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14 August 2017

To: Councillor Simon Edwards, Portfolio Holder

Doug Cattermole
Philippa Hart

Hazel Smith
John Williams

Opposition Spokesman
Opposition Spokesman / Scrutiny and
Overview Committee Monitor
Opposition Spokesman
Opposition Spokesman

Dear Sir / Madam

You are invited to attend the next meeting of **FINANCE AND STAFFING PORTFOLIO HOLDER'S MEETING**, which will be held in **SWANSLEY ROOM A AND B - GROUND FLOOR** at South Cambridgeshire Hall on **TUESDAY, 22 AUGUST 2017** at **6.00 p.m.**

Yours faithfully
Beverly Agass
Chief Executive

Requests for a large print agenda must be received at least 48 hours before the meeting.

AGENDA		PAGES
1.	Declarations of Interest	
2.	Minutes of Previous Meeting The Portfolio Holder is asked to sign the minutes of the meeting held on 18 July 2017 as a correct record.	1 - 4
3.	Community Chest: Funding Applications	5 - 8
4.	Grants to the Voluntary Sector: 6-monthly Update	9 - 40
5.	Treasury Management Review The press and public are likely to be excluded from the meeting during consideration of the Appendix attached to this item in accordance with the provisions of Section 100(a)(4) of the Local Government Act 1972 (exempt information as defined in paragraph 3 (Information relating to the financial or business affairs of any particular person (including the authority holding that information). of Schedule 12A (as amended) of the Act).	41 - 46
6.	Write Off - Scotia Aid	47 - 60
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	The press and public are likely to be excluded from the meeting during consideration of the Appendices attached to this item in accordance with the provisions of Section 100(a)(4) of the Local Government Act 1972 (exempt information as defined in paragraphs 1 and 2 (Information relating to an individual or likely to identify an individual)) of Schedule 12A (as amended) of the Act).	
12.	Retention and Turnover	135 - 142
13.	Work Programme	143 - 148
	The Portfolio Holder will maintain, for agreement at each meeting, a Work Programme identifying all matters relevant to the Portfolio which it is believed are likely to be the subject of consideration and / or decision by the Portfolio Holder, or recommendation to, or referral by, the Portfolio Holder to Cabinet, Council, or any other constituent part of the Council. The Programme will be updated as necessary. The Portfolio Holder will be responsible for the content and accuracy of the Work Programme.	
14.	Date of Next Meeting	
	Tuesday 19 September 2017 at 6pm (provisional Grants meeting)	

OUR LONG-TERM VISION

South Cambridgeshire will continue to be the best place to live, work and study in the country. Our district will demonstrate impressive and sustainable economic growth. Our residents will have a superb quality of life in an exceptionally beautiful, rural and green environment.

OUR VALUES

We will demonstrate our corporate values in all our actions. These are:

- Working Together
- Integrity
- Dynamism
- Innovation

GUIDANCE NOTES FOR VISITORS TO SOUTH CAMBRIDGESHIRE HALL

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Agenda Item 2

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

Minutes of the Finance and Staffing Portfolio Holder's Meeting held on
Tuesday, 18 July 2017 at 6.00 p.m.

Portfolio Holder: Simon Edwards

Also in attendance:

Officers:

Gemma Barron
Ian Senior

Head of Sustainable Communities and Wellbeing
Democratic Services Officer

1. DECLARATIONS OF INTEREST

There were no declarations of interest.

2. MINUTES OF PREVIOUS MEETING

The Finance and Staffing Portfolio Holder signed, as a correct record, the Minutes of the meeting held on 20 June 2017.

3. COMMUNITY CHEST: FUNDING APPLICATIONS

The Finance and Staffing Portfolio Holder considered three applications deferred from previous meetings.

The Portfolio Holder **approved** the following application (pending from June 2017):

Name of Applicant	Project Description	Total cost of project (£)	Total Awarded (£)
Horseheath Parish Council	Repair and replace the windows in the pavilion and equipment to maintain the playing field.	£4,750.00	£1,000.00

The Portfolio Holder was informed that the following two applicants (applications pending from May 2017) had still not supplied the information requested (Constitution, Quotes, Accounts). He determined therefore that both application files be **closed**, and that the applicants be invited to reapply in due course.

Name of Applicant	Project Description	Total cost of project (£)	Total Awarded (£)
ICU Steps, Cambridge	Set up costs for a support group for families of patients who have been admitted to ICU, and ex-patients suffering from PTSD	£888.00	Nil
Stepping Stones, Barton	Breakfast and After School Club	£2,310.00	Nil

The Finance and Staffing Portfolio Holder **agreed** the following Community Chest funding:

Name of applicant	Project description	Total cost of project (£)	Total awarded (£)
Humpty Dumpty Pre-school	Purchase of sensory equipment.	£3,500	£1,000
Wilbrahams Memorial Hall & Recreation Ground Trustees	Installation of acoustic wall ceiling tiles.	£4771.20	£1,000
1 st Comberton Scout Group	Towing hitch and metal frame work for box trailer	£936.00	£936.00
1st Oakington Scout Group	Purchase of two Patrol tents	£1230.00	£1,000
Horseheath Parish Council	Purchase of two football goals	£1145.84	£1,000
Castle Camps Playground Group	Purchase of a roundabout for the playground	£8,818	£1,000
Castle Camps Parish Council	Purchase of CCTV equipment	£1,881.60	£1000
Willingham Parish Council	Improvements to the access at Ploughmans Hall	£4,820	£1,000
The Thriplow Society	Purchase of display boards with stands	£1,133	£380
Cambridge Kangaroos Trampoline Club	Purchase of safety matting	£1,788	£1000
Willingham Action Group	Purchase of benches	£1,600	£1,000
Great Shelford Bowling Club	Purchase of bowl collectors	£362.40	£362.40
Cambourne Basketball Club	Purchase of equipment	£1,740	£740

The Finance and Staffing Portfolio Holder **refused** the following applications:

Name of Applicant	Project Description	Total cost of project (£)	Total applied for (£)	Reason for Refusal
Hatley Village Association	Advertising material for the village fete	£350.00	£350.00	Not within criteria of scheme
MAGPAS Air Ambulance	Purchase of a syringe pump	£1,000.00	£1,000.00	Considered to be beyond the scope of a scheme based on

				community spirit
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4. **WORK PROGRAMME**

The Finance and Staffing Portfolio Holder noted the work programme attached to the agenda.

The Democratic Services Officer confirmed that a National Non-Domestic Rates local discretionary relief report was expected for the August meeting, but had been omitted from the work programme.

5. **DATE OF NEXT MEETING**

The Finance and Staffing Portfolio Holder agreed that his next meeting would take place on **Tuesday 22 August 2017**, not as stated on the agenda. It would be a Full Business meeting, and start at 6.00pm.

The Meeting ended at 6.17 p.m.

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Report To: Finance and Staffing Portfolio Holder
Lead Officer: Director, Health and Environmental Services

22 August 2017

COMMUNITY CHEST: FUNDING APPLICATIONS

Purpose

1. To consider recent applications for funding from the Community Chest grant funding scheme during 2017/18.
2. This is not a key decision, however, has been bought before the Portfolio Holder following agreement at Leader's Portfolio Holder meeting on 17 July 2014 to make decisions on future Community Chest applications at Portfolio Holder meetings. The responsibility for grants was transferred to the Finance and Staffing Portfolio Holder in May 2016.

Recommendations

3. It is recommended that the Portfolio Holder:
 - (a) considers all new applications for funding that are set out in Appendix A of this report and makes a decision regarding the level of funding (£0 - £1,000) to be awarded for each or defer a decision if further information is required from grant applicants.

Reasons for Recommendations

4. The Portfolio Holder has responsibility to approve policies and criteria for the approval of grant schemes under which no award exceeds level one (£5,000).
5. The Portfolio Holder makes all decisions regarding grant funding unless there is a conflict of interest. On 17 July 2014 the Leader agreed to make decisions on future Community Chest applications at Portfolio Holder meetings. The responsibility for grants was transferred to the Finance and Staffing Portfolio Holder in May 2016.

Background

6. The Community Chest is grant funding available to voluntary and community sector groups, charities, parish councils and public sector bodies wishing to further improve quality of life in South Cambridgeshire. Applicants may apply for up to £1,000 for:
 - Improvements to community facilities (i.e. village halls / pavilions / play areas)
 - Repairs to historic buildings / monuments / memorials
 - Tree and hedge planting
 - Equipment / capital purchase
 - Materials
 - Start-up costs (may include training of staff / volunteers, hall hire and other revenue costs).

7. The guidance notes and eligibility criteria for 2017/18 can be found at <https://www.scambs.gov.uk/communitychest>
8. The total amount of funding made available in the Community Chest in 2017/18 is £55,000. The funding is allocated on a first-come first-served basis.

Considerations

9. There are eleven new applications for funding to be considered at this meeting. The new applications were received between 1 July 2017 and 31 July 2017. The total funding requested equals £9,823.17. The amount of funding remaining for allocation is £5,761.79. A summary of the applications can be found at Appendix A (copies of the application forms are available from the Sustainable Communities and Partnerships Team upon request).

Options

10. The Portfolio Holder may consider all applications for funding that are set out in Appendix A of this report and
 - (a) award the amount of funding requested
 - (b) award an alternative amount of funding, including zero funding, or
 - (c) defer a decision if further information is required from grant applicants.

Implications

11. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered:

Risk Management

12. Applicants are required to provide supporting documents such as copies of their constitution and quotes where applicable. Applicants must agree to the grant conditions before funds are released.

Consultation responses

13. Local members have been consulted on applications that directly affect their local area.
14. The Youth Council has been consulted on applications of interest.

Effect on Strategic Aims

15. The corporate aims are referenced in the criteria and guidance notes for the Community Chest.

Report Author: Gemma Barron – Sustainable Communities and Partnerships Manager
Telephone: 01954 713340

Liz Davy – Project Officer
Telephone: 01954 713111

COMMUNITY CHEST APPLICATIONS: 1 July 2017 – 31 July 2017

Name of applicant	Type of organisation	Village(s) affected	Project description	Type of project	Total cost of project (£)	Total applied for (£)	Status of documentation
SJ Judo Club	Sports Club	Longstanton & surrounding villages	Purchase of judo & crash mats	Equipment/Capital Purchase	£5,433.60	£1,000	Pending
Over Parish Council	Parish Council	Over	Purchase of signs	Equipment/Capital Purchase	£1,118.90	£1,000	Complete
West Wrating Parish Council	Parish Council	West Wrating	Repairs to the playground fencing	Improvements to community facilities	£1,408.60	£1,000	Complete
Icklestock Festival	Community Group	Ickleton & surrounding villages	Start up costs for Icklestock Festival	Start up costs	£7,488.00	£425.00	Complete
South Cambs School Sport Partnership	Not for profit org.	District Wide	Purchase of sports equipment	Equipment/Capital Purchase	£999.99	£999.99	Complete
1 st Harston Scout Group	Community Group	Harston, Hauxton, Foxton, Shelford & Barrington	Purchase of a secure storage facility	Equipment/Capital Purchase & materials	£14,750.00	£1,000	Complete
Elsworth CE Primary School	School	Elsworth, Conington, Knapwell, Boxworth, Papworth, Cambourne & Hilton	Start up cost for a before & after school club	Start up costs & Improvements to community facilities	£4,000.00	£1,000	Complete
Cambridge Sport Lake Trust	Charity	Milton & surrounding villages	Purchase of a 'stand up see saw' as part of the redevelopment of the play area at Milton Country Park	Improvements to community facilities	£898.18	£898.18	Complete

Name of applicant	Type of organisation	Village(s) affected	Project description	Type of project	Total cost of project (£)	Total applied for (£)	Status of documentation
Cottenham Community Centre	Community Group	Cottenham	Purchase of kitchen equipment as part of a wider upgrade	Improvements to community facilities	£75,000	£1,000	Complete
Dry Drayton Village Hall	Community Group	Dry Drayton	Replacement LED lighting for the village hall	Improvements to community facilities	£1087.58	£500	Complete
Grantchester Village Hall Committee	Community Group	Grantchester & surrounding villages	Purchase of equipment for a computer club	Start up costs & Equipment/Capital Purchase	£1001.39	£1,000	Complete

TOTAL

£ 9,823.17

Total budget	=	£55,000
Total previously allocated	=	£49,238.21
Total remaining in budget	=	£ 5,761.79
Total requested	=	£ 9,823.17

Agenda Item 4

REPORT TO: Finance and Staffing Portfolio

22 August 2017

LEAD OFFICER: Director, Health and Environmental Services

GRANTS TO VOLUNTARY SECTOR: 6-MONTHLY UPDATE REPORT

Purpose

1. To examine the delivery of grant programmes funded by the Council during the second six months of 2016/17.
2. This not a key decision because it reviews expenditure within current budgets. It has been brought before the Finance and Staffing Portfolio Holder following agreement within the Grants Review of 2013.

Recommendations

3. It is recommended that the Portfolio Holder:
 - (a) approves the continued provision of grant assistance to the current grant recipients supported through the Service Support Grant fund (subject to three year funding agreements) as agreed (Leader's Portfolio Holders Meetings, 16 December 2015 and 28 January 2016),
 - (b) decides whether or not to extend the deadline for the Hardwick Scout Group to spend its allocated grant, and
 - (c) notes the delivery of all other grant programmes within the scope of this report, as currently delivered.

Reasons for Recommendations

4. The closed Capital Grants programme (Appendix 1) retained financial commitment to one project – the Hardwick Scout Group's new community building - at the time of the last 6 monthly update (17 January 2017). The original grant agreement, dated 2 November 2012, stated that the £30,000 grant should be claimed within 24 months of the date of the letter and that if it was not claimed within 3 years it may be withdrawn. On 21 June 2016 the Portfolio Holder agreed to keep the capital grant award relating to the Hardwick South and Guide Community Building 'live' for a further 12 months.
5. Regarding the open programmes (Appendix 2), all organisations receiving grant support have delivered the agreed outputs to time and to budget, achieving the objectives of the individual grant programmes. All recipients are being actively monitored.

Background

6. South Cambridgeshire District Council concluded its Grants Review in February 2013, a process first begun in 2011. As a result significant changes were introduced

allowing a tighter focus on priorities, with grants and partnership funding arrangements simplified into six themes.

7. Reworked priorities were brought before the Leader at the Leader's Portfolio Holder meeting of 24 September 2015 and a further three year programme of Service Support Grants to community and voluntary organisations to aid delivery of the council's objectives agreed.
8. The scope of this report covers the one outstanding payment from the closed Capital Grants programme, and the following grant funds (the Portfolio within which each fund currently sits is noted in brackets):
 - (a) Supporting Parishes and Communities
 - (i) Community Chest (*Finance & Staffing*)
 - (b) Voluntary Sector – Advice and other grants
 - (i) Service Support Grants (*Finance & Staffing*)
 1. Generalist and Specialist Advice
 2. Community Transport
 3. Independent Living
 4. Support Parishes and Communities
 5. Fit to Learn
 6. Homelessness Prevention
 - (c) Housing and Independent Living
 - (i) Mortgage advice (Homelessness)
 - (ii) Mobile Warden Scheme (*Health and Wellbeing*)
 - (d) Planning and Economic Development
 - (i) Museum (*Planning*)
 - (ii) Wildlife Enhancement (*Planning*)
 - (e) Young people
 - (i) Young peoples partnership (*Health and Wellbeing*)
 - (ii) Elite Athlete Award Scheme (*Health and Wellbeing*)
9. The Community Chest fund was fully allocated at the time of the last six monthly update report (17 January 2017). The value of the fund for 2016-17 was £79,600. A total of sixty three awards were made during 2016/17 and £623 was left in the fund when it closed.

Considerations

10. The now closed Capital Grants programme retains financial commitment to one project, the Hardwick Scout Group new Community Building, (£30,000), see Appendix 1. No update has been received from this group since the previous report, written November 2016. The update in that report stated that approximately 50% of funding had been raised, including funds awarded by SCDC, and that the committee was continuing to actively fundraise and would be applying for various grants over the coming months. The grant offer was made by the Council in November 2012 and the conditions state that "if this grant is not claimed within 24 months from the date of this letter it will be reviewed, if it is not claimed within 3 years it may be withdrawn by the Council".
11. The open grant programmes included in the Grants Review (set out in paragraph 9) are reported in detail in Appendix 2.

Options

12. The Portfolio Holder could:
- (a) approve, vary or discontinue the current grant funding arrangements for the Service Support Grant Fund (subject to three year funding agreements).
 - (b) review the capital grant award for the Hardwick Scout and Guide Community Building in line with the conditions of grant and makes a decision regarding further review or withdrawal of the award (see paragraph 10).
 - (c) note the delivery of all other grant programmes within the scope of this report, as currently delivered.

Implications

13. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered:

Legal

14. Arrangements are in place with grant recipients, which should be followed, if a variation or discontinuation of funding is agreed.

Consultation responses

15. None.

Effect on Strategic Aims

16. Ensure that South Cambridgeshire continues to offer an outstanding quality of life for our residents: the grant programmes promote a good quality of life for all residents, assisting directly or indirectly through voluntary organisations schemes which help overcome the challenges faced by residents imposed by age, infirmity, disability, low income or rurality.

Background Papers

Leaders Portfolio Meeting, 1 Feb 2013

<http://moderngov/ieListDocuments.aspx?CId=883&MId=5969&Ver=4>

Finance and Staffing Portfolio Meeting, 21 June 2016

<http://moderngov/ieListDocuments.aspx?CId=932&MId=6815&Ver=4>

Finance and Staffing Portfolio Meeting, 17 January 2017

<http://scambs.moderngov.co.uk/ieListDocuments.aspx?CId=932&MId=6822&Ver=4>

Report Author: Siobhan Mellon – Development Officer, Sustainable Communities and Partnerships Team
Telephone: (01954) 713395

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Grants to Voluntary Sector Six monthly Update Report to Finance & Staffing Portfolio Holder Meeting, 22 August 2017

Closed grant programmes

(a) Capital Grant programme

Applicant	Project Details	Grant Amount	Payments Made	Outstanding Amount	Current status	
		£	£	£		
Coton Village Hall	Refurbishment of Village Hall	6,400.00	6,400.00	0.00	Final payment made April 2014.	Project closed
Whaddon PC	Refurbishment of Village Hall	25,000.00	25,000.00	0.00	Final payment made May 2014.	Project closed
Cambourne Youth Partnership	Music and film-editing equipment	4,650.00	4,650.00	0.00	Final payment made Feb 2015.	Project closed
Castle Camps PC	New Changing Rooms	5,000.00	0.00	5,000.00	Returned to balance.	Project closed
Fowlmere Recreation Ground and Village Hall	Improvements to the Village Hall	3,000.00	3,000.00	0.00	Signed off by BC and final instalment paid.	Project closed
Townley Memorial Hall Trust	New Multi-Use Hall	15,000.00	15,000.00	0.00	Final payment made. Opening ceremony September 2014.	Project closed
Great Shelford PC	New Sports Pavilion	40,000.00	40,000.00	0.00	Existing building demolished, new one underway.	Project closed

Sawston VC	Satellite connections at cinema	1,000.00	1,000.00	0.00	Completed, installed and grant paid.	Project closed
Swavesey VC	Satellite connections at Swavesey Screen	1,000.00		1,000.00	Returned to balance	Project closed
Papworth Hospital Charity	Voices from the Village of Hope	3,614.00	2,000.00	1,614.00	Project complete and no further claims - returned £1,614 to balances Jan 2015.	Project closed
Duxford Parish Council	Refurbishment of the play area	25,000.00	25,000.00	0.00	Final payment made	Project closed
St Andrews Centre, Histon	Redevelopment of the Church Halls	40,000.00	40,000.00	0.00	Final payment made.	Project closed
Arrington Assembly Rooms	Replacement windows and loft insulation	8,800.00	8,800.00	0.00	Final payment made.	Project closed
Great Shelford PC	New Sports Pavilion (Top-up)	10,000.00	10,000.00	0.00	Final payment made.	Project closed
Weston Colville Cricket Club	Upgrade of changing rooms	3,000.00	3,000.00	0.00	Final payment made.	Project closed
Coton Cricket Club	Practice cricket nets	5,800.00	5,800.00	0.00	Final payment made.	Project closed
Little Shelford Sports and Recreation Trust	New Sports Pavilion	32,500.00	32,500.00	0.00	Final payment made.	Project closed

Cottenham Parish Council	New changing rooms on recreation ground	40,000.00	40,000.00	0.00	Final payment made.	Project closed
Linton PC & Granta FC	Extension and improvements of pavilion	18,094.00	18,094.00	0.00	Final payment made.	Project closed
St Peter's Church, Papworth	New Community Room, kitchenette and toilet	10,000.00	10,000.00	0.00	Final payment made.	Project closed
Whittlesford & Duxford Scout Group	New extension and rebuild of existing hut	30,000.00	30,000.00	0.00	Opening ceremony 10th March 2015. Final payment made.	Project closed
Hardwick Scout Group	New Community Building	30,000.00		30,000.00	<u>Most recent update November 2016:</u> Approximately 50% of funding now raised, including funds awarded by SCDC. Committee continues to actively fundraise and will be applying for various grants over the coming months. The facility is still required.	
Hauxton Parish Council	New Village Hall - architects fees	7,500.00	7,500.00	0.00	Final payment made	Project closed
Toft People's Hall Management Committee	Extension of the Village Hall	14,300.00	14,300.00	0.00	Final payment made.	Project closed
The Cade Management Committee	Extension of Eltisley Village Hall	24,600.00	24,600.00	0.00	Final payment made.	Project closed

The Kingston VH Management Committee	Refurbishment of the Village Hall	38,800.00	38,800.00	0.00	Final payment made.	Project closed
Caxton Parish Council	Refurbishment of the Play Area	5,000.00	5,000.00	0.00	Final payment made.	Project closed
West Wickham Council	Refurbishment of the Play Area	18,600.00	18,600.00	0.00	Final payment made.	Project closed
Harston VH Trust	Refurbishment of the Village Hall	25,000.00	25,000.00	0.00	Final payment made Sept 2014.	Project closed
Steeple Morden VH Committee	Refurbishment of the Village Hall	18,093.00	18,093.00	0.00	Final payment made	Project closed
Willingham PC	New Youth Venue at the Ploughman Hall	13,000.00	13,000.00	0.00	Grant paid Jan 2015.	Project closed
Comberton PC	Extension to the Recreation Ground	2,500.00	2,500.00	0.00	Grant paid Sept 2014.	Project closed
Hinxton PC	Redevelopment of Playground	2,500.00	2,500.00	0.00	Final payment made.	Project closed
Histon and Impington PC	Purchase of Land for New Recreation Ground	2,500.00	2,500.00	0.00	Claim paid Sept 2014	Project closed
Cottenham Parish Council	Improvements to Skatepark	2,500.00	2,500.00	0.00	Final payment made	Project Closed

Longstowe VH & Sports Ground Committee	New village Hall and Pavilion	2,500.00	2,400.00	100.00	Returned to balance	Project Closed
Melbourn Play Parks Project	Art in the Playpark	2,120.00	0.00	2,120.00	Returned to balance	Project Closed
		£537,371	£497,537.00	£39,834.00		
			37 projects	1 project open		36 projects closed

1 project remains open, the Hardwick Scout Group's new community facility.

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Open Grant programmes Q3 & Q4, 2016-17

(a) Supporting Parishes and Communities

(i) Community Chest

The Community Chest was closed in Q2 (September 2016) and all but £623 of the £79,600 was allocated during the year.

Status: Closed

(b) Voluntary Sector – Advice and other grants

(i) Service Support Grants

1. General Welfare Advice and Specialist Advice

Funding is provided for the provision of free, independent, confidential and impartial advice to residents on their rights and responsibilities in the areas of debt, benefits, employment, housing, legal and relationship/family matters (General Welfare Advice); and for the provision of free, independent, confidential and impartial advice and advocacy to residents who are disabled; to carers and to families with disabled children (Specialist Advice).

