

# BOARD

Date: 8 September 2014  
 Time: 1.30pm  
 Place: Committee Room, 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); Isabel Jones (Veritau)

## AGENDA

Item	Business	Lead
1.	<b>Business Development Work Shop</b>	MS/GB/ CA

### Break

Item	Business	Lead
2.	<b>Apologies for Absence</b>	BI
3.	<b>Minutes of the meeting on 17 July 2014</b>  Attached pages 2 to 6	BI
4.	<b>Internal Audit Quarter 1 Report 2014/15</b>  Attached pages 7 to 12	IJ
5.	<b>Quarterly Horizon Scanning Report</b>  Attached pages 13 to 18	KD
6.	<b>PI Exceptions Report</b>  Attached pages 19 to 28	KD
7.	<b>NYCC</b>  Verbal Report	KD
8.	<b>Programme for Growth</b>  Verbal Report	KD
9.	<b>Date of Next Meeting:</b>  13 October 2014 8 December 2014 9 March 2015	12 January 2015 13 April 2015

# Access Selby Board MINUTES



**Date:** 14 July 2014  
**Time:** 5pm  
**Place:** Board Room, Civic Centre, Doncaster Road, Selby, YO8 9FT

**Present:** Councillor Inness (BI) – Chair; Councillor Pound (AP); Managing Director of Access Selby (MS); Executive Director - S151 (KI); Director of Community Services (KD) and Democratic Services Officer (RB)

**In attendance for:**

- Item 3:** Isabel Jones, Veritau (IJ)
- Item 5:** Jodie Taylor, Lead Officer Finance (JT)
- Item 10:** Mike James, Lead Officer Marketing & Communications (MJ)
- Item 10:** Claire Alcock – V4 (CA), Gillian Bruce – Access Selby (GB)

Item	Business	Action
1.	<p><b>Apologies for Absence</b></p> <p>Apologies were received from Councillor Shaw-Wright and Jonathan Lund</p>	
2.	<p><b>Minutes of the Previous Meeting.</b></p> <p>The Board received the minutes from the meeting on 28 April 2014.</p> <p><b>DECISION: The minutes were confirmed as a correct record.</b></p>	
3.	<p><b>Internal Audit Annual Report 2013/14</b></p> <p>The Chair welcomed Isabel Jones, Audit Manager for Veritau, to her first Board meeting. Isabel is replacing John Barnett who has now retired. The Chair placed on record his thanks for the work John had done for Access Selby.</p> <p>The Annual Internal Audit report provides a statement of assurance regarding the adequacy and effectiveness of Access Selby’s internal control system and the Audit Manager was pleased to report their opinion was one of substantial assurance.</p> <p>The Audit Manager confirmed that where some follow up actions are required these are scheduled in the new timetable for coming weeks.</p>	

	<p>With regard to the audit on Information Governance the Audit Manager and the Executive Director that action is underway to achieve the highest level of accreditation by the year end and that SDC had appointed the Executive Director as Information Officer supported by the Solicitor to Council.</p> <p><b>DECISIONS: The Annual Internal Audit Report 2013/14 was approved.</b></p>	
4.	<p><b>Access Selby Annual Report</b></p> <p>The Lead Officer for Marketing and Communications informed the Board that Access Selby was looking to adopt a new format of Annual Report by moving away from a standard printed document to an interactive presentation popular with many businesses. The presentation can be embedded within our website with links to social media and e-mail contacts.</p> <p>It is hoped the new format will reach a wider audience and the online facility will allow Access Selby to record numbers of views and capture feedback.</p> <p>The Officer confirmed the current draft was work-in-progress and played the presentation for the Board.</p> <p>The Board supported the principle of the interactive report and asked for more examples of Access Selby’s achievements and what it was doing well.</p> <p>Peter Williams hope that the presentation would show elements that identified Access Selby as something different and recognised their business beyond that of usual Council work.</p> <p>The Officer agreed to take suggestions on board and would circulate and amended presentation to the Board for them to view.</p> <p><b>DECISION: The Board supported the move to the new interactive format of the Access Selby Annual Report.</b></p>	MJ
<p><b>The Board agreed to move to the Commercial items 12 and then 11 on the Agenda</b></p>		

