



Resources and Performance Panel

Agenda

Tuesday, 1st September, 2015
at 6.00 pm

in the

**Committee Suite
King's Court
Chapel Street
King's Lynn
PE30 1EX**



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King's Court, Chapel Street, King's Lynn, Norfolk, PE30 1EX
Telephone: 01553 616200
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20 August 2015

Dear Member

Resources and Performance Panel

You are invited to attend a meeting of the above-mentioned Panel which will be held on **Tuesday, 1st September, 2015 at 6.00 pm** in the **Committee Suite, King's Court, Chapel Street, King's Lynn** to discuss the business shown below.

Yours sincerely

Chief Executive

AGENDA

1. Apologies

To receive any apologies for absence.

2. Minutes

To approve the minutes of the Resources and Performance Panel held on 21 July 2015 (previously circulated).

3. Declarations of Interest

Please indicate if there are any interests which should be declared. A declaration of an interest should indicate the nature of the interest (if not already declared on the Register of Interests) and the agenda item to which it relates. If a disclosable pecuniary interest is declared, the Member should withdraw from the room whilst the matter is disclosed.

These declarations apply to all Members present, whether the Member is part of the meeting, attending to speak as a local Member on an item or simply observing the meeting from the public seating area.

4. Urgent Business Under Standing Order 7

To consider any business which, by reason of special circumstances, the Chairman proposes to accept as urgent under Section 100(b)(4)(b) of the Local Government Act 1972.

5. Members Present Pursuant to Standing Order 34

Members wishing to speak pursuant to Standing Order 34 should inform the Chairman of their intention to do so and on what items they wish to be heard before the meeting commences. Any Member attending the meeting under Standing Order 34 will only be permitted to speak on those items which have been previously notified to the Chairman.

6. Chairman's Correspondence (if any)

7. Matters referred to the Committee from other Council Bodies and responses made to previous Committee recommendations/requests

To receive comments and recommendations from other Council bodies, and any responses subsequent to recommendations, which this Panel has previously made. (N.B. some of the relevant Council bodies may meet after dispatch of the agenda).

8. Hunstanton Sailing Club Progress Report (Page 6)

To receive a progress report. Representatives from Hunstanton Sailing Club will be available to answer any questions from the Panel.

9. Q1 2015/2016 Performance Monitoring Report (Pages 7 - 17)

The Panel are invited to review and note the Council's Q1 2015/2016 Performance Monitoring Report and agree the actions outlined within the Action Report.

10. Formal Complaints against the Borough Council - 1 April 2014 to 31 March 2015 (Pages 18 - 21)

To receive the Annual Report.

11. Cabinet Report: Non Domestic Rates - Extension of Transitional Relief (Pages 22 - 26)

To consider the report and make any appropriate recommendations to Cabinet.

12. Cabinet Report: Council Tax Support Scheme 2016/2017 (Pages 27 - 46)

To consider the report and make any appropriate recommendations to Cabinet.

13. Work Programme 2015/2016 and Forward Decisions List (Pages 47 - 52)

To note the Panel's Work Programme and Cabinet Forward Decisions List.

To:

Resources and Performance Panel: R Blunt, J Collop, I Devereux, I Gourlay, G Hipperson (Vice-Chairman), P Hodson, H Humphrey (Chairman), G Middleton, A Morrison, D Tyler and G Wareham

Portfolio Holders:

Councillor N Daubney
Councillor A Lawrence

Management Team Representatives:

Lorraine Gore, Assistant Director
Ray Harding, Chief Executive

Appropriate Officers: The following officers are invited to attend in respect of the Agenda item shown against their name

Item 8	Laura Hampshire, Regeneration Projects Officer
Item 9	Becky Box, Personnel Services Manager
Item 10	Ray Harding, Chief Executive
Item 11	Jo Stanton, Revenues and Benefits Manager
Item 12	Jo Stanton, Revenues and Benefits Manager

Executive Directors

Press

Resources & Performance Panel Report

Tuesday 1st September 2015

Hunstanton Sailing Club – Progress Report

1. Following the unsuccessful Coastal Communities Fund stage 2 the centre remains very committed to the delivery of phase 2 of the development of the facility.
2. The centre have allocated £10,000 to carry out works, much of the work is being completed by volunteers and materials supplied at cost price. £5,000 has been spent to date
3. Over recent months:
 - additional stud walls have been constructed
 - 1st electrical fix is due to be complete by mid-August
 - Approx. 70% of the 1st floor is plaster boarded
 - Structural beam for the bar area is installed
 - 1st plumbing fix is due to be undertaken shortly
4. The installation of the lift and stairs to enable access to the first floor will be the last element to be undertaken as the bar will need to be moved to allow the installation of these elements
5. Following a meeting between Cllr Beales and Regeneration Programme Manager and committee members of the centre in March 2015 a delegated decision was undertaken in consultation with Ward members to support the Centre in the development of the 1st floor, specifically the installation of the lift, construction of the stairs to allow public access to the area and installation of first floor disabled toilet.
6. The delegated decision recommendations are :
 1. Request a 5 year business plan from the Centre illustrating projected income and expenditure
 2. Subject to the outcome of grant applications made by the centre, grant the Centre up to £30,000 from the Hunstanton Regeneration capital programme 2015/16 towards the cost of the lift and staircase to enable access to the first floor extension.
7. The delegated decision report states that the final cost and grant to be awarded will be subject to consultation with the Portfolio Holder for Regeneration
8. As a result of the delegated decision report the centre are undertaking a detailed business plan
9. Membership is increasing
10. 6 events are planned/have been held for the coming year
11. The centre are happy for the panel to visit the facility at a convenient time and date

Representatives from the Sailing Club will be attending the Panel meeting to answer any questions.

POLICY REVIEW & DEVELOPMENT REPORT

Type of Report: Monitoring	Portfolio(s): Resources
Author Name: Becky Box	Consultations: Management Team
Tel: 01553 616502	
Email: becky.box@west-norfolk.gov.uk	
Open report	

PR&D Panel: Resources & Performance Panel
Date: 1 September 2015
Subject: Corporate performance monitoring – Q1 2015/16

Summary

The report contains information on the corporate performance monitoring undertaken during Q1 2015/16.

Recommendations

The Panel is asked to review and note the Council's Q1 2015/16 Performance Monitoring report and agree the actions outlined within the Action Report.

1. Background

- 1.1 The Council's Performance Management Framework includes quarterly monitoring and reporting of performance. Each quarterly performance report is presented to the Resources & Performance Panel and is available to all Councillors and Portfolio Holders for information on the Council's intranet, Insite.
- 1.2 Members are asked to note that, in response to a request from members of this Panel in July 2015, the Council's monthly budget monitoring report, which details financial performance monitoring, is now being published on Insite alongside this quarterly performance monitoring report. Members will find this information by visiting [Insite](#).

2. Format of the reports

- 2.1 Members will recall that the indicators monitored are reported in full on the Performance Monitoring Q1 2015/16 report. Members attention is, in particular, drawn to the top of page 1 of the report shown at Appendix A. For the first time the report includes a summary of indicators achieving each of the 'status' and 'trend' categories. It is hoped this provides Members with a useful 'snapshot' at the start of the report.
- 2.2 Following the collation of the full report, those indicators that have not met their target are drawn out into an Action Report. This report is designed to focus attention on adverse performance. In addition to the notes shown on the full report, senior managers provide information on the actions being taken to bring performance in line or reasons why this cannot happen.





3. New indicators for 2015/16

- 3.1 During May 2015, Management Team reviewed the performance indicators set and discussed the relevance of each indicator, whether the definition of each indicator should be revised or updated and whether other areas of the Council's operations should be included for monitoring in the coming year. The revised performance indicator set has been agreed by relevant portfolio holders and was reported to this Panel during July 2015 in preparation for this first quarterly monitoring report for the year.
- 3.2 As a result of the review undertaken, 10 new/revised performance indicators have been added and will be monitored from Q1 2015/16.