Funding for the delivery of General Welfare Advice and Specialist Advice was allocated to four organisations as shown below:

		Year 1 (£)	Year 2 (£)	Year 3 (£)	Total (£)
Cambridge and District CAB	<i>General</i>	52,000	52,000	52,000	165,750
	<i>Specialist</i>	3,250	3,250	3,250	
North Herts CAB	<i>General</i>	16,800	16,800	16,800	53,550
	<i>Specialist</i>	1,050	1,050	1,050	
Suffolk West CAB	<i>General</i>	5,600	5,600	5,600	17,850
	<i>Specialist</i>	350	350	350	
Uttlesford CAB	<i>General</i>	5,600	5,600	5,600	17,850
	<i>Specialist</i>	350	350	350	
Totals		85,000	85,000	85,000	255,000

The four organisations funded for General Welfare Advice and Specialist Advice are all Citizens Advice Bureaux (CAB), and report jointly. Cambridge and District CAB compile the report on behalf of the four CAB.

Delivery of services during Q3 and Q4 has been broadly in line with expectations.

During Qs 3 and 4 1946 clients were seen and 5525 advice issues dealt with. This represents a slight increase compared to the first two quarters of the year, as can be seen in Table 1.

Table 1

	Q1 and Q2	Q3 and Q4	Total for 2016-17
Number of clients seen	1836	1946	3782
Number of advice issues dealt with	4725	5525	10250

Benefit appeal and representation work increased considerably relative to previous years. This work is particularly intensive with up to three days work required to support a client all the way to tribunal. A breakdown of client contacts in terms of the level of work undertaken can be seen in Table 2.

Table 2

Contacts	Q1 and Q2	Q3 and Q4	Total 2016-17
Information	1303	1547	2850
Advice	863	903	1766
Advice and limited action	234	239	473
Advice and referral	51	61	112
Generalist casework	133	124	257
Specialist casework	2194	2073	4567
Not recorded		578	578
Total	4725	5525	10250

A breakdown of the number of clients seen by each CAB can be seen in Table 3, with a breakdown of the issues discussed during appointments at each of the CABs shown in Table 4. Note both of these tables give figures for the 12 month period.

The vast majority of the work undertaken by North Herts, Suffolk West and Uttlesford is casework which is time consuming and often lengthy, reflecting the fact that the problems that people bring are much more complex than in the past and also frequently interlinked with other matters.

Table 3

CAB	Number of clients 2016-17
Cambridge and District	3199
North Herts	277
Suffolk West	123
Uttlesford	183
Total	3782

Table 4

Issues discussed during appointments	Cambridge	North Herts	Suffolk West	Uttlesford	Total
Benefits & tax credits	2494	187	62	179	2,922
Consumer goods & services	332	11	1	4	348
Debt	1931	49	59	36	2,075
Discrimination	106	0	1	0	107
Education	44	0	2	0	46
Employment	872	36	6	12	926
Financial services & capability	522	10	16	1	549
Health & community care	133	7	3	6	149
Housing	777	31	17	37	862
Immigration & asylum	174	6	1	2	183
Legal	483	20	10	7	520
Other	139	8	4	4	155
Relationships & family	828	35	9	42	914
Tax	74	2	1	2	79
Travel & transport	95	4	3	3	105
Utilities & communications	223	18	4	0	265
Total	9247	424	199	335	10,205

Outreach

10,248 clients used the five touchscreens located in South Cambridgeshire (Cambourne Church, South Cambs Hall, Melbourn, Gamlingay and Sawston) and visited approximately 57,000 pages. A new website was launched in May 2016 and has been visited 15,309 times. 705 enquiries sent via email have been responded to and 2,420 enquiries to the Adviceline have been answered.

Outreach continues at Sawston two days a week (generalist and specialist Debt casework appointments), and at Girton once a week. A drop-in facility has been added to the once a week session at the District Council offices in Cambourne.

An outreach is starting at Longstanton GP practice in preparation for moving to the new community of Northstowe. There are plans to develop more outreach in Cambourne as it doubles in size and also in the new community planned for Waterbeach.

The twice monthly outreach at Melbourn Hub is well established and busier than ever. Due to high demand, an appointment system was set up which worked well for a while, but then appointments dropped and a higher demand for drop-in at the Royston office was noticed. From June 2017 the drop-in system will be reintroduced at Melbourn and the days will be extended if necessary to cope with demand (resources permitting). In recent months, there has been a decline in the number of clients to the Melbourn outreach service requiring debt advice with the majority of clients seeking advice for relationship issues and help applying for disability benefits.

An appointment system is in operation for the monthly Bassingbourn outreach at The Limes Community Centre. This service has less demand, so the system ensures that CAB only attend the centre on days where there is a need. The appointment system is efficient and CAB continues to see a few clients with diverse issues.

A pro bono breakfast event held in September with local solicitors resulted in the beginnings of a “support at court” scheme to be trialled in the family courts. This is intended to help to plug the gap caused by the demise of legal aid for family issues. Pro bono Family and employment advice appointments continue to be held at John Huntingdon Charity once and twice a month respectively and Uttlesford office run a pro-bono solicitor service once a week in Saffron Walden which is available to South Cambridgeshire residents.

Community training

CAB are working with the Council to provide training and 1:1 support for Council staff starting with money management and energy switching. The first session was in June and it is hoped to follow up with other sessions on a regular basis.

The Uttlesford office is currently applying for funding to deliver regular workshops on lasting power of attorney.

Quality control

A new Citizens Advice membership scheme has now been introduced which brings with it much more regular assessments of quality of advice (QAA) - every quarter instead of once every 3 years.

Under the rules of the Financial Conduct Authority licence CAB have been obliged to retrain advisers who trained pre 2014 in the money advice certificate. All advisers that needed to retrain have been trained.

Promotion

Articles have been regularly submitted to parish newsletters and to the Saffron Walden paper, which covers Duxford, Hinxton and Ickleton. Articles have been published on 'Mobile workers - are you being paid fairly?', 'Home to school transport', 'Switching advice', 'Keeping Warm', 'Accessing adult and further education' and 'Celebrating Volunteering'.

Value for money

The CABx state that the benefit to the district is disproportionate to the level of funding attributable to the district with South Cambs clients accounting for 31% of the total work of the CAB, and South Cambs District Council funding representing 8% of funding.

The improvement in the financial situation of clients as a result of interventions provided by the CAB can be seen in Table 5.

Table 5

Financial Outcome Category	No of Unique Clients	Number of Outcomes	Total amount recorded £
Debts written off	259	288	3,562,422
Income gain	1,153	1,923	4,317,195
Income loss	6	7	2,641
Re-imbursements, services, loans	108	170	65,771
Repayments rescheduled	129	182	126,791
Total	1,459	2,570	

Monitoring by gender, age, ethnic origin and disability (figures are for 01 Apr 2016 – 31 Mar 2017)

Table 6, Clients by gender

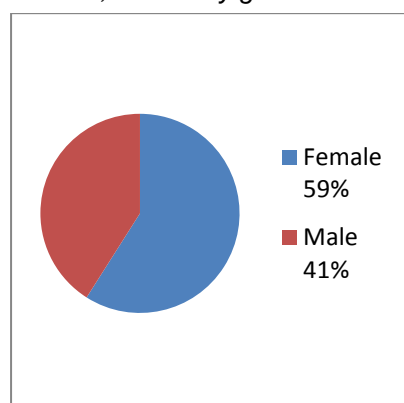


Table 7, Clients by age category

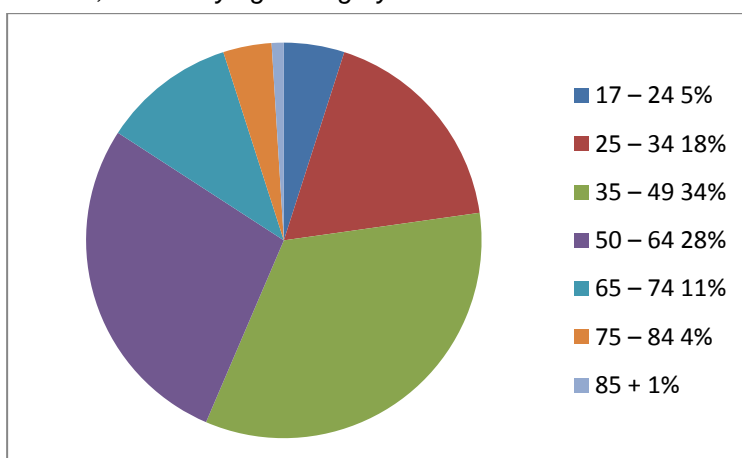


Table 8, Clients by ethnic origin

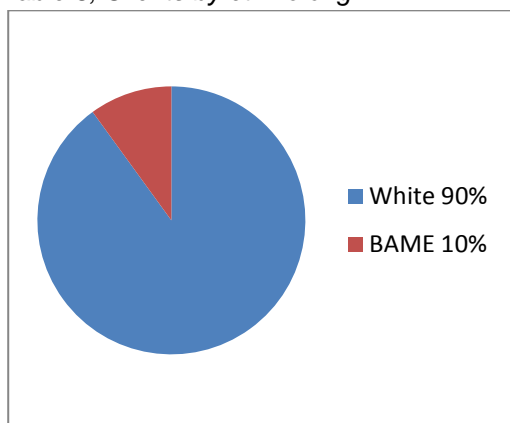
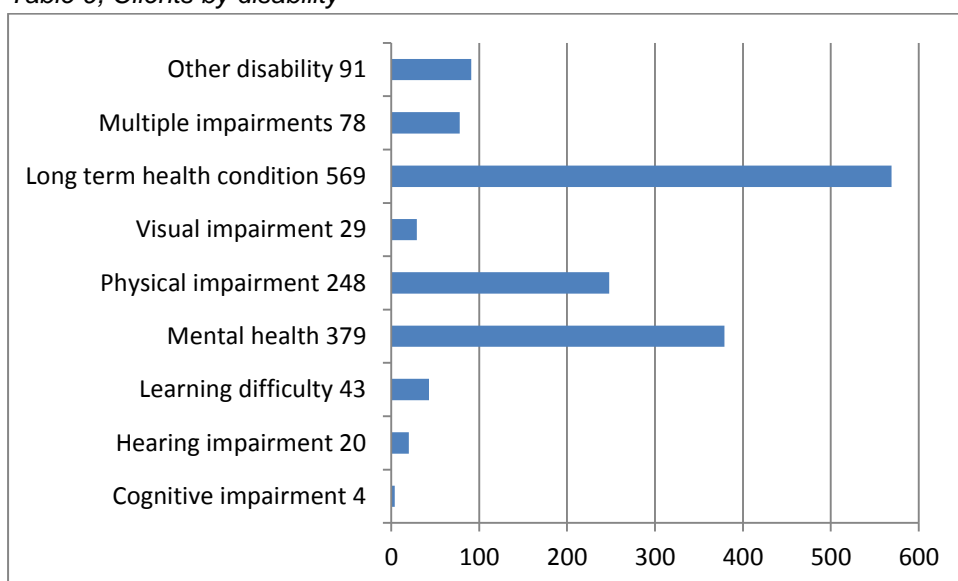


Table 9, Clients by disability



Case studies of the work of the CABx are included in Appendix 3.

STATUS: ON TRACK

2. Community Transport

Funding is provided for the delivery, development and promotion of Community Transport services within South Cambridgeshire and for South Cambridgeshire residents.

Funding for Community Transport services was allocated to three organisations as shown below:

Table 10

	Year 1 (£)	Year 2 (£)	Year 3 (£)	Total (£)
The Voluntary Network	3,835	3,835	3,835	11,505
Royston and District Community Transport (RDCT)	3,165	3,165	3,165	9,495

Care Network	8,000	8,000	8,000	24,000
Year totals	15,000	15,000	15,000	45,000

Delivery of services during Q3 and Q4 by the three organisations has been in line with expectations.

The Voluntary Network

The Newmarket based Voluntary Network deliver community transport services for residents in the southeast of South Cambridgeshire through the operation of Three Counties Transport (3CT), formerly Haverhill Community Transport. Services comprise:

- a community car service providing by volunteer drivers using their own cars and enabling door to door transport for medical journeys (usually hospital appointments).
- A Dial-a-Ride minibus service providing door to door transport for those who find it difficult to use public transport
- Minibus hire for groups including non profit organisations and residential homes

The number of South Cambridgeshire passenger journeys using services in each category is shown in Table below:

Table 11

	Q1 and Q2	Q3 and Q4	Total
Community Car	131	71	202
Dial a Ride	259	239	498
Group hire	282	316	598
Total	672	626	1,298

South Cambs parishes served include Balsham, Castle Camps, Hildersham, Horseheath, Linton, Shudy Camps and West Wrattling.

In the past year, three new drivers have been recruited, and four new groups and ten new individuals have started using 3CT services. Services have been publicised through letters to parish councils within the catchment area, events in Haverhill (Haverhill Fund Day and One Haverhill), posters and newspaper articles. A presentation was given to the Haverhill U3A.

STATUS: ON TRACK

Royston and District Community Transport (RDCT)

Royston based RDCT deliver community transport services for residents in 57 South Cambridgeshire parishes, mainly those in the southwest, through the operation of a community car service, minibus and a wheelchair accessible multi-purpose vehicle (MPV).

The number of South Cambridgeshire passenger journeys using services in each category is shown in Table below:

Table 12

	Q1 and Q2	Q3 and Q4	Total
Passenger journeys	2,448	2,793	5,241
Health related journeys	<i>(not reported)</i>	1,367	
Regular users	<i>(not reported)</i>	370	

Nine presentations were given in the Q3 and Q4 period to promote the service.

STATUS: ON TRACK

Care Network

Care Network provide support to the existing twenty-nine community car schemes across South Cambridgeshire, and help establish new schemes.

In Q3 and Q4, Care Network delivered training sessions to the Heron Social Car Scheme (comprising schemes in Bassingbourn, Guilden Morden, Litlington, Orwell and Steeple Morden); the Beaches Community Car Scheme (Waterbeach, Horningsea, Landbeach and Milton); and the Caldecote, Dry Drayton and Hardwick Community Car Scheme.

Care Network have also worked closely with a number of schemes including Bar Hill, supporting it to grow to cover Lolworth; Cottenham, developing resilience; and parishes in the southeast to expand the reach of the Balsham Helping Hands scheme, recruit new drivers and develop a social group in Weston Colville.

Work to develop software for use by car schemes has taken a different tack to that anticipated. A pilot of software developed for Care Network showed the software to be not user-friendly, and costly. However, a volunteer driver with IT experience has developed a more user-friendly version of the software on a cheaper platform. Care Network is considering seeking funding to pilot this alternative.

STATUS: ON TRACK

3. Independent Living

Funding is provided under this theme for the delivery of services that allow residents to maintain their independence; reduce rural isolation; tackle loneliness, depression and isolation; and offer support to carers.

Funding for the delivery of services to support independent living was allocated to four organisations as shown below:

Table 13

	Year 1 (£)	Year 2 (£)	Year 3 (£)	Total (£)
Arts and Minds	2,500	2,500	2,500	7,500
Care Network	6,500	6,500	6,500	18,500
Cambs Older People's	4,000	4,000	4,000	12,000

Enterprise (COPE)				
Disability Information Service Hunts (DISH)	3,000	3,000	3,000	9,000
Totals	16,000	16,000	16,000	48,000

Delivery of services during Q3 and Q4 by the three organisations has been in line with expectations.

Arts and Minds

Arts and Minds provide therapeutic arts interventions for adults and young people experiencing depression and anxiety.

In Q3 and Q4, Arts and Minds ran two series of Arts on Prescription in Cambridge attended by five residents from South Cambridgeshire bringing the total number of South Cambs residents attending Arts on Prescription during the year to the agreed target of 21.

Arts and Minds also ran a second pilot series of Arts on Prescription for young people at Cambourne Village College attended by twelve young people, all of whom were resident in South Cambs. Following the success of the two pilots, Cambridgeshire County Council have provided funding for ten further series, including at least one in South Cambridgeshire, which started in April 2017.

STATUS: ON TRACK

Care Network

Care Network support older and vulnerable adults to stay independent and live fuller lives, by establishing, developing and supporting community and voluntary groups.

Care Network currently support twenty three social groups and schemes, from singing groups to Good Neighbour Schemes. They promote groups in publications such as the South Cambs magazine, Fen Edge news and parish newsletters.

Annual targets for supporting communities to set up four new groups; for providing one-to-one support for a good neighbour scheme, and for encouraging an intergenerational project were met in Q1 and Q2. Care Network have also worked in Histon and Impington to develop a second intergenerational project, providing a series of ten training sessions for young people on working with older people in their community. This project is continuing with a number of spin off activities including collaborative writing of 'This is Me' books with older people. Care Network are evaluating the project and planning how the approach might be used in other parishes.

A case study of the work of Care Network is included in Appendix 3.

STATUS: ON TRACK

Cambridgeshire Older People's Enterprise (COPE)

COPE promotes the interests of people aged 50 or over, through signposting, consultation, co-ordinating and advocacy, with the aim to reduce social exclusion, challenge ageism, promote active ageing, reduce isolation and demonstrate what older people can do.

The organisation is run entirely by unpaid volunteers. Membership is free of charge; new people have joined each month, allowing the total to be roughly maintained at over 2,800. A 20 page newsletter has continued to be produced every two months and distributed to the membership. COPE continues to hold lunches and talks including a Valentine's lunch and an Older People's Day lunch at Cambridge Regional College. The committee has organised outings including a boat trip on the Trent at Nottingham and a Christmas outing to Wicksteed Park.

STATUS: ON TRACK

Disability Information Service Huntingdonshire (DISH)

DISH provides advice, information and advocacy services to people with disabilities, carers and families with disabled children in South Cambridgeshire. The organisation undertakes home visits in order to complete assessments and applications, holds office based interviews and provides over the phone advice. It prepares appeals and provides representation for clients.

Outcomes in Q3 and Q4 are shown in Table 14.

Table 14

	Q1 and Q2	Q3 and Q4	Year
Home Visits	12	16	28
Face to face advice at DISH office	182 visits (32 clients)	65 visits (25 clients)	247
Phone and signposting	107 contacts (30 clients)	124 contacts (38 clients)	231
Support of appeals	3	3	6
Database entries	308	254	562
Benefit payments accessed as a result of DISH £	16,002.70	£39,425.50	£55,428.20

DISH report that their funding situation is increasingly difficult. Demand for their services has increased as a result of reduced capacity of Papworth Trust to provide welfare advice on home visits. The work undertaken by DISH is time-consuming, with form completion requiring as much as four hours of staff time, especially where clients are elderly and/or have memory or learning difficulties.

STATUS: ON TRACK

4. Support for Parishes and Communities

Funding is provided under this theme for organisations providing services and support to local community groups and charitable bodies providing services for South Cambridgeshire residents, including

- The provision of services and support to enable effective, sustainable and legal operation in the provision of services and activities including practical assistance and support for fundraising and training
- General support on governance, management and employment matters
- Representation of the voluntary sector at a strategic level, facilitating third sector involvement in shaping the delivery of public services

- The facilitation of consultation and communication, including providing an effective liaison function between the District Council and the voluntary, community, charitable and social enterprise sector in South Cambridgeshire and assisting in capacity building of the voluntary sector.

All funding under this theme was allocated to Cambridge Council for Voluntary Service (CCVS).

Table 15

	Year 1 (£)	Year 2 (£)	Year 3 (£)	Total (£)
CCVS	10,000	10,000	10,000	30,000

In Q3 and Q4 CCVS has continued to meet targets, delivering 103 support sessions (Face to face, email or phone support); and an additional 59 Finance and Fundraising sessions to organisations working in South Cambridgeshire. Following lack of take-up for an outreach surgery planned for Gamlingay in September, a new format has been developed with a successful Surgery, training and funding event held in Histon in March with over 20 attendees. Sessions on Safeguarding Children & Young People, and Duties of Trustees have been held.

CCVS has continued to represent the voluntary sector, attending Crime & Disorder Reduction Partnership meetings and Local Health Partnership meetings. CCVS has also attended District Council patch meetings on working with young people (November) and working with the elderly (March).

CCVS has continued to share knowledge and experience within the voluntary sector, sending out regular newsletters and bulletins and maintaining website and social media.

STATUS: ON TRACK

5. Fit to Learn

Funding is provided under this theme to support the delivery of services that help pre-school children develop strength; co-ordination; language and communication skills; and good mental health.

Funding under this theme was allocated to two organisations as shown in Table 16.

Table 16

	Year 1 (£)	Year 2 (£)	Year 3 (£)	Total (£)
Cambourne Church	4,000	4,000	4,000	12,000
Home Start Royston & South Cambs	4,000	4,000	4,000	12,000
Total	8,000	8,000	8,000	24,000

Cambourne Church

The Cambourne Church project is a collaboration with the Bassingbourn-Melbourn-Cambourne Children Centres Group to deliver a 'Ready Steady Go' school readiness programme to children identified as most in need of the intervention. Eight children

from Cambourne and ten children from the Melbourn area have been identified, all of whom score within the 20% lowest scoring rank on the Early Years Foundation Stage profile.

Sessions have been held as planned with the children and their parents during the October half term, the Christmas holiday and the Easter holiday and meetings have been held with parents on an individual basis during term times.

STATUS: ON TRACK

Home Start Royston and South Cambridgeshire

Home-Start Royston & South Cambridgeshire provide support to families in crisis or under stress. They have been funded to roll out the Big Hopes Big Future school readiness programme to ten families in South Cambridgeshire.

A volunteer training event took place on 9 November where 8 new volunteers were trained to deliver the programme. Contact has been made with schools and with health visitors to inform them of the programme and encourage referrals.

Eight referrals have been received for the project, including six from health visitors. One of these referrals decided not to engage with the service; the other seven were matched with volunteers for weekly home visiting support. One family dropped out at an early stage, meaning six families have received ongoing weekly home visiting support.

All volunteers receive six weekly supervision sessions with the co-ordinator to support the volunteers and allow interventions to be planned in the most effective way for each family. For each of the families a review visit has been completed where the co-ordinator together with the family assess needs and adjust support accordingly.

Outcomes from families include:

- Parents better able to feel involved in and understand their child's development
- Parents better able to manage their children's behaviour
- Children feeling more secure with consistent boundaries and routines
- Improved relationships between parents and children
- Children improved self-confidence and able to move away from parent including joining preschool settings
- Improved parental mental health including self-esteem and confidence
- Parents with improved ability to manage household including implementing routines
- Parents feeling more able to access services outside the home including preschools, playgroups and parks

STATUS: ON TRACK

6. Homelessness Prevention

Funding is provided under this theme for work to prevent homelessness.

Funding under this theme has been allocated to three organisations as shown in Table 17 below:

Table 17

	Year 1 (£)	Year 2 (£)	Year 3 (£)	Total (£)
Cambridge Cyrenians	1,712	1,712	1,712	5136
Cambridge Re-Use (formerly SOFA)	1,471	1,471	1,471	4413
Cambridge Women's Aid	7,528	7,528	7,528	22,584
Total	10,711	10,711	10,711	32,133

Cambridge Cyrenians

The grant from the District Council is contributing to the maintenance and upgrade of computers & IT support provided to service users. Cyrenians provides a PC and internet access for residents in each of their 11 properties. The ability to access the internet is becoming increasingly important, not just for bidding on Home-Link, but because most residents are job hunting on-line as the expectations of the DWP are increasing.

Looking ahead, Cambridge Cyrenians is looking to open another three move-on houses in the 2017/18 financial year and are in discussions with a local landlord about taking on several properties which will provide a solution for residents who need a lower, less intensive level of support.

In the six months to 31st March Cambridge Cyrenians accommodated a further five new residents with a connection to South Cambridgeshire which equates to a total for 13 residents during the 2016/17 financial year. This is comparable to the number of residents supported in previous years.