<p>5.</p>	<p><b>Joint Development Plan</b></p> <p>The Managing Director of Access Selby presented the report which provided an update on the activities associated with the Commissioning and Commercialisation Development Plan.</p> <p>Gillian Bruce and Claire Alcock confirmed their work to date had identified services and potential marketable products and that some market research had been conducted.</p> <p>These included:</p> <ul style="list-style-type: none"> <li>• A Handyman Service, including a home moving service</li> <li>• Adaptations and Home Improvements</li> <li>• Private Landlord’s and Leaseholder’s Service</li> </ul> <p>The Officers are continuing to work on costing and market testing and are considering conducting a possible pilot of the ‘moving in’ service.</p> <p>Of the three initiatives mentioned they are about to embark on consultation but confirmed that planning is further ahead on the Handyman service with a long term business plan to be offered to the September board meeting.</p> <p>As the Board had previously considered a separate work-shop to study a business case it agreed to combine that event with the next Board meeting on 8 September 2014.</p> <p><b>DECISION: To note the activities undertaken so far and to submit a Business Plan to the next Board meeting.</b></p>	<p>MJ/CA /GB</p>
<p>6.</p>	<p><b>Review of Invest to Save – Planning</b></p> <p>The Director of Community Services presented the report which set out the progress of the Planning Pre-application advice service for the first two quarters (January – June 2014).</p> <p>The Managing Director confirmed that the implementation of a few for an extended planning advice service had not been a deterrent.</p> <p><b>DECISION: To continue with the project and monitor the uptake and income generation.</b></p>	

<p>7.</p> <p>i</p> <p>ii</p>	<p><b>Finance Reports</b></p> <p><b>Interim Financial Results to March 2014</b></p> <p>The Executive Director (s151) presented the report and informed the Board that interim results looked very positive with Access Selby having had a successful year.</p> <p>The Director confirmed that the Board could now make recommendations to the Executive on what to do with the reserves.</p> <p><b>DECISION: The report was endorsed.</b></p> <p><b>Financial Results and Budget Exception Report to 30 June 2014</b></p> <p>The Executive Director (s151) and the Lead Finance officer presented the report and informed the Board that although first quarter profits were lower than expected work was in progress for income generation and to procure savings.</p> <p><b>DECISION: The report was endorsed.</b></p>	
<p>8.</p>	<p><b>Quarterly Horizon Scanning Report</b></p> <p>The Director of Community Services presented the report which provided an update on the potential changes in legislation or regulations that will have a political, financial, staffing or environmental impact on Access Selby.</p> <p><b>DECISION: The report was noted.</b></p>	
<p>9.</p>	<p><b>Access Selby Risk Register</b></p> <p>The Managing Director confirmed that after three years Officers revisited Access Selby's Risk Register and had undertaken a fundamental review.</p> <p><b>DECISION: The report was approved.</b></p>	
<p>10.</p>	<p><b>Quarterly PI Report</b></p> <p>The Director of Community Services presented the report and was pleased to confirm that there were no red Performance Indicators to report and that results had exceeded targets on 15 indicators and 5 performing at amber status.</p>	

	<p>The Director informed the Board that:</p> <ul style="list-style-type: none"> <li>• SLA 10 the value had changed due to the rise in the number of hard to let properties which Access Selby has no control over and not down to poor management.</li> <li>• Similarly SLA14.1 &amp; 14.2 were due to access issues common at this time of year.</li> </ul> <p><b>DECISION: The report was noted.</b></p>							
11.	<p><b>NYCC</b></p> <p>The Managing Director confirmed that work was still progressing on the CRM and websites.</p> <p>He confirmed that scope had been agreed for Assets to move operations to the County Depot on Canal Road freeing industrial units at the Vivars for rental.</p> <p>Back Office – a pilot appointment (shared) of a Business Manager to run Access Selby’s Business Support team along with 3 NYCC sites in Selby.</p> <p><b>DECISION: The report was noted.</b></p>							
10.	<p><b>Programme for Growth</b></p> <p>The Director of Community Services confirmed that the Programme for Growth project was proceeding to plan with some items reaching conclusion.</p> <p><b>DECISION: The report was noted.</b></p>							
13.	<p><b>Next meetings of Access Selby Board</b></p> <table> <tr> <td>8 September 2014</td> <td>13 October 2014</td> </tr> <tr> <td>8 December 2014</td> <td>12 January 2015</td> </tr> <tr> <td>9 March 2015</td> <td>13 April 2015</td> </tr> </table>	8 September 2014	13 October 2014	8 December 2014	12 January 2015	9 March 2015	13 April 2015	
8 September 2014	13 October 2014							
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## Agenda Item No: 4.