Ref	Name
CE7	No of residential houses built – NORA
CE8	No of residential house sales – NORA
CE9	% of capital receipts received (excluding housing sales)
CE10	Cost reduction programme – corporate project savings
CE13	% of claimants using new on-line benefits system (IEG4)
CE20	Income from business rates for Renewable Energy projects
CC6	% of Careline alarms installed within 10 days from date of enquiry
CC9	% of customer satisfaction with new on-line benefits system (IEG4)
CC10	% of eligible employees in post on 1 st April receiving a performance appraisal NB – CC10 has been added following a request from Members of this panel in July 2015.
EP4	Premises rated 3 or above in accordance with the food hygiene rating scheme

4. Key points from the Q1 2015/16 monitoring report

- 4.1 As this is the first Performance Monitoring Report for 2015/16, the opportunity has been taken to review and refresh the format in which the information is presented. The following tables summarise the Council's current performance levels, comparing performance to the previous four quarters which enables trends to be identified and comparison to the equivalent quarter from the previous year.
- 4.2 The performance for 35% of the indicators has improved during Q1 2015/16, this has increased compared to Q1 2014/15. The 18 indicators reported under 'Other' Q1 2015/16 will decrease throughout the year as figures for the previous year will become available for comparison purposes.

		Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Performance has improved against target		10 (26%)	12 (29%)	13 (32%)	13 (32%)	15 (35%)
Performance has not improved against target		16 (42%)	14 (34%)	14 (34%)	16 (39%)	6 (14%)
Performance has met and continues to meet target		6 (16%)	7 (17%)	6 (14%)	5 (12%)	4 (9%)
Performance remains unchanged and below target		0	0	0	0	0
Other: • reported annually • new indicator • monitor only		6 (16%)	8 (20%)	8 (20%)	7 (17%)	18 (42%)
Total number of indicators		38	41	41	41	43

- 4.3 The number of indicators which have met target remains at 24, however, the percentage has dropped slightly due to the increase in the number of indicators for 2015/16.

		Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	Q1 2015/16
Performance target met		21 (55%)	21 (52%)	22 (54%)	24 (59%)	24 (56%)
Performance target not met		9 (24%)	10 (24%)	10 (24%)	10 (24%)	7 (16%)
Other: • reported annually • figure not available • monitor only (no target set)		8 (21%)	10 (24%)	9 (22%)	7 (17%)	12 (28%)
Total number of indicators		38	41	41	41	43

- 4.4 The opportunity has also been taken to review the performance indicators by Portfolio and by Directorate.

i) **Overview of performance by Portfolio**

Portfolio	No of PIs	Performance target met	Performance target not met	Other
Resources	17	6	2	9
Regeneration and Industrial Assets	6	3	3	0
Coastal and Tourism	0	0	0	0
Special Projects	0	0	0	0
Housing and Community	12	8	2	2
Environment	2	1	0	1
Culture, Heritage & Health	0	0	0	0
ICT, Leisure and Public Space	0	0	0	0
Development	6	6	0	0
Total	43	24	7	12

ii) **Overview of performance by Directorate**

Directorate	No of PIs	Performance target met	Performance target not met	Other
Chief Executive	20	11	2	7
Central and Community Services	10	4	2	4
Commercial Services	6	2	3	1
Environment and Planning	7	7	0	0
Total	43	24	7	12

- 4.5 Going forward these revised tables will be used to highlight indicators for a more detailed review within this monitoring report. For example, to examine indicators where there is a pattern of no change to performance or to review Portfolio/Directorate targets which have not met the agreed target, to understand the reasons for the reported performance.

5. Overall Conclusion


- 5.1 Members should consider that 30% of the 2015/16 indicators have more challenging targets compared to 2014/15, and with the overall performance for Q1 2015/16 improved by 9% it has been a good start to the year. Clearly, it is hoped that the results of the next monitoring report will confirm that these levels of performance are being maintained. The results are particularly pleasing given that the review of the indicators undertaken at the start of the year have focused monitoring more closely on key priorities for the Council in the 2015/16 year.

- 5.2 The improved performance in Q1 2015/16 is further highlighted by a reduction in the number of indicators failing to meet the required target, as reported in the Q1 2015/16 Action Report. For each of the past three quarters (ie Q2 2014/15 – Q4 2014/15) there have been 10 indicators detailed on the action plan, but for Q1 2015/16 only 7 indicators are listed.
- 5.3 Management Team actively monitors this information on a regular basis and uses the information highlighted on the action report to gain an understanding of the reasons for the levels of performance that have been reported.
- 5.4 The Panel is asked to agree the actions outlined in the Action Report.








Performance Monitoring Action Report Q1 2015-16










This report highlights indicators that have not met target for Q1 2015-16 and is a supporting document to the Performance Monitoring Q1 2015-16 report. Comments / actions are recorded to help evidence performance management undertaken by the Council.

Status		This indicator has not met the target.
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Performance Indicators Q1 2015-16


Ref	Name	2015/16 Target	Q1 2015/16 cumulative performance	Status	Notes	Actions
CE2	Percentage of long term empty homes in the Borough as a percentage of overall dwellings	1.10%	1.18%		Although the Q1 figure achieved is above target it is still below the baseline position when the long term empty homes strategy was adopted in 2012.	An exercise undertaken in mid June 2015 contacting the owners of long term empty homes (LTEH) brought forward a number of responses. It is hoped that this may help to reduce the number of LTEH in the future.
CE11	Supplier invoices paid within 30 days	94%	93%		Performance level achieved is consistent with previous quarters, the monitoring of disputed invoices will continue.	Process will be reviewed as part of the 2015/16 LEAN project.
CC2	Average no of working days lost due to sickness absence per FTE employee	1.87%	1.99%		Q1 recorded 909 sick days, this is 189 days less than this time last year.	Management Team and the JSW committee are currently looking at potential revisions to the Sickness Absence Policy and corresponding guidance.
CC6	% of Careline alarms installed within 10 days from date of enquiry	90.0%	66.2%		The new database, created as part of the LEAN process, went live on 1st April. The change of practice had a short term, but significant impact on the availability of appointments, particularly for the first 6 – 7 weeks.	The new process is now imbedded and it is anticipated that an improvement in service standard will be achieved.
CO3	% of rent achievable on industrial estates	90.00%	89.44%		The turnover of tenants on some of the industrial estates has affected the level of rent received for Q1.	Continue to actively market available units.
CO4	% of rent arrears on industrial estates	3.00%	3.20%		A payment plan is in place for a tenant with rent arrears who is no longer a tenant with the Council.	Monthly arrears meetings are being conducted with Financial Services.
CO5	% rent achievable on retail/general units	96.00%	94.16%		All retail units are occupied, and any remaining vacancies are office units.	Office units at Regis Place, North Lynn Industrial Estate are now under offer therefore, performance should improve for Q2.

Status	 Indicator has not met the target	16%	 Indicator is on target	56%	 New 2015-16 indicator	23%
Trends	 The value of this indicator has improved	35%	 The value of this indicator has worsened	14%	  The value of this indicator has not changed	9%

Actions being taken on indicators that have not met target are outlined on the accompanying Action Report

Chief Executive Services






Ref	Name	Good Performance	2014/15 Full year perf.	Q1 2015/16 target	Q1 2015/16 cumulative performance	Q1 2015/16 status	Versus this time last year	Note
CE1	Percentage of known licensable HMO's with a current licence	Aim to maximise	100.0%	100.0%	100.0%			
CE2	Percentage of long term empty homes in the Borough as a percentage of overall dwellings	Aim to minimise	1.03%	1.10%	1.18%			Although the Q1 figure achieved is above target it is still below the baseline position when the long term empty homes strategy was adopted in 2012.
CE3	Number of unintentional priority homeless acceptances	Aim to minimise	99	28	20			
CE4	Affordable housing units built as a % of the total number of new build dwellings completed in the Borough	Aim to maximise	20.2%	15.0%	—	—	—	Reported annually
CE5	Number of households living in Temporary Accommodation	Aim to minimise	34	40	35			
CE6	% of freedom of information requests given final response within deadline	Aim to maximise	95.7%	95.0%	100.0%			
CE7	No of residential houses built - NORA	Aim to maximise	—	54	54			
CE8	No of residential house sales completed - NORA	Aim to maximise	—	29	29			