STATUS: ON TRACK

Cambridge Re-Use

Cambridge Re-Use provides low cost household goods to low income families in Cambridge and South Cambridgeshire. Cambridge Re-Use continue to put the grant funding towards the cost of running a furniture van which is used both for collecting donations of household goods and for delivering purchases to customers' homes. During April 2016 – March 2017 a total of 204 people living in the SCDC area accessed the service. Despite a small reduction in numbers during 2015/16, the take up of the service within South Cambridgeshire is now returning to previous levels in which 100+ South Cambridgeshire residents were supported on a six monthly basis.

STATUS: ON TRACK

Cambridge Women's Aid's (CWA)

CWA offers a free and confidential service based in the community to support those affected by domestic abuse, either directly or by supporting those who know them or work with them. Users of the service are offered a range of flexible support options.

During 16/17 there were 118 South Cambridgeshire residents who received support from the service.

CWA also allowed South Cambridgeshire District Council Housing Officers (and other local professionals) to find and access refuge space quickly as well as providing specialist advice and support.

STATUS: ON TRACK

(c) Housing and Independent Living

(i) Mortgage Advice (Homelessness prevention)

Funding of £8,250 per annum is provided for specific money advice to prevent homelessness.

This funding has been allocated to Cambridge and District CAB to deliver a weekly advice session at South Cambridgeshire Hall. Reporting of this has been combined with the report from Cambridge and District CAB on Service Support Fund grant aided activity.

STATUS: ON TRACK

(ii) Mobile Warden Scheme

Funding of £19,250 has been provided to support mobile warden schemes in 2016/17. Details were reported to the Portfolio Holder meeting on 17 January 2017.

(d) Planning and Economic Development

(i) Farmland Museum

Funding of £8,500 is given to support this heritage resource for the benefit of residents as well as further afield for education, recreation and relaxation. The aim is to ensure the museum is as accessible to as many people as possible and to keep costs to visitors affordable.

The museum has recently been successful in securing a number of small grants for specific projects, but the site needs significant investment in its infrastructure (access, car parking, toilets and improved shop/café) to enable significant increase in visitors and income generation to move towards self sufficiency.

Stronger working relationships are being built with English Heritage(EH), with whom they share a site, and a revised service level agreement is currently being negotiated which will have positive impact on staffing and a simplified entrance fee arrangement in which EH will reimburse the Museum for each EH member who visits.

Discussions are also underway with Urban and Civic, one of the promoters of the Waterbeach New Town. There are real opportunities for helping new

residents understand more about the place where they will be living and how it came to be as it will be when they arrive. The site will also provide opportunities for community engagement through volunteering, as well as recreation.

A Masterplan is being developed with these parties and others to develop a looking ahead to the next 20 years looking at the sites, its facilities, and refresh the collections and the way they are displayed. Assisted with a grant by SHARE Museums East the museum is looking to learn from the experience of other museums which have engaged with developers and planners where there are large new developments nearby.

Visitors

Visitor numbers have increased during the first four months of this year's season:

Table 19

	2016	2017
April	865	1399
May	1401	1270
June	881	1021
July	1392	1432
Total	4539	5122

Reduced rate local resident season tickets are popular with families and are now available for residents of Waterbeach, Landbeach, Histon, Impington, Cottenham, Rampton and Horningsea. 49 Local Resident season tickets have been sold so far this year and 17 new non-resident season tickets have also been issued.

In addition a number of local groups have visited the museum, this included:

- Cottenham Brownies
- ABC Language Students
- Romsey Mill pre school Play group
- Cambridge Melchior College
- Broughing Local History Society
- Lode WI
- Landbeach Baptist Group
- Oakwood History Society
- Haddenham Art Club
- The Old Scouts Association
- Elitsley History Society

21 Brownies
56 students and 6 adults
36 children plus parents/carers
49 students and 5 adults

Unfortunately there has been a significant drop in the number of schools wanting to visit. This trend was apparent in 2016 and continued into 2017. Contributory reasons appear to be due to the cost of coach hire and cuts in school budgets and the loss of the Museum Education Officer. The museum is looking to address this through a new grant funded post (It has sought HLF funding for a part-time community engagement officer).

Promotion and Events

Special Events and activities this year so far have included

- Easter Fun at Denny
- May Day Birthday Fair to celebrate 20 years of the museum on the site.
- Late May Bank holiday 40's at Denny event,
- Fathers' Day
- A 'Steam Punk' event in collaboration with the Museum of Technology
- Farm and Country Fair
- Family Archaeology Day
- Family Activity Days (twice week during the school holidays)

Still to come include:

- Medieval re-enactors over the August Bank holiday weekend,
- Heritage Open Day 10th September
- Pumpkins and Spooks at the end of October

Social networking has becoming an increasing part of the museum's advertising and makes use of Facebook, Twitter and Instagram as well as the website. The coverage given to the Museum in the last edition of the South Cambridgeshire District Council's magazine has been a valuable as it went to almost all households in the District. It may well be a significant factor in the good numbers for June and July after the magazine was distributed.

Feedback

The museum continues to get very positive feedback from visitors. The provision for families with young children is one of our unique selling points. The site is safe and there are plenty of simple activities relevant to the museum's mission and vision around the site which children can engage with and also plenty of space to run and play freely. Many families spend several hours on the site. There are special guides suitable for younger visitors.

Volunteers

The Wednesday volunteer group has been augmented during the summer holidays by two Y11 students who are awaiting their GCSE results before going on to further studies in September.

A small team from the Headway Charity has taken over the allotment and also the cottage garden and come for a day each week. (Headway is based in Fulbourn and provides specialist services to people with an acquired brain

injury and other neurological conditions and their families and carers. They help people to achieve their full potential by involving them in projects to give them confidence and fulfilment as part of their rehabilitation).

There have also been visits by three teams of corporate volunteers from local businesses based in the District who sent teams to work on site one or two days on specific projects. This year so far teams from Amey, the SE Growth Delivery Team and the MRC Cognition and Brain Sciences Unit have all spent one or two days on site. There have been a number of other requests from businesses who use the volunteering as a team building exercise or as part of their community commitment and corporate responsibility plan and there are few charities with the space able to offer this locally as we do.

A Volunteer Recruitment Officer was appointed by SHARE Museums East with HLF funding to recruit volunteers and trustees across the region. The Volunteer Recruitment Officer has also arranged training sessions and workshops for our volunteers and volunteers from other museums (including manual handling, Health and Safety, and collections management and disposal).

Branding and marketing

The museum has also been awarded a grant by the Frank Litchfield Trust of £3,500 to help with a branding and marketing strategy. The aim of this project is to establish a clear and focussed vision for Denny Abbey Farmland Museum, and to provide a framework to ensure that it is delivered effectively across all our channels of communication

Business Development and Support

A management and organisational review was carried early in 2017 with using a grant from SHARE Museums East, to look at the way the museum operates, is managed, and its financial situation.

In May the museum joined a programme called *Prosper* which gives business support to organisations in the Arts, Culture and Heritage Sector. Of 260 applicants, the Farmland Museum was one of the 70 who were successful and is one of only two museums in the South Eastern region. This gives the museum 12 'credits' to be used over the next 9 months for a programme of seminars, webinars and direct contact with a nominated experienced business consultant to work with the trustees to create a strong Business Plan for next year.

(ii) Wildlife Enhancement

Discretionary awards and necessary purchases for council-led projects have been made from this fund to the following projects in Q3 and Q4:

Table 18

Date	Item	Amount (£)
23 March 2017	Floating Pennywort workshop	400
27 March 2017	Wildlife Enhancement Scheme Bar Hill	4,000
27 March 2017	Desilting of Hoffer Brook, Wildlife Trust	720
31 March 2017	SCDC County Wildlife sites surveys 2016	2,500
TOTAL		7,620

(e) Young People

(i) Young people's partnership

£10,000 was allocated to the Children & Young People's Area Partnership in 2016/17 to support the delivery of SCDC children, young people and families' priorities.

(ii) Elite Athletes grant

This fund was fully allocated during Q2. Details were reported to the Portfolio Holder meeting on 17 January 2017.

Grants to Voluntary Sector Six monthly Update Report to Finance & Staffing Portfolio Holder Meeting, 22 August 2017

Open Grant programmes Q3 & Q4, 2016-17

Case Studies

CAB

1 Debt and Benefits, Great Shelford

R lives in private rented accommodation and has mental health issues. He came to Citizens Advice for help to manage debts of over £30,000. Although he had previously received help to manage his debts, and had conscientiously abided by the repayment plan agreed, a recent drop in benefits as a result of moving from DLA to PIP and the linked loss of Working Tax Credit Disability Allowance meant that he was unable to afford his rent each month.

R had applied for social housing in order to reduce his outgoings, but being single was not in priority need. He had also taken on additional work, but this resulted in him working 7 days a week; he was concerned that this would not be sustainable in the long term due to his history of mental illness.

Our advisers helped R to successfully apply to local charities for grants to clear his rent arrears. This reduced the immediate financial pressure on him and removed the risk of homelessness. Our disability benefits specialist is currently helping Rob to appeal the disability benefit decision, which DWP made before receiving additional medical information from his GP. Our debt team continue to assist Rob to manage his debts. He feels positive about being able to manage his situation with their support.

2 Disability Benefits, Duxford

S was referred to us after attending a reassessment for PIP, following which she received a letter informing her that she was to lose the enhanced rate of mobility, despite previously having been awarded DLA at the high rate of care and mobility for an indefinite period. This meant that she would lose her mobility vehicle within 6 weeks and therefore would be housebound as she was unable to walk unaided. She also needed considerable help with daily living. She asked her GP to provide medical evidence in support of the reconsideration, however when she received the letter it had been written by a different doctor who had given out of date information. The delay in submitting the evidence resulted in the DWP turning down the reconsideration; our specialist argued that the decision should be looked at again before going to appeal.

S's car has been collected, so she is without transport and has no independence while she waits for a decision on her benefits. She is totally housebound and dependent on family members. Our Disability benefits team continue to fight to get this decision turned round.

3 Disability Benefits, Girton

The client first approached the Citizens Advice for advice about applying for Personal Independence Payments (PIP) and a Blue Badge. The client had been diagnosed with a chronic condition and had been on long term sick leave for the previous two months.

The client was provided with information on her entitlements. She was further advised that her condition is one automatically recognised as a disability and it was explained that her

employers must make any reasonable adaptations which allow her to continue to work in her current role, or consider a suitable alternative role. It was also explained that if she feels she is no longer able to continue working she can apply for Employment and Support Allowance (ESA).

After successfully applying for both PIP and a Blue Badge the client returned for further advice on negotiating a return to work with her employer and the end of her entitlement to statutory sick pay. The client was advised on her employment rights under the Equality Act 2010 and it was explained to her the paperwork she should expect to receive when statutory sick pay ends and that she could then make an application for ESA.

4 Housing and Benefits, SCDC

H is a single parent, with 1 child. She had a large level of rent arrears £2500, due to missed and in frequent payments. She already had a suspended possession order that was granted in 2011. Her Housing Association had applied to the courts for an eviction notice to be issued due to a breach in the possession order. This had been granted and she was awaiting an eviction date.

H attended an outreach as she was struggling with bills and had letters from the court that she did not understand. She is working two part time jobs and does not get any benefits.

We met with H, helped her to get an accurate income and expenditure sheet produced, so both the CAB and the client could see the financial picture. A financial capability advisor then reviewed this and talked through a number of options as to how we could help H address the deficit and explained the importance of priority debts over non priority debts, that rent and council tax should always be a paid as a priority.

Actions identified:

- Benefit check – helped client to apply for tax credits (potential £140 a week in tax credits)
- Helped client to apply for HB and CTR, assisted with forms (successful award of £120 per week AND £19.23 per week)
- Application made to Assure water tariff (Potential savings of up to 80% on water monthly costs)
- Applied to DHP for help with arrears (not awarded)
- Applied to court for stay of execution – for more time to address issues.
- Negotiations made with Council Tax to stop the liability order and client to pay £15 per month off arrears.
- Application made to SCDC Housing Department 'Spend to save' scheme as DHP not awarded. (awarded loan given to client for £2500 to cover her arrears, affordable repayment of £5 per week)
- Housing association ceased eviction action as client had paid off arrears. Ensured the balance was £0 so no further action can be brought as part of the suspended possession order. Client is able to stay in home

We are working with the client on an on going basis to help with her new budget changes.

5 Disability Benefits - Meldreth

A is divorced and lives in local authority accommodation. Until recently, A had worked for a local company for over 20 years. He was diagnosed with a debilitating illness some years

ago that has recently worsened to such an extent that his mobility has deteriorated and he experiences extreme widespread pain. He had been on long term sick leave and his Statutory Sick Pay was about to end. He was extremely anxious about his future and how he was going to pay the bills and support himself.

When A came to Citizens Advice for help, we explained that he would receive form SSP1 from his employer within 7 days of his SSP ending and could apply for ESA using the form. We established that he was eligible for housing benefit and council tax reduction and helped him apply. Andy returned with the ESA50 form (work capability assessment form) and we assisted him with its completion. We also advised A to apply for Personal Independence Payment and helped him complete the form and gather medical evidence to support his application. He has since been awarded full housing benefit and council tax reduction; ESA in WRAG and standard rate care and mobility PIP.

A's confidence has increased and his anxiety has greatly reduced since he first came to see us. He stated that he is a man who likes routine and he feels much more secure with regular income and knowing that he has enough money to pay the bills.

Financial outcomes – annual rates:

•	ESA Work Related Activity Group	£3,802
•	PIP	£4,038
•	Housing Benefit	£5,044
•	Council Tax Reduction	£1,004

6 Disability Benefits - Steeple Morden

E came to Citizens Advice in desperation after being told to come to us by a friend. E is a very articulate lady who was diagnosed with a chronic debilitating condition several years ago. Over the last couple of years her condition has got progressively worse such that daily living activities are a real struggle. She lives with her very elderly mother who is also her full time carer. E told us that it was far from ideal as she felt that she had lost all of her independence. She informed us that she had applied for PIP last year but was awarded zero points; she applied for a mandatory reconsideration which upheld the decision. At the time, she had no energy or inclination to appeal against the decision and did not think to come to Citizens Advice for help.

We helped E complete a new PIP application form and submit this to the DWP with all relevant medical evidence. We were subsequently informed by E that she had been awarded both enhanced rate care and enhanced rate mobility.

E was delighted with this outcome and has since informed us that it has made a really significant difference to the quality of her life. Although she still has the condition, she finds it mentally much easier to cope as she has the extra money to afford herself some independence.

Financial outcome – annual rates:

- PIP £8,341

Care Network

OAKINGTON and WESTWICK NEIGHBOURS (OWN) – A Good Neighbour Scheme CASE STUDY UPDATE MARCH 2017

This community group have been supported through a period of two years by Care Network. The scheme launched in early autumn 2016 and with our help remains sustainable providing a strong community resilience and early intervention and preventative outcomes to support good health and wellbeing.

Care Network supported the initial group of interested village members in exploring ideas for a village help scheme. We then worked with them planning to take the idea

forward and how they might engage and communicate to encourage wider village member's involvement. We helped them prepare a village community day where the idea for the scheme would be introduced.

Care Network advised on setting up a constituted body so that insurance could be sorted. Volunteers were identified. We advised on accessing funding and the

for

Do you want to volunteer?

Whether you can do just one hour a month or more, all offers of help are welcome.

If you would like to be part of this network, please leave a message on

07902 111786

or e-mail

neighbours@oakingtonandwestwick.com

Community Life Action Group



In addition to Oakington and Westwick Neighbours, the Community Life Action Group is promoting general sharing of resources, skills and interests amongst people in the village through

www.streetbank.com

If you register and adjust the radius to our village you can connect with other local residents to share items such as ladders or drills or find a welcome home for stuff you no longer need. You can also connect with people for hobbies such as bird watching, games, beer brewing or car maintenance. Anything is possible!



Oakington and Westwick Neighbours



www.oakingtonandwestwick.com

group applied for and received funding from Cambridgeshire Community Foundation. Care Network then helped to promote the group and supported with appropriate

policies, DBS checks and helped find insurance for the group. We assisted the group in putting together a training pack for volunteers and they planned and ran a volunteer training event.

We were then involved in sourcing Dementia Friends training for their next Volunteer event and we attended providing a short input on Care Network Older People services.

We invited OWN members to attend the Older Peoples services Patch meeting so that they could meet and talk with other good neighbour scheme invited to share their experience and best practice and this also gave them

an opportunity to network with other older people services providers. The scheme is now sustainable and self-managing with the background support of Care Network. They coordinate the activity of carrying out the DBS checks for volunteers and promoting regularly in the parish as needed.

Do You Ever Need A Hand?

Are You Sometimes ...

... stuck for help with a small task and wonder if there's someone in the village who might give you a hand? Or do you wonder if there's someone locally who could give you a lift to an appointment or might enjoy getting together occasionally just for a chat or for playing a game?

Oakington and Westwick Neighbours is all about connecting people in the village.

We are a network of volunteers who are offering our skills and time to help with a variety of needs.

A lot of caring and sharing already takes place informally, especially amongst those who have lived here for a long time.


We want to make sure everybody can draw on some help if needed.

Whether young or old, fit or frail, people can ask for help with one task and/or offer help with another.


Examples

These are some of the things we can do:

- fetching a prescription,
- cooking a meal
- clearing a storage space
- helping out with the computer
- providing a lift to an appointment, or visit a friend
- relieving a carer
- keeping company
- doing basic DIY
- walking the dog/help with pets



How to Contact Us



If you would like help for yourself or someone you know, perhaps just to help through a crisis, you can contact us by phoning **07902 111786** or emailing neighbours@oakingtonandwestwick.com

Our co-ordinator will arrange to visit to discuss how we may help, and then try and match you with the right person. We can arrange help with transport through Cottingham Carecar, a social transport service.

We can provide help for a short period or longer term. In order to protect people in vulnerable situations, the network has an assigned co-ordinator and volunteers receive ongoing basic training.



Report To: Finance and Staffing Portfolio Holder
Lead Officer: Executive Director

22 August 2017

TREASURY MANAGEMENT REVIEW

Purpose

1. To report on the performance of the treasury management function.
2. This is not a key decision but reporting to the Finance and Staffing Portfolio Holder on performance is a requirement of the Borrowing and Investment Strategy.

Recommendations

3. It is recommended that the Finance and Staffing Portfolio Holder:
 - note the performance of the treasury management function
 - Approve increasing the maximum investment limit with Ermine Street Housing from £35million to £45million while retaining maximum 60% proportion of portfolio.

Reasons for Recommendations

4. The performance of the treasury management function should be reviewed regularly to ensure reasonable returns are achieved commensurate with risk. This is achieved through regular monitoring by the Finance and Staffing Portfolio Holder and by being a member of a benchmarking group.
5. The Borrowing and Investment Strategy should be reviewed to ensure it continues to meet the needs of the authority.

Background

6. The Borrowing and Investment Strategy approved by Council on 23 February 2017 delegates responsibility for the implementation and regular monitoring of its treasury management policies and practices to the Finance and Staffing Portfolio Holder.

Considerations

7. Current Performance

Investments of £86.7 million were held by the Council at 30 June, and included £79.56 million held in fixed rate investments. Detail of the investment counterparties is included as **Appendix A**. Investments with Ermine Street Housing account for £27.26 million or 31% of the Council's current investments; this is in accordance with the Ermine Street Business Plan and the Council's agreement of £107million investment over a 5 year period, as agreed by Cabinet, at the meeting of 12th November 2014. This has had the effect of providing a good return on investments, supporting general fund expenditure at a time when market rates and returns are at historic lows.

8. The forecast for the investment balance at 30 September 2017 is approximately £97million. The level of investments held will increase with receipts of NNDR and Council Tax income and New Homes Bonus.
9. The average return on new investments excluding Ermine Street Housing since 1 April 2017 is 0.73% compared with 0.97% for the same period in 2016-17. Investments with Ermine Street Housing average 3.62%. The reduction in average return is due to the change in Bank of England Base Rate on 4th August 2016. Market expectations are for the base rate to remain at 0.25% for 15 months and to reach 1% by December 2021.
10. Net investment interest for the year was included in the Council budget estimates as £799,760 with an estimated £228,730 payable to the Housing Revenue Account. An additional £192,450 interest is expected in the year due to higher balance levels and longer periods of investment, predominantly with South Cambs Limited. The original estimate included the expectation that the Council would borrow to on-lend to the company however, cash flow balances have enabled the Council to continue with investments without a need to borrow thereby increasing interest without debt payments. Current cash flow forecasts indicate that Council will not need to borrow before December 2017.
11. Historically the HRA has been entitled to recover interest from the General Fund in respect of the HRA working balance and major repairs reserve balances held for future use, the interest on housing capital balances (right to buy, shared ownership, land and other dwellings) being credited to the General Fund. The Introduction of self-financing for the HRA and the retention of right to buy receipts for re-investment in affordable housing has prompted a change in legislation for this area. The amending determination (Limits on Indebtedness Determination 2012 – Amending Determination 2013) requires that local authorities credit their HRA with interest earned on all unapplied capital receipts. This will result in an increase in interest earned by the HRA but a corresponding reduction in interest earned by the General Fund, the movement on capital balances will be monitored.
12. In March 2012, following the introduction of the Housing Revenue Account Self Financing regime, the Council acquired debt of £205 million. The full sum was borrowed from the Public Works Loans Board at an average fixed rate of 3.5% as 41 individual loans with maturity dates between 2037 and 2057; no other external borrowing has been undertaken.
13. As part of the Investment and Borrowing Strategy the Council is required to ensure that the proportion of investments do not exceed the agreed levels, the current levels are as follows:

Group of Organisations	Maximum Investment £m	Maximum Proportion %	Current Proportion %
UK Debt Management Office	unlimited	100%	0%
Money Market Funds	10	30%	10%
UK Local authorities	10	75%	3%

(excluding Parish Councils)			
UK Banks	10	60%	33%
South Cambs Ltd (Ermine St)	35	60%	31%
Housing Assoc	5	20%	1%
Subsidiaries of UK Banks	3.0	10%	0%
Other Banks & Financial Institutions	5	20%	3%
Building Societies	10/5.0/3.0	100%	19%

14. The current counterparty investment limit for Ermine Street Housing is £35m. This has enabled the Council to receive higher levels of interest than are currently available from other approved parties, with minimal risk being a wholly owned subsidiary of the Council and investments being matched by the property acquisitions of the company. At 31 March 2017 Ermine Street's Property portfolio and other Non-current assets was valued at £24.7million, supported by loans from the Council of £24.7million. The investment limit of £35million is expected to be reached during Quarter 3 of 2017/18. If the limit was increased to £45 million, predicted cash flow could sustain lending to Ermine Street until Quarter 2 of 2018/19. At the 31 March 2017 level of investment balances, this would represent 60% of the total invested.
15. **Treasury Risk Management**
16. Risk is being managed by spreading investments across available counterparties with the current average period for all fixed term deposits being 19 months, money markets being utilised for short term cash needs. The yield curve remains relatively flat with rates ranging from 0.15% for one month to 0.80% for periods up to one year, to 1.5% for 5 years. This compares to the average current return on investments (existing and new) being 0.73% (excluding Ermine Street Housing investments).
17. Any uplift in rates above that already included in the Council's estimates would provide additional interest to support the provision of services.
18. Options for the investment of surplus funds will be limited in the future as it may be more beneficial to use such funds to support internal borrowing for the General Fund capital programme or to reduce, marginally and temporarily, the £205 million debt arising from Housing Revenue Account Reform.

Implications

19. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered: -

Financial

20. The interest received on investments is directly affected by changes in market interest and by the limitations of available counterparties.

Risk Management

21. The proposed European Commission changes to money market funds do not, at this time, affect the Councils Borrowing and Investment Strategy or the Councils use of money market funds.