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**To:** Access Selby Board  
**Date:** 8 September 2014  
**Author:** Isabel Jones; Audit Manager; Veritau  
**Lead Officer:** Karen Iveson; Executive Director (s151 Officer)

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**Title:** Internal Audit Progress Report 2014/15

**Summary:** The purpose of the report is to provide an update on progress made in delivering the internal audit workplan for 2014/15.

### Recommendations:

**That the Board recommend the Internal Audit Progress Report 2014/15 for approval by the Audit Committee**

#### 1. Introduction and background

- 1.1. The provision of Internal Audit is a statutory requirement (Accounts & Audit Regulations).
- 1.2 The Audit Committee approved the internal audit plan for 2014/15 at its meeting held on the 16 April 2014. The purpose of the report is to inform Members of the progress made to date in delivering the 2014/15 Internal Audit Plan and any developments likely to have an impact on the Plan throughout the remainder of the financial year.

#### 2. The Report

- 2.1 Within the report there is a summary of progress made against the plan.
- 2.2 Veritau carries out its work in accordance with the Public Sector Internal Audit Standards (PSIAS).
- 2.3 There is no direct linkage to any of the Council's Priorities, as internal audit is a support service, which provides internal control and activity assurance to Directors on the operation of their services, and specifically to the Council's S151 Officer on financial systems.

**3. Legal/Financial Controls and other Policy matters**

3.1. Legal Issues

(a.) None.

3.2. Financial Issues

(a.) None.

**4. Conclusion**

4.1 To date, no audit reports have been issued but 8 out of 27 audits are in progress. It is anticipated that the 93% target will be exceeded by the end of April 2015 (the cut off point for 2014/15 audits).

**5. Background Documents**

**Contact Officer: Isabel Jones; Audit Manager; Veritau**  
**[isabel.jones@veritau.co.uk](mailto:isabel.jones@veritau.co.uk)**  
**01904 552934/01757 292281**

**Richard Smith; Deputy Head of Internal Audit;**  
**Veritau**  
**[Richard.smith@veritau.co.uk](mailto:Richard.smith@veritau.co.uk)**

**Appendices: - Internal Audit Progress Report 2014/15 -**  
**Veritau**



**Selby District Council**

**Internal Audit Progress Report 2014-15**

**Audit Manager:** Isabel Jones  
**Deputy Head of Internal Audit:** Richard Smith  
**Head of Internal Audit:** Max Thomas  
**Date:** 8 September 2014

## Background

- 1 The work of internal audit is governed by the Accounts and Audit Regulations 2011 and the Public Sector Internal Audit Standards (PSIAS). The Head of Internal Audit is required to regularly report progress in delivery of the internal audit plan to the Audit Committee and to identify any emerging issues which need to be brought to the attention of the Committee.
- 2 Members approved the Annual Internal Audit Plan 2014/15 at their meeting on the 16th April 2014. The total number of planned audit days for 2014/15 is 355. The performance target for Veritau is to deliver 93% of the agreed Audit Plan by the end of the year. This report summarises progress made in delivering the agreed plan.