Ref	Name	Good Performance	2014/15 Full year perf.	Q1 2015/16 target	Q1 2015/16 cumulative performance	Q1 2015/16 status	Versus this time last year	Note
CE9	% of capital receipts received (excluding house sales)	Aim to maximise	–	100.0%	–	–		Reported annually
CE10	Cost reduction programme - corporate project savings	Aim to maximise	–	–	£34,830	–		For monitoring purposes only £320,000 annual target
CE11	Supplier invoices paid within 30 days	Aim to maximise	93%	94%	93%			Performance level achieved is consistent with previous quarters, the monitoring of disputed invoices will continue.
CE12	Local supplier invoices paid within 10 days	Aim to maximise	80%	–	78%	–		Monitor only during 2015/16 - to be reviewed as part of the 2015/16 LEAN project
CE13	% of claimants using new on-line benefits system (IEG4)	Aim to maximise	–	50.0%	n/a	–		The Q1 figure is unavailable. Once the controlled testing has been completed, the online form will go live on the website for Q2.
CE14	Number of days to process new benefit claims	Aim to minimise	17	17	17			
CE15	Number of days to process changes of circumstances	Aim to minimise	12	12	9			
CE16	% of Council Tax collected against target	Aim to maximise	97.22%	28.75%	29.12%			
CE17	% of Business Rates collected against target	Aim to maximise	98.53%	28.65%	29.39%			
CE18	No of residential dwellings subject to Council Tax	Aim to maximise	71646	–	71706	–	–	For monitoring purposes only
CE19	Base for Council Tax setting purposes - Band D equivalent	Aim to maximise	47752	–	47583	–	–	For monitoring purposes only
CE20	Income from business rates for Renewable Energy projects	Aim to maximise	–	£568,280	£721,397			



Central and Community Services











Ref	Name	Good Performance	2014/15 Full year perf.	Q1 2015/16 target	Q1 2015/16 cumulative performance	Q1 2015/16 status	Versus this time last year	Note
CC1	Staff turnover	Aim to minimise	11.38%	–	2.00%	–		For monitoring purposes only
CC2	Average no of working days lost due to sickness absence per FTE employee	Aim to minimise	9.69	1.87	1.99			Q1 recorded 909 sick days, this is 189 days less than this time last year.
CC3	% of short term sickness	Aim to minimise	50%	–	47%	–		For monitoring purposes only
CC4	Telephone satisfaction rates	Aim to maximise	99%	98%	99%			
CC5	Enquiry counter satisfaction rates	Aim to maximise	100%	95%	100%			
CC6	% of Careline alarms installed within 10 days from date of enquiry	Aim to maximise	–	90.0%	66.2%			The new database, created as part of the LEAN process, went live on 1st April. The change of practice had a short term, but significant impact on the availability of appointments, particularly for the first 6 – 7 weeks.
CC7	Time taken (in weeks) from first visit to completion of work on Disabled Facilities Grant	Aim to minimise	29.0	35.0	35.0		–	Q1 2014/15 data unavailable due to the installation of a new data recording system
CC8	Time taken (in weeks) from first visit to completion of work on Adapt passported cases with a value under £6,000	Aim to minimise	21.0	20.0	17.0		–	Q1 2014/15 data unavailable due to the installation of a new data recording system
CC9	% of customer satisfaction with the new on-line benefits system (IEG4)	Aim to maximise	–	80.0%	n/a	–		The Q1 figure is unavailable. Once the controlled testing has been completed, the online form will go live on the website for Q2.
CC10	% of eligible employees in post on 1st April receiving a performance appraisal	Aim to maximise	–	–	–	–		This indicator will be reported annually in Q2.

Commercial Services

Ref	Name	Good Performance	2014/15 Full year perf.	Q1 2015/16 target	Q1 2015/16 cumulative performance	Q1 2015/16 status	Versus this time last year	Note
CO1	Average response time for removal of fly-tips (days)	Aim to minimise	0.5	1.0	0.3			
CO2	Household waste recycled and composted	Aim to maximise	41.92%	45.00%				Q1 data to follow. This data is always shown in arrears. 41.92% was achieved for Q4 2014/15.
CO3	% of rent achievable on industrial estates	Aim to maximise	89.88%	90.00%	89.44%			The turnover of tenants on some of the industrial estates has affected the level of rent received for Q1.
CO4	% of rent arrears on industrial estates	Aim to minimise	2.27%	3.00%	3.20%			A payment plan is in place for a tenant with rent arrears who is no longer a tenant with the Council.
CO5	% rent achievable on retail/general units	Aim to maximise	95.10%	96.00%	94.16%			All retail units are occupied, and any remaining vacancies are office units.
CO6	% rent arrears on retail/general units	Aim to minimise	6.42%	3.00%	0.90%			

Environment and Planning

Ref	Name	Good Performance	2014/15 Full year perf.	Q1 2015/16 target	Q1 2015/16 cumulative performance	Q1 2015/16 status	Versus this time last year	Note
EP1a	% of appeals lost against total numbers of majors determined over a two year rolling period	Aim to minimise	4%	15%	2%		—	This indicator is calculated over a two year period on a rolling basis, Q1 = 01/07/2013 – 31/06/2015. 52 major applications, 1 lost at appeal. This indicator was not introduced until Q2 2014/15.
EP1b	% of Minor, Other and Planning Enforcement decisions lost at appeal	Aim to minimise	26%	33%	30%		—	This indicator was not introduced until Q2 2014/15.

Ref	Name	Good Performance	2014/15 Full year perf.	Q1 2015/16 target	Q1 2015/16 cumulative performance	Q1 2015/16 status	Versus this time last year	Note
EP2a	Processing of planning applications - <u>Major</u>	Aim to maximise	78%	60%	83%			
EP2b	Processing of planning applications - <u>Minor</u>	Aim to maximise	82%	70%	84%			
EP2c	Processing of planning applications - <u>Other</u>	Aim to maximise	94%	82%	93%			
EP4	Premises rated 3 or above in accordance with the food hygiene rating system	Aim to maximise	—	95.0%	95.0%			
EP5	The % of standard land charges searches carried out within 10 working days	Aim to maximise	91%	95%	100%			

POLICY REVIEW & DEVELOPMENT REPORT

Type of Report: Monitoring	Portfolio(s): Cllr Nick Daubney
Author Name: Ray Harding	Consultations: Ray Harding
Tel: 01553 616245	
Email: ray.harding@west-norfolk.gov.uk	
OPEN	

PR&D Panel: Resources and Performance
Date: 1 September 2015
Subject: Complaints against the Borough Council of King's Lynn and West Norfolk

Summary

In August 2011, the Resources and Performance Panel resolved that they would continue to receive the annual report on the complaints received. Presented are the figures for the period 1 April 2014 to 31 March 2015.

The Local Government Ombudsman Annual Report 2014/15 is also attached for information.

The report also sets out the number of MP enquiries received.

Recommendation

Panel Members are invited to note the report.

1. Background

Each year the breakdown of MP enquiries, Corporate and Ombudsman complaints are presented for Members information.

Set out below are the breakdowns for 2014/15 for each category.

For Members information, the report for the previous year should have also included an additional justified corporate complaint (CB07) within the Leisure Portfolio. The corporate complaint was upheld.

2. Analysis

MP Enquiries

Although strictly speaking not complaints, but enquiries, MP enquiries are also logged.

212 MP enquiries were dealt with during 2014/15, compared with 206 during the previous year. These were broken down by service area with Leisure (29),

Finance (38), Planning (41), Central Services 21) and finally Chief Executive (83).

Corporate Complaints

32 Corporate complaints were received during 2014/15, compared with 37 during the previous year. Of these complaints, 8 were considered to be justified and 4 were considered to be partly justified.

Attached at Appendix A is a summary of justified complaints. It should be noted that although a complaint can be considered justified, in most instances, the resulting action is rectifying the service received by the member of the public rather than any direct financial compensation.

Of the 32 corporate complaints which had been received, 16 went to an Appeal to the Chief Executive (Stage 2) and out of the 16 complaints, 3 were considered to be justified and 3 partly justified.

Ombudsman Complaints

In total 7 complaints that had exhausted the Council's corporate complaints procedure went to the Local Government Ombudsman. Further cases had gone straight to the Ombudsman and therefore we had no input and were only informed of the decisions.

Attached at Appendix B is the brief Ombudsman Annual Report 2014/15 for information. Of these 7 complaints, 1 was upheld.

3 Policy

The complaints procedures were reviewed in early 2012 and approved by Management Team. The new procedures came into effect on 1st April 2012 and are made available to the public at all Borough Council reception points and facilities and can also be downloaded from the Borough Council website <http://www.west-norfolk.gov.uk/Default.aspx?page=21672>

4 Financial

There is no specific budget allocated for the compensation of complaints as each case is considered on its own merits. In 2014/15, 4 complaints were awarded a total of £310 between them.

5 Risk Assessment

To ensure a fair and transparent service, it is imperative that the Council's complaints are dealt with effectively and in accordance with procedure to ensure that the Borough Council is subject to minimal challenges. As a result, this should result in less cost implications and subsequently less bad publicity.

6 Access to Information

Formal Ombudsman Report 2014/15.