Consultation responses (including from the Youth Council)

22. Consultation was not deemed necessary in this case.

Effect on Strategic Aims

23. This report has no direct implications for any of the Strategic Aims but any increase in interest received (commensurate with risk) may reduce the need for cuts in individual services and assist in the achievement of actions to support those aims.

Background Papers

Treasury Management working papers (confidential)

The Limits on Indebtedness Determination 2013

Limits on Indebtedness Determination 2012 – Amending Determination 2013

Report Authors: Dan Hasler – Accountancy Assistant
Telephone: (01954) 713394

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

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Agenda Item 6

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Finance and Staffing Portfolio Holder
LEAD OFFICER: Executive Director Corporate Services

22 August 2017

Request for Authorisation to Write Off Debts in Excess of £25,000

Purpose

1. To request the Portfolio Holder's authorisation to write off debts in excess of £25,000
2. This is a key decision because The Council's Constitution requires that any debts in excess of Level 2 (currently £25,000) must only be written off with agreement from the Finance and Staffing Portfolio Holder.
- 3.

Recommendations

2. It is recommended that the Portfolio Holder agree to the write off the debt of the amount of £68,600.27 in respect of Scotia Aid - Sierra Leone SC041617.

Reasons for Recommendations

4. All reasonable efforts to recover the debts have been tried and have proved unsuccessful. There is no likelihood of the debts being recovered and it is appropriate to write it off at this time to ensure good accounting practice.

Background

5. The Council's Constitution requires that any debts in excess of Level 2 (currently £25,000) must only be written off with agreement from the Portfolio Holder.

Considerations

6. The debt of £68,600.27 in respect of Scotia Aid - Sierra Leone SC041617 is considered to be irrecoverable and it is good accounting practice to write off.
7. The balances relate to units 7,8 & 11 Green End, Gamlingay, and span the period 14th April 2015 – 31/12/2016. A breakdown of the balances owed is shown in APPENDIX A.
8. We were advised that Scotia Aid- Sierra Leone had taken occupation of the units in April 2015, and after confirming registration with the Charities Regulator for Scotland, the OSCR, the account was set up in this name.

9. An application for Mandatory Charitable Relief was received, although it wasn't until July 2015 that the charity allowed us access to the property to determine occupation. On viewing the property, it became clear that only a very small part of the building was being used.
10. We confirmed in writing to the charity that whilst we could accept that there was occupation, the actual amount of use was such a small proportion of the overall premises that we could not conclude that the unit was "wholly or mainly used for the purposes of the charity", one of the tests required to be met to qualify for mandatory charitable relief.
11. No payments were received, and a court summons was duly issued, and it was not until the morning of the court hearing that the charity's solicitor made contact to advise that, as the charity was unincorporated in status, the liability fell to the trustees of the charity rather than in the name of the charity itself. As result, we were required to rebill the charge in the name of the trustees.
12. The conduct of the charity became cause for concern, and these concerns were reported to the Scottish charities regulator. There were three areas that were reported, namely, that it appeared that the charity had entered into a rates mitigation scheme, the staffing structure and large amounts of funds spent on consultancy fees, and the conduct and lack of communication re liable parties. Thus commenced an ongoing dialogue and it was understood that similar concerns had been raised about the charity and its trustees across both England and Scotland.
13. We continued to pursue the organisation for payments of the charges due, and following the granting of a liability order, the balance were passed to our enforcement agents to collect. The enforcement agents were unable to determine any goods of any value in England, and they are not able to enforce the liability orders in Scotland, and so the balances were returned to us.
14. On investigation, we noted that one of the trustees resigned, and due to the unincorporated status of the charity, new bills were required.
15. We continued to take this new debt through the recovery process, whilst maintaining contact with the OSCR. In July 2016, the OSCR published their interim report on their inquiry to date in which they confirmed that they had obtained orders from the Court of Session to appoint a Judicial Factor to control the administration of Scotia Aid Sierra Leone, along with a further order to prevent the charity from selling, leasing or otherwise disposing of any of its property. The two remaining trustees, Keiran Kelly and Alan Johnston, were suspended and the charity's bank accounts were frozen. The report can be found in APPENDIX B.
16. We made contact with the appointed Judicial Factor regarding the outstanding balance and the ongoing leases. She advised at the time that it appeared that the charity was insolvent.

17. As a result of the ongoing work by the OSCR, in December 2016 the Court of Session granted a motion to remove Keiran Kelly and Alan Johnston from any role in the management or control of the charity. The order for removal also had the affect of permanently disqualifying Mr Kelly and Mrs Johnstone from acting as trustees of any charity.
18. Whilst the leases were disclaimed, we continued to monitor progress of the OSCR, and in April 2017, Mr Johnston was made bankrupt. Through further investigation we then found that Mr Kelly was made bankrupt on 26th October 2016. On 15th June 2017, Scotia Aid Sierra Leone was declared insolvent. Please see APPENDIX C for details.
19. Consideration has been given to initiating bankruptcy proceedings against the third trustee, Mr D Houston. However, due to the insolvent nature of the other trustees and the charity itself, along with the OSCR's ongoing investigation, it is considered that there is little prospect of success.

Options

20. The options available are:
 - (a) Write off the outstanding debts.
The debts are deemed to be irrecoverable and it is considered good accounting practice to write it off at this time.
 - (b) Retain the debts on the Council's accounts
The debts are considered irrecoverable and to retain the debt as due in the Council's accounts may distort the representation of the Council's debtors

Implications

21. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered: -

Financial

22. The write off of debts represents a loss of income to the Council's Collection Fund. An allowance for bad debt is made within the accounts, and the amounts written off fall within this provision. Any adjustment for debt written off occurs within the Collection Fund prior to the apportionment of any surplus or deficit, and so the impact is shared. The proportionate share for South Cambridgeshire District Council equates to approximately 40%, or around £27,440.

Legal

23. The Council has fulfilled its legal obligations in attempting to enforce payment

Equality and Diversity

24. We ensure that revenue collection and benefits administration are delivered in a fair and consistent manner to all members of the community.

Consultation responses (including from the Youth Council)

25. No consultation has taken place as it is considered good accounting practice to write it off at this time.

Effect on Strategic Objectives

26. Efficient revenue collection with minimal levels of debts written off is essential to ensure that budgeted funding is available to enable the Council to provide services.

Background Papers

Where [the Local Authorities \(Executive Arrangements\) \(Meetings and Access to Information\) \(England\) Regulations 2012](#) require documents to be open to inspection by members of the public, they must be available for inspection: -

- (a) at all reasonable hours at the offices of South Cambridgeshire District Council;
- (b) on the Council's website; and
- (c) in the case of documents to be available for inspection pursuant to regulation 15, on payment of a reasonable fee required by the Council by the person seeking to inspect the documents at the offices of South Cambridgeshire District Council.

No Background Papers

Report Author: Katie Brown– Revenues Manager
Telephone: (01954) 713335

Scotia Aid – Sierra LeoneAccount reference: 3030121549

Billing name: Mr A Johnston, Trustee of Scotia Aid – Sierra Leone
 Mr K Kelly, Trustee of Scotia Aid – Sierra Leone

Property Address: Units 7, 8 & 9 Green End, Gamlingay

Charge Details:	2015	£9,957.41
	2016	£30,143.39
	TOTAL	£40,100.80

Account reference: 3030120304

Billing name: Mr D Houston, Trustee of Scotia Aid – Sierra Leone
 Mr K Kelly, Trustee of Scotia Aid – Sierra Leone

Property Address: Units 7, 8 & 9 Green End, Gamlingay

Charge Details:	2015	£28,499.47
	TOTAL	£28,499.47
TOTAL recommended for Write Off		<u>£68,600.27</u>

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Scotia aid Sierra Leone, Scottish Charity Number SC041617: Interim report on the inquiry conducted by the Scottish Charity Regulator

Background

Scotia Aid Sierra Leone (the charity) is a Scottish registered charity with currently two charity trustees. It was entered on to the Scottish Charity Register on 30 June 2010.

We opened an inquiry into the charity following receipt of concerns about the management of the charity.

Progress of inquiry

Our initial inquiries gave us concerns about the activities and financial management of the charity. It appeared that the trustees were not acting in the interests of the charity and with the care and diligence that it is reasonable to expect of a person who is managing the affairs of another person, which is a legal duty of a charity trustee.

We were contacted by a number of local authorities in Scotland and in England with concerns about the mechanism used by the charity to raise funds. Full business rates are due on empty commercial premises that remain unoccupied after three months. However, charities occupying commercial premises qualify for a mandatory 80% discount on business rates, provided the property is used wholly or mainly for charitable purposes. In addition the local authority has the discretion to grant the remaining 20% as a further discount.

The charity has been raising funds by entering into numerous leases with landlords, which relieve the landlords of the requirement to pay full business rates, in return for a donation from the landlords to the charity. Local authorities are concerned that a number of the commercial premises leased by the charity have not been used for charitable purposes but have been left empty and, should that be the case, the charity would have no entitlement to the rates relief claimed.

Concerns have been raised with us about the contract entered into between Scotia Aid Sierra Leone and the Italian charity FHM Italia Onlus for the construction of a primary care hospital. FHM Italia Onlus transferred significant sums of money to Scotia Aid Sierra Leone, for which Scotia Aid Sierra Leone has failed to account properly to FHM Italia Onlus.

In addition, we identified significant payments made by the charity to consultancy companies that were connected with one or more of the current and/or former charity trustees. There were no written contracts in place between each company and the charity for the services provided by the consultancy companies. These payments appear to be excessive and have not been sufficiently explained.

While our inquiries are still ongoing, on the basis of the information we have gathered so far, we are concerned that there is misconduct in the administration of the charity, and it is necessary for us to take action to protect its assets.

Regulator's action

We have taken the following action:

We have petitioned the Court of Session for the appointment of a Judicial Factor to the charity. In order to protect the charity's assets in the interim we obtained the following orders from the Court of Session on 15 July 2016:

1. The appointment of Emma Porter of Aver Chartered Accountants as interim Judicial Factor
2. An interim interdict against the charity from selling, leasing or otherwise disposing of any of its property
3. Interim suspension of the charity trustees from the management and control of the charity
4. An interim order freezing the charity's bank accounts

19 July 2016

UPDATE

On 23 December 2016, the Court of Session granted our motion to remove the charity's two remaining trustees from any role in the management and control of the charity and appoint Emma Porter of Aver Chartered Accountants as permanent Judicial Factor. The order for removal has the effect of permanently disqualifying the individuals concerned from acting as charity trustees of any charity.



Extract from register – Insolvency Details

Case Summary

Case Number	2017/601729
Bankruptcy Type	Full Administration
Debtor's surname	Johnston
Debtor's forename	Alan
Other names (if applicable)	
Alias	
Home Address	97 St Quivox Road, Prestwick, Ayrshire, KA9 2ER
Business Address	Sierra Leone Aid Kilmartin Place, Glasgow, Lanarkshire, G71 5PH
Former Address	25 Bencroft Drive, Glasgow, Lanarkshire, G44 5RH
Trading name	Scotia Aid Sierra Leone
Date of Birth	28-Dec-1958
Date of Death	
Occupation	
Debtor Discharge Date	
Reason for debtor discharge	
Award Details	Mr Alan Johnston, 97, St Quivox Road, Prestwick, Ayrshire, KA9 2ER
Where Sequestration Awarded	Accountant in Bankruptcy
Sequestration Awarded By	AccountantInBankruptcy
Issue Of Certificate	No
Low Income Low Asset Criteria	No
Particulars Of Application	
Period Of Map Credit Restriction	
Petitioners	
Petition Presentation Date	
Where Sequestration Awarded	Accountant in Bankruptcy
Where Sequestration Remitted	
First Order Date	03-Apr-2017
Award Of Sequestration Date	03-Apr-2017
Recall Of Sequestration Date	
Particulars Of Sequestration Recall	
Summary Administration Granted Date	
Summary Administration Withdrawn Date	
Level Of Debt	£427523.5
Level Of Assets	£129890
Date Appointed	03-Apr-2017

This data was extracted from the Register of Insolvencies on 04/08/2017.



Name	Ian Scott McGregor
Organization Name	Grainger Corporate Rescue & Recovery
Address	Grainger Corporate Rescue & Recovery 65 Bath Street, Glasgow, Lanarkshire, G2 2BX
Phone number	
Email	
Trustee Discharge Date	
Acceptance Undertaking Date	
Bro Order Varying Date	
Bro Annulment Date	
Discharge Undertaking Date	
Bankruptcy Restriction Ceased Date	
Interim Bankruptcy Restriction Order Date	
Interim Bankruptcy Restriction Order Ceased	
Making Bankruptcy Restriction Order Date	
Order Varying Understanding Date	
Annulment Undertaking Date	
Date bankruptcy restrictions order ceased to have effect	
Trustee Agent's Name	
Trustee Agent's Company Name	
Trustee Agent's Address	
Trustee Agent's Telephone Number	
Trustee Agent's Email Address	



Extract from register – Insolvency Details

Case Summary

Case Number	2016/604902
Bankruptcy Type	Full Administration
Debtor's surname	Kelly
Debtor's forename	Kieran
Other names (if applicable)	
Alias	
Home Address	Flat 61 Glassford Tower, Motherwell, Lanarkshire, ML1 2AX
Business Address	10 Newton Place, Glasgow, Lanarkshire, G3 7PR
Former Address	6 Lochnagar Road, Motherwell, Lanarkshire, ML1 2PF ; 22 Charn Terrace, Motherwell, Lanarkshire, ML1 2JX ; 247 Shields Road, Motherwell, Lanarkshire, ML1 2LG ; 15 Glassford Tower, Motherwell, Lanarkshire, ML1 2AU
Trading name	Tannochside properties Ltd
Date of Birth	23-Sep-1982
Date of Death	
Occupation	
Debtor Discharge Date	
Reason for debtor discharge	
Award Details	Mr Kieran Kelly, Flat 61, Glassford Tower, Motherwell, Lanarkshire, ML1 2AX
Where Sequestration Awarded	Accountant in Bankruptcy
Sequestration Awarded By	AccountantInBankruptcy
Issue Of Certificate	No
Low Income Low Asset Criteria	No
Particulars Of Application	
Period Of Map Credit Restriction	
Petitioners	
Petition Presentation Date	
Where Sequestration Awarded	Accountant in Bankruptcy
Where Sequestration Remitted	
First Order Date	26-Oct-2016
Award Of Sequestration Date	26-Oct-2016
Recall Of Sequestration Date	
Particulars Of Sequestration Recall	
Summary Administration Granted Date	

This data was extracted from the Register of Insolvencies on 04/08/2017.



Summary Administration Withdrawn Date	
Level Of Debt	£277550.51
Level Of Assets	£0
Date Appointed	26-Oct-2016
Name	AIB (Trustee)
Organization Name	Accountant in Bankruptcy
Address	A I B 1 Pennyburn Road, Kilwinning, Ayrshire, KA13 6SA
Phone number	
Email	
Trustee Discharge Date	
Acceptance Undertaking Date	
Bro Order Varying Date	
Bro Annulment Date	
Discharge Undertaking Date	
Bankruptcy Restriction Ceased Date	
Interim Bankruptcy Restriction Order Date	
Interim Bankruptcy Restriction Order Ceased	
Making Bankruptcy Restriction Order Date	
Order Varying Understanding Date	
Annulment Undertaking Date	
Date bankruptcy restrictions order ceased to have effect	
Trustee Agent's Name	KPMG
Trustee Agent's Company Name	KPMG
Trustee Agent's Address	319 St Vincent Street, Glasgow, Lanarkshire, G2 5AS
Trustee Agent's Telephone Number	
Trustee Agent's Email Address	aib@kpmg.co.uk



Extract from register – Insolvency Details

Case Summary

Case Number	2017/602852
Bankruptcy Type	Full Administration
Debtor's surname	Sierra Leone
Debtor's forename	Scotia Aid
Other names (if applicable)	
Alias	
Home Address	21 York Place, Edinburgh, Midlothian, EH1 3EN
Business Address	
Former Address	
Trading name	
Date of Birth	20-May-1991
Date of Death	
Occupation	
Debtor Discharge Date	
Reason for debtor discharge	
Award Details	Other Scotia Aid Sierra Leone, 21, York Place, Edinburgh, Midlothian, EH1 3EN
Where Sequestration Awarded	Accountant in Bankruptcy
Sequestration Awarded By	AccountantInBankruptcy
Issue Of Certificate	No
Low Income Low Asset Criteria	No
Particulars Of Application	
Period Of Map Credit Restriction	
Petitioners	
Petition Presentation Date	
Where Sequestration Awarded	Accountant in Bankruptcy
Where Sequestration Remitted	
First Order Date	15-Jun-2017
Award Of Sequestration Date	15-Jun-2017
Recall Of Sequestration Date	
Particulars Of Sequestration Recall	
Summary Administration Granted Date	
Summary Administration Withdrawn Date	
Level Of Debt	£1107800.74
Level Of Assets	£2348.52
Date Appointed	15-Jun-2017
Name	Emma Porter
Organization Name	Aver Chartered Accountants
Address	21 York Place, Edinburgh, Midlothian, EH1 3EN

This data was extracted from the Register of Insolvencies on 04/08/2017.



Phone number	
Email	
Trustee Discharge Date	
Acceptance Undertaking Date	
Bro Order Varying Date	
Bro Annulment Date	
Discharge Undertaking Date	
Bankruptcy Restriction Ceased Date	
Interim Bankruptcy Restriction Order Date	
Interim Bankruptcy Restriction Order Ceased	
Making Bankruptcy Restriction Order Date	
Order Varying Understanding Date	
Annulment Undertaking Date	
Date bankruptcy restrictions order ceased to have effect	
Trustee Agent's Name	
Trustee Agent's Company Name	
Trustee Agent's Address	
Trustee Agent's Telephone Number	
Trustee Agent's Email Address	

Agenda Item 7

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Finance and Staffing Portfolio Holder
LEAD OFFICER: Executive Director Corporate Services

22 August 2017

Request for Authorisation to Write Off Debts in Excess of £25,000

Purpose

1. To request the Portfolio Holder's authorisation to write off debts in excess of £25,000
2. This is a key decision because The Council's Constitution requires that any debts in excess of Level 2 (currently £25,000) must only be written off with agreement from the Finance and Staffing Portfolio Holder.
- 3.

Recommendations

2. It is recommended that the Portfolio Holder agree to the write off the debt of the amount of £40,381.51 owed by M-Ports Ltd (dissolved).

Reasons for Recommendations

4. All reasonable efforts to recover the debts have been tried and have proved unsuccessful. There is no likelihood of the debts being recovered and it is appropriate to write it off at this time to ensure good accounting practice.

Background

5. The Council's Constitution requires that any debts in excess of Level 2 (currently £25,000) must only be written off with agreement from the Portfolio Holder.
6. Makro Properties Ltd v Nuneaton and Bedworth Borough Council (2012) EWHC 2250 (admin). The High Court held that storage of paperwork amounting to just 2% of the floor space was sufficient to amount to rateable occupation. The Judge acknowledged that ratepayers can organise their affairs to avoid paying rates, and stated that "if the outcome was unacceptable it was for the legislature to determine whether reform of the law was needed."

Considerations

7. The debt of £40,381.51 owed by M-Ports Ltd (Dissolved) is considered to be irrecoverable and it is good accounting practice to write off.
8. The balances relate to three hereditaments at the site known as Old Station Yard, Cambridge Road, Impington, Cambridge, CB24 9NU . A breakdown of the balances owed, along with the periods and properties to which they relate is shown in APPENDIX A.

9. The site, a former hardware store, was purchased by Mitre Developments Ltd in January 2013, with a view to developing the site into residential apartments. The site at the time consisted of two “assessments”, or individual areas of rateable value. The bigger of the assessments had a rateable value of £47,750 and the smaller part £12,250.
10. We were originally advised that M-Ports Ltd were in occupation of the smaller assessment with effect from 3rd June 2013. Then, in August 2013, Mitre Developments advised us that M-Ports Ltd had moved and were actually occupying the larger assessment with effect from 31st July 2013. The account was duly amended and bills issued.
11. Payment was not forthcoming, and the account was passed to our enforcement agents, Newlyn PLC, on 20th December 2013. Unfortunately, Newlyn were unable to collect the balance, and had not been able to gain access to the property, and so they returned the case. We tried again with our other Enforcement Agents, Jacobs, but they too were unsuccessful.
12. We were later advised that M-Ports Ltd had contacted the Valuation Office Agency and requested that they split the assessment, as they were not occupying the whole of the larger assessment. On 15th October 2014, the VOA split the assessment into two smaller parts, one with an RV of £5,200 and the other £23,500. The effective date was 31st July 2013, and so the accounts had to be rebilled from this date, effectively deleting all recovery action that had been taken to date.
13. M-Ports Ltd had declared to the VOA that they occupied the smaller assessment, and so new bills were issued to them for this part, with the remainder being billed to Mitre Developments. Mitre disputed the charge, and advised that M-Ports were liable for both assessments. The accounts were updated to reflect this, and bills sent to M-Ports.
14. Again, no payment was forthcoming from M-Ports Ltd, and the accounts passed through recovery action, with enforcement agents being instructed in March 2015. A further summons for the 2015 year was issued in May 2015, but it wasn't until July 2015 that we received any contact from M-Ports in relation to this charge, when we were contacted by Mr James on behalf of the company to advise that they should not be liable for the charge as he has no tenancy agreement. Recovery action was then held pending investigation regarding the lease.
15. We approached Mitre developments for comment, and they advised that they would provide a copy of the lease. However, despite several requests for this information, no lease was provided. As a result, case law shows us that where no lease for an empty property exists, liability will fall on the entity entitled to possession. In this case it would be the owners, Mitre Developments, and so the account was duly re-billed in this name.
16. In December 2015, following some months of ongoing dialogue, a meeting was held with those parties involved. Mr James (on behalf of M-Ports Ltd), Mr Collins (director, Mitre Developments Ltd) and Roger Evans (Company Accountant for both) attended, and met with two Council Officers. During the meeting, Mr James confirmed that M-Ports had indeed been in occupation of the larger assessment, and produced

photographs showing that it was being used to store a van and forklift. This being the case, and due to their being actual occupation, we had to rebill again in the name of M-Ports Ltd. However, all parties also confirmed that Mitre would be taking back control of the whole site with effect from 1st January 2016. The accounts were amended accordingly.

17. As the whole property was then empty, Mitre were entitled to receive an empty exemption of 6 months. Just as this was due to expire, in June 2016 we were contacted by Mitre to advise that although they had intended to take control of the whole site, there was in fact continued occupation by M-Ports. In July 2016, two Council officers visited the site, accompanied by Mr Collins. It was confirmed that there was a degree of occupation by M-Ports Ltd, in that a computer, telephone (which was connected), filing cabinets and paint were still in the premises. Therefore, M-Ports Ltd were still liable, and we were required to rebill once more.
18. We commenced recovery action as payment was not made, and a court summons was due to be issued in November 2016. However, on checking with Companies House, it showed that M-Ports Ltd had been dissolved.
19. We have continued to make investigations in relation to the activities that occurred over the life of these debts, but have regrettably concluded that there is no prospect of recovery, nor is there any further action that could be taken in relation to these charges. We are bound to bill the charges in accordance with the hierarchy of liability, and the relevant case law, and we can only act upon the information that is available to us at any time.

Options

20. The options available are:
 - (a) Write off the outstanding debts.
The debts are deemed to be irrecoverable and it is considered good accounting practice to write it off at this time.
 - (b) Retain the debts on the Council's accounts
The debts are considered irrecoverable and to retain the debt as due in the Council's accounts may distort the representation of the Council's debtors

Implications

21. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered: -

Financial

22. The write off of debts represents a loss of income to the Council's Collection Fund. An allowance for bad debt is made within the accounts, and the amounts written off fall within this provision. Any adjustment for debt written off occurs within the Collection Fund prior to the apportionment of any surplus or deficit, and so the impact is shared. The proportionate share for South Cambridgeshire District Council equates to approximately 40%, or around £16,153.

