

BOARD

Date: 9 March 2015
 Time: 5.00pm
 Place: Civic Centre, Doncaster Road, Selby
 To: Councillor Inness (BI); Councillor Pound (AP); Councillor Shaw-Wright (SS-W); Deputy Chief Executive (JL); Managing Director – Access Selby (MS); Peter Williams (PW)

Karen Iveson (KI) Executive Director; Janette Barlow (JB); Keith Dawson (KD)

AGENDA

Item	Business	Lead
1.	Apologies for Absence	BI
2.	Minutes of the meeting on 12 January 2015 Attached pages 2 to 5	BI
3.	PI Exceptions Report Attached pages 6 to 10	MS
4.	Review of Access Selby Board Attached pages 11 to 13	MS
5.	Managing Director’s update on key projects (verbal) <ul style="list-style-type: none"> ➤ Progress Update on Partnership Agreement (SLA) ➤ Reporting Lines ➤ Scrutiny Committee Review of Satisfaction ➤ NYCC 	MS
THE FOLLOWING REPORT IS NOT FOR PUBLICATION DUE TO ITS COMMERCIAL CONTENT		
6.	Quarterly Horizon Scanning Report Attached pages 14 to 21	MS
7.	Date of Next Meeting: 27 April 2015 29 June 2015 7 September 2015	

Access Selby Board MINUTES



Date: 12 January 2015
Time: 5:00pm
Place: Meeting Room 8, Civic Centre, Doncaster Road, Selby, YO8 9FT

Present: Councillor Inness (BI) – Chair; Councillor Pound (AP), Peter Williams, Councillor Peart (AP); Deputy Chief Executive (JL); Executive Director (s151) (KI), Managing Director, Access Selby (MS); Director of Business Services (JB); Business Development Manager (JR), Lead Officer , Finance (JT), Audit Manager, Veritau and Democratic Services Manager (GS)

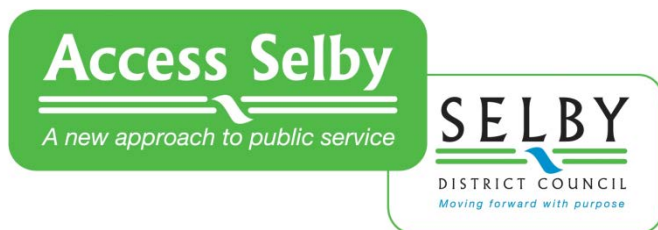
Item	Business	Action
1.	<p>Apologies for Absence</p> <p>None were received.</p>	
2.	<p>Minutes of the Previous Meeting</p> <p>The Board received the minutes from the meeting on 1 December 2014.</p> <p>DECISION: The minutes were confirmed as a correct record.</p>	
3.	<p>Financial Results and Budget Exceptions Report to 31 December 2014.</p> <p>The Lead Officer, Finance presented the report which set out that at the end of quarter 3 the full year forecast for the General Fund showed an estimated profit of £112k. The HRA estimated profit was £117k an increase of £12k against the quarter 2 forecast of £105k.</p> <p>The Board heard that the planned works on the Council’s Airey Homes had been completed and received an update on the CRM and website projects.</p> <p>DECISION: The Board endorsed the actions of Officers and the report was noted.</p>	

4.	<p>Internal Audit Progress Report 2014/15</p> <p>The Audit Manager presented the report which provided an update on progress made in delivering the internal audit workplan for 2014/15.</p> <p>The Board discussed the progress made toward the completion of the plan and the key issues raised.</p> <p>DECISION: To note the report.</p>	
5.	<p>Private Session</p> <p>In accordance with Section 100(A)(4) of the Local Government Act 1972, in view of the nature of the business to be transacted, the meeting be not open to the Press and public during discussion of the following item as there will be disclosure of exempt information as defined in Section 100(1) of the Act as described in paragraph 3 of Part 1 of Schedule 12(A) of the Act.</p>	
6.	<p>Access Selby Risk Register</p> <p>The Audit Manager presented the Access Selby Risk Register.</p> <p>The Board noted the updated position in a number of areas and were assured that plans were in place to mitigate risks.</p> <p>DECISION: To note the report.</p>	
7.	<p>Public Session.</p> <p>The Board resolved to return to public session.</p>	
8.	<p>Commercial Development Position Statement</p> <p>The Business Manager delivered a presentation to the Board which set out where Access Selby was currently with regard to commercial development and how it would develop in the coming years.</p> <p>The Business Manager detailed the work underway on the Commissioning framework and process with the Council. There was also a need to further develop the Business Plan.</p>	