Historic complaints records

SUMMARY OF JUSTIFIED CORPORATE COMPLAINTS**April 2014 – March 2015**

Service Area	Ref	Justified	Summary
Finance	DT01	Justified	Customer's correspondence had not been dealt with in a timely manner and a summons was issued for an incorrect amount.
Finance	DT02	Justified	An error was made on the account, therefore £75.00 refunded for costs incurred.
Finance	DT03	Partially	Claim for damage to car window by Council grass cutter refused by insurance company.
Leisure	CB02	Partially	Wheeled bins not replaced in a suitable position to assist with the needs of the complainant.
Finance	DT06	Justified	Proceedings wrongly issued.
Chief Executive	RH02	Justified	Information withheld incorrectly due to incorrect advice from Housing Officer.
Central	DG04	Justified	Upheld complaint in Complaints Summary on R&P Report 2013-14 not recorded due to clerical error.
Central	DG01	Partially	Incurred extra costs due to remedial works not being fully funded.
Central	DG05	Justified	Upheld complaint in Complaints Summary on R&P Report 2013-14 not recorded due to clerical error.
Leisure	CB03	Justified	Complainant did not receive a response to his original request after being sent a holding letter.
Planning	GH11	Justified	Complainant did not receive a personal response to a submission.
Planning	GH10	Partially	Believed that the consultation process is flawed.

APPENDIX B

OMBUDSMAN COMPLAINT

Planning	GH12	Upheld	The Council should have written to complainant about the decision on abandonment.
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REPORT TO CABINET

Open		Would any decisions proposed :		
Any especially affected Wards None	Discretionary	(a) Be entirely within cabinet's powers to decide NO (b) Need to be recommendations to Council YES (c) Be partly for recommendations to Council NO and partly within Cabinets powers –		
Lead Member: E-mail: Cllr Nick Daubney Cllr.nick.daubney@west-norfolk.gov.uk		Other Cabinet Members consulted:		
Lead Officer: Jo Stanton E-mail: joanne.stanton@west-norfolk.gov.uk Direct Dial:01553 616349		Other Members consulted: -		
Financial Implications NO		Policy/Personnel Implications NO	Statutory Implications NO	Equal Impact Assessment YES If YES: Pre-screening
				Risk Management Implications NO

Date of meeting: 9 September 2015

NON-DOMESTIC RATES: EXTENSION OF TRANSITIONAL RELIEF

Summary

Government has legislated to allow Councils to adopt a discretionary scheme of Transition Relief for qualifying ratepayers in their area as the statutory scheme ended on 31 March 2015 and the revaluation has been deferred until 2017. The cost will be met in full by Central Government. This report details the proposed discretionary Transitional Relief scheme for the borough.

Recommendation

Cabinet recommend to Council to adopt the discretionary Transitional Relief scheme for 2015/2016 and 2016/2017 as detailed in this report and shown in Appendix A

Reason for Decision

To ensure a discretionary scheme of Transitional Relief is adopted for 2015/2016 and 2016/2017

1. Background

1.1. Transitional Relief (TR) is part of the Non Domestic Rates system and is designed to protect ratepayers from large increases in their bills if their Rateable Value (RV) increases when there is a revaluation. The relief phases in the impact of the increase in RV over the life of the Rating List.

- 1.2. Until 2010 there has been a revaluation and a new Rating List every five years, with the most recent revaluation due to come in to force on 1 April 2015. In October 2012 central government announced they were deferring the 2015 revaluation by two years to 2017. However the current statutory TR scheme still ends on 31 March 2015 and as a result a number of ratepayers who received TR in 2014/2015 have seen a jump in their bills.
- 1.3. To mitigate some of the effect of the revaluation being deferred, central government has extended the TR provisions to 2015/2016 and 2016/2017 as a discretionary discount. Councils can use their discretionary powers under s47 of the Local Government Finance Act 1988 to adopt a local scheme for TR, within the prescribed provisions, and the cost will be met in full by central government.

2. Proposals

- 2.1 The local scheme of TR will operate within the prescribed provisions and only be awarded in the following circumstances:
- The property has a RV up to and including £50,000,
 - The ratepayer has an increase in their bill due to the 2010 revaluation,
 - The ratepayer received TR in 2014/2015, and
 - The ratepayer is entitled to TR in 2015/2016 and 2016/2017
- 2.2 The local scheme will be based on the regulations for the statutory TR scheme that was in force until 31 March 2015, with the necessary amendments for 2015/2016 and 2016/2017. As TR can be complex this ensures the necessary conditions and regulations are included in the local scheme.
- 2.3 The proposed local scheme for TR is shown at Appendix A

3. Policy Implications

- 3.1. This is a new Discretionary Relief policy lasting for 2015/2016 and 2016/2017.

4. Financial Implications

- 4.1. There are no financial implications to the Council as Central Government will fully fund the cost of the relief.
- 4.2. There are 200 ratepayers whose property has a RV of £50,000 or less and who received Transitional Relief in 2014/2015. Approximately half of these will continue to receive relief into 2015/2016. The cost of TR for 2015/2016 is approximately £65,500.
- 4.3. The European Union classes Discretionary Transitional Relief as State Aid. Businesses are limited to receiving €200,000 of State Aid over

three years and will be asked to confirm their State Aid position when the relief is awarded.

5. Recommendation

5.1. Cabinet recommend to Council to adopt the discretionary Transitional Relief scheme for 2015/2016 and 2016/2017 as detailed in this report and shown in Appendix A

6. Background Papers

6.1. DCLG: Business Rates – Extension of Transitional Relief for small and medium properties - Guidance

Appendix A

BOROUGH COUNCIL OF KING'S LYNN & WEST NORFOLK

LOCAL SCHEME FOR TRANSITIONAL RELIEF 2015/2016 and 2016/2017

1. Purpose of the relief

The relief is intended to extend the statutory Transitional Relief scheme which ended on 31 March 2015 to qualifying ratepayers.

The local scheme of Transitional Relief will be effective for 2015/2016 and 2016/2017.

2. Criteria

Local TR will only apply to properties with a Rateable Value of £50,000 or less where the ratepayer is facing an increase in their bill due to the 2010 revaluation.

It will only apply to ratepayers who were in receipt of Transitional Relief in 2014/2015.

No provision exists for ratepayers whose bill has decreased.

3. Regulations

The local scheme for TR applies to properties meeting the criteria above and uses the relevant sections of the Non-Domestic Rating (Chargeable Amounts) (England) Regulations 2009 SI 2009/3343 extended into 2015/2016 and 2016/2017, amended as follows:

Regulation 8(1)(b): amend 'is £18,000 or more' to read 'is between £18,000 and £50,000 inclusive'

Regulation 8(2): for the years commencing 1 April 2015 and 1 April 2016, X should be assumed to be 125. Q should be assumed to be 1.019

Regulation 8(3): for the years commencing 1 April 2015 and 1 April 2016, X should be assumed to be 115. Q should be assumed to be 1.019

Regulations 8(4) and (5) do not apply

4. Application of Local TR

Local TR is a discretionary discount and will be applied to a ratepayer's account after all other discounts and reliefs have been awarded. If there is no remaining liability after all other reliefs are awarded then no TR will apply.

5. State Aid

Transitional Relief is a discretionary relief and is classed as State Aid by the European Union. Businesses are limited to receiving a maximum of €200,000 in State Aid over three years and are required to confirm their position with regard to State Aid when TR is awarded.

6. Change of Circumstances / Rateable Value etc.

The provisions as in the Statutory Instrument will apply where a change of circumstances or a change of RV occurs

7. Daily award

Transitional Relief will be awarded on a daily basis.

8. Termination of relief

TR will terminate if the ratepayer's circumstances or RV change and they no longer meet the statutory criteria to qualify for the relief. TR will also terminate if the ratepayer no longer qualifies when the calculation for a new financial year is performed.

As the extended TR scheme is a discretionary discount it can be terminated at the end of a financial year once 12 months' notice has been given.

REPORT TO CABINET

Open		Would any decisions proposed :		
Any especially affected Wards NONE	Mandatory	Be entirely within Cabinet's powers to decide	YES	
		Need to be recommendations to Council	NO	
		Is it a Key Decision	YES	
Lead Member: Cllr Nick Daubney E-mail: cllr.nick.daubney@west-norfolk.gov.uk		Other Cabinet Members consulted:		
		Other Members consulted:		
Lead Officer: Joanne Stanton, Revenues and Benefits Manager E-mail: joanne.stanton@west-norfolk.gov.uk Direct Dial: 01553 616349		Other Officers consulted: Lorraine Gore		
Financial Implications YES	Policy/Personnel Implications YES	Statutory Implications YES	Equal Impact Assessment YES If YES: Pre-screening/ Full Assessment YES	Risk Management Implications YES

Date of meeting: 9 September 2015

2016/2017 DRAFT COUNCIL TAX SUPPORT SCHEME FOR CONSULTATION

Summary

The Council must review and agree its Council Tax Support scheme each financial year. This process includes consulting with major preceptors, publishing a draft Council Tax Support scheme and then consulting with interested parties before the final Council Tax Support scheme is approved.