Legal

23. The Council has fulfilled its legal obligations in attempting to enforce payment

Equality and Diversity

24. We ensure that revenue collection and benefits administration are delivered in a fair and consistent manner to all members of the community.

Consultation responses (including from the Youth Council)

25. No consultation has taken place as it is considered good accounting practice to write it off at this time.

Effect on Strategic Aims

26. Efficient revenue collection with minimal levels of debts written off is essential to ensure that budgeted funding is available to enable the Council to provide services.

Background Papers

Where [the Local Authorities \(Executive Arrangements\) \(Meetings and Access to Information\) \(England\) Regulations 2012](#) require documents to be open to inspection by members of the public, they must be available for inspection: -

- (a) at all reasonable hours at the offices of South Cambridgeshire District Council;
- (b) on the Council's website; and
- (c) in the case of documents to be available for inspection pursuant to regulation 15, on payment of a reasonable fee required by the Council by the person seeking to inspect the documents at the offices of South Cambridgeshire District Council.

No Background Papers

Report Author: Katie Brown– Revenues Manager
Telephone: (01954) 713335

APPENDIX A

M-PORTS LTD (DISSOLVED)

Account reference: 3030119122

Property Address: PT GND FLR, Old Station Yard, Cambridge Road, Impington

Year to which debt Relates	:	2013	£484.92
		2014	£2,449.20
		2015	£2,496.00
		2016	£1620.41
		TOTAL	£7,050.53

Account reference: 3030117509

Property Address: PT GROUND & MEZZANINE FLOORS, Old Station Yard, Cambridge Road, Impington

Year to which debt Relates	:	2013	£989.32
		TOTAL	£989.32

Account reference: 3030120695

Property Address: PT GND & 1ST FLOORS, Old Station Yard, Cambridge Road, Impington

Year to which debt Relates	:	2013	£1,909.48
		2014	£11,327.00
		2015	£11,585.50
		2016	£7,519.68
		TOTAL	£32,341.66

TOTAL for Write Off **£40,381.51**

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Report To: Finance and Staffing Portfolio Holder
Lead Officer: Executive Director

22 August 2017

NON-DOMESTIC RATES DISCRETIONARY RELIEF POLICY – REVALUATION RELIEF

Purpose

1. To request that the Portfolio Holder formally adopt a revised policy for the granting of Discretionary Rate Relief to Business properties.
2. This is a key decision because it is significant in terms of its effects on communities living or working in an area comprising two or more wards or electoral divisions in the area of the relevant local authority, and it was first published in the July 2017 Forward Plan.

Recommendations

3. It is recommended that the Council formally adopt the “Discretionary Business Rate Relief Policy” as shown in Appendix A

Reasons for Recommendations

4. The adoption of a formal policy ensures that billing and collection is carried out in accordance with the law and government requirements. It will benefit and support businesses who meet the criteria, whilst minimising the risk of legal challenge.

Background

5. At the Budget on 8th March 2017, the Chancellor announced that the government would establish a £300m discretionary fund over four years from 2017/18, to support those businesses that face the steepest increases in business rates bills as a result of revaluation.
6. The fund was allocated to each billing authority based on the number of properties in the area with a rateable value of less than £200,000 that were subject to an increase of more than 12.5%, before other reliefs. The government made assumptions that billing authorities may use similar criteria to target their own relief schemes.
7. The total amount of funding allocated to South Cambridgeshire District Council is as follows:

Total Amount of Discretionary Relief to be awarded to Ratepayers			
2017/18	2018/19	2019/20	2020/21
£495,000	£241,000	£99,000	£14,000

The figures shown above represent the maximum amount of discretionary relief that billing authorities can award for which they and major precepting authorities will be compensated through Section 31 grant.

Considerations

8. Billing authorities are expected to use their proportion of the funding to develop a new discretionary relief scheme to deliver targeted support to the most hard-pressed ratepayers.
9. In designing the scheme, the funding criteria set out by Government formed the basis for the award criteria, which was then modelled across our own rating list in order to develop a scheme that provides real benefit to the ratepayers across the district. As our data contains details of reliefs already in payment, when these were excluded we were able to expand the range of ratepayers that may stand to benefit, reducing the limit around bill increases from 12.5% to 10%.
10. Based on the criteria set out in APPENDIX A, we have identified that approximately 300 ratepayers may benefit from Revaluation Relief, with an average award of £1200.00 in 2017/18.
11. We have also managed to create a separate fund of £50,000 to form a Revaluation Hardship Fund. This will be used to support ratepayers in the district that fall outside of the qualifying criteria but can demonstrate hardship caused by revaluation.
12. It is expected that in year one, the funding will be distributed as follows:

Approximate amount awarded to identified businesses	£370k
Approximate amount for Hardship fund	£50k
Additional funding to cover any exceptions eg Backdated RV changes that may bring additional ratepayers within scheme criteria, or additional awards in exceptional cases	£75k

13. Whilst the scheme criteria and amounts that can be awarded are set out within the policy, it is important that every case is considered on its merits. Therefore there may be occasions when a decision is taken to award more than the guideline amount.
14. Any relief under this scheme will be granted for one year only. It is not yet clear if billing authorities will be able to flex award amounts across years. Once this is clarified, we will consider how the scheme may operate in future years.

Options

15. Adopting the scheme design and policy will provide additional support to the business in the District, and ensure that the Council is meeting government requirements

Implications

16. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered: -

Financial

17. Compensation arrangements have been put into place by Government to reimburse billing and precepting authorities, in line with the current business rate retention scheme. South Cambridgeshire District Council will be reimbursed 40% of the total

amount awarded, Cambridgeshire County Council 9% and Cambridgeshire Fire Authority 1%, up to the total fund allocation. Any amount that exceeds the allocation would not be reimbursed, and so when designing the scheme a contingency has been established.

Legal

18. The award of rate relief is beneficial to local businesses and the adoption of a formal policy reduces the risk of legal challenge.

Equality and Diversity

19. We ensure that revenue billing and collection are delivered in a fair and consistent manner to all members of the community.

Consultation responses (including from the Youth Council)

20. The attached policy and draft report were sent for consultation to Cambridgeshire & Peterborough Combined Authority, Cambridgeshire County Council and Cambridgeshire Fire Authority on 14th July 2017, requesting that any responses be returned by 28th July 2017. No responses were received.

Effect on Strategic Aims

Aim 1 – Connected Communities

21. Discretionary Rate Relief supports local businesses to continue to operate and provide employment within communities across the district.

Background Papers

Where [the Local Authorities \(Executive Arrangements\) \(Meetings and Access to Information\) \(England\) Regulations 2012](#) require documents to be open to inspection by members of the public, they must be available for inspection: -

- (a) at all reasonable hours at the offices of South Cambridgeshire District Council;
- (b) on the Council's website; and
- (c) in the case of documents to be available for inspection pursuant to regulation 15, on payment of a reasonable fee required by the Council by the person seeking to inspect the documents at the offices of South Cambridgeshire District Council.

Report Author: Katie Brown- Revenues Manager
Telephone: (01954) 713335

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Revenues Services

Discretionary Business Rate Relief Policy

August 2017

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1. Introduction

South Cambridgeshire District Council recognises the importance of business to the local economy and understands the challenges that businesses face. The Council wants to provide support to businesses within the area where it is reasonable to do so. We also recognise the contribution that is made to the community by voluntary, charitable and non-profit-making organisations.

The Council has discretionary powers to award relief from payment of Non-Domestic Rates in a range of circumstances: -

- Properties partly occupied for a temporary period. Awarded under Section 44a of the Local Government Finance Act 1988.
- Properties occupied by charities and other not-for-profit organisations. Awarded under Section 47 of the Local Government Finance Act 1988
- Properties occupied and located in rural settlements. Awarded under Section 47 of the Local Government Finance Act 1988
- Ratepayers that would otherwise suffer hardship. Awarded under section 49 of the Local Government Finance Act 1988.
- In exercise of the Council's general power to award discretionary rate relief. Awards under Section 47 of the Local Government Finance Act 1988 as amended by Section 69 of the Localism Act 2011.

This policy provides guidance for Council Officers and ratepayers on the application of Discretionary Rate Relief.

The following reliefs are covered in this policy:

- Section 44A relief – discretionary relief for partly empty properties
- Hardship relief
- Charitable rate relief (Top-up relief)
- Rate relief for not-for-profit organisations
- Relief for Community Amateur Sports Clubs
- Relief for rural businesses
- New build empty properties
- Section 69 / Section 47
- Enterprise Zone Relief
- Local Newspapers' Relief
- Revaluation Relief (Local Discretionary Scheme)

Each application for relief will be considered on its own merits. Due consideration will be given to the guidance within this policy and to national legislation. In determining an award consideration will also be given to the interests of the council tax payers of the District.

We would expect, as a matter of course, that all other options would have been considered before an application for discretionary rate relief is submitted. Awards will only be made where the benefits to the taxpayers outweigh the financial implication of the award.

Format of applications

Applications for relief must be made on the Council's application form. Applications should be submitted with the supporting information that is requested. Any applications submitted without the supporting information will be assessed solely on the information that is available at the time of the decision. Ratepayers requiring help or advice should call the Business Rates team on 01954 713112 or 01954 713409.

Payment of Instalments

Ratepayers must continue to pay any amount of rates that falls due whilst their application is pending. In the event that payments are not received as due, the Council will continue with its normal recovery procedures to secure payment.

Effective date of relief

It is the Council's policy that discretionary relief will only be awarded from the date of the application, or in the case of hardship, the point at which the hardship occurred. Only in the most exceptional circumstances will consideration be given to awarding relief for a retrospective period. Consideration may be given where the ratepayer can establish a solid reason for not submitting their application at an earlier date.

Revaluation Relief will be awarded from the 1st April of the relevant year.

Relief will not be awarded if the Council is not satisfied that the circumstances as declared in the application have occurred.

State Aid

All amounts of relief awarded are subject to the State Aid *De Minimis* as defined by European legislation. The maximum *De Minimis* funding any single recipient can receive is €200,000 over a 3 year fiscal period, the Sterling equivalent is calculated using the European Commission Exchange Rate.

Cost of Relief

Prior to April 2013, Central Government paid 75% of the cost of discretionary relief, and the remaining 25% was funded by South Cambridgeshire District Council, apart from charitable top-up where SCDC contributed 75%.

Following the introduction of Business Rates Retention, the cost of awarding discretionary relief is apportioned as follows:

- 50% funded by Central Government
- 40% funded by the District Council
- 9% funded by County Council
- 1% funded by the Fire Service

The Council will be reimbursed for the cost of awarding New Build Empty Property Relief, Enterprise Zone Relief, Local Newspapers' Relief and Revaluation Relief by central government. Where discretionary relief is given under section 69 of the Localism Act 2011, the full cost will fall to the local authority.

Decisions

Decisions regarding rate relief will be communicated to the ratepayer in writing. If the decision is a refusal of the relief, reasons for the refusal will be provided in the letter.

Period of award

All awards will expire at the end of the financial year if the award has not ended at an earlier date or at the anniversary of the granting of the relief. The Council will look to contact recipients for confirmation of entitlement and potential renewal of relief with the exception of Hardship and Section 44a Relief.

DRAFT

2. Section 44A relief - Discretionary relief for partly empty properties

Occupation of part of a property is occupation of the whole in rating law. There may be occasions where a property is only partly occupied for a short period of time. This may be due to a business moving in or relocating to a new property within the District. In certain circumstances, the Council may use its discretion to award a part empty relief; also known as Section 44A (s.44A of the Local Government Finance Act 1988).

In these circumstances the Council may request that the Valuation Officer apportion the rateable value of the property between the occupied and unoccupied elements.

In what circumstances might relief be awarded?

Section 44A relief may be applicable in the following circumstances:

- Where the occupied and unoccupied parts of the property can be easily segregated
- Where there are short term practical or financial difficulties in occupying. Phased vacations may be considered when moving within the SCDC district
- Where the business is relocating machinery
- Where Fire/Flood has rendered a part of the assessment unoccupied for a short period

In all of the above cases, the period of part occupation must be for a temporary period only, and relief will not be awarded where it appears to the Council that the reason that part of the property is empty, is for the purpose of applying for partial empty rate relief.

Rate relief will not be awarded where the partial occupation is due to the normal day to day operation of the business i.e. a warehouse which has recently despatched a large order and has limited stock. Nor will Relief normally be considered where the property is due for demolition.

All applications will be subject to an inspection visit, therefore retrospective applications will not be considered.

For the purposes of this policy a period of up to 12 months will be considered to be temporary. Periods which exceed this time period will be treated as a permanent change and will not attract an award of section 44A. A period of less than 6 weeks will not be considered for Section 44A purposes except in exceptional circumstances.

Where the Valuation Officer may be able to split the assessment any application for discretionary relief will not be considered until the Valuation Officer's decision is known.

How will a decision be made?

Prior to an award being made, a visit to the premises will be made by a Council Officer to establish the exact area of the property that is empty. The application must be supported by a plan of the property which clearly marks the boundary of the empty and occupied parts. This plan will be given to the Valuation Officer to apportion the rateable value.

Further visits may be made to the property throughout the award to establish that the property is still partly empty.

Further applications for part empty relief may be considered in the following circumstances:

- Where there is a change to the area of the property that is unoccupied
- Where the financial year comes to an end. Part empty property relief will end if one of the following circumstances applies:
 - The end of the financial year
 - The end of the award
 - Where part or all of the unoccupied parts become occupied
 - Where the whole of the property becomes unoccupied
 - Where liability for the property changes

Amount of award

The amount of relief awarded will be dependant on the size of the empty space in the property based on the rateable value.

Period of award

An award will apply for a 6 month period for industrial premises and 3 months for non industrial properties, unless it is ended by the changes in circumstance as listed above.

3. **Hardship relief**

Hardship relief may be awarded where the business is suffering from unexpected hardship which is outside of normal risks associated with the business. Reduction or remission of business rates on the grounds of hardship will only be awarded in exceptional circumstances.

Hardship relief is granted at the discretion of the Council which can reduce or remit the amount of business rates due, provided it is satisfied that:

- The ratepayer would sustain hardship if it did not do so; and
- It is reasonable for the Council to do so, having regard to the interests of its tax payers.

In what circumstances might relief be awarded?

The test of hardship need not be confined strictly to financial hardship; all relevant factors affecting the ability of a business to meet its liability for rates will be taken into account. The following factors will also be considered:

- The interests of council tax payers in the area. For example, where the employment prospects in the area would be severely worsened by a company going out of business, or the amenities of an area might be reduced. Where the granting of relief would have an adverse effect on the financial interest of the taxpayers, the case for reduction or remission may still, on balance, outweigh the cost to the taxpayers
- Whether the business provides goods and services which are of great benefit to the district or the neighbourhood in which it is located, such as the business taking on apprentices or trainees, or providing guaranteed interviews to young people of the District
- The ratepayer must provide evidence of hardship e.g. a severe loss in trade, a marked decline in trade compared to corresponding periods in previous years.
- The business must be viable for the foreseeable future i.e. a period of 3 years.

Hardship Relief would not be considered in the following circumstances:

- Where the business is profitable, or where the business has experienced a minor loss in trade in comparison to the annual turnover of the business
- Where the drawings/remuneration of the Director(s) or proprietor are above a “reasonable” amount.
- Where the business is new and hardship relief is being requested to fund the initial progression of the business
- Where the property is empty

- Where a similar facility is already being provided within the same locality or within a reasonable distance

Prior to the award being made, the business is expected to have taken all appropriate action to mitigate or alleviate their hardship. This would include, but is not limited to taking professional business advice, reviewing pricing structures, re-negotiating with creditors, including the landlord regarding rent (where appropriate), and ensuring that a business plan is in place to address the hardship.

Full details of action taken to date should be included with any application. No award shall be given where it appears to the Council that the ratepayer has failed to take appropriate steps or anticipate circumstances that could lead into financial difficulties and hardship.

How will a decision be made?

An application for relief must be made by completing the Council's hardship rate relief application form. Applications must detail the following:

- An outline of the reasons why relief should be given, including full details of action taken to date to alleviate any issues leading to hardship
- The impact on the business of not awarding relief
- The amount of expenditure attributable to rates
- A suggestion of the amount of rate relief that is being claimed
- Copies of the last 3 years financial accounts to be submitted with the application.

Amount of Award

The amount of relief awarded will be determined on a case by case basis and may in this case be up to 100% of the rates payable, but will be limited to a maximum of £20,000, unless exceptional circumstances apply.

Period of Award

Awards will only be granted for short periods of time, usually up to a maximum of 6 months.

4. Discretionary relief for charitable organisations (Top up relief).

Where the organisation is a registered charity, 80% mandatory relief must be awarded to the organisation when the property is occupied. The Council may consider awarding up to an additional 20% in discretionary top up relief.

In what circumstances might relief be awarded?

The property must be wholly or mainly used for the organisation's charitable purposes, and the organisation must benefit the local residents of the District by the services or facilities that it provides.

Applications will be considered favourably where:

- The organisation has a demonstrable or measureable impact of a beneficial nature on the local community which it serves. Consideration will be given to how many residents of the District benefit from the charitable work of the organisation, how accessible the organisation is to members of the community throughout the District, and the extent to which the service is used by the community.
- Training or education is provided by the organisation to residents or members of the organisation for the purposes of that organisation.

Relief will generally not be awarded in the following circumstances:

- Properties which support overseas organisations and out of area organisations.
- Housing Associations
- Schools and other educational establishments

How will a decision be made?

The organisation will be expected to provide the following in support of their application:

- A copy of the articles of association / memorandum which clearly state the objects of the organisation; and
- A copy of the last 3 years certified financial accounts. The financial position of the organisation may be taken into account.

Amount of award

The amount of relief awarded will be determined on a case by case basis. It will however be limited to a maximum of £20,000, unless exceptional circumstances apply.

Period of award

Any award will last a maximum of 1 year.

5. Discretionary relief for non profit organisations

A not-for-profit organisation is one that is not established or conducted for profit, whose objectives are charitable, but the organisation is not registered as a charity.

In what circumstances might relief be awarded?

Applications will be considered favourably where:

- The organisation has a demonstrable or measureable impact of a beneficial nature on the local community which it serves.
- The organisation is accessible to members of the community throughout the district. The extent to which the service is used by the community will also be considered.
- Facilities are provided which would not otherwise be available to the local community
- Training or education is provided by the organisation to residents or members of the organisation for the purposes of the organisation.

Relief will generally not be awarded in the following circumstances:

- Properties which support overseas and out of area organisations
- Housing Associations
- Schools and other educational establishments

How will a decision be made?

The organisation will be expected to provide the following in support of their application:

- A copy of the articles of association / memorandum which clearly state the objects of the organisation; and
- A copy of the last 3 years certified financial accounts. The financial position of the organisation may be taken into account. The income of the business will be considered, and the proportion of business rates on total expenditure.
- Where the premises includes a bar and the sale of drink or food is conducted in the Club, the percentage of takings attributable to this in the overall income of the Club

Amount of award

The amount of relief awarded will be determined on a case by case basis and may in this case be up to 100% of the rates payable, but will be limited to a maximum of £20,000 unless exceptional circumstances apply.

Period of award

Any award will last up to a maximum of 1 year.

6. Community Amateur Sports Clubs (CASC's)

CASC's are entitled to 80% mandatory relief. The Council has discretion to consider awarding up to an additional 20% in discretionary top up relief.

Where an amateur sports club is neither a registered charity, nor a CASC, the organisation will be encouraged by the Council to submit an application to either HMRC for CASC status or to the Charity Commission for charitable status, although the absence of these either status will not automatically prevent an application from being considered.

In what circumstances might relief be awarded?

In considering applications from CASCs, Consideration will be given as follows:

- **Membership** – Is membership open to all sections of the community within the District? Membership fees must not be at a level where they exclude the general community. Membership of the organisation should be mainly resident in the District.
- **Education** – the organisation will provide training, education or learning to its members. The organisation will be treated favorably where the training delivered supports and reduces the Council's need to do so.
- **Direct benefit to local residents** – the organisation should directly benefit the needs of the local residents of the District. The organisation must show how it benefits the residents of the District. Examples could include the creation of job opportunities within the area.
- **Provision of facilities** – does the organisation provide facilities which would not otherwise be available to the local community?

.How will a decision be made?

Information will need to be provided which details the financial circumstances of the club. This will include:

- Financial accounts for the last 3 years; and
- Where the premises includes a bar and the sale of drink or food is conducted in the Club, the percentage of takings attributable to this in the overall income of the Club
- Details of all funding streams which the club has received or is due to receive.

Amount of award

The amount of relief awarded will be determined on a case by case basis. The award will be up to a maximum of 20% of the total business rates payable and will be limited to a total of £20,000.

Period of award

Any award will last for up to a maximum of 1 year.

7. Rural rate relief (discretionary)

Mandatory Rural Rate Relief is awarded to properties within a defined rural settlement which has a population of less than 3000. The Council's rural settlement list is published in December each year and can be viewed on the Council's website at www.scams.gov.uk. The rateable value (RV) of a qualifying property will be:

- For the sole food shop, general store or post office in a settlement, the RV will not exceed £8,500
- For the sole petrol filling station or pub in a settlement, the RV will not exceed £12,500.

Prior to April 2017, the mandatory award of Rural Rate Relief was 50%. From 1st April 2017, this has been increased to 100%.

Where a property meets either of the above criteria but the rateable value exceeds the set limits but is still below £16,500 the Council has discretion to award further relief.

In what circumstances might relief be awarded?

Discretionary relief will be considered where:

- The RV of the property is below the limits as outlined above
- The property is used for the benefit of the local community
- The award of the relief is in the interests of the Council's taxpayers.

The following will be taken into consideration when deciding whether discretionary relief should be awarded:

- Whether the business employs a significant number of staff who are resident in the local community in which the business is located
- Whether there are any other suppliers of the service concerned which are easily accessible to residents within the rural settlement.

How will a decision be made?

The Council will give consideration to the financial viability of the business concerned, thereby having regard to the interests of the council tax payers in general. Ratepayers may be asked to provide their latest trading accounts or equivalent along with evidence as to the proportion of expenditure attributed to rates.

This will be balanced by the detrimental effect on the rural community should the business have to cease trading either as a direct or indirect result of not awarding relief.

Amount of award

The amount of relief awarded will be determined on a case by case basis and will be limited to a maximum of £20,000, unless exceptional circumstances apply.

Period of award

An award will be made for a maximum period of 1 year.

8. **New build empty property relief**

In what circumstances might relief be awarded?

Discretionary relief will be considered where;

- All newly built commercial property is completed between 1 October 2013 and 30 September 2016. These properties will be exempt from empty property rates for the first 18 months, up to the state aids limits.

Properties that will benefit from the relief will be all unoccupied business properties which are wholly or mainly comprised of qualifying new structures.

How will a decision be made?

All applications will be considered on an individual basis. Each application must be made in writing.

Amount of award

An award of 100% will be made.

Period of award

The award will be made for properties completed between 1 October 2013 and 30 September 2016. It will apply for the first 18 months following completion.

9. **Section 69/Section 47**

Section 69 of the Localism Act 2011 amends section 47 of the 1988 Act to allow Local Authorities the discretion to award rate relief to all types of business.

In what circumstances might relief be awarded?

As this relief is fully funded by the local authority, applications will only be considered favourable where the Council is satisfied that an award will result in real benefits for local residents and has the potential to generate further investments and jobs.

From time to time it may be necessary to use these local powers to meet Government requirements prior to relevant legislation being passed. In such instances, restrictions on the amount of award may not apply, as these may be funded by a Central Government grant.

How will a decision be made?