## Internal Audit Work Carried Out 2014/15

- 3 A summary of the internal audit reports issued is attached at **Appendix A**. This is the first progress report to be received by the committee during 2014/15.
- 3.1 Veritau officers are involved in a number of other areas relevant to corporate matters:
  - **Contractor Assessment;** this work involves supporting the assurance process by using financial reports obtained from D&B in order to confirm the financial robustness of contractors.
  - **Risk Management;** Veritau facilitate the Council's Risk Management process and advise Access Selby on their processes.
  - **Systems Development;** Internal Audit attend development group meetings in order to ensure that where there are proposed changes and new ways of delivering services, that the control environment is not overlooked which could lead to the Council being exposed.
  - **Investigations;** Special investigations into specific sensitive issues.
- 3.2 As with previous audit reports an overall opinion will be given for each of the specific systems under review.
- 3.3 The opinions used by Veritau are provided below:

<b>High Assurance</b>	Overall, very good management of risk. An effective control environment appears to be in operation.
<b>Substantial Assurance</b>	Overall, good management of risk with few weaknesses identified. An effective control environment is in operation but there is scope for further improvement in the areas identified.
<b>Moderate Assurance</b>	Overall, satisfactory management of risk with a number of weaknesses identified. An acceptable control environment is in operation but there are a number of improvements that could be made.
<b>Limited Assurance</b>	Overall, poor management of risk with significant control weaknesses in key areas and major improvements required before an effective control environment will be in operation.

**No Assurance**

Overall, there is a fundamental failure in control and risks are not being effectively managed. A number of key areas require substantial improvement to protect the system from error and abuse.

3.4 The following priorities are applied to individual actions agreed with management:

**Priority 1** – A fundamental system weakness, which represents unacceptable risk to the system objectives and requires urgent attention by management.

**Priority 2** – A significant system weakness, whose impact or frequency presents risk to the system objectives, which needs to be addressed by management.

**Priority 3** – The system objectives are not exposed to significant risk, but the issue merits attention by management.

3.5 It is important that agreed actions are formally followed up to ensure that they have been implemented. Agreed actions are recorded within Covalent therefore assurance should be gained through the performance management framework, with appropriate testing carried out.

3.6 A total of 10 agreed actions from 2013/14 audits have been followed up with the responsible officers. 7 had been satisfactorily implemented. In a further 3 cases, the actions had not been implemented by the target date but a revised date was agreed. This is done where the delay in addressing an issue will not lead to unacceptable exposure to risk and where, for example, the delays are unavoidable (eg due to unexpected difficulties or where actions are dependent on new systems being implemented). These actions will be followed up after the revised target date. The remaining 21 actions agreed in 2013/14 audits have not yet been followed up either because the target dates have not yet passed or because follow up work is still in progress. A summary of this follow up work is included below:

Action status	Total No.	Action Priority		
		1	2	3
Actions now implemented	7	0	2	5
Revised date agreed	3	0	3	0
Follow up in progress	4	0	3	1
Not yet followed up	17	1	11	5
<b>Total agreed actions</b>	<b>31</b>	<b>1</b>	<b>19</b>	<b>11</b>

3.7 To date, although no 2014/15 audits have been completed, 8 out of 27 are in progress with draft reports expected to be issued shortly for a number of these. It is anticipated that the 93% target will be exceeded by the end of April 2015 (the cut off point for 2014/15 audits).

## Table of 2014/15 audit assignments status

Audit	Status	Audit Committee
<b>Corporate Risk Register/Access Selby RR</b>		
Savings Delivery	Not Started	
Partnerships	Not Started	
Performance Management and Data Quality	Not Started	
Government Legislation	In progress	
<b>Fundamental/Material Systems</b>		
Housing Rents	Not Started	
Council Tax/NNDR	Not Started	
Sundry Debtors	Not Started	
Benefits	Not Started	
Council House Repairs	In progress	
Creditors	Not Started	
Income/Receipting Systems	Not Started	
Payroll	In progress	
General Ledger (budgetary control & reconciliations)	Not Started	
Capital Accounting/Asset Management	Not Started	
<b>Regularity Audits</b>		
Civil Contingencies Act/Business Continuity	In progress	
Safeguarding Children	In progress	
Taxi Licensing	In progress	
<b>Technical/Project Audits</b>		
ICT	Not Started	
Programme for Growth	Not Started	
Leisure Centre Rebuild/Village	Not Started	
Contract Audit/Procurement	Not Started	
Housing Trust	In progress	
Business Transformation	Not Started	
Better Together	Not Started	
Information Governance Support	Not Started	
<b>Contingency</b>		
- Car Park Income	In progress	
<b>Follow Ups:</b>	In progress	



## Agenda Item No: 5.

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**To:** Access Selby Board  
**Date:** 8<sup>th</sup> September 2014  
**Author:** Zander Zambas

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**Title:** Horizon Scanning – Quarterly Update

**Summary:** This report provides an update on potential changes in legislation or regulations that will have a political, financial, staffing or environmental impact on Access Selby.