This report details a review of the 2015/2016 Council Tax Support scheme, the consultation responses from Norfolk County Council and Norfolk's Police and Crime Commissioner, and the recommended draft 2016/2017 Council Tax Support scheme to go to public consultation.

Recommendations:

Members:

- 1) Note the consultation responses from Norfolk County Council and Norfolk's Police and Crime Commissioner**
- 2) Agree a public consultation period running online over a six week period from 18 September 2015 to 30 October 2015**
- 3) Agree the Council Tax Support scheme for 2015/2016, with the amendments as shown at Appendix C, as the draft Council Tax Support scheme for 2016/2017 to go to public consultation**

- 4) **Note that a further report detailing the proposed final Council Tax Support scheme for 2016/2017 will be presented to Cabinet, for recommendation to Council, before 31 January 2016.**
- 5) **The cost of the CTS scheme and the impact on the taxbase will be monitored and an update report brought back before Members after six months.**

Reason for Decision

To ensure a Council Tax Support scheme for 2016/2017 is agreed by full Council by 31 January 2016

1. Background

- 1.1. Council Tax Benefit (CTB) was abolished on 31 March 2013 and from April 2013 billing authorities have implemented their own local schemes of Council Tax Support (CTS) to assist people on low incomes with their council tax costs.
- 1.2. Funding was moved from central government to local government with a 10 per cent reduction in year one. Funding for CTS schemes is no longer identified separately and is now rolled into formula funding. As CTS is now a discount the cost is reflected in the Taxbase figures in the Financial Plan.
- 1.3. Central government have prescribed some elements of a local CTS scheme:
 - Pension age claimants are excluded from local CTS schemes and receive CTS based on a national, more generous, set of regulations, although the cost is still met by local Councils,
 - Vulnerable groups must be considered for protection from any reduction in support compared to the national CTS scheme, and
 - Work incentives should be promotedOther than this the Council is free to design its own CTS scheme.
- 1.4. The Council must review and approve its CTS scheme each year. Part of this process is to consult with the Council's major preceptors, agree a draft CTS scheme for consultation and then consult with any interested parties.
- 1.5. Norfolk County Council and the Police and Crime Commissioner have been contacted and their views are included in section 4.
- 1.6. This report recommends the draft CTS scheme to go to public consultation. The results of the consultation and the proposed CTS scheme for 2016/2017 will be brought back to Members later in the year.

2. Review of 2015/2016 CTS Scheme

2.1 2015/2016 is the third year of the CTS scheme and the second year a reduced CTS scheme has been agreed to reflect the initial funding reduction. The 2013/2014 CTS scheme was the same as the old CTB scheme as the Council received a Transitional Funding grant from central government. This grant was only available for one year.

2.2 The 2015/2016 CTS scheme includes protections for certain vulnerable groups so their CTS is calculated using the national, more generous, scheme rather than the local CTS scheme. The spend attributed to these protected groups is shown below.

2.3 The scheme allows people in work to keep an additional £10 of their earnings before they are taken into account in the CTS calculation. The cost of this incentive is also shown below.

2.4 The makeup of the 2015/2016 CTS caseload as at 16 July 2015, compared to the same time last year, is shown below:

Caseload	2015/2016		2014/2015	
	Number of claims	Spend	Number of claims	Spend
Total Caseload	11,806	£9,337,776	12,464	£9,768,609
Pension Age	6,370	£5,249,785	6,693	£5,552,462
Working Age – all	5,436	£4,087,991	5,771	£4,216,147
~Working Age – Protected	3,735	£3,182,949	3,542	£3,036,480
~Working Age – Not Protected	1,701	£905,042	2,229	£1,179,667

2.5 The spend on protected groups and the costs of the work incentives within the scheme are shown below:

Protected Groups	2015/2016		2014/2015	
	Number of claims	Spend	Number of claims	Spend
Total	3,735	£3,182,949	3,542	£3,044,929
Child < 5	1,399	£1,192,221	1,488	£1,275,630
Disability Premium	1,689	£1,439,358	1,453	£1,245,479
Carer's Allowance ¹	76	£64,767	601	£515,371
ESA Support ¹	81	£69,028	-	-
Protection Override ^{1 2}	362	£308,495	-	-
Combination of the above	128	£109,801	-	-

¹ In 2014/2015 these were included under Carer's Allowance but can now be reported individually

² These are cases where the system has not picked up the protected group and includes Disability Premium, Carer's Allowance and Employment and Support Allowance Support Group (where a disability affects a customer's ability to work) claims

Cost of Incentives	2015/2016		2014/2015	
	Number of claims	Extra Cost	Number of claims	Extra Cost
Extra Earnings disregard	779	£81,239	680	£70,914

2.6 A full comparison of the 2014/2015 CTS and 2015/2016 schemes is shown at Appendix B.

2.7 Compared to the same time last year the overall caseload has reduced by 5% and the overall spend by 4%. This is in line with an overall reduction in the Housing Benefit caseload, although this has now started to increase slightly in the past three months.

2.8 Pension age claims still account for the majority of the caseload, although their numbers are lower. The biggest percentage reduction is in the number of working age claims which are not protected. The biggest percentage increase is in the working age claims which are protected on the grounds of disability. There is also a 15% increase in the number of claimants qualifying for the additional earnings disregard.

2.9 As CTS is a council tax discount it impacts on the Council's taxbase and reduces it by the equivalent of 6,159 band D properties. Part of this is offset by Government grant, although this is now rolled into the Council's overall formula funding and not identified separately. Overall growth in the taxbase also offsets part of the cost. The Council's taxbase is growing and as at 1 July 2015 the taxbase is 47,584 compared to 47,284 shown in the Financial Plan 2014/2018.

2.10 As at 1 July 2015 the CTS Discretionary Hardship fund has received 101 applications and has paid £12,819 in additional help. The original £10,000 fund has been increased by a further £20,000.

3. The Welfare Reform Bill 2015 and Universal Credit

3.1. In July 2015 the Chancellor announced a further £12bn of cuts to welfare to take effect from April 2016. The main changes are:

- Significant reductions in Tax Credits,
- A freeze in the levels of most working age benefits, applicable amounts and premiums,
- A reduction in the annual benefit cap from £26,000 to £20,000
- A restriction on backdating claims to four weeks, and
- The Family Premium being abolished for new Housing Benefit claims

3.2. The changes in the Welfare Reform Bill will impact on the cost of the local CTS scheme. As CTS is a means-tested discount, if people are receiving

- less income from other benefits they will be entitled to more CTS, increasing the cost to the Council.
- 3.3. The biggest impact from this will be from the reductions to Tax Credits. Over 1,100 CTS claimants receive Tax Credits and the reduction in the amounts they are entitled to will impact on the cost of the CTS scheme.
- 3.4. To mitigate some of the impact, and to keep the CTS scheme in line with the Housing Benefit scheme as far as possible, the proposed CTS scheme reflects some of the changes in the Welfare Reform Bill as below.
- 3.5. CTS is calculated using Applicable Amounts and Premiums. These prescribe the amount of income a claimant can have, based on their individual circumstances, before their CTS is affected. These are normally uprated each year but for 2016/2017 these will not be changed, effectively freezing CTS entitlement at 2015/2016 levels. A table of Applicable Amounts and Premiums and some example calculations are shown at Appendix E. Backdating for new claims will be limited to four weeks.
- 3.6. The Family Premium will be removed for new claims from April 2016, although families with a child under five are protected from this change. .
- 3.7. There is no direct impact from the decrease in the Benefit Cap as the reduction is applied by reducing Housing Benefit, which is not taken into account when calculating CTS. However it may cause an increase in applications to the discretionary fund as people have less income to pay their council tax.
- 3.8. The changes to Tax Credits from April 2016 are estimated to add an additional £240,226 to the cost of the 2016/2017 CTS Scheme. Freezing the Applicable Amounts and Premiums saves just under £20,000, removing the family Premium for new claims saves £18,200 and limiting backdating saves approximately £12,500. The net effect of the changes is an additional cost of £189,634 as shown at Appendix D.
- 3.9. King's Lynn JobCentre Plus will go live with Universal Credit on 14 March 2016. Universal Credit, excluding housing costs, will be treated as income for the purposes of the local CTS scheme and is not expected to impact on the cost of the scheme in 2016/2017.
- 3.10. Full details of the proposed 2016/2017 CTS scheme are shown at section 5.
- 3.11. Further Welfare Reforms are due in 2017/2018, including limiting Child Tax Credit and Universal Credit to two children, and requiring those with a child under 3, rather than under 5, to seek work. These changes, and any others announced for 2017/2018, will be reflected in the draft CTS Scheme for 2017/2018.