Application must fully detail the benefits to Council taxpayers that will be delivered should the relief be awarded. Due consideration will be given to any previous awards given, the benefit to local taxpayers, the cost to the Council as well as the probability of attracting new businesses, investments and jobs should the award be given.

Amount of award

The amount of award will be determined on an individual basis, but the total amount of relief awarded will not exceed £20,000, unless exceptional circumstances apply.

Period of award

When granted, the relief will apply to the current financial year only.

10 Enterprise Zone Relief

In what circumstances might relief be awarded?

This relief is available to businesses that locate within the Cambridge Compass Enterprise Zone sites between April 2016 and March 2021. These sites are operated in partnership with the Greater Cambridge and Greater Peterborough Local Enterprise Partnership (GCGP) and the Department for Communities and Local Government. The Enterprise Zone sites within South Cambridgeshire District Council are at based within Cambridge Research Park, Waterbeach and in Cambourne Business Park, with a further site at Northstowe. Maps detailing the designated Enterprise Zone areas can be found in Appendix A.

The discount is applied after any other reliefs have been deducted. Business can receive the discount on more than one property provided that both properties are situated within a designated area. Applications for empty premises may be considered on individual merit.

How will a decision be made?

Any business intending to relocate to one of the designated Enterprise Zones from within the South Cambridgeshire District must first have satisfied the displacement criteria, demonstrating the additional business growth that will be achieved by relocating to the zone. Where no significant growth in either jobs or annual turnover can be demonstrated, an application for Enterprise Zone relief may be declined.

Consideration may also be given where there are existing constraints on the business operation at the current site, or, where there is a desire to relocate outside of the GCGP area, the potential job losses resulting from such a move would also be taken account of.

Should you wish to discuss moving onto one of the Cambridge Compass sites, contact details are as follows:

Greater Cambridge and Greater Peterborough Enterprise Partnership:

www.gcgp.co.uk

info@gcgp.co.uk

01480 277180

South Cambridgeshire District Council:

www.scambs.gov.uk

nndr@scambs.gov.uk

01954 713409

Applications for Enterprise Zone relief must be submitted in writing by the rateable occupier, using the Council's application form. The board will be required to confirm that the criteria as above has been met before any decision on relief will be considered.

Each application must be signed by the appropriate person representing the enterprise and any enterprises linked to it, setting out the amount of state aid, including but not limited to discretionary rate relief, which the enterprise has received within the previous three years across England and Wales.

Amount of award

100% discount up to a limit of £55,000 per year and a maximum of £275,000 over a five year period. The maximum De Minimis funding any single recipient can receive is €200,000 over a 3 year fiscal period. The sterling equivalent is calculated using the Commission Exchange rate applicable on the date of the offer of the De Minimis funding.

Period of award

When granted, the relief will apply to the current financial year, and up to a maximum of 5 years, subject to an annual review.

11. Local Newspapers' Relief

The following discretionary discount will only be available for the 2017/18 and 2018/19 financial years only as per national government legislation

In what circumstances might relief be awarded?

This relief is available for office space occupied by local newspapers up to a maximum of one discount per hereditament, per title.

The premises must be occupied by a local newspaper and wholly or mainly used as office premises for journalists and reporters.

The relief is not available for magazines.

How will a decision be made?

Each application will be considered on its own merits following receipt of a written application form.

Where any other types of relief are applicable to the property, these will be applied first. The relief will be applied against the net bill.

Amount of award

The sum of £1,500 relief is limited to a maximum of one discount:

- Per newspaper title

AND

- Per hereditament

The relief is subject to the State Aid De Minimis levels

Period of award

An award will be made for 2017/18 and 2017/18 only as per national government guidance.

12. Revaluation Relief (Local Discretionary Scheme)

In the Budget on 8th March 2017, the Chancellor announced that the Government would establish a £300m discretionary fund over four years from 2017/18 to support those businesses that face the steepest increases in the business rates bills as a result of the revaluation.

The funding allocations set out by Government are for the total amount of relief to be provided to ratepayers. Under the 50% business rates retention system, the reduction in business rates receipts resulting from the increased award of discretionary relief will generally result in a reduction in local authorities' business rates income, of 50% of the value of relief. Government has undertaken to reimburse the cost of providing this relief via a grant under s.31 of the Local Government Act 2003.

The total amount of funding to be allocated to South Cambridgeshire District Council's Ratepayers is £894,000 over four years, in the following proportions:

Total Amount of Discretionary Relief to be awarded to Ratepayers			
2017/18	2018/19	2019/20	2020/21
£495,000	£241,000	£99,000	£14,000

In what circumstances might relief be awarded?

Ratepayers are invited to apply for relief where they have experienced an increase in RV due to revaluation, subject to the following criteria.

- The Ratepayer must have had a rates liability on or before 31st March 2017
- The property RV, or a combined total of all property RVs in the district, must be less than £200,000
- The 2017/18 charge must have increased by more than 10% due to revaluation

Relief will generally not be awarded in the following circumstances:

- National chains, groups, franchises, multi-nationals or any business operating over more than 5 hereditaments
- Those already in receipt of mandatory or discretionary rate relief
- Empty properties, unless exceptional circumstances apply
- State funded organisations such as schools, hospitals etc

Ratepayers that find themselves in hardship due to Revaluation but do not meet the criteria may still be able to apply for some additional support. An allocation of £50k has been put aside in 2017/18 for this purpose. Any applications for this relief must be able to demonstrate the negative impact of revaluation, any applications would be considered on a case by case basis.

How will a decision be made?

Every application will be considered on its merits, and will need to be submitted in writing using the Council's application form. Any applications for Revaluation Hardship Relief must be indicated in the relevant box.

All decisions for Revaluation Relief and Revaluation Hardship Relief will be made by the Finance and Staffing Portfolio Holder. There is no right of appeal.

Amount of award

The amount awarded will depend on the individual circumstances. However, as a guide, the following principles will apply

- A) Where the 2017/18 net rates increase is between 10-20% compared to the previous year, the total amount awarded will not normally exceed 5% of the net charge
- B) Where the 2017/18 net rates increase is greater than 20% compared to the previous year, the total amount awarded will not normally exceed 10% of the net charge

The relief is subject to the State Aid De Minimis levels, and a signed declaration will be required on all applications.

The total amount awarded to all ratepayers in any one year will not exceed the allocation from central government detailed above.

In the event that RV is reduced retrospectively, the relief will be apportioned and may be withdrawn. If RV increases retrospectively, no increase in relief will be awarded.

Period of award

All awards will be for the period of 1 financial year only. Further applications may be made for successive years.

Review of Decisions

All unsuccessful applicants will receive a letter detailing the reasons why their application has not been successful. If the ratepayer is dissatisfied with this decision, they can request a review of the decision by writing to:

The Business Rates Team
South Cambridgeshire Hall
Cambourne Business Park
Cambourne
Cambridge
CB23 6EA

A request for a review must be received within 6 weeks of the date of the decision regarding the award or refusal of a discretionary relief. The request should detail the reasons why a review is considered necessary and provide any additional supporting information which may assist the decision maker in support of the request.

The outcome of the review will be notified in writing.

Where the taxpayer remains dissatisfied with the decision there is an appeal route by way of judicial review.

Business rates remain payable as demanded pending the decision on any application, review or appeal.

Agenda Item 9

REPORT TO: Staffing and Finance Portfolio

22 August 2017

LEAD OFFICER: Head of People and Organisational Development

Localised Council Tax Support Scheme

Purpose

1. To review the operation of the 2016/2017 and 2017/18 Localised Council Tax Support Scheme (LCTS).
2. This is not a key decision as the financial commitments are within the existing budget.

Recommendations

3. That the Portfolio Holder:
 - (a) Notes the report and
 - (b) Consult on amending current scheme with minor necessary technical changes which relate only to Universal Credit for operation in 2018/19.

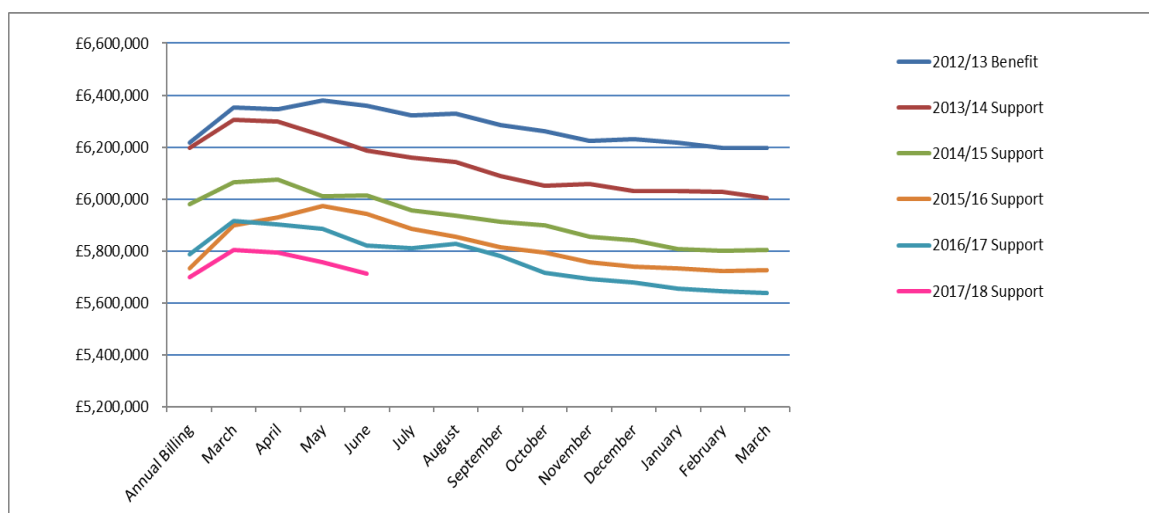
Reasons for Recommendations

4. The current Localised Council Tax Support Scheme (LCTS) has been in operation since April 2013 and remains almost unchanged since implementation. The general principles of the scheme are of a maximum of 91.5% LCTS for those who are not in protected groups remains currently viable.
5. The continuation of the scheme with some minor technical changes will allow time to evaluate the administration impact of Universal Credit Full Service roll out which for the majority of South Cambridgeshire residents begins in June 2018.

Background

6. The LCTS scheme has been in operation since April 2013 and the amount of LCTS has reduced year on year and has been consistently less than the amount estimated. The scheme is working well and appears financially viable for 2018/19.
7. The number of residents receiving LCTS has decreased despite an increase in the number of properties in South Cambridgeshire.
8. The economic climate remains good and it is not anticipated that there will be marked increase in claims or expenditure in 2018/19.
9. The Universal Credit (UC) Full Service rollout for the majority of South Cambridgeshire commences in June 2018; the impact of this has now been modelled. It is estimated that by the end of 2018/19 that 24% of residents who would have previously received Housing Benefit will be receiving their housing costs as part of a UC Award.

10. It is estimated that of those receiving housing cost as part of a UC award that approximately 90% of these residents will require a separate claim for LCTS.
11. The roll out of UC is likely to be unpredictable and the impact on all teams will need be carefully monitored during 2018/19.
12. LCTS Expenditure 2013 to date



Scheme	Pensioner 100%	Working Age Protected 100%	Working Age 91.5%	Recovered Council Tax Benefit	Total
2013/14	£3,275,710.89	£1,554,779.63	£1,266,386.89	£92,752.17	£6,004,125.36
2014/15	£3,076,545.67	£1,732,739.81	£1,048,470.53	£83,363.66	£5,804,392.35
2015/16	£2,931,522.71	£1,863,197.35	£1,266,386.99	£92,752.17	£5,724,761.56
2016/17	£2,807,082.35	£1,882,394.64	£959,388.74	£9,722.44	£5,639,143.29
2017/18*	£2,740,000.00	£1,930,000	£990,000	£5,000	£5,655,000.00

*estimate based on current expenditure

13. The financial arrangements for LCTS mean that any savings which could be achieved would have to be realised from working age claimants; and significant changes to the scheme would be needed to obtain a reasonable amount of monetary saving. The amount of any saving would be then split between preceptor's an example is that a saving in region of £300,000 would need the unprotected scheme to amended to a 60% Maximum Scheme.

Considerations

14. The current LCTS scheme which has been in place since April 2013 has been in place with a few minor amendments but remained largely unchanged and is understood by residents.
15. The introduction of Full Service UC in June 2018 will result in a significantly increased number of residents being in receipt of UC; the LCTS scheme will be required to be amended in order that UC income is considered as well as the date LCTS is payable from for those in receipt of UC.

16. Housing Benefit (HB) and LCTS are currently administered together as a means tested benefit, most claims are for both HB and LCTS. It is anticipated that grant funding which covers in part the cost of HB administration will reduce as UC claims with housing costs increase.
17. The careful monitoring of impact of UC on LCTS administration will need to be undertaken as the responsibility for housing cost for working age claimants moves to the Department of Work and Pensions. Should the Council wish to reduce its administration cost a simplified LCTS scheme would need to be introduced.
18. The Council has to date only received 1 appeal against the design of its scheme since its implementation in April 2013 and this appeal was dismissed by the Tribunal.
19. Council Tax Collection rates have remained high since the introduction of LCTS; providing some assurance that the scheme provides the right balance of support for less well off residents and revenue yield.

Options

20.
 - (a) Option1 - Consult on amending current scheme with minor necessary technical changes which relate only to Universal Credit for operation in 2018/19
 - (b) Option 2 – Consult upon and design a significantly amended scheme for operation in 2018/19

Implications

Financial

21. The cost of LCTS for every year since the introduction has been less than estimates; current forecasting suggest that this will be similar for 2017/18. On this basis, the current scheme modelled with minor technical changes needed for UC would be affordable in the context of the Council's Medium Term Financial Strategy (MTFS). The introduction of UC may reduce the grant the Council receives towards the cost of administer HB. The notification of any reduction is likely to be received at the end of 2017; modelling has been undertaken to estimate the likely reduction to enable this to be included in the MTFS.

Legal

22. The Scheme must be agreed by Council before the end January 2018; residents must be consulted about changes to any scheme proposed.

Staffing

23. The implementation of the change from Council Tax Benefit to LCTS required significant extra resources. It is expected that any significant changes to LCTS would increase the contact from residents. A modelling exercise would need to be undertaken for a significantly amended scheme to assess the increase in customer contact, resource requirement and the funding arrangements.

Risk Management

24. A significant economic downturn could result in an increase in demand for Council Tax Support the cost of which would be borne by all the major preceptors and in excess of budget framework. As already noted in this report the introduction of UC may result in a reduction in grant payment from DWP this has been modelled and an estimate reduction which will enable it to be included within the MTFS.

25. **Consultation responses**

26. A large-scale consultation exercise was completed prior to the introduction of LCTS in 2013.

27. A member's workshop was held in July 2016 giving option to change LCTS and it was agreed the current scheme was the best approach.

Effect on Strategic Aims

Homes for the Future

28. The award of LCTS ensures that residents on lower income can afford to pay their Council tax

Background Papers

None

Report Author: Dawn Graham – Benefits Manager
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Agenda Item 10

SOUTH CAMBRIDGESHIRE DISTRICT COUNCIL

REPORT TO: Finance and Staffing Portfolio Holder
LEAD OFFICER: Executive Director

22 August 2017

Revenues Quarterly Performance Report for Quarter 1: April – June 2017

Purpose

1. To review and report on the current performance of the Revenues & Benefits Section using statistical information and further explanation where required.
2. This is not a key decision, however, the Revenues and Benefits teams report quarterly on their performance.

Recommendations

3. It is recommended that the Portfolio Holder note the current performance information for the Revenues and Benefits Team provided in this report.

Reasons for Recommendations

4. The Revenues and Benefits teams strive to deliver a high standard of performance. Balancing a number of different functions, the teams consistently demonstrate their commitment to meeting residents' expectations and providing value for money service.

Background

5. With the abolition of Best Value Performance Indicators (BVPs) and introduction of National Indicators (NIs) there is a significant change to the requirement for the Council to report on the performance of the Revenues and Benefits service.
6. The Council will, however, continue to be required to report on many former Revenues Services BVPs through statistical returns (e.g. revenue collection rates). For the most part, the former BVPs are considered to be valuable indicators of performance and therefore will continue to be reported to the Portfolio Holder. The BVPI reference numbers have been retained as a convenient way of maintaining continuity of performance reporting.

Considerations

7. As at the end of the first quarter of 2017/18, the Council Tax collection rate was 34.5%, against a target of 30.7%. Net payments collected totalled £36.8m, compared to £35.8m in 2016/17. Details can be found in APPENDIX A..
8. Non-Domestic Rates' collection performed favourably against an end of quarter target of 31.7%, with a collection rate of 32.2% In monetary terms, the amount collected was £26.7m compared to £24.7m for the same period last year. Details can be found in APPENDIX B.

9. I am also reporting quarterly on the numbers of business properties, those that are not in use, and the total Rateable Value within South Cambridgeshire. Appendix E contains a visual representation of these figures showing the trends, and a breakdown by property type is shown in Appendix F.

Year	Period	Total Rateable Properties	Total Unoccupied Properties	Total RV (£)
2015/16	Q1	4720	421	175,734,248
	Q2	4715	415	176,748,704
	Q3	4737	437	177,751,559
	Q4	4762	459	178,310,944
2016/17	Q1	4841	446	185,626,024
	Q2	4882	466	186,094,479
	Q3	4925	462	187,563,084
	Q4	4955	471	187,501,164
2017/18	Q1	4989	480	209,470,165

10. Performance in Rent collection at the end of quarter one was 94.87%, against a target of 92.8%. In terms of rent not collected, the arrears for current tenants were £375k, compared to £331k for the same period last year. The details can be found in APPENDIX C
11. Sundry Debtors had 32.7% of invoices in arrears at the end of June, compared to a target of 35.4%. In monetary terms, this equates to £1.3m in arrears from invoices totalling £4mm. One large invoice impacted negatively on performance at the end of this reporting period, which has since been resolved. APPENDIX D shows the detail.
12. The average processing time for new claims as at Q1 2017/18 is 25.57 days compared to target of 20 days. It was expected that performance would be affected by implementation of the Revenues and Benefits automation project which will be completed by the end of 2017/18. Details of Performance can be found in APPENDIX G.
13. Change of Circumstances processing times averaged to date (Quarter1) is 14.73 days for 2017/18 compared to target of 12.00 days. As already noted within the report the performance has been affected by the Revenues and Benefits automation project.
14. The days to process new claims and changes of circumstances has increased more than anticipated due the combined effect of leave over Easter holidays, staff supporting two elections and the additional staffing requirement for new automation project implementation.
15. Temporary measures are to be put in place to reduce the handling time of both New Claims and change of circumstances, we expect going forward that performance averages will be improved.
16. There have been 60 applications for support under the Discretionary Housing Payments (DHP) scheme and expenditure is in line with what we expect at this time of year.

Expenditure £26,387 (16%) 2017/18 (Grant £165,659)

The benefits team and homeless team have worked closely together to identify cases which are in need of a grant and this work is continuing this year to ensure that the grant payment is fully spent.

Implications

17. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered: -

Financial

18. Targets relate to revenue collection and will ensure that the Council's budgeted income is received.

Legal

19. The Council has a legal duty to deliver the service in accordance with Billing, Enforcement and Benefit legislation

Risk Management

20. Failure to maintain high collection rates could have an adverse effect on the Council's budget requirements.

Equality and Diversity

21. We ensure that revenue collection and benefits administration are delivered in a fair and consistent manner to all members of the community. Partial EQIA's have been carried out on our Billing & Collection policy, Benefit Administration

Consultation responses (including from the Youth Council)

22. None

Effect on Corporate Objectives

Objective B – Homes for our future

Secure the delivery of a wide range of housing to meet the needs of existing and future communities

No Background Papers

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Council Tax Collection

Current Year Collection Analysis - £ 000s

BVPI 9

	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
Gross Charge	115,964	116,044	116,120	116,250	0	0	0	0	0	0	0	0	0	
Reductions	-9,084	-9,093	-9,132	-9,178	0	0	0	0	0	0	0	0	0	
Net Amount Collectable	106,880	106,950	106,987	107,072	0	0	0	0	0	0	0	0	0	
Council Tax Benefit	0	-5,799	-5,774	-5,746	0	0	0	0	0	0	0	0	0	
Gross Payments	-1,931	-11,365	-21,382	-31,261	-31,064	-31,064	-31,064	-31,064	-31,064	-31,064	-31,064	-31,064	-31,057	
Refunds	7	21	88	149	149	149	149	149	149	149	149	149	156	
Accounts in credit	0	42	57	63	0	0	0	0	0	0	0	0	0	
Net payments to date	-1,924	-17,102	-27,012	-36,795	-30,916	-30,916	-30,916	-30,916	-30,916	-30,916	-30,916	-30,916	-30,901	
Net payments in month	-1,924	-15,178	-9,910	-9,784	5,880	0	0	0	0	0	0	0	15	
Write offs		0	0	0										
Outstanding balance	104,956	89,849	79,976	70,277	-30,916	-30,916	-30,916	-30,916	-30,916	-30,916	-30,916	-30,916	-30,901	
Collection Rate (BVPI9)	1.8%	16.0%	25.2%	34.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	99.1%

Collection Rate Last Year 16/17	1.3%	16.0%	25.4%	34.5%	43.6%	52.7%	61.8%	70.9%	79.8%	88.8%	97.6%	98.9%	99.40%
Collection Rate 15/16	1.4%	16.3%	25.6%	34.6%	43.6%	52.6%	61.8%	70.9%	79.9%	88.9%	97.8%	99.0%	99.44%
Collection Rate 14/15	1.3%	16.5%	25.6%	34.7%	43.7%	52.6%	61.7%	70.8%	79.6%	88.6%	97.5%	98.5%	99.25%
Collection Rate 13/14	1.0%	11.1%	20.8%	30.5%	40.3%	49.9%	59.5%	69.1%	78.7%	88.1%	97.5%	98.7%	99.1%
Collection Rate 12/13	1.5%	11.1%	21.1%	30.8%	40.5%	50.0%	59.7%	69.3%	78.9%	88.5%	98.0%	99.2%	99.3%
Collection Rate 2011/12	1.2%	11.1%	21.1%	30.8%	40.5%	50.2%	59.8%	69.5%	79.1%	88.6%	98.1%	99.0%	99.32%
Collection Rate 2010/2011	1.4%	11.20%	21.10%	30.90%	40.60%	50.10%	59.80%	69.50%	79.10%	88.50%	98%	99%	99.25%
Collection Rate 2009/10	1.3%	11.1%	21.0%	30.9%	40.5%	50.0%	59.7%	69.4%	79.0%	88.4%	97.8%	99.0%	99.17%
Collection Rate 2008/09	1.6%	11.0%	21.0%	30.7%	40.5%	50.0%	59.8%	69.5%	79.0%	88.5%	97.8%	98.6%	99.1%
Collection Rate 2007/08	1.1%	10.7%	20.9%	30.6%	40.3%	49.9%	59.4%	69.2%	78.8%	88.1%	97.5%	98.7%	99.1%
Comparison to last year	0.5%	0.0%	-0.1%	-0.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

% Collected in Month Last Year	1.3%	9.6%	9.8%	9.7%	9.7%	9.5%	9.6%	9.7%	9.4%	9.6%	9.5%	1.1%	0.8%
% Collected in Month	1.8%	14.2%	9.3%	9.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!