	<p>The Board discussed the opportunities for commercial growth for Access Selby and the work required to take products to the market place. The Business Manager also set out the importance of achieving industry standard accreditation and detailed how this should form part of Access Selby's commercialisation process.</p> <p>The Board considered the benefits of services being ready for market. It was felt that making a profit was only one such benefit and factors such as increased efficiency would also be advantageous to Access Selby.</p> <p>The Board discussed Access Selby's capacity to deliver market ready services and the importance of the Transformation Team in this work.</p> <p>The Board asked the Business Manager to bring an update report to the April meeting and to distribute the presentation via email.</p> <p>DECISION: To note the report.</p>	JR
9.	<p>Invest to Save in Planning</p> <p>The Managing Director provided an update in respect of the Planning Service provided at the Customer Contact Centre.</p> <p>The Board heard that there was sufficient demand for the service for 2 days per week and discussed the various options for the delivery of the service.</p> <p>It was agreed to extend the slots from 25 to 30 minutes and to continue to charge £25 per slot.</p> <p>Decision:</p> <p>To extend the slots from 25 to 30 minutes and to continue to charge £25 per slot.</p>	
10.	<p>Quarterly Performance Report</p> <p>The Managing Director presented the report which set out that the end of Quarter 3, 16 indicators were Green status, six were Amber and two Red.</p>	

	<p>The Managing Director advised that through active performance management three indicators had improved sufficiently to now have a Green Status. All of the Green Indicators previously reported remain on or above Target. The Board discussed the performance indicator relating to the time taken to re-let Council properties and were advised of the work being undertaken to minimise any delays.</p> <p>Decision:</p> <p>To note the report.</p>	
11.	<p>Better Together</p> <p>The Director of Business Services gave an update on the Better Together Project with North Yorkshire County Council (NYCC).</p> <p>The Board was advised that the Registrars project was on track and weddings would commence in the spring. The Director of Business Services stated that NYCC Youth Team had now taken residence in the Civic Centre and gave an update on both Finance and ICT projects.</p> <p>The Board discussed the introduction of an Interactive Voice Response telephone system at the Customer Contact Centre and the benefits this would create.</p> <p>The Board asked that an item be placed on a future full Council agenda regarding the Better Together Project.</p> <p>Decision:</p> <p>To note the report.</p>	
12.	<p>Programme for Growth</p> <p>There was no further update from the last meeting.</p>	
13.	<p>Next meetings of Access Selby Board</p> <p>Officers were asked to move the meeting scheduled for 13 April 2015.</p> <p>9 March 2015 13 April 2015</p>	GS

The meeting closed at 7:05pm.



Agenda Item No: 3.

To: Access Selby Board
Date: February 2015
Author: Chris Smith
Lead Officer – Data & Systems

Title: Access Selby Performance Indicator Exceptions Report:
April 2014 – January 2015

1. Introduction and background

- 1.1 The Access Selby Business Plan contains key measures of business performance. These are managed across business areas by Lead Officers. Performance is measured using a traffic light sequence through the covalent performance management system.
- 1.2 A number of performance indicators were below target following Quarter 3 performance reporting. This report highlights the progress made on these exceptions.
- 1.3 Access Selby continue to work with the Council to develop new descriptions and measures of performance to meet with the timeframes contained with the SLA development plan.

2. Reported Performance against Target

- 2.1 At the end of quarter 3, 15 indicators were green, 7 were amber and 2 Red. Through the performance management in place, 4 of the Amber indicators have improved sufficiently to now have a Green Status. All of the Green Indicators previously reported remain on or above Target. This report updates the Board on those that remain Red and Amber.
- 2.2 In respect of SLA 026, although internal costs have been reduced year on year on non-operational sites it is anticipated that further reductions are unlikely throughout the remainder of the year.

- 2.3 With regard to the performance indicator for average time to re-let council properties. Performance has improved each quarter due to a number of properties finally being occupied. Improvements to working procedures have been implemented but this indicator will not meet target and will remain at Amber status for the remainder of the financial year.
- 2.4 Monthly performance on % of new benefit claims/changes processed within 5 days is now at Green status following significant improved performance. Performance recorded in January was the highest since December 2013 due to the implementation of a recovery plan throughout January 2015.
- 2.5 At quarter 3 reporting, debt recovery performance indicators for Council Tax, Rents and NNDR were all below target. At the end of January both Rent Recovery and NNDR recovery were now Green status with the expectancy that Council Tax will meet target by the end of the financial year.

3. Conclusion

- 3.1 In summary, the Access Selby performance indicators exceptions reported in January 15 for Quarter 3 have reduced with 4 of the previous Amber status now achieving Green status. Further work on demand and data intelligence is required to ensure we continue to meet the targets set for the remainder of the year.
- 3.2 Mechanisms continue to be put in to resolve ongoing performance issues throughout the year.

