For the Council's 2015 personal details survey, it is hoped that the provision of more information about the reasons for collecting this data will generate a higher response rate in this category.

**Sexual Orientation**

51. Table 9 shows the sexual orientation profile of the Council. It should be noted that a significant number of staff do not wish to disclose information about their sexual orientation (51.07%).

<b>Sexual Orientation – Council Workforce Profile</b>	
<b>Orientation</b>	<b>Percentage</b>
Heterosexual	48.64%
Not Say	51.07%
Gay	0.29%
Bisexual	0.00%
Lesbian	0.00%

**Table 9**

52. It is difficult to make meaningful comparisons with the local community as the 2011 census did not ask respondents about their sexual orientation.

53. The Integrated Household Survey (IHS) is the largest social survey produced by the ONS and contains information provided by 450,000 households, and is the largest pool of UK social data after the Census. In 2010 HIS information showed that 1% of UK respondents identify as being gay or lesbian, 0.5% identify as being bisexual. This



compares with a total figure for gay, lesbian and bisexual staff of only 0.29% for the staff who disclosed information.

54. The Census information for the district shows that 49% of the population are married, and only 0.2% are in a civil partnership. The next largest group after married people is those who are single (never married or never registered in a same sex civil partnership) at 31.3%.
55. It is possible that lesbian, gay, bisexual and transgender people are under-represented in the workforce; the long term aim will be to achieve a change in organisational culture that will enable staff to feel comfortable in sharing this information.

### **Action**

56. For the 2015 personal details survey, it is hoped that the provision of more information about the reasons for collecting this data will generate a higher response rate in this category.

### **Marriage and Civil Partnership**

57. Table 10 shows the profile of marital status for the District population

Marital Status	Total	
	value	percent
All usual residents aged 16+	101,708	100.0
Single (never married or never registered a same-sex civil partnership)	31,817	31.3
Married	50,769	49.9
In a registered same-sex civil partnership	158	0.2
Separated (but still legally married or still legally in a same-sex civil partnership)	2,429	2.4
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	8,697	8.6
Widowed or surviving partner from a same-sex civil partnership	7,838	7.7

**Table 10**

58. The Census information for the district shows that 49% of the population are married, and only 0.2% are in a civil partnership. The next largest group after married people is those who are single (never married or never registered in a same-ex civil partnership) at 31.3%.
59. The Council does not currently record data for employees' marital or civil partnership status.
60. Information on marital status is now being requested on the Council's job application form.

### **Action**

61. Information on employees' marital or civil partnership status to be requested in the next personal details survey in 2015. Information about the reasons for collecting this data will be provided to encourage staff to provide the data requested.

### **Conclusion**

62. This report is the first step in a continuing process of presenting equality monitoring information on the Council workforce. Although there are not actions listed under each protected characteristic, this will develop as more information is collected and as specific areas are proposed by HR, Corporate Equality Working Group, Management Board or Members.

**Resource Implications:**

There are no resource implications as equality monitoring is currently being carried out.

**Legal and Governance Implications:**

The Council is required to comply with its responsibilities contained in the Public Sector Equality Duty under Section 149 of the Equality Act 2010.

**Safer, Cleaner and Greener Implications:**

N/A

**Consultation Undertaken:**

N/A

**Background Papers:**

Equality Objectives 2012-2016

**Risk Management:**

The Council would not be complying with the Public Sector Equality Duty under section 149 of the Equality Act 2010 if equality monitoring were not carried out.

**Due Regard Record**

This page shows which groups of people are affected by the subject of this report. It sets out how they are affected and how any discrimination they experience can be eliminated. It also includes information about how access to the service(s) subject to this report can be improved for the different groups of people; and how they can be assisted to understand each other better as a result of the subject of this report.

S149 Equality Act 2010 requires that due regard must be paid to this information when considering the subject of this report.

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Equalities issues have been included in the main body of the report.

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