Previous Years' Arrears Collection Analysis £ 000's

Arrears b/f at 1/4/16	1,156	1,156	1,156	1,156	1,156	1,156	1,156	1,156	1,156	1,156	1,156	1,156	1,156
Net Payments Received	-	- 75	- 85	- 102	- 102	- 102	- 102	- 102	- 102	- 102	- 102	- 102	- 102
Written Off	-	-	-	-	-	-	-	-	-	-	-	-	-
Other adjustments	-	- 54	- 93	- 142	- 1,054	- 1,054	- 1,054	- 1,054	- 1,054	- 1,054	- 1,054	- 1,054	- 1,054
Balance outstanding	1,156	1,027	978	912	-	-	-	-	-	-	-	-	-

Percentage of arrears paid	0.0%	6.5%	7.4%	8.8%	8.8%	8.8%	8.8%	8.8%	8.8%	8.8%	8.8%	8.8%	8.8%
Percentage of arrears paid 2016/17	0.0%	7.0%	13.1%	16.0%	19.1%	21.4%	23.2%	23.8%	23.9%	25.1%	27.0%	27.9%	29.2%
Percentage of arrears paid 2015/16	0.0%	8.6%	15.1%	18.8%	21.7%	25.4%	29.1%	31.8%	34.2%	35.6%	37.2%	39.0%	40.8%
percentage of arrears paid 2014/15	0.0%	14.0%	18.9%	22.2%	25.6%	29.6%	33.2%	36.7%	39.4%	41.1%	40.8%	40.7%	43.8%
percentage of arrears paid 2013/14	0.0%	10.6%	16.2%	19.8%	23.1%	26.7%	30.0%	32.5%	35.0%	35.9%	37.9%	38.3%	41.0%
Percentage of arrears paid 2011/12	0.0%	10.6%	17.9%	22.5%	24.5%	27.7%	30.7%	32.9%	34.0%	36.2%	38.0%	39.4%	40.5%

Costs (all years)													
Costs Paid 2017/18	-	7	24	42	42	42	42	42	42	42	42	42	42
Costs Paid 2016/17	-	7	26	44	61	77	93	107	120	133	145	156	168

South Cambridgeshire Revenues Service													
Costs Paid 2015/16	-	10	26	44	60	78	96	113	130	143	154	167	180
Costs Paid 2014/15	-	8	13	29	49	68	87	108	123	137	150	162	175
Costs Paid 2013/14	-	6	20	37	54	73	88	102	114	127	139	150	158
Costs paid 2012/13													
Costs paid 2011/12	-	8	22	40	58	75	91	104	120	133	143	153	162

APPENDIX B

Non-Domestic Rates Collection

INPUT WRITE OFFS/INTEREST MONTHLY

Current Year Collection Analysis - £ 000s

BVPI 10

	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Gross Charge	97,058	97,327	97,454	98,201	0	0	0	0	0	0	0	0	0
Mandatory Relief	-10,539	-10,444	-10,444	-10,643	0	0	0	0	0	0	0	0	0
Discretionary Relief	-500	-475	-481	-481	0	0	0	0	0	0	0	0	0
Small Business Relief	-3,976	-4,034	-4,065	-4,094	0	0	0	0	0	0	0	0	0
TR Discretionary Relief	0	0	0	0	0	0	0	0	0	0	0	0	0
Retail Relief	0	0	0	0	0	0	0	0	0	0	0	0	0
Net Amount Collectable	82,043	82,374	82,465	82,983	0	0	0	0	0	0	0	0	0
Gross Payments	-1,974	-11,070	-18,359	-27,109	-27,109	-27,109	-27,109	-27,109	-27,109	-27,109	-27,109	-27,109	-27,109
Refunds	1	35	100	261	261	261	261	261	261	261	261	261	262
Credits on accounts	0	63	66	129	0	0	0	0	0	0	0	0	0
Transfers	0	0	0	5	0	0	0	0	0	0	0	0	87
Net Payments	-1,974	-10,972	-18,193	-26,714	-26,848	-26,848	-26,848	-26,848	-26,848	-26,848	-26,848	-26,848	-26,760
Paid in month	-1,974	-8,998	-7,221	-8,521	-134	0	0	0	0	0	0	0	88
Write offs	0	0	0	0	0	1	1	6	4	4	-4	0	-55
Interest paid	0	0	0	0	0	0	0	0	0	0	0	0	0
Outstanding balance	80,069	71,402	64,272	56,269	-26,848	-26,847	-26,847	-26,842	-26,844	-26,844	-26,852	-26,848	-26,815
Collection Rate (BVPI10)	2.4%	13.3%	22.1%	32.2%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Collection Rate 2016/17	0.5%	12.5%	21.6%	31.9%	40.6%	51.0%	60.3%	69.8%	78.2%	86.8%	95.7%	98.1%	99.5%
Collection Rate 2015/16	1.1%	13.0%	22.7%	31.7%	41.0%	50.2%	59.8%	68.7%	77.9%	86.4%	95.5%	98.4%	99.4%
Collection Rate 2014/15	0.5%	12.6%	23.1%	32.5%	41.1%	50.6%	59.3%	69.4%	78.3%	87.1%	96.3%	97.6%	99.4%
Collection Rate 2013/14	0.4%	12.6%	22.6%	33.3%	42.8%	52.4%	62.0%	71.2%	81.5%	91.1%	98.4%	98.3%	98.7%
Collection Rate 2012/13	5.4%	13.2%	23.3%	33.1%	42.7%	52.2%	61.2%	70.7%	80.3%	89.6%	96.6%	97.4%	99.5%
Collection Rate 2011/12	1.3%	12.6%	23.5%	32.6%	41.9%	50.6%	61.2%	70.9%	80.1%	90.0%	98.2%	98.5%	99.5%
Difference	1.9%	0.8%	0.4%	0.3%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Collected in month	2.4%	10.9%	8.7%	10.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
Collected in month last year	0.5%	12.1%	10.5%	9.5%	8.5%	9.6%	8.6%	10.1%	8.9%	8.8%	9.2%	1.3%	1.8%

Previous Years' Arrears Collection Analysis £ 000's

	Year Start	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR
Arrears b/f at 1/4/17		613.98	613.98	613.98	613.98	613.98	613.98	613.98	613.98	613.98	613.98	613.98	613.98
Net Payments Rcd Year to Date		101.77	238.46	46.64	46.64	46.64	46.64	46.64	46.64	46.64	46.64	46.64	46.64
Write offs		-	- 0.01	- 0.01	-	-	-	-	-	-	-	-	-
Other adjustments	613.98	477.94	- 148.18	- 62.70	- 660.61	- 660.61	- 660.61	- 660.61	- 660.61	- 660.61	- 660.61	- 660.61	- 660.61
Current (prev yr) arrears	613.98	1,193.69	704.24	597.90	-	-	-	-	-	-	-	-	-

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APPENDIX C

Rent Collection

Current Tenants Collection Analysis - £ 000s

BVPI 66a

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Week Number	4	9	13	18	22	26	31	35	40			
Rent charged to date	2,139	4,813	6,962	0	0	0	0	0	0	0	0	0
Estimated annual rent	27,807	27,809	27,846	0	0	0	0	0	0	0	0	0
Arrears brought forward	337	337	337	337	337	337	337	337	337	337	337	337
Rent Collectable	28,144	28,146	28,183	337	337	337	337	337	337	337	337	337
Current tenant arrears	366	391	375	-	-	-	-	-	-	-	-	-
Actual Collection Rate (BVPI66a)	85.23%	92.41%	94.87%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Projected Collection Rate (BVPI66a)	98.70%	98.61%	98.67%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Last Year Actual Collection	85.48%	92.35%	95.48%	96.47%	97.31%	97.56%	98.25%	98.31%	98.19%	98.61%	98.77%	98.82%
Last Year Projected Collection Rate	98.74%	98.75%	98.83%	98.82%	98.85%	98.77%	98.95%	98.86%	98.63%	98.82%	98.86%	98.82%
Difference Actual	-0.3%	0.1%	-0.6%	3.5%	2.7%	2.4%	1.7%	1.7%	1.8%	1.4%	1.2%	1.2%
Difference Projected	0.0%	-0.1%	-0.2%	1.2%	1.2%	1.2%	1.0%	1.1%	1.4%	1.2%	1.1%	1.2%

Former Tenant Arrears Collection Analysis

FTA's at 1/4/17	83	83	83	-	-	-	-	-	-	-	-	-
FTA's arising since 1/4/17	5	20	25	-	-	-	-	-	-	-	-	-
Written off	0	0	0	0	0	0	0	0	0	0	0	0
Payments	-4	-1	-11	0	0	0	0	0	0	0	0	0
Current FTA's	85	94	97	0	0	0	0	0	0	0	0	0

Tenants Owning More Than Seven Weeks Rent

BVPI 66b

CURRENT YEAR												
Total Number of Tenancies(*) (excluding garages)	5,283	5,297	5,310									
Total Number > 7 Weeks Arrears (*)	121	131	127									
% > 7 Weeks in Arrears	2.29%	2.47%	2.39%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
PREVIOUS YEAR FOR COMPARISON												
Total Number of Tenancies(*) (excluding garages)	5,308	5,311	5,319	5,320	5,326	5,319	5,315	5,316	5,309	5,311	5,309	5,296
Total Number > 7 Weeks Arrears (*)	115	121	116	122	108	111	102	103	122	119	113	112
% > 7 Weeks in Arrears	2.17%	2.28%	2.18%	2.29%	2.03%	2.09%	1.92%	1.94%	2.30%	2.24%	2.13%	2.11%

Tenants Receiving a Notice Seeking Possession

BVPI 66c

CURRENT YEAR												
Total Number of Tenancies in Arrears (*)	1,193	1,322	1,290									
NOSPs Issued in Month	12	21	30									
Total Number of NOSP Served (**)	12	33	63	63	63	63	63	63	63	63	63	63
NOSP to date as % of Tenancies in Arrears	1.01%	2.50%	4.88%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
PREVIOUS YEAR FOR COMPARISON												
Total Number of Tenancies in Arrears (*)	1,546	1,443	1,201	1,450	1,197	1,542	1,044	1,113	1,632	1,044	1,053	1,052
NOSPs Issued in Month	31	24	28	16	24	33	44	42	30	35	16	29
Total Number of NOSP Served (**)	31	55	83	99	123	156	200	242	272	307	323	352
NOSP to date as % of Tenancies in Arrears	2.01%	3.81%	6.91%	6.83%	10.28%	10.12%	19.16%	21.74%	16.67%	29.41%	30.67%	33.46%

Tenants Evicted

BVPI 66d

CURRENT YEAR												
Total Number of Tenancies (*)	5,283	5,297	5,310	0	0	0	0	0	0	0	0	0
Evictions in Month	0	1	1									
Total Number of Evictions (**)	0	1	2	2	2	2	2	2	2	2	2	2
% of Tenants Evicted	0%	0%	0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
PREVIOUS YEAR FOR COMPARISON												
Total Number of Tenancies (*)	5,308	5,311	5,319	5,320	5,326	5,319	5,315	5,316	5,309	5,311	5,309	5,296
Evictions in Month	0	0	0	1	0	0	0	0	0	0	1	0
Total Number of Evictions (**)	0	0	0	1	1	1	1	1	1	1	2	2
% of Tenants Evicted	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

* Figures are as at reported date

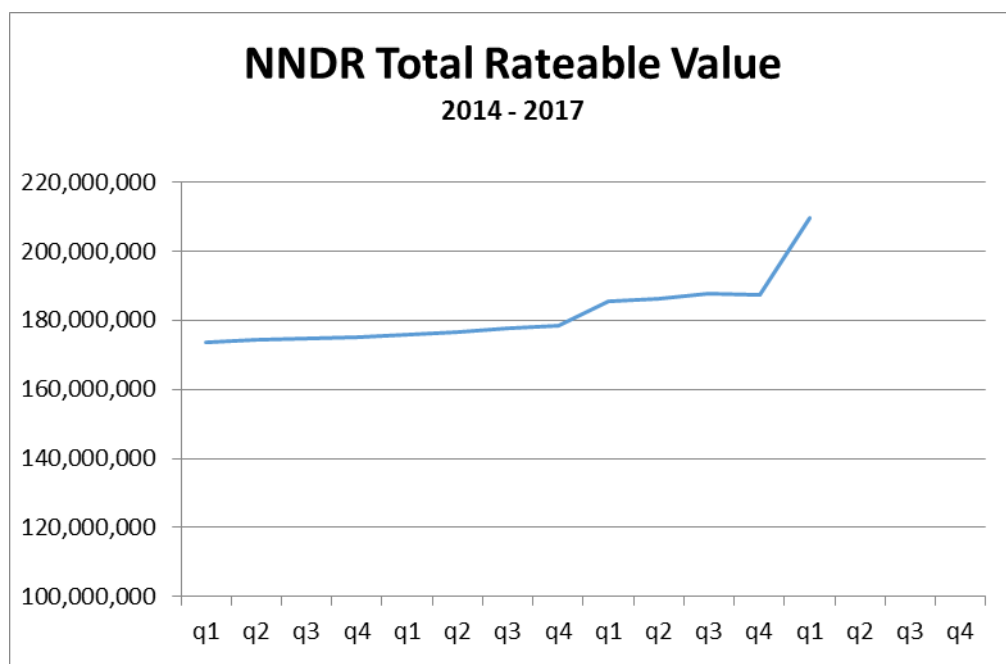
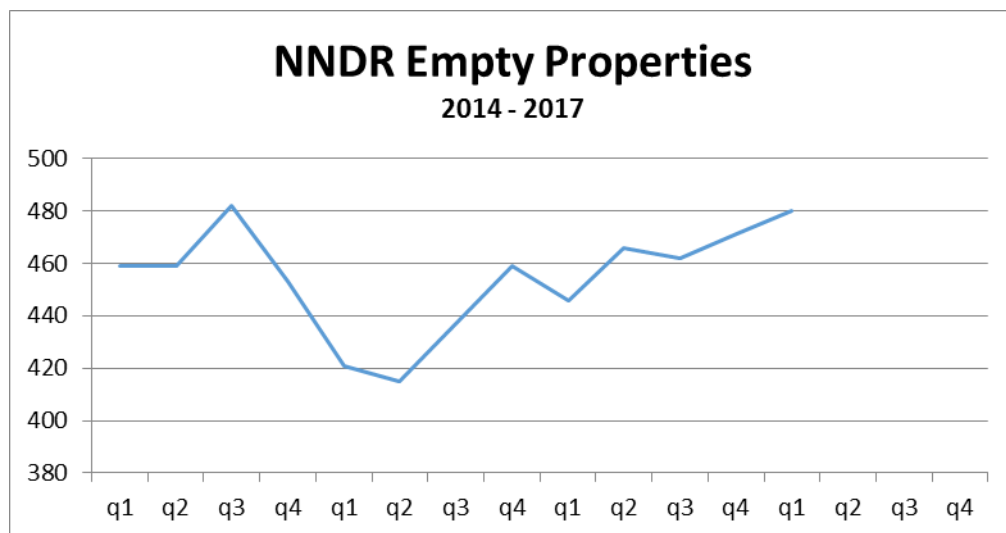
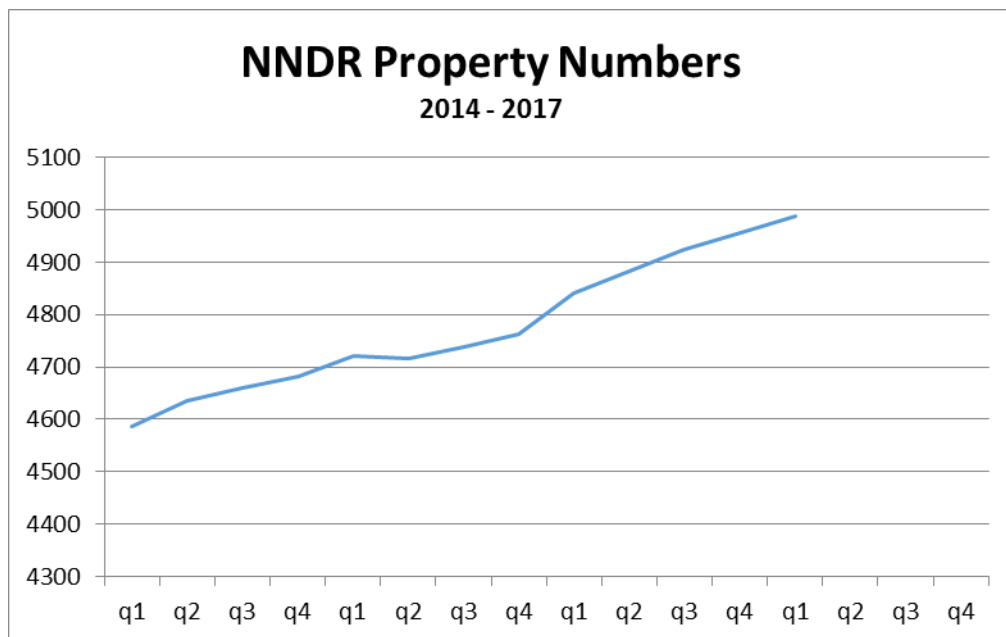
** Figures are year to date cummulatives

See word document for details of how figures have been calculated.

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Sundry Debt Collection														
Sundry Debt Collection (Cumulative Figures)														
	Year Start	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Target
Balance brought forward	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	
Invoices raised		1,119,251	1,595,968	2,632,001										
Total Invoiced		2,538,583	3,015,300	4,051,333	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	1,419,332	
Balance outstanding	1,419,332	1,273,029	1,616,273	2,321,072	0	0	0	0	0	0	0	0	0	
Arrears outstanding	645,514	895,451	1,165,852	1,326,519	-	-	-	-	-	-	-	-	-	
Percentage paid	0.0%	49.9%	46.4%	42.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Percentage outstanding	100.0%	50.1%	53.6%	57.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Percentage in arrears	100.0%	35.3%	38.7%	32.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Aged Debt Analysis														
Current month	773,818	819,234	450,421	994,553										
> 1 month overdue	83,598	329,286	540,154	263,472										
> 2 months overdue	7,535	11,015	67,429	456,898										
> 3 months overdue	554,381	555,150	558,269	606,149										
Total Arrears	645,514	895,451	1,165,852	1,326,519	-	-	-	-	-	-	-	-	-	
Total Outstanding	1,419,332	1,714,685	1,616,273	2,321,072	-	-	-	-	-	-	-	-	-	
Aged Debt Analysis as % of Total Charge														
Current month	3.0%	32.3%	14.9%	24.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
> 1 month overdue	0.5%	13.0%	17.9%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
> 2 months overdue	0.1%	0.4%	2.2%	11.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
> 3 months overdue	2.1%	21.9%	18.5%	15.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Total Arrears	2.7%	35.3%	38.7%	32.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	SF758
Total	5.7%	67.5%	53.6%	57.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Arrears 2010/11	%	11.8%	29.8%	25.6%	15.6%	17.0%	13.4%	13.7%	13.9%	7.6%	5.2%	7.3%	3.5%	
Arrears 2011/12	3.5%	13.5%	35.4%	25.1%	18.7%	14.5%	18.8%	10.7%	9.0%	8.2%	6.4%	4.4%	3.1%	
Arrears 2012/13	3.1%	6.7%	30.4%	17.3%	11.8%	9.7%	9.2%	9.6%	7.5%	7.1%	4.4%	4.0%	2.7%	
Arrears 2013/14	18.1%	36.6%	17.1%	49.4%	12.4%	10.4%	9.1%	7.5%	8.9%	5.2%	5.3%	3.4%		
Arrears 2014/15	17.5%	25.9%	17.7%	37.2%	11.6%	10.4%	9.4%	8.4%	6.2%	5.7%	4.4%	2.6%		
Arrears 2015/16	23.8%	43.5%	12.5%	9.9%	13.7%	8.4%	6.5%	5.6%	6.0%	6.1%	5.7%	2.5%		
Arrears 2016/17	20.8%	29.8%	26.7%	25.4%	20.7%	14.3%	17.9%	10.5%	18.7%	14.3%	27.3%	6.1%		

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APPENDIX F - NNDR VOID PROPERTIES BY TYPE

		Year 2016/17								Year 2017/18							
		QTR 1		QTR 2		QTR 3		QTR 4		QTR 1		QTR 2		QTR 3		QTR 4	
	Property Description	Void	Total	Void	Total	Void	Total	Void	Total	Void	Total	Void	Total	Void	Total	Void	Total
CA	Advertising	0	17	0	17	0	17	0	17	0	17						
CC	Caravan Park & Premises	3	16	3	16	3	17	3	17	3	17						
CG	Petrol stations, garages & vehicle showrooms	6	105	7	104	6	104	9	105	11	105						
CH	Hotels & Guest Houses	0	65	0	70	0	70	1	70	1	71						
CL	Pubs & Clubs	13	158	12	157	15	151	16	148	14	147						
CM	Markets	1	2	1	2	1	2	1	2	1	2						
CO	Offices	172	1611	196	1637	196	1659	194	1685	191	1699						
CP	Car Parks	1	13	1	13	1	18	1	18	9	32						
CR	Restaurants & Cafes	2	43	1	43	3	48	3	50	4	50						
CS/X	Shops, Banks, Post Offices and other Retail	26	472	25	472	26	473	27	473	28	473						
CW	Commerical, Warehousing & Storage	124	900	123	910	120	911	125	920	120	919						
E	Education, Nurseries, Libraries and Museums	4	163	3	166	1	166	2	167	3	171						
F	Electricity & premises	0	22	0	23	0	24	0	24	0	25						
I	Factories, Workshops & Industrial	61	678	61	675	56	669	54	662	58	656						
L	Leisure including Halls, Clubhouse and Community Centres	10	274	10	275	10	276	8	277	7	278						
M	Medical, Hospitals, Cemeteries, and Offices	3	94	3	94	3	111	4	111	4	113						
MP/R/S	Police, Fire, Ambulance, Hostels and Courts	1	16	1	16	2	16	2	16	2	16						
MT	Communication Stations, Telephone Kiosks and Misc	16	152	16	152	16	151	17	151	20	152						
NT	Bus Stations & Moorings	0	2	0	2	0	2	0	2	0	2						
NW	Sewage Treatment Works and Non-Formula	1	28	1	28	1	30	1	30	1	34						
T	Forces, Defence, Crown Treasury	2	10	2	10	2	10	3	10	3	10						
	TOTALS	446	4841	466	4882	462	4925	471	4955	480	4989	0	0	0	0	0	0

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Housing Benefit Performance Information

Year	Performance Indicator	Annual Target	Apr Monthly	May Monthly	Jun Monthly	Jul Monthly	Aug Monthly	Sep Monthly	Oct Monthly	Nov Monthly	Dec Monthly	Jan Monthly	Feb Monthly	Mar Monthly	To Date
2017/18	New Claim Processing	20 days	23	26	27										25.57
2016/17	New Claim Processing	20 days	9	8	15	17	13	7	12	11	11	12	15	21	12.51
2015/16	New Claim Processing	20 days	31	24	15	18	22	20	19	14	14	19	9	12	19.65
2017/18	No of Claims	20 days	169	175	250										594
2016/17	No of Claims	20 days	264	184	237	209	255	291	208	311	209	264	114	290	2,836
2015/16	No of Claims	20 days	271	309	318	216	208	319	258	329	204	279	269	294	3,274

					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2017/18	New Claim Processing	20 days			25.57										25.57
2016/17	New Claim Processing	20 days			10.81			11.33			11.31			12.51	
2015/16	New Claim Processing	20 days			22.93			21.59			19.65			18.08	

2017/18	Change of Circumstances	12 days	14.00	15.00	14.00										0.00
2016/17	Change of Circumstances	12 days	9.00	10.00	10.00	11.00	12.00	8.00	9.00	10.00	8.00	10.00	5.00	9.00	9.21
2015/16	Change of Circumstances	12 days	18.00	19.00	16.00	18.00	17.00	18.00	17.00	12.00	11.00	11.00	7.00	7.00	14.63

2017/18	No Of Changes	12 days	1,402	1586	1932										4,920
2016/17	No Of Changes	12 days	1,823	2,336	2,180	1,353	1,376	1,913	1,852	1,853	1,262	2,202	1,902	2,029	22,081
2015/16	No of Changes	12 days	1,431	1,761	2,115	1,969	1,979	1,702	1,782	2,195	1,590	2,064	2,307	1,953	22,848

Age					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2017/18	Change of Circumstances	12 days			-										0.00
2016/17	Change of Circumstances	12 days			9.71			9.86			9.63			9.21	
2015/16	Change of Circumstances	12 days			17.53			17.59			16.15			14.25	

2017/18	Caseload		6476	6438											
2016/17	Caseload		6719	6694	6654	6646	6662	6614	6564	6561	6554	6534	6496	6494	
2015/16	Caseload		6899	6903	6888	6844	6817	6805	6791	6783	6739	6743	6745	6751	

Overpayment Recovery

2017/18	Total Overpayments collected £	£	£ 100,437	£ 104,803	£ 90,005										£ 295,245
2016/17	Total Overpayments collected £	£	£ 123,494	£ 182,440	£ 90,118	£ 114,533	£ 114,412	£ 110,055	£ 98,196	£ 97,289	£ 130,537	£ 105,113	£ 66,436	£ 125,174	£ 1,357,797
2015/16	Total Overpayments collected £	£	£ 76,622	£ 81,549	£ 108,728	£ 91,847	£ 119,087	£ 89,556	£ 113,876	£ 66,737	£ 181,791	£ 118,097	£ 167,562	£ 221,791	£ 1,437,243

					Quarter 1 to date			Quarter 2 to date			Quarter 3 to date			Quarter 4 to date	
2017/18	Total Overpayments collected £	£			£ 295,245										£ 295,245
2016/17	Total Overpayments collected £	£			£ 396,052			£735,052			£ 1,061,074			£1,357,797	
2015/16	Total Overpayments collected £	£			£ 266,899			£567,389			£ 929,793			£1,437,243	

DHP

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Agenda Item 11

REPORT TO: Finance and Staffing Portfolio Holder 22 August 2017
LEAD OFFICER: Head of People and Organisational Development

SICKNESS ABSENCE 1 APRIL 2017 – 30 JUNE 2017

Purpose

1. The purpose of this report is to provide information on sickness absence for the period 1 April 2017 to 30 June 2017 and is a quarterly monitoring report.
2. This is not a key decision because it is for information only.