### Recommendations

- i. To receive the Horizon Scanning report in Appendix 1.
- ii. To review and consider any actions coming forward from the process.

#### 1. Background

- 1.1. This horizon scanning report has been prepared in order to focus on the development of a coordinated approach to emerging issues.
- 1.2. Lead Officers have considered the risk level of each issue and assigned a risk owner.
- 1.3. Business Managers have updated the issues and considered risk mitigation strategies.
- 1.4. Directors have appraised the effectiveness of mitigating actions for risks, reviewed the resource implications for some issues, and developed action plans to further mitigate risks where necessary.
- 1.5. A number of low priority issues have been removed in the interests of brevity.

#### 2. Legal/Financial Controls and other Policy matters

- 2.1. These will be identified and considered as part of the work relating to each issue.

**Appendices:** Appendix 1 - Horizon Scanning

# HORIZON SCANNING

12 APRIL 2014 – 01 JULY 2014

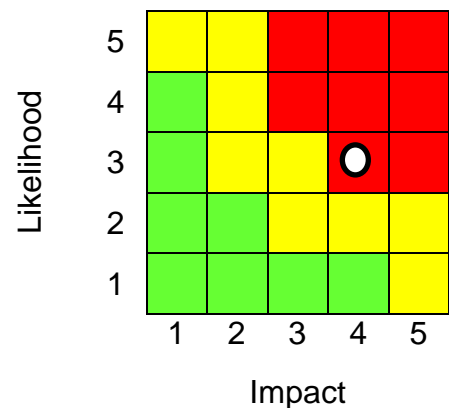
## ON-GOING AND DEVELOPING ISSUES

### COUNCILS MUST PROVIDE AN EFFICIENT PLANNING SERVICE

#### **■ HIGH PRIORITY**

Lead Officer: *Richard Sunter* (Planning)

If councils consistently fail to meet statutory planning decision deadlines, applicants will be given the option of asking the Planning Inspectorate to decide their proposal instead. This could create extra pressure to meet statutory planning deadlines, as failure to comply may result in special measures. The lack of a five year housing land supply may impact on performance.



#### **UPDATE:**

#### INCREASE IN THRESHOLD FOR DESIGNATION OF AUTHORITIES FOR MAJOR APPLICATIONS

The threshold has been raised from 30% to 40% (i.e. councils must meet at least 40% of deadlines). In the last two years, Selby District Council have met 50% of major application deadlines. This year it is closer to 70% to date. However, the low numbers of major applications we receive mean that it would take about 5–6 late applications to fall below the threshold.

#### MITIGATING ACTIONS

Constant review of the course of applications has been put in place in order to prevent this. The case of Blaby District Council indicates that developers may be reluctant to bypass the planning authority, so loss of income may not be significant (only one application was submitted to the Secretary of State, and this was refused). However, designation would result in severe damage to our reputation.

## BUILDING COSTS UP 9% THIS YEAR

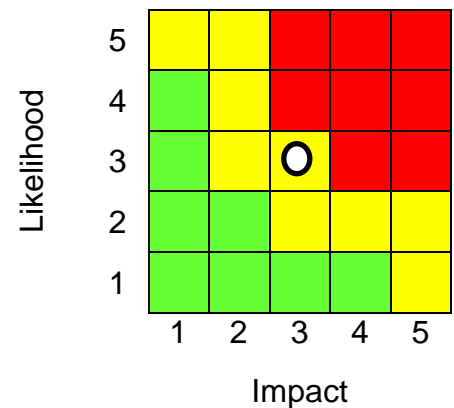
### HIGH PRIORITY

Lead Officer: *Dave Maycock* (Assets)

Building costs have risen by 9% this year, meaning it is costing more to build and contractors are more expensive to hire. This will have a major impact financially, especially on the Housing Trust, and could impact upon the delivery of housing in the district, on the Authorities' Monitoring Report.