4. Requirement To Consult

- 4.1. Before agreeing a CTS scheme the regulations require the Council to consult any major precepting authorities, publish its draft scheme and then consult with other interested persons.
- 4.2. Views have been sought from Norfolk County Council and Norfolk's Police and Crime Commissioner and they have responded with the following comments: **Awaiting Response**
- 4.3. The public consultation will detail the proposed scheme for 2016/2017 and will also outline the alternatives that have been considered and the reasons why they have been discounted.
- 4.4. A consultation exercise for the draft 2016/2017 CTS scheme (as shown in Section 5) is proposed for a six week period from 18 September 2015 to 30 October 2015. The consultation will primarily be carried out online with hard copies of the consultation questionnaire available. The consultation will be publicised through the Council's website, press releases, email alerts and social media. Interested parties such as advice agencies and housing associations will be contacted directly for their views.
- 4.5. Feedback from the consultation and any subsequent amendments proposed to the final CTS scheme for 2016/2017 will be brought back to Cabinet before 31 January 2016.
- 4.6. **Recommendation 1: Members note the consultation responses from Norfolk County Council and Norfolk's Police and Crime Commissioner**
- 4.7. **Recommendation 2: Members agree a public consultation period running online over a six week period from 18 September 2015 to 30 October 2015**

5. Council Tax Support Scheme for 2016/2017

- 5.1. A summary of the proposed draft CTS scheme for 2016/2017 to go to consultation is shown below. This reflects the current CTS Scheme for 2015/2016.

CTS Scheme Principle: An equal cut is made to everyone apart from those in a protected group.

The key points are:

- Working Age people have to pay 25% of their weekly council tax
- Child Benefit and Child Maintenance are included as income
- Second Adult Rebate is removed
- A weekly deduction for each non-dependent of £10 is made regardless of their income
- The maximum amount of Capital allowed is £6,000

- No Tariff Income is assumed for capital under £6,000
- Self Employed people are assumed to have an income of at least the minimum wage

The following are protected groups and the CTS scheme shown above will not apply - they are paid based on the national CTS scheme:

- Those who have reached the qualifying age for State Pension Credit
- Households with at least one child under the age of 5
- Those entitled to the Disability Premium as part of their needs calculation
- Those in receipt of Carer's Allowance
- Those in the ESA Support group

Work incentives remain at an extra £10 and the disregards are:

- | | |
|-----------------------|-----|
| • Single | £15 |
| • Couple | £20 |
| • Disabled or a Carer | £30 |
| • Lone Parent | £35 |

The following local disregards will continue to apply:

- War Pensions will be fully disregarded in the income calculation

5.2 At this stage no major amendments are proposed to the principles of the CTS scheme however technical updates will be made to reflect changes to Housing Benefit legislation during 2015/2016. The impact of the Welfare Reform Bill (as shown in Section 3) will also be incorporated into the scheme.

5.3 A list of the technical changes to the local CTS scheme is included at Appendix C.

5.4 The 2016/2017 CTS scheme is estimated to cost £9,543,901 compared to £9,337,776 for 2015/2016. The cost is split between the preceptors in proportion to their share of the council tax. The increase is attributed to the estimated additional cost due to the reductions to Tax Credits but is still well within the estimates in the Financial Plan. It is also partly offset by the technical changes to the 2016/2017 scheme. A full analysis of the cost of the 2016/2017 CTS scheme is shown at Appendix D.

5.5 The scheme will not contain any transitional provisions however a Discretionary Hardship fund will continue to assist any person in receipt of CTS who is experiencing hardship and having difficulty paying their Council Tax bill. The hardship provisions form part of the Council Tax Discretionary Reliefs policy agreed by Members in 2014. This will be reviewed as part of a separate report to be brought to a future Cabinet meeting.

5.6 Recommendation 3: Members agree the Council Tax Support scheme for 2015/2016, with the amendments as shown at Appendix C, as the draft Council Tax Support scheme for 2016/2017 to go to public consultation.

6. Other Options Considered

- 6.1. The Council is able to adopt any scheme of CTS for its working age claimants. As CTS is now a discount rather than a benefit it reduces the Council Taxbase which impacts on the Council's income. The Council receives a CTS grant as part of its Formula Funding, although the actual amount for CTS is no longer identified separately by Central Government.
- 6.2. The Council could decide to adopt a CTS Scheme that reflects the national, more generous, scheme of CTS for pension age customers. The national scheme is based on the old scheme of CTB with no cuts to support for any group. However this scheme would not fit within the projections in the Financial Plan and would create a shortfall.
- 6.3. Any CTS Scheme that does not meet the Council's projections will impact financially on the Borough Council as well as the County Council, Police and Crime Commissioner and the Parish Councils in proportion to their percentage of the council tax charge.
- 6.4. The cost of a local CTS scheme based on the national CTS scheme is estimated at £10,418,014 with a reduction on the taxbase of 6,872 band D properties. The deficit between this and the proposed CTS scheme is an estimated £874,113.
- 6.5. This would mean a £664,326 deficit for Norfolk County Council, a £122,376 deficit for the Police and Crime Commissioner and a £87,411 deficit for the Borough and Parish Councils.
- 6.6. The impact on individual parish and town councils, through a reduction in council tax base, will vary throughout the Borough according to the distribution of CTS applicants. The Council will continue to distribute a CTS grant to the parishes.
- 6.7. The Council can choose to implement the national scheme, or a different more expensive CTS scheme, and meet the shortfall from elsewhere within service budgets, increasing charges or by raising council tax. For the past two years the Council has chosen to implement a local CTS scheme which reflects the reduced level of funding and fits with the Financial Plan.
- 6.8. Pension age claimants are excluded from the local CTS scheme and are paid based on the more generous national CTS scheme, with the Council meeting this cost. To continue to meet the projections in the Financial Plan a significant reduction in the level of support needs to be continued for working age claimants. There are limited options available to achieve this and there is not scope for any alternative scheme to be significantly different to the CTS scheme agreed for 2015/2016.
- 6.9. The draft CTS scheme for 2016/2017 is designed to protect vulnerable groups and incentivise work whilst meeting the projections in the Financial Plan. The scheme has been subject to a full Consultation exercise and

Equality Impact Assessment, available in the Cabinet Reports of 21 August 2012 and 4 December 2012.

7. Next Steps

- 7.1. Once the consultation period has closed the results will be collated and used to inform any changes recommended to the draft 2016/2017 CTS scheme.
- 7.2. The consultation responses and details of the proposed final CTS scheme for 2016/2017 will be brought back to Members for agreement. Full Council must agree the final CTS scheme by 31 January 2016.
- 7.3. Recommendation 4: Members note that a further report detailing the proposed final Council Tax Support scheme for 2016/2017 will be presented to Cabinet, for recommendation to Council, before 31 January 2016.**

8. Policy Implications

- 8.1. The draft CTS Scheme for 2016/2017 is a continuation of an existing policy.

9. Financial Implications

- 9.1. The funding for the CTS scheme is now rolled into the Council's overall Formula Funding and is no longer identified separately by Central Government.
- 9.2. The taxbase figures in the Financial Plan 2014/2018 assume the CTS scheme, and the corresponding reduction in the taxbase, remains at the same level as 2015/2016 and that the taxbase will grow by 300 band D properties each year.
- 9.3. The modelled figures for the 2016/2017 CTS scheme (as at Appendix D) show the projected cost to be £9,543,901 which equates to a reduction in the taxbase of 6,295 band D properties. Although this is an increase on 2015/2016 the impact on the taxbase is still within the projections in the Financial Plan.
- 9.4. The cost of the CTS scheme and the impact on the taxbase will be monitored and an update report brought back before Members after six months.
- 9.5. The Council will continue to pay a CTS grant to the affected parishes as detailed in the Financial Plan. The grant is paid in proportion to the cost of the CTS scheme for each parish.

