



27 December 2017

Dear Sir/Madam

A meeting of the Finance and Resources Committee will be held on Monday, 8 January 2018 in the New Council Chamber, Town Hall, Beeston commencing at 7.00pm.

Should you require advice on declaring an interest in any item on the agenda, please contact the Monitoring Officer at your earliest convenience.

Yours faithfully

Chief Executive

To Councillors:	S A Bagshaw	P Lally
	T P Brindley (Vice Chair)	G Marshall
	S J Carr	P J Owen
	E Cubley	P D Simpson (Chair)
	S Easom	A W G A Stockwell

A G E N D A

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are requested to declare the existence and nature of any disclosable pecuniary interest and/or other interest in any item on the agenda.

3. MINUTES

PAGES 1 - 6

The Committee is asked to confirm as a correct record the minutes of the meeting held on 30 November 2017.

4. REFERENCES

4.1 Leisure and Environment Committee 7 December 2017 Colliers Wood – Activity Space

The Committee was advised of the success in receiving external funding towards the cost of creating an activity space at Colliers Wood. The Friends of Colliers Wood Group had been actively fundraising towards the project and had collected £3,700. Using this sum as match funding, along with a contribution of £6,000 from Caunton Engineering, the Council made a bid to Waste Recycling Environmental Ltd (WREN) for financial assistance. A condition of the award from WREN was that the Council would be required to find 10.75% of this sum as a contributing third party payment and this would come from the Open Spaces revenue budget.

RECOMMENDED that a supplementary capital estimate of £13,800 be approved to create an activity space at Colliers Wood with funding of £3,700 from the Friends of Colliers Wood Group and £10,100 from WREN.

4.2 Leisure and Environment Committee 7 December 2017 Play area and Parks/Open Space Improvements 2018/19 and 2019/20

The Committee considered works to improve the play areas and parks/open spaces in the borough during the financial years 2018/19 and 2019/20. The Council's Play Strategy 2017-2025 detailed a series of improvement works in the play areas and associated facilities that had been proposed following consultation with local children and the relevant town and parish councils. It was noted that the works proposed in the Play Strategy are not funded within the capital programme.

RECOMMENDED that £250,000 be allocated in the 2018/19 capital programme and £250,000 in the 2019/20 capital programme for improvements to play areas and parks/open spaces.

4.3 Leisure and Environment Committee 7 December 2017 Garden Waste Subscription Charges for 2018/19

The Committee received a report on Garden Waste Subscription Charges for 2018/19. An income target of £591,000 was set for the 2017/18 subscription period. 19,158 properties had subscribed to the 2017/18 service, generating an income of £621,000. It was proposed that the price for the first bin is increased to £32 and the price for additional bins is increased to £14. The price increases and changes in collection frequency would ensure that the provision of the garden waste collection service was in line with neighbouring authorities.

RECOMMENDED that:

- 1. The price for the first bin for 2018/19 be increased to £32.**
- 2. The price for the additional bins for 2018/19 be increased to £14.**

5. BUDGET CONSULTATION 2018/19 PAGES 7 - 15
To report the results of the budget 2018/19 consultation exercise which took place during October and November 2017.
6. COUNCIL TAX BASE 2018/19 PAGES 16 - 18
To approve the Council Tax Base for the year 2018/19.
7. LOCAL COUNCIL TAX SUPPORT SCHEME 2018/19 PAGES 19 - 20
To seek approval for arrangements to operate in 2018/19 in respect of the Local Council Tax Support Scheme (LCTSS).
8. PARKING AND CCTV/SECURITY SERVICES - APPRENTICE POST PAGES 21 - 24
To seek approval to recruit a two year fixed term apprentice in the Parking and CCTV/Security Services section.
9. TOUR OF BRITAIN – NOTTINGHAMSHIRE LEG SEPTEMBER 2018 PAGES 25 - 26
To seek approval to contribute to the costs associated with bringing the Nottinghamshire leg of the 2018 Tour of Britain to Broxtowe, should Broxtowe feature on the 2018 route.
10. FOOD HYGIENE TECHNICAL OFFICER PAGES 27 - 29
To seek approval to recruit a Food Hygiene Technical Officer in the Environmental Health team of the Public Protection Division.
11. COMPLAINTS REPORT PAGES 30 - 34
To provide members with a summary of and the length of time taken to acknowledge complaints made against the Council.

12. WORK PROGRAMME

PAGE 35

To consider items for inclusion in the Work Programme for future meetings.

13. EXCLUSION OF PUBLIC AND PRESS

The Committee is asked to RESOLVE that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Schedule 12A of the Act.

14. REPLACEMENT CUSTOMER RELATIONSHIP
MANAGEMENT SYSTEM

PAGE 36

FINANCE AND RESOURCES COMMITTEE

30 NOVEMBER 2017

Present: Councillor P D Simpson, Chair

Councillors: S A Bagshaw
T P Brindley
S J Carr
E Cubley
R Jackson
P Lally
G Marshall
P J Owen
J M Owen (substitute)
M Radulovic MBE
A W G A Stockwell

An apology for absence was received from Councillor S Easom.