#### MITIGATING ACTIONS

This is necessarily dealt with on a case-by-case basis.



## MAKING DATA TRANSPARENCY ENFORCEABLE BY REGULATIONS

### HIGH PRIORITY

Lead Officer: *Mike James* (Marketing & Communications)

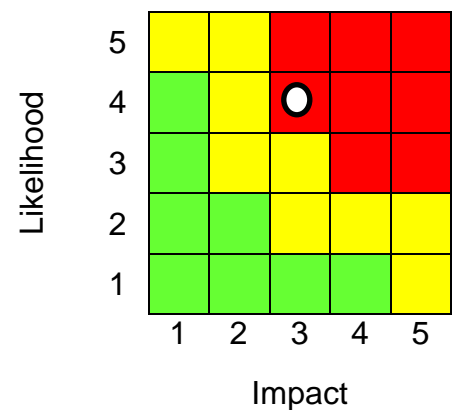
- ❖ Adherence to 'The Code of Recommended Practice for Local Authorities on Data Transparency' is to be made mandatory.

#### UPDATE:

Local Government Transparency Code will come into force later this year, subject to parliamentary process. Councils will have to publish, in principle, all data and information which is not restricted by specific sensitivities.

#### MITIGATING ACTIONS

A project group is being put together to meet the new requirements ahead of time. A project initiation document is being drafted.



## RIGHT TO BUY – CHANGES TO DISCOUNT AND QUALIFYING PERIOD

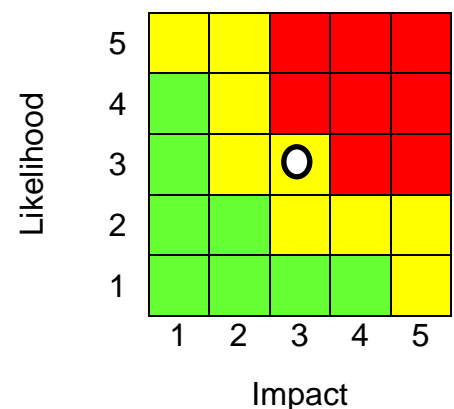
### HIGH PRIORITY

Lead Officer: *Dave Maycock* (Assets)

The Government has increased the maximum 'Right to Buy' discount for houses to 70%, and ensured that the cash cap rises with inflation. Additionally, the 'Right to Buy' qualifying period is to be reduced to three years by the beginning of 2015. An increased take-up could impact on HRA viability and development strategy.

#### MITIGATING ACTIONS

The HRA Business Plan Review will take this into account in the assumptions.



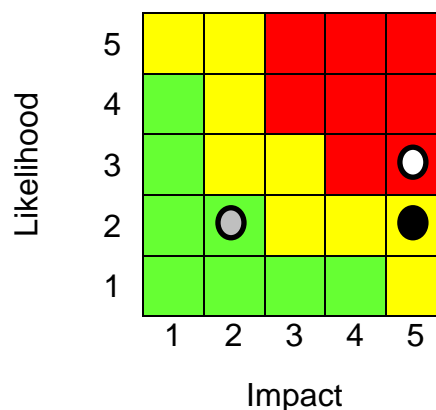
## SELBY DISTRICT ENERGY SECTOR

### **HIGH PRIORITY**

Lead Officer: *Ralph Gill* (Benefits & Taxation) | *Jonathan Lund* (Core)

#### **EGGBOROUGH POWER STATION ●**

The Department of Energy and Climate Change announced in December that Eggborough power station would not be eligible for funding a biomass fuel conversion, putting its future in doubt. Closure of the power station would have significant implications on its employees and council business rates. Nigel Adams MP and David Cameron have met to discuss future potential subsidies. The plant is currently set for closure in 2015, but may remain open if subsidies are agreed.