10. Personnel Implications

- 10.1. None

11. Statutory Considerations

- 11.1. The Council is required to agree a CTS Scheme for the 2016/2017 financial year by the 31 January 2016.

12. Equality Impact Assessment (EIA)

- 12.1. See Appendix A

13. Risk Management Implications

- 13.1. CTS is funded by a fixed grant paid by Central Government at the start of the year. The amount of the grant was only identified individually in year one of the new CTS scheme in 2013/2014 and represented a 10% cut based on the cost of the old scheme of Council Tax Benefit. The amount of the CTS grant is no longer identified separately by Central Government and is paid as part of the Council's overall grant.
- 13.2. The CTS scheme for 2016/2017 is designed to meet the taxbase projections as detailed in the Financial Plan. However any increases in demand, changes in the composition of the caseload, for example an increase in the number of pension age claimants, or changes to other welfare benefits during the year could represent a financial risk by increasing the cost of the CTS scheme and reducing the taxbase further. The impact of the CTS scheme is, and will continue to be, reviewed monthly.


14. Declarations of Interest / Dispensations Granted

- 14.1. None

15. Background Papers

- 15.1. None

**Appendix A: Pre Screening Equality Impact Assessment
(also see 4 December 2012 Cabinet Report)**

Pre-Screening Equality Impact Assessment					Borough Council of King's Lynn & West Norfolk														
Name of policy/service/function										Local Council Tax Support Scheme									
Is this a new or existing policy/service/function?										Continuation of an Existing Policy									
Brief summary/description of the main aims of Policy being screened. Please state if this policy/service is rigidly constrained by statutory obligations										<p>Local Council Tax Support (CTS) schemes were introduced from 1 April 2013, replacing the existing national scheme of Council Tax Benefit (CTB) to help those on low incomes with their Council Tax bills.</p> <p>Each council is free to design their own CTS scheme although certain parameters have been set by Government:</p> <ul style="list-style-type: none"> • Pensioners must be protected from any reduction in support • Vulnerable groups must be considered for protection from any reduction in support • Work incentives should be promoted <p>Government have also reducing the funding available for CTS schemes by 10% in 2013/2014. From 2014/2015 the funding is rolled into the council's formula funding and not identified separately. As pensioners are protected from any reduction this becomes nearly a 25% reduction in support for working age people if the Council chooses to continue with the 2015/2016 CTS scheme.</p> <p>The 2015/2016 CTS scheme for the Borough was agreed on 29 January 2015 and includes protection for the following groups:</p> <ul style="list-style-type: none"> • Pensioners • Households with a child under 5 • People entitled to the Disability Premium in CTB • People in receipt of Carer's Allowance • People in the ESA Support group <p>The 2016/2017 CTS scheme is a continuation of the 2015/2016 CTS scheme</p>									
Question										Answer									
1. Is there any reason to believe that the policy/service/function could have a specific impact on people from one or more of the following groups according to their different protected characteristic , for example, because they have particular needs, experiences, issues or priorities or in terms of											Positive	Negative	Neutral	Unsure					
										Age		√							

<p>ability to access the service?</p> <p>Please tick the relevant box for each group.</p> <p>NB. Equality neutral means no negative impact on any group.</p>	Disability	√			
	Gender				√
	Gender Re-assignment				√
	Marriage/civil partnership				√
	Pregnancy & maternity				√
	Race				√
	Religion or belief				√
	Sexual orientation				√
	Other (eg low income)		√		
Question	Answer	Comments			
2. Is the proposed policy/service likely to affect relations between certain equality communities or to damage relations between the equality communities and the Council, for example because it is seen as favouring a particular community or denying opportunities to another?	Yes	<p>The legislation for local CTS schemes states pensioners must be protected from any reduction in the level of support they receive. As the funding has been reduced this means a bigger cut falls on working age people.</p> <p>The legislation also compels councils to have regard to the impact on vulnerable groups and the promotion of work incentives</p>			
3. Could this policy/service be perceived as impacting on communities differently?	Yes	See 2			
4. Is the policy/service specifically designed to tackle evidence of disadvantage or potential discrimination?	Yes	<p>Pensioners are protected as they are not expected to return to work to increase their income to pay for any reduction in council tax support.</p> <p>Children under 5 are protected in accordance with Child Poverty.</p> <p>Those entitled to the Disability Premium in CTB are protected to reflect their higher living costs.</p> <p>People receiving Carer's Allowance are protected as it is harder for them to take on work or work extra hours to increase their income</p> <p>People in the ESA Support group are protected as they are deemed unable to work</p> <p>Work Incentives are promoted to encourage people back into work to increase their income. This is in line with the government's welfare reform principles.</p>			
5. Are any impacts identified above minor and if so, can these be eliminated or reduced by minor actions? If yes, please agree actions with a member of the Corporate Equalities Working Group and	No	<p>Actions:</p> <p>A full EIA has been completed as part of the Cabinet Report of 4 December 2012</p>			

list agreed actions in the comments section		
		Actions agreed by EWG member:
Assessment completed by:		
Name	Joanne Stanton	
Job title	Revenues and Benefits Manager	
Date	11 August 2015	

Appendix B

Comparison of the 2014/2015 and 2015/2016 CTS caseloads

Current 2015/2016 CTS Caseload @ 16/07/2015				
Caseload	Claims	% of claims	Spend	% of spend
Total	11,806		£ 9,337,776	
Pension Age	6,370	54%	£ 5,249,785	56%
Working Age - All	5,436	46%	£ 4,087,991	44%
~Protected	3,735	32%	£ 3,182,949	34%
~Not protected	1,701	14%	£ 905,042	10%
Protected Claims	Claims		Spend	
Total	3,735		£ 3,182,949	
Child < 5	1,399	37%	£ 1,192,221	37%
Disability Premium	1,689	45%	£ 1,439,358	45%
Carer's Allowance	76	2%	£ 64,767	2%
ESA Support	81	2%	£ 69,028	2%
Protection Override ¹	362	10%	£ 308,495	10%
Multiple Reasons	128	3%	£ 109,081	3%
Incentives	Claims		Spend	
Earnings Disregard	779		£ 81,239	

¹ In 2014/2015 these were included under Carer's Allowance but can now be reported individually

² These are cases where the system has not picked up the protected group and includes Disability Premium, Carer's Allowance and Employment and Support Allowance Support Group (where a disability affects a customer's ability to work) claims

Caseload 2014/2015 Cabinet Report 10/09/2014				
Caseload	Claims	% of claims	Spend	% of spend
Total	12,464		£ 9,768,609	
Pension Age	6,693	54%	£ 5,552,462	57%
Working Age - All	5,771	46%	£ 4,216,147	43%
~Protected	3,542	28%	£ 3,036,480	31%
~Not protected	2,229	18%	£ 1,179,667	12%
Protected Claims	Claims		Spend	
Total	3,542		£ 3,044,929	
Child < 5	1,488	42%	£ 1,275,630	42%
Disability Premium	1,453	41%	£ 1,245,479	41%
Carer's Allowance ²	601	17%	£ 515,371	17%
ESA Support ²	-	0%	£ -	0%
Protection Override ¹	-	0%	£ -	0%
Multiple Reasons	-	0%	£ -	0%
Incentives	Claims		Spend	
Earnings Disregard	680		£ 70,914	

¹ In 2014/2015 these were included under Carer's Allowance but can now be reported individually

² These are cases where the system has not picked up the protected group and includes Disability Premium, Carer's Allowance and Employment and Support Allowance Support Group (where a disability affects a customer's ability to work) claims

Claims Comparison	2015/2016	2014/2015	Change	%
Total	11,806	12,464	- 658	-5%
Pension Age	6,370	6,693	- 323	-5%
Working Age - All	5,436	5,771	- 335	-6%
~Protected	3,735	3,542	193	5%
~Not protected	1,701	2,229	- 528	-24%
Protected Claims	Claims	Claims		
Total	3,735	3,542	193	5%
Child < 5	1,399	1,488	- 89	-6%
Disability Premium	1,689	1,453	236	16%
Carer's Allowance ²	76	601	46	8%
ESA Support	81	-		
Protection Override ¹	362	-		
Multiple Reasons	128	-		
Incentives	Claims	Claims		
Earnings Disregard	779	680	99	15%

¹ In 2014/2015 these were included under Carer's Allowance but can now be reported individually

² These are cases where the system has not picked up the protected group and includes Disability Premium, Carer's Allowance and Employment and Support Allowance Support Group (where a disability affects a customer's ability to work) claims