Contact Details: Chris Smith
Lead Officer – Data & Systems Access Selby

Appendices: Access Selby Key Exceptions
Progress Report:

April 2014 – January 2015










Access Selby Performance Indicator Exemptions Report: April 2014 - January 2015






Report Type: PIs Report
Report Author: Chris Smith
Generated on: 25 February 2015

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	YTD Performance 2013/14	Latest Note
SLA_010	Average time taken to re-let local authority housing	Aim to Minimise	24 days	26.3 days				22.0 days	<p>Following confirmation that the existing retention policy would be retained further improvements to working procedures have been implemented. Results from this should be seen in Quarter 4.</p> <p>In January 15 we let 16 properties and the average re-let time was 27.1 days. This compared to 15 properties and 31.7 days in January 2014. 11 properties were general needs and the average time to let</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	YTD Performance 2013/14	Latest Note
									<p>them was 27.45 days and there was 5 sheltered properties which took an average of 26.6 days.</p> <p>We anticipate an improvement with regard to General Needs in accord with target and an improvement to Sheltered accommodation but not sufficient to meet target.</p>
SLA_019	% of Council Tax debt recovered	Aim to Maximise	95.00%	94.78%				89.05%	<p>Although we are £97.9k behind the January target in cash terms, there is still £648.7k to be paid over February and March due to people switching to 12 month instalments, which in the main would have counted as received if those accounts had stayed on 10 month plans.</p> <p>The in-year collection rate target for the end of March is 97.90%. The current arrears position indicates that we are on course for achieving 97.77% collection by the end of March.</p>
SLA_026	Reducing internal costs on non-operational sites	Aim to Maximise	3.00%	-11.84%					<p>The Council's only non-operational asset is Barlby depot. Costs have been reduced as much as possible but costs such as NNDR and insurance cannot be avoided and also increase on an annual basis meaning it will be difficult to reduce costs going forward unless the building is demolished or taken out of the NNDR ratings list, options are currently being reviewed.</p>
SLA_029	% Efficiency and productivity improvements	Aim to Maximise	1.88%	1.38%					<p>The reported shortfall against the savings target has been reflected in the KPI. In year & one off savings have mitigated the impact of this on the year end position</p>

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	YTD Performance 2013/14	Latest Note
									with Access Selby forecasting a surplus overall. Although productivity & efficiency are not realising cashable savings to achieve the target.
SLA_031	Capital Programme Delivery	Aim to Maximise	63.75%	58.63%				78.84%	58.63% of the total capital budget has been spent to date on work carried out. There are a number of projects that have been put back to 15/16 onwards due to strategic or procurement reasons (CRM, Mobile working, Housing replacement software).



Agenda Item No: 4.

To: Access Selby Board
Date: 9 March 2015
Author: Mark Steward, Managing Director

Title: Review of Access Selby Board Terms of Reference

1. Summary

1.1 The Board was established in 2011 and in line with Access Selby's learning and growth objective it is considered appropriate to review the current governance arrangements. The first stage of this is to review the Board's Terms of Reference.

2. Recommendations

That the Board review the existing Terms of Reference

3. Background

3.1 The current Terms of Reference were approved to support the establishment of the commissioning/delivery model in 2011.

3.2 In line with the development of a new partnership agreement and the work in progress to develop a new business plan, it is considered timely to review the Terms of Reference.

3.3 Any amendments to the Terms of Reference will need to be considered with regard to the Council's Constitution and approved by the Council.

4. Legal/Financial Controls and other Policy matters

4.1. These will be identified and considered as part of the discussion at the Board meeting.

Appendices:

Appendix 1 – Access Selby Terms of Reference

Access Selby Board

Terms of Reference

Membership

Strategic Management Team Representative (SDC Deputy Chief Executive)
Access Selby Managing Director
SDC Councillor (Chair)
SDC Councillor
SDC Councillor
Co-opted Board Member

Terms of Reference

1. To determine and review the strategic direction of the business within the policy and budget framework of Selby District Council.
2. Determine, and monitor performance in achieving, the business's key financial objectives including:
 - Monitoring performance in respect of the annual capital and revenue budgets.
 - Reviewing and approving proposals for the allocation of capital and other resources within the business.
 - Approving material acquisitions and disposals of assets which are significant in terms of the business of Access Selby.
3. Report and account for the activities of Access Selby to the Council, the public and other stakeholders.
4. Consider emerging issues which may be material to the business and affairs of Access Selby.
5. Develop proposals for joint ventures, strategic partnerships and alliances which are significant in terms of the business of Access Selby.
6. Receive regular Business and Financial Reports and review performance in the light of the business's strategy, objectives, corporate and business plans, budgets and policies.
7. Consider and approve Access Selby's procedures for reviewing, monitoring and managing risk.
8. Receive and consider high level reports on matters material to the business including relations with regulatory authorities, human resources, information technology, insurance, disaster recovery, litigation and health and safety.

Access Selby will operate to deliver a business which is commercially focussed but which operates under the statutory framework which regulates local government and in accordance with the Constitution of Selby District Council and the Rules of Procedure contained therein.

Role of Board Members

Board Members will bring to the Board a wide range of experience and skills, and participate fully in decisions on key issues facing Access Selby. The Board will take decisions objectively in the interests of the business and its stakeholders. The Board will constructively challenge and help develop proposals on strategy.

Executive Directors will provide input to the Board and monitor and report to the Board on operational activities in relation to Access Selby's business.

Councillor/ Non-Executive Directors will scrutinise the performance of Executive Directors in meeting agreed goals and objectives, and monitor performance.

To ensure that the Board is able to exercise independence of judgement, it will carry out an annual review of interests in which all potential or perceived conflicts are identified and considered.