#### **DRAX POWER STATION ○**

Drax has secured a government Contract for Difference for its second biomass conversion unit, as well as a €300m EU grant for a Carbon Capture and Storage scheme. The scheme could encourage further heavy industry into the area.

#### **KELLINGLEY COAL MINE ○**

Kellingley colliery is to be shut down in 2015 following a deal between UK Coal and the Government, with an estimated loss of 700 jobs. Unions are looking into an employee buyout to keep the mine open.

#### MITIGATING ACTIONS

The council will support agencies which offer advice and guidance to those affected by any closure. The council is also in regular liaison with the Valuation Office, and has capped its risk exposure with the business rates retention scheme: safety net and levy.

## SINGLE FRAUD INVESTIGATION SERVICE

### **MEDIUM-HIGH PRIORITY**

Lead Officer: *Helen McNeil* (Enforcement)

- ❖ One organisation within DWP to deal with Housing Benefit fraud by March 2016.
- ❖ Rollout in Selby is scheduled for March 2016. The transfer process will begin 6–8 months before this.
- ❖ LA staff may TUPE across to the DWP, to be decided at a local level.



## WELFARE REFORM – UNIVERSAL CREDIT

### **MEDIUM PRIORITY**

Lead Officer: *Ralph Gill* (Benefits)

- ❖ Universal Credit set to replace six means-tested benefits by 2017.
- ❖ New claims are not expected to be extended to the whole of Great Britain until 2016; and the bulk of existing claimants will not move over to UC until 2017–19.

### **UPDATE:**

- ❖ Universal Credit expanding to 90 jobcentres in north-west England.
- ❖ Project delivery so far behind that the project was 'reset', and roll-out may be slower than anticipated.

## NEW AND EMERGING ISSUES

### AMENDMENTS TO THE DEREGULATION BILL

#### **MEDIUM PRIORITY – THIS HAS BEEN FLAGGED AS A RESOURCE ISSUE**

Lead Officer: *Helen McNeil* (Enforcement)

The changes in licensing practice are not operationally significant; however, operational managers are concerned about the lack of a dedicated licensing officer within the organisation.

Some clauses which relate to taxi licensing have been added to the deregulation bill. The bill has just had its second reading at the House of Lords. The clauses can be summarised as follows:

- ❖ Currently, a private hire vehicle can only be driven by licensed private hire driver (and not, for example, a family member of that driver). It is proposed that this restriction be reversed, so that others can drive the vehicle when 'off-duty'. Many campaigners suggest that this endangers the public. If adopted, licensing and enforcement service areas would come under greater strain. (Clause 8)
  - If adopted, this will put increased pressure on enforcement for private hire vehicles.
- ❖ Best practice guidance suggests that councils issue licences for three years (for drivers) and five years (for private hire operators). The new amendment would force councils to offer these licence durations as standard. Selby District Council currently issues annual licences for both. (Clause 9)
  - We will be consulting on this issue through October and November as part of the taxi licensing policy review.

- ❖ It is proposed that an operator in one district is able to subcontract work to another operator who may be based outside the home district. (Clause 10)

## MITIGATING ACTIONS

A project group is being put together for this, to undertake a review of current licensing practices. Members (will) include the solicitor to the council, lead officer for enforcement and lead officer for environmental health, among others. The review will consider the most effective system of delegation for licensing in the council, and create robust procedures for acting within delegated authority.

## INFRASTRUCTURE BILL

The government has published new legislation designed to encourage investment in Britain's infrastructure. Measures are wide in scope, and those most closely affecting local authorities are noted below:

## DEEMED DISCHARGE

### **MEDIUM PRIORITY**

Lead Officer: *Richard Sunter* (Planning)

This is introduced to end unreasonable and excessive delays on projects which already have been granted planning permission, by a new 'deemed discharge' provision on planning conditions. This proposal is out to consultation.

Since the introduction of fees the service ensures that conditions are discharged within the eight weeks. This will need fine tuning to ensure that no applications to discharge conditions go over the time period. The impacts are likely to be local but a deemed discharge could result in loss of reputation and potentially claims on the local authority.