Spend Comparison	2015/2016	2014/2015	Change	%
Total	£ 9,337,776	£ 9,768,609	-£ 430,833	-4%
Pension age	£ 5,249,785	£ 5,552,462	-£ 302,677	-5%
Working Age - All	£ 4,087,991	£ 4,216,147	-£ 128,156	-3%
~Protected	£ 3,182,949	£ 3,036,480	£ 146,469	5%
~Not protected	£ 905,042	£ 1,179,667	-£ 274,625	-23%
Protected Claims	Spend	Spend		
Total	£ 3,182,949	£ 3,044,929	£ 138,020	5%
Child < 5	£ 1,192,221	£ 1,275,630	-£ 83,409	-7%
Disability Premium	£ 1,439,358	£ 1,245,479	£ 193,879	16%
Carer's Allowance ²	£ 64,767	£ 515,371	£ 36,000	7%
ESA Support	£ 69,028	£ -		
Protection Override ¹	£ 308,495	£ -		
Multiple Reasons	£ 109,081	£ -		
Incentives	Spend	Spend		
Earnings Disregard	£ 81,239	£ 70,914	£ 10,325	15%

¹ In 2014/2015 these were included under Carer's Allowance but can now be reported individually

² These are cases where the system has not picked up the protected group and includes Disability Premium, Carer's Allowance and Employment and Support Allowance Support Group (where a disability affects a customer's ability to work) claims

Appendix C

Changes to be incorporated into the 2016/2017 CTS scheme

The Applicable Amounts and Premiums are frozen at the same levels as 2015/2016 (see Appendix D)

Claims will only be allowed to be backdated by 4 weeks

Childminders are treated in the same manner as they are in Housing Benefit and not under the standard self-employed rules

The Family Premium will be removed for new claims to CTS

Appendix D

Analysis of the estimated cost of the draft 2016/2017 CTS Scheme

Type	Weekly CTS	Annual CTS
Pensioners	£ 100,161	£ 5,222,680
Protected	£ 61,122	£ 3,374,439
Working Age	£ 17,144	£ 946,782
Subtotal	£ 178,427	£ 9,303,675

Included in the above:

Change	Cases	Weekly CTS	Annual CTS
Effect of reductions to Tax Credits	1,118	£ 4,619.73	£240,226
Effect of not increasing App Amounts	922	-£ 382.53	-£ 19,892
Effect of limiting backdating to 4 weeks	126	-£ 240.38	-£ 12,500
Effect of removing FP for new claims	100	-£ 350.00	-£ 18,200
Total		£ 3,646.82	£189,634

Appendix E

Commonly used Applicable Amounts and Premiums

	Amount 2016/2017	Amount 2015/2016	Amount 2014/2015
Single Person under 25	£57.90	£57.90	£57.35
Single Person over 25	£73.10	£73.10	£72.40
Lone Parent	£73.10	£73.10	£72.40
Couple	£114.85	£114.85	£113.70
Disability Premium	£32.25	£32.25	£31.85
Carer Premium	£34.60	£34.60	£34.20

Example CTS calculations

Single person aged over 25 receiving Jobseeker's Allowance of £73.10 a week and whose council tax is £15 a week

A	Applicable Amount	£73.10
B	Income	£73.10
C	Excess Income (A-B)	£0.00
D	Maximum Weekly Council Tax Support	£15.00
E	Weekly Council Tax Support due (as has to pay 25%)	£11.25

RESOURCES AND PERFORMANCE PANEL WORK PROGRAMME 2015/2016

2 June 2015

- 2014/2015 Full Year Performance Monitoring Report – B Box
- 2014/2015 Full Year Action Report – B Box
- Q4 2014/2015 Corporate Business Plan Monitoring Report – B Box

Cabinet Report: Review of Overview and Scrutiny

23 June 2015

- Staff Sickness Absence 2014/2015 – D Clack

21 July 2015

- 2015/2016 Performance Indicator Target Setting Report – B Box
- Employment Monitoring Annual Report – B Box
- Presentation on Property Services – M Henry, Property Services Manager

1 September 2015

- Hunstanton Sailing Club Progress Report – L Hampshire
- Formal Complaints against the Borough Council 1 April 2014 – 31 March 2015 – R Harding
- Q1 2015/2016 Performance Monitoring and Action Report – B Box

Cabinet Reports: Non Domestic Rates – Extension of Transitional Relief, Council Tax Support Scheme 2016/17

29 September 2015

- Presentation on Corporate Business Plan – I Burbidge

27 October 2015

- Update report on Improving Attainment in West Norfolk – I Burbidge
- Corporate Communications – Annual Update – S Clifton, H Howell, A Howell

24 November 2015

- Q2 2015/16 Performance Monitoring Report – B Box
- Q2 2015/2016 Action Report – B Box
- Corporate Business Plan – Summary of actions completed during 2014/2015

5 January 2016

- Presentation on Sickness Absence Management – D Clack

26 January 2016

- Progress Report on Corporate Apprenticeship Scheme – B Box

23 February 2016

- 2015/16 Q3 Performance Monitoring Report
- Hunstanton Sailing Club Progress Report – J Curtis

22 March 2016**FORTHCOMING ITEMS**

Presentations from Corporate Project Groups

Corporate Communications – Annual Update – S Clifton, H Howell, A Howell (September 2016)

Hunstanton Sailing Club Progress Report – six monthly basis (August 2015/February 2016)

Update Report on Improving Attainment in West Norfolk – Annual Basis – I Burbidge (October 2016)

Members Training Programme 2016/2017

Project Management/cost

Employment Monitoring Report – B Box

FORWARD DECISIONS LIST

Date of meeting	Report title	Description of report	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
9 September 2015	Accounts 2014-15		Key	Council	Leader Asst Exec Dir – L Gore		Public
	Annual Governance Statement		Non	Council	Leader Exec Director – D Gates		Public
	Review of the Effectiveness of the Audit Committee		Non	Cabinet	Leader Asst Exec Dir – L Gore		Public
	Brancaster Parish Neighbourhood Plan		Non	Council	Development Exec Dir – G Hall		Public
	Planning Protocol Update		Non	Council	Leader Chief Executive		Public
	Business Continuity Management Policy Statement and Strategy		Non	Council	Leader Exec Director - D Gates		Public
	Site Allocations Plan – Proposed Modifications		Key	Council	Development Exec Director – G Hall		Public
50	Non Domestic Rates: Extension of Transitional Relief		Non	Council	Leader Asst Exec Dir – L Gore		Public
	Council Tax Support Scheme 2016/17		Non	Council	Leader Asst Exec Dir – L Gore		Public
	Position of Honorary Recorder for the Borough		Non	Council	Leader Chief Executive		Public
	Nar Ouse Business Park Enterprise Zone		Key	Cabinet	Regeneration Chief Executive		Public

Date of meeting	Report title	Description of report	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
6 October 2015	Town Hall Exhibition Tender		Key	Cabinet	Culture Heritage & Health Exec Dir – C Bamfield		Exempt - Private - Contains exempt Information under para 3 – information relating to the business affairs of

							any person (including the authority)
	Residential Caravan Site Licensing	Report following consultation process	Non	Council	Housing and Community Chief Executive		Public
	Community Infrastructure Levy		Key	Council	Community Exec Director – G Hall		Public
	Electoral Review		Key	Council	Leader Chief Executive		Public
51	River Front Development Delivery Plan	Appointment of Consultants to prepare the Plan	Non	Cabinet	Regeneration Chief Executive		Exempt - Private - Contains exempt Information under para 3 – information relating to the business affairs of any person (including the authority)
	King's Lynn Town Centre Management Plan		Non	Cabinet	ICT Leisure and Public Space Chief Executive		Public
	Freebridge Community Housing – Council Representation		Non	Cabinet	Housing & Community Chief Executive		Public
	Freebridge/Council Liaison Board		Non	Cabinet	Housing and Community Chief Executive		Public

Date of meeting	Report title	Description of report	Key or Non Key Decision	Decision Maker	Cabinet Member and Lead Officer	List of Background Papers	Public or Private Meeting
3 November 2015	Affordable Housing Company		Non	Cabinet	Housing & Community		Public
	Corporate Business Plan 2015-19		Key	Council	Chief Executive		Public
	Hackney Carriage & Private Hire Licensing Conditions & Procedures Review		Non	Council	Community Exec Director – G Hall		Public

	The Statement of Community Involvement		Non	Cabinet	Development Exec Director G Hall		Public
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