29. **DECLARATIONS OF INTEREST**

The Chief Executive declared a non pecuniary interest in item 15, minute no. 42 refers, and left the meeting before it was considered.

30. **MINUTES**

The minutes of the meeting held on 12 October 2017 were confirmed and signed.

31. **PERFORMANCE MANAGEMENT – REVIEW OF BUSINESS PLAN PROGRESS – SUPPORT SERVICE AREAS**

The Committee noted progress against outcome targets identified in the Business Plan for support services areas.

It was asked that figures of how many Freedom of Information (FOI) requests were dealt with in 20 days be provided in future reports, rather than percentages.

The Committee noted that there would be progress on participation in a countywide procurement exercise for card processing merchant services once a new Procurement Officer was appointed. The due date for the completion of the task was to be revised.

Discussion progressed on to the number of working days lost to sickness. It was noted that there had been some instances where staff had been suspended and certified as off sick. It was requested that the sickness figures be recalculated without suspended members of staff who were also off sick.

The Committee considered the apprenticeship levy and the effect it would have on the number of roles the Council could offer at this level. It was requested that the Committee be provided with figures to show the drop in apprenticeships offered by the Council.

It was noted that although the Council had attempted to share Human Resource services with other authorities, there had been no opportunities to do so, the section having been restructured to save money. The Employee Induction Programme was also discussed, the review of which was due to be completed by 31 March 2018.

There followed a discussion about the Committee Management System. The business case for the project had been revised and it was due to be piloted for one committee in February 2018, with full implementation in May 2018.

The Committee noted that the action to establish a legal service partnership with Rushcliffe Borough Council would not be continued. This was due to Rushcliffe withdrawing from the project.

There was concern that the percentage of planned audits being completed was down. It was noted that the intention was to complete the internal audit programme as planned. The Committee requested that the performance indicator be changed to state that it measured internal audits. The backlog of sundry debtors was discussed. It was noted that there was now an officer in post to tackle the backlog. It was requested that the number of sundry debtors be circulated to the Committee.

The number of complaints being acknowledged within three working days had dropped and the Committee voiced concern that this was because of a lack of resource. It was noted that there was a Complaints Officer in post, but that the responsibility for acknowledging complaints within three working days rested with the relevant department. A detailed report on complaints with data from each department was requested.

It was noted that the current rate of rent collection of 95.8% would take Broxtowe out of the top quartile. Improvements to collection rates were noted. The Council was also looking to promote Discretionary Housing Payments to those struggling with housing costs and there was a revised Rent Collection Policy. It was also noted that the Council still had six months of the financial year left to collect the £265,000 of outstanding rents. A report on rent arrears was requested. Discussion progressed on to the introduction of Universal Credit and the impact that would have on rent arrears. It was noted that Erewash Borough Council had much higher rates of rent arrears at present due to Universal Credit. It was requested that the report include benchmarking figures and the impact of the introduction of Universal Credit.

There was also a request that any sources of help for people in rent arrears be shared with councillors so that they could refer constituents to the correct agencies.

Call abandonment rates were discussed. Clarification was requested as to whether a call is counted as abandoned if it is put through to a department, but then not answered. The increase in calls was discussed, in particular the increased demand for housing, benefits and waste services.

32. TREASURY MANAGEMENT AND PRUDENTIAL INDICATORS 2017/18 – MID YEAR REPORT TO 30 SEPTEMBER 2017

The Committee was informed of treasury management activity and the actual prudential indicators for 2017/18 up to 30 September 2017. There was a discussion concerning the type of investments the Council had put its funds in. It was explained that the Council only invested in institutions with an A+ rating. It was noted that investments tended to be made on short term loads. The loans which paid for the Housing Revenue Account self-financing would start to mature in 2022. It was requested that a list of institutions and their credit ratings be provided in future reports, as in the budget report.

33. GENERAL FUND REVENUE BUDGET AMENDMENTS 2017/18

Approval was sought for a number of amendments to the General Fund revenue budget for 2017/18.

The Committee discussed Section 106 contributions, with particular reference to those that had been reduced. It was asked that the Environment (Open Spaces) contributions that were not to be received be broken down by amount and developer.

RESOLVED that the amendments to the General Fund 2017/18 revenue budget as set out above be approved.

34. CAPITAL PROGRAMME 2017/18 UPDATE

The Committee noted the capital expenditure incurred in 2017/18 up to 31 October 2017 along with the planned financing of the 2017/18 capital programme. Schemes totalling £708,400 were not currently funded and it was added that there was not the level of funding to the General Fund that there had been.

A question was raised regarding the projects that had funding, but against which no expenditure had been made. It was noted that some schemes relied on third parties and work had started on others, but had not been invoiced. For example £20,000 had been allocated towards the Bennerley Viaduct.

This money could not be taken out of the capital programme as the Council was relying on a third party to conduct the work and collect the funding.

The Committee noted its disappointment with the decision of the Department of Work and Pensions to withdraw from its plan to relocate within the Council Offices.

A discussion followed regarding the funds allocated towards contamination surveys at Chewton Street, Eastwood. Additional information was requested on the type of survey to be conducted.