**Agenda Item: 6.**

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**To: Access Selby Board**  
**Date: September 2014**  
**Author: Chris Smith**  
**Lead Officer – Data & Systems**

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**Title:** Access Selby Performance Indicator Exceptions  
Report: April 2013 – August 2014

**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 total of five performance indicators were below target following the 1<sup>st</sup> quarter of reporting. This report highlights the progress made on these exceptions up to the end of August 2014.
- 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 With regard to the performance indicator for average time to re-let council properties. Performance has reduced due to a number of properties finally being occupied. Mechanisms have been introduced within the process to try and minimise the time taken to re-let certain types of properties in the future.
- 2.2 The performance indicator measuring the inspection of a medium risk premises remains below target though this reflects low numbers and has been managed through re-allocation of officer workloads. The indicator measuring high risk premises is now above target.

- 2.3 In Benefits & Taxation a recovery plan has been adopted to clear a current backlog of outstanding work, with the anticipation of a sustained improvement in the overall performance of the team evident from September 2014.
- 2.4 Improvements are evident in the comparison of performance against the same period in 2013-2014 for percentage of urgent and non-urgent council house repairs and collection rates in Council Tax and NNDR.

### **3. Conclusion**

- 3.1 In summary, clear improvements are evident although 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 have been put in place to resolve ongoing performance issues throughout the year. Further work continues on percentage of benefit claims/changes processed within 5 days and Average time taken to re-let properties to ensure we continue to meet target for the remainder of the year

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

**Appendices:** Access Selby Key Performance Indicator Progress Report:

April 2014 – August 2014

# Access Selby Performance Indicator Monthly Exceptions Report: April 2014 - August 2014






**Report Type:** PIs Report  
**Report Author:** Chris Smith  
**Generated on:** 01 September 2014

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	2013/2014 YTD Comparison	Latest Note
SLA_010	Average time taken to re-let local authority housing	<b>Aim to Minimise</b>	24 days	<b>27.7 days</b>				22.2 days	We are currently undertaking more in-depth analysis to understand the type of properties that are harder to let and the reasons why, whether it be design, facilities, area or standard as well as looking at bidding trends. We continue to advertise through CBL, at the Customer Contact Centre, through the newsletter

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	2013/2014 YTD Comparison	Latest Note
SLA_014.1	Inspection of premises in accordance with statutory code of practice (High Risk)	Aim to Maximise	100.00%	100.00%	↑	—	🟢	100.00%	Inspections of <b>high-risk premises: Food hygiene, health and safety and PPC (environmental permits)</b> . Resources are focussed upon higher & medium risk premises (SLA14.1 & 14.2 respectively) in accord with risk-rating schemes contained in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses. To date 16 completed out of the 16 inspections due, which have fallen within the scope of the indicator. Minor shortfall from the previous month has been addressed.
SLA_014.2	Inspection of premises in accordance with statutory code of practice (Medium Risk)	Aim to Maximise	100.00%	88.31%	↓	↓	🟡	100.00%	Inspections of <b>medium risk premises: Food hygiene, health and safety and PPC (environmental permits)</b> . Resources are focussed upon higher & medium risk premises (SLA14.1 & 14.2 respectively) in accord with risk-rating schemes contained in Statutory Codes of Practice thus protecting consumers' public health and supporting businesses.  To date 68 completed out of the 77 inspections, which have fallen within the scope of the indicator. Minor shortfall is manageable given the small numbers.
SLA_018	% of new benefit claims and changes processed within 5 days upon receipt of complete application	Aim to Maximise	90.00%	88.72%	↑	↓	🟡	92.97%	August saw the return of us being able to exceed target within the month. YTD performance has increased from 88.04% at the end of July to 88.72% and I would expect this trend to continue.

Code	Short Name	Direction of Travel	Current Target	Current Value	Short Term Trend Arrow	Long Term Trend Arrow	Traffic Light	2013/2014 YTD Comparison	Latest Note
SLA_023	% of invoices paid on time	<b>Aim to Maximise</b>	95.00%	<b>93.10%</b>				95.09%	Performance improved again this month. Further monthly improvements expected in the coming months.