Recommendations

3. It is recommended that the Portfolio Holder
 - (a) notes the report and, in particular the progress made to reduce absence during this quarter; and
 - (b) notes the information provided in Appendix H, and reinforces the requirement for service managers to be aware of their responsibilities in terms of active attendance management and particularly prompt reporting of absences, the completion of return to work interviews and close liaison with HR in terms of employee supporting line with the Attendance Management policy.

4. Executive Summary

The first quarter performance has shown a decrease on the previous quarter's figure (Qtr 4 2016/2017). However, this still represents an increase in comparison to the same reporting period last year (Qtr 1 2016/2017). It is encouraging to see a reduction in absence levels or, maintenance of good attendance levels in all but one service area across the Council.

In terms of the reasons behind absences, we saw a further increase in muscular-skeletal issues. Members of the HR team recently attended a training session focused on how to deal with muscular-skeletal issues and have already begun sharing this knowledge. Further training is being considered, supported by our occupational health provider, on manual handling and health and safety in the work place to further support managers and teams.

There has been a significant decrease in stress related absences and viral infections. Whilst the weather may play a natural part in this, we also believe regular communication and targeted support has had a positive impact on this aspect. HR will continue to work with our occupational health advisor and mental health partners to provide suitable employee support and manager awareness information.

The Council provides a free and confidential counselling service and works closely with occupational health to support staff. The Council has delivered mental health awareness training and now has 12 Mental Health First Aiders trained. Personal resilience and mindfulness workshops have been made available to staff as well as

other initiatives supported by the Wellbeing Champions including the benefits of good sleep and supporting financial wellbeing.

5. A key area of concern is the continuing delays, caused by line managers, in the notification of absences and completion of return to work meetings. This can result in a delay in terms of supporting the employee as well as inaccurate reporting and the possibility of incorrect payment of salary. It is extremely important that sickness absence is reported correctly and the management team work to avoid alternative absence being recorded as sick. The HR team are working with the management team to ensure they are aware of the differences and use appropriate methods to resolve any queries. Data is currently being collated around this and shared with the Portfolio holder for continued improvement.
6. The HR team continue to provide absence monitoring data and advice to line managers in order to improve attendance and, to identify appropriate support for employees. A new monthly sickness report is being provided to Directors and Heads of Service which sets out a month by month highlight report for each service including number of days lost, key reasons for absence and costs.
7. CMT and Service Managers are required to take appropriate action under the Attendance Management policy to ensure that attendance rates improve.

Background

8. Sickness statistics

(A) Sickness PI – See Appendix A & Appendix G

The sickness PI for the period 1 April 2017 to 31 June 2017 was 2.57 days' sickness absence per FTE. (*FTE used = 476.27*).

This demonstrates an increase of 8.95% in the PI for the same quarter in 2016/17, which was 2.34 days per FTE.

(B) Sickness Days per Corporate Area – see Appendix B

Sickness days lost has decreased by 23.77% compared to last quarter (Q4 2016-17).

The 1222.75 days sickness absence can be attributed to **117 employees**.

(C) Sickness Days per FTE – See Appendix C

The sickness days recorded per FTE for the whole Council was 2.57 **in Quarter 1 2017-18**.

(D) Long Term v Short Term sickness levels – See Appendix D

Long-Term Sickness accounted for 58% of total sickness absence in Quarter 1.

(E) Sickness Absence by reason – See Appendix E and F

The chart shows the following changes since last quarter.

Significant increases within a variety of reasons however, mainly attributable to

- Muscular-skeletal
- Other

There have been significant decreases to

- Stress / depression
- Viral / Infections

Considerations

9. Service areas collect their own sickness information; this is then provided to HR-Payroll and entered on the HR-Payroll system. It is important that recording of absences and completion of forms is accurate to ensure a consistent approach across service areas. Service managers are responsible for ensuring that absence is reported promptly and, managed effectively.

On a monthly basis, managers are sent reports showing sickness over the previous 12 months so they can take a pro-active approach to monitoring sickness absence.

The revised Return to Work form now has a section which asks whether the employee has hit a sickness trigger. If this is the case, managers should arrange to hold an informal review meeting and set a review period with their employees. If sickness fails to improve during this period, they should move to the formal process in line with the Management of Attendance Management Policy. (Managers are supported by HR throughout informal/formal process.)

10. The Quarter 1 figure shows a decrease in sickness absence levels since the last quarter however an increase on the same period last year. The HR team continue to work closely with managers to address sickness absence issues. Managers are encouraged to take a proactive approach to managing sickness absence so that absences can be addressed in a timely manner.

Implications

11. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered: -

Financial

12. Under the Green Book the maximum amount of contractual sick pay after five years local government service is six months at full pay, six months half pay. There are also the financial costs involved in temporary cover of long-term sickness cases to maintain service delivery.

Legal

13. The Council has an obligation to make reasonable adjustments to allow a disabled employee to continue working or to join the organisation. Sickness records are a protected category under the Data Protection Act provisions in relation to employee records.

Staffing

14. The Council aims to support staff that experience ill health and to assist them to maintain a good attendance at work.
15. Sickness absence has an impact on the delivery of services to customers and means that duties need to be covered or reallocated to ensure continuity of service delivery. Long periods of absence as well as unplanned short-term periods of absence can cause disruptions and put additional pressure on remaining team members.

Risk Management

16. There are minimal levels of risk as sickness cases are actively managed.

Equality and Diversity

17. There is currently minimal monitoring (gender, age, ethnic group, sexual orientation, disability) from an equal opportunity perspective on sickness absence. However the Council does employ a number of staff who have medical conditions which are considered to meet the definition of disability. The Council works with its occupational health provider and external agencies to ensure appropriate reasonable adjustments are in place.

Consultation responses (including from the Youth Council)

18. There was no consultation taken on this report.

Effect on Strategic Aims

Aim 1 - Commitment to being a listening council, providing first class services accessible to all

19. Reducing the number of days lost to sickness absence will have an impact on improving service delivery and value for money for residents

Background Papers

Where [the Local Authorities \(Executive Arrangements\) \(Meetings and Access to Information\) \(England\) Regulations 2012](#) require documents to be open to inspection by members of the public, they must be available for inspection: -

- (a) at all reasonable hours at the offices of South Cambridgeshire District Council;
- (b) on the Council's website; and
- (c) in the case of documents to be available for inspection pursuant to regulation 15, on payment of a reasonable fee required by the Council by the person seeking to inspect the documents at the offices of South Cambridgeshire District Council.

Report Author: Samantha Bon – Interim HR Advisor Telephone: (01954) 713900

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Agenda Item 12

REPORT TO: Finance and Staffing Portfolio Holder

22 August 2017

LEAD OFFICER: Head of People and Organisational Development

RETENTION AND TURNOVER REPORT: Q1 - 1 April 2017 – 30 June 2017

Purpose

1. This report provides an analysis of the turnover of staff between 1st April and 31st June 2017. The reason for this report and the regular reporting on an organisation's turnover is to highlight trends, inform recruitment decisions and enable SCDC to develop a resource strategy and/or to drive change in a team or area of the business and to ensure the achievement of the organisation's goals.
2. This is not a key decision because it is for information only.

Recommendations

3. It is recommended that the Portfolio Holder notes the report

Reasons for Recommendations

4. This information report forms part of the Portfolio Holder's framework for monitoring the Council's staffing resource.

Background

5. The Performance Indicator (PI) value for Quarter 1 (the period from 1st April to 30th June 2017) is 2.93% (based on an establishment figure of 476.27 (FTE) at 1st April 2017. The annual PI value (for 1st April 2016 to 30th June 2017) is 2.93 % against an annual target for voluntary leavers* of 10%.

* Voluntary leavers do not include redundancies, ill health retirements, and ending of fixed term contracts or internal transfers. Voluntary leavers do include individuals who are leaving to access their pension (retirees). With effect from October 2011 the Default Retirement Age of 65 no longer exists, and therefore employees cannot be required to retire on a compulsory basis at age 65.

6. The rate of all leavers (taking into account both voluntary and involuntary leavers) is 3.35% for Q1. (Including redundancies and end of fixed term contracts.)
7. Information is recorded from Leavers Forms forwarded to HR/Payroll for processing. Exit Interviews were made compulsory for all leavers from November 2011 (unless inappropriate). For those leaving in the period 1 April to 30 June 2017 the HR team received 9 exit interview forms.
8. Of the 14 voluntary leavers, 9 have completed and returned Exit Interview Forms (64%).
9. The breakdown of reasons for leaving can be found at Appendix 1. Whilst there was an increase the number of leavers compared to last quarter there was a reduction the

numbers of staff completing exit interviews, this is an opportunity to gain valuable feedback from staff leaving the organisation and will be completion will encouraged by HR .

Considerations

10. Appendix A is compiled from information contained in Leavers' Forms sent by Managers to HR/Payroll.
11. The following information was gathered from the exit Interviews during which employees raised issues pertaining to and, any action taken by the manager/HR. The Exit Interview form has been revised to capture more information on staff feedback and manager actions to be taken.

The Council could be better at programming and forward planning – this has been incorporated into the Planning and New Communities recruitment process

More investment in apprentices and career opportunities – The Apprenticeship project is under way and consideration of all new and existing roles and whether an Apprenticeship could be considered takes place prior to recruitment
A career planning event is planned by the health and Wellbeing Champions in the autumn as well as providing information across the intranet about opportunities for progression and development support.
HR also intend to collate some Management Information following the Performance Development Cycle to further support and influence how we can support staff to develop within the organisation

Better use of HR policies – in response to both this and feedback from the HR survey. A series of HR drop in session are being programmed on a number of HR policies, designed to support managers and keep them up to date with the best way to support staff using our range of policies

IT Infrastructure – This ongoing issue is currently being handled by a project team. We have encouraged the work force to communicate issues effectively to ensure the IT Team are aware of the scale of problem and provided feedback form our own experiences also.

Involuntary leavers on occasion do not wish to complete Exit interviews, or it is not appropriate for the interview to take place such as in dismissal cases

12. A section has been added to the exit interview form for managers to feedback on any actions taken as a result of the feedback and also to comment on any feedback where the views of the manager may not be the same as the individuals. We hope that this will improve the quality of information in the future.

Recruitment

13. The number of staff joining the Council on a permanent or fixed term contract in the quarter was 13.
14. The number of staff transferring roles within the Council was 9.
15. The total number of staff who started new roles within the Council was 22.

16. There was 1 external candidate who was working with as an agency temporary worker and started a permanent contract within this quarter.
17. 7 members of staff were acting up in the period
18. 24 members of staff were on secondment
19. 16 members of staff are in receipt of a market supplement.
20. A number of Variations to Contracts were approved to support a flexible working approach to reduce hours and improve work/life balance.
21. Corporate Training was carried out this quarter in the following areas:
 - Staff Development Group (ongoing during the year), 14 people attended
 - Alumni Refresh Programme (for previous SDG members - ongoing during the year), 11 people attended
 - Project Management – 5 attended
 - Confidence Building – 12 attended
 - Wrightway Referral Training – 9 attended
 - Super Sleep – Effective habits to keep the brain healthy – approx. 40 employees attended
 - Recharge Communications - effective methods to help you communicate in a more productive way and handle those difficult conversations more effectively – approx. 40 employees attended
22. There were no work experience students within this period.
23. There were 35 roles advertised, 13 in April, 10 in May and the remaining 12 in June.
24. 31 roles were appointed to, giving a vacancy fill rate of 88.75%.
25. There were 4 roles that needed to be re-advertised; this was because there were no suitable candidates for these particular posts.

The recruitment coordinator has been busy this quarter with jobs from across the Council and preparing for future recruitment / advertising in the next quarter. Apprenticeship opportunities continue to be discussed with managers for up and coming recruitment campaigns.

Conclusion

26. The turnover rate whilst slightly above target is in an acceptable parameter, it is healthy for an organisation to have a number of leavers which creates opportunities for new ideas and skills to be brought in, staff levels and roles to be reviewed and progression opportunities within the organisation.

27. The number of staff who have internally transferred roles and are acting up or on secondments within the Council is positive and shows that staff are keen to develop their skills and remain at the Council, further analysis and review of information recorded as part of the performance review cycle will enable us to enhance and improve on this.
28. The Council has demonstrated it looks for new avenues to continue to recruit the best talent available by looking at alternative digital recruitment solutions and seeking to look at recruiting Apprentices
29. The Council continues to seek feedback into the all aspects of the employee life cycle to make improvements to continue to support the retention of talent.
30. The Council where appropriate offers support to staff in the way of flexible working policies and Occupational Health support to help staff who wish to remain working at SCDC.

Options

31. The Portfolio Holder may either note the report as presented, or note it with the addition of appropriate comments.

Implications

32. In the writing of this report, taking into account financial, legal, staffing, risk management, equality and diversity, climate change, community safety and any other key issues, the following implications have been considered:

Financial

33. There are financial implications in terms of the costs of advertising and recruitment of replacement staff. There may also be financial implications for temporary covering of work if standards of service are to be maintained.

Staffing

34. A certain level of turnover is healthy for an organisation. There will always be a natural number of leavers and this creates opportunities for reviewing job purpose and the skills and attributes that the organisation needs for the future.

Risk Management

35. The risks are low level. However recent changes to the Government Pension Scheme and caps on Public Sector exit payments mean we will need to be mindful when dealing with succession planning and change management. Change which may result in an exit from the organisation needs planning and HR involvement, as employees may be significantly impacted by these changes. HR will seek to minimise the risk to the employee and the organisation.

Equality and Diversity

36. At present limited monitoring is done on the diversity of voluntary leavers.

Consultation responses (including from the Youth Council)

37. Consultation was not deemed appropriate in this case.

Effect on Strategic Aims

- Aim 1 - Commitment to being a listening council, providing first class services accessible to all.**
38. Having the right employees in place is key to delivering high quality services

Background Papers

Where [the Local Authorities \(Executive Arrangements\) \(Meetings and Access to Information\) \(England\) Regulations 2012](#) require documents to be open to inspection by members of the public, they must be available for inspection: -

- (a) at all reasonable hours at the offices of South Cambridgeshire District Council;
- (b) on the Council's website; and
- (c) in the case of documents to be available for inspection pursuant to regulation 15, on payment of a reasonable fee required by the Council by the person seeking to inspect the documents at the offices of South Cambridgeshire District Council.

None

Report Author: Helen Cornwell – Senior HR Advisor
Telephone: (01954) 713291

39. **Appendix A**

Table for Quarters 1 to 4 2017-18 (1st April 2017 to 31st June 2018)

Reason for leaving	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Voluntary leavers				
Change of area	2			
Move within public sector				
Move to private sector				
Improvement in salary	1			
Career progression	3			
Career break				
Voluntary leaver – no reason specified	1			
Resignation with early access to Pension (Pre 65, but post 60)				
Resignation with access to Pension (Post 65)				
Flexible Access to Pension (left w. pension access, but returned on reduced hours/post)				
Other – personal reasons	2			
Total Voluntary Leavers	14			
Involuntary leavers				
Redundancy	2			
Dismissal due to ill health/capability				
Dismissal due to conduct				
End of fixed term contract				
Ill Health Retirement				
Probation period failure				
TUPE transfer				
Death in service				
Total Involuntary	2			
Grand Total	16			

Table showing reasons for leaving (Previous 5 years)

Reason for leaving	Apr 11 – Mar 12	Apr 12 – Mar 13	Apr 13 – Mar 14	Apr 14 – Mar 15	Apr 15 – Mar 16	Apr 16 – Mar 17
Voluntary leavers						
Change of area	1		1	1	2	
Move within public sector	8	5	7	3	8	1
Move to private sector	6	3	10	6	6	1
Improvement in salary				1	1	
Career		2			1	
Career break					1	
Voluntary leaver – no reason specified	13	8	21	15	10	38
Resignation to retire pre 65	4	n/a	n/a			
Women retiring post 60 but pre 65		n/a	n/a			
Retirement pre 60 with Council agreement		n/a	n/a			
Other – personal reasons					3	
Resignation with early access to pension (pre 65 but over 60)	1	2	5	2	1	1
Resignation with access to pension (over 65)		2	5	7	6	6
Flexible access to pension (left w. pension, returned P/T)	1	2	4			1
Total Voluntary Leavers	34	24	53	35	46	48
Voluntary leavers but not included in PI		n/a	n/a			
Retirement at 65 or post 65 (change in legislation Dec 2006)	4	n/a	n/a			
Flexible retirement – (left w. pension, returned P/T)		n/a	n/a			
Total Voluntary but not included in PI	4	0	0	0		
Involuntary leavers						
Redundancy	1	15	8	10		2
Dismissal due to ill health	3	2	1	1	3	
Dismissal due to conduct	1	1	3	4		2
End of fixed term contract	2	7	2	3	1	4
Ill health retirement	1			1		
Probation period failure						
TUPE transfer	6	15	1	2	22	
Death in service	1	1				3
Total Involuntary	15	41	15	21	26	11
Grand Total	54	65	68	56	72	59

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Finance and Staffing Portfolio Holder – Work Plan 2017-18

Date of meeting	Reports to be signed off and sent to Democratic Services by 5.00pm on	Title of Report	Key or Non-Key?	Reason Key Specify no(s) listed below	Purpose of Report, ie For Recommendation / Decision / Monitoring	Lead Officer / Report Author	Date added to Corporate Forward Plan (contact: Victoria Wallace) *
19 September 2017 provisional	Friday 8 September	Grants – Community Chest	Non-key		Decision	Gemma Barron	
17 October 2017 Provisional	Friday 6 October	Grants – Community Chest	Non-key		Decision	Gemma Barron	
21 November 2017	Friday 10 November	Treasury Management quarterly review	Non-key		Monitoring	Dan Hasler	
	Friday 10 November	People and Organisational Development Strategy refresh	Non-key		Decision	Susan Gardner-Craig	

	Friday 10 November	Revenues and Benefits Quarterly Performance Report	Non-key		Monitoring	Katie Brown / Dawn Graham	
	Friday 10 November	Quarterly Reports on Sickness and Leavers	Non-key		Susan Gardner-Craig / Helen Cornwell		
	Friday 10 November	Write offs	Key	1	Decision	Katie Brown	
	Friday 10 November	Grants – Community Chest	Non-key		Decision	Gemma Barron	
	Friday 10 November	People and Organisational Development Strategy Refresh	Non-key		Decision	Susan Gardner-Craig	
19 December 2017 Provisional	Friday 8 December	Grants – Community Chest	Non-key		Decision	Gemma Barron	
16 January 2018 (provisional)	Friday 5 January	Grants – Community Chest	Non-key		Decision	Gemma Barron	

20 February 2018	Friday 9 February	Grants – Community Chest	Non-key		Decision	Gemma Barron	
	Friday 9 February	Treasury Management	Non-key		Monitoring	Dan Hasler	
	Friday 9 February	Revenues and Benefits Quarterly Performance Report	Non-key		Monitoring	Katie Brown / Dawn Graham	
	Friday 9 February	Quarterly Reports on Sickness and Leavers	Non-key		Monitoring	Susan Gardner Craig / Cornwell	
	Friday 9 February	Write offs	Key	1	Decision	Katie Brown	
	Friday 9 February	NNDR local discretionary relief – Policy review			Decision	Katie Brown	
20 March 2018 (provisional)	Friday 9 March	Grants – Community Chest	Non-key		Decision	Gemma Barron	

17 April 2018 (provisional)	Friday 6 April	Grants – Community Chest	Non-key		Decision	Gemma Barron	
15 May 2018	Thursday 3 May (7 May is a Bank Holiday)	Grants – Community Chest	Non-key		Decision	Gemma Barron	
	Thursday 3 May (7 May is a Bank Holiday)	Treasury Management	Non-key		Monitoring	Dan Hasler	
	Thursday 3 May (7 May is a Bank Holiday)	Revenues and Benefits Quarterly Performance Report	Non-key		Monitoring	Katie Brown / Dawn Graham	
	Thursday 3 May (7 May is a Bank Holiday)	Quarterly Reports on Sickness and Leavers	Non-key		Monitoring	Susan Gardner- Craig / Helen Cornwell	
	Thursday 3 May (7 May is a Bank Holiday)	Write-offs	Key	1	Decision	Katie Brown	
19 June 2018 (provisional)	Friday 8 June	Grants – Community Chest	Non-key		Decision	Gemma Barron	

17 July 2018 (provisional)		Grants – Community Chest	Non-key		Decision	Gemma Barron	
21 August 2018 (to be confirmed)	Friday 10 August	Write offs	Key	1	Decision	Katie Brown	
	Friday 10 August	Treasury Management quarterly review	Non-key		Monitoring	Dan Hasler	
	Friday 10 August	Localised Council Tax Support Scheme	Non-key		Recn to Council in Jan 2018 or decn to consult and refer to Cabinet in Sep / Nov 2017 to rec to Council	Dawn Graham	
	Friday 10 August	Quarterly Reports on Sickness and Leavers	Non-key		Monitoring	Susan Gardner-Craig / Helen Cornwell	
	Friday 10 August	Revenues and Benefits Quarterly Performance Report	Non-key		Monitoring	Katie Brown / Dawn Graham	
	Friday 10 August	Grants – Community Chest	Non-key		Decision	Gemma Barron	

	Friday 10 August	Grants to Voluntary Sector			Monitoring	Gemma Barron	
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Key Decisions

1. it is likely to result in the Council incurring expenditure which is, or the making of savings which are, significant having regard to the Council's budget for the service or function to which the decision relates, or
2. it is likely to be significant in terms of its effects on communities living or working in an area of the District comprising two or more wards.
In determining the meaning of 'significant' for the purposes of the above, the Council must have regard to any guidance for the time being issued by the Secretary of State in accordance with section 9Q of the 2000 Act (guidance)).
 - Key decisions can only be made after they have been on the Corporate Forward Plan for at least 28 clear calendar days not including the day on which they first appear on the Forward Plan or the day on which the decision is to be made.