The debate progressed on the Warm Homes on Prescription Scheme. The Committee noted that referrals to the scheme had to be made by a person's General Practitioner.

Following the discussion a recorded vote was requested. The voting was as follows:

<u>For</u>	<u>Against</u>	<u>Abstention</u>
T P Brindley	S A Bagshaw	S J Carr
E Cubley	P Lally	
R I Jackson	G Marshall	
J M Owen	M Radulovic MBE	
P J Owen		
P D Simpson		
A W G A Stockwell		

RESOLVED that the capital budget variations for 2017/18 as set out in appendix 3 be approved.

35. BROADGATE PARK – PLAY AREA REFURBISHMENT

The Committee considered the funding that had been awarded in respect of refurbishing Broadgate Park play area from Waste Recycling Environmental Limited, the Tesco 'Bags of Help' fund and United Living. A contribution of £28,000 was required from the Council to carry out the refurbishment.

RESOLVED that a budget of £87,000 be allocated in the 2017/18 capital programme for the refurbishment of the Broadgate Park play area with funding of £28,000 from the Council and £59,000 from external sources.

36. SECTION 106 FUNDS

The Committee was informed of the level of section 106 funding currently available and the projects intended for its use.

There was discussion about how education contributions were spent. It was noted that these came under the control of Nottinghamshire County Council. A breakdown of section 106 monies that had been reneged on by amount and developer was requested. There was also a discussion around monies being spent in the areas which had seen development, for example, Swallow Hill Homes in Eastwood.

Discussion progressed on to how few affordable houses had been built to replace council homes that had been sold under right to buy. It was noted that part of the receipts for council houses sold went to the government and part into the Housing Revenues Account.

37. GRANT AID TO PARISH/TOWN COUNCILS AND BEESTON SPECIAL EXPENSES AREA REGARDING THE LOCAL COUNCIL TAX SUPPORT SCHEME

The Committee considered the level of grant aid to be paid to each of the parish and town councils and to the Beeston Special Expenses Area.

RESOLVED that the grant assistance to parish and town councils and the special expenses area in respect of the Local Council Tax Support Scheme for 2018/19 be as set out in the appendix be approved.

38. ATTENDANCE MANAGEMENT

The Committee noted a detailed report in relation to absence requested at the meeting on 12 October 2017. It was suggested that this report should be provided quarterly so that the Committee could be provided with a regular update on the efficacy of the actions being taken to manage absence.

Discussion centred on what had caused the sickness figures to rise. It was noted that there had been a particular problem in one department that was being resolved. It was also noted that reasonable adjustments were always made at the earliest possible opportunity.

39. CIVIC EVENT – FREEMAN/ALDERMAN OF THE BOROUGH

The Committee discussed a request for funding to host a ceremony at which the status of Freeman or Alderman would be conferred on those who have rendered eminent services to the Borough, prior to a request to full Council that the meeting be held.

RESOLVED that funding be approved prior to a request to full Council for the official admittance to the office of Honorary Freeman or Alderman of the Borough to take place as a special meeting of the Council to be held at a date to be confirmed in November 2018.

40. WORK PROGRAMME

After discussion items on complaints, rent arrears and a quarterly attendance management update were added to the work programme.

RESOLVED that the Work Programme, as amended, be approved.

41. EXCLUSION OF PUBLIC AND PRESS

RESOLVED that, under Section 100A of the Local Government Act, 1972, the public and press be excluded from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraphs 1 and 2 of Schedule 12A of the Act.

42. EMPLOYMENT MATTERS

Following the discussion a recorded vote was requested. The voting was as follows:

<u>For</u>	<u>Against</u>	<u>Abstention</u>
S J Carr	S A Bagshaw	T P Brindley
E Cubley	G Marshall	P Lally
R I Jackson	M Radulovic MBE	
J M Owen		
P J Owen		
P D Simpson		
A W G A Stockwell		

RESOLVED that the termination of the Housing Allocations and Options Manager's employment contract on 1 December 2017 and the related payments in paragraph 3 be approved.

Report of the Interim Deputy Chief Executive

BUDGET CONSULTATION 2018/191. Purpose of report

To report the results of the budget 2018/19 consultation exercise that took place during October and November 2017.

2. Background

For 2014/15 and 2015/16 the Council consulted on the budget through the online system known as 'YouChoose'. This produced a limited number of responses but allowed for an analysis of local views about spending priorities at service level. For 2016/17, the new five year Corporate Plan presented an opportunity to join up public engagement on policy and financial matters and seek views on specific matters to inform the budget for 2016/17 and beyond.

For both 2017/18 and this year's exercise, a web-based survey, publicised through social media, has been used. This included no reference to any specific policy options but sought views on all Council services and indications of satisfaction, or otherwise, with both those services and with the local area generally. Local people were also asked whether they felt that additional income should be derived from council tax or fees and charges, or costs reduced by reductions in services. Finally respondents were asked about what method(s) they used to access Council services, how satisfied they were with them, and also whether they would consider accessing these services by other means.

Respondents were also asked to provide demographic data, including which area of the borough they live in so that any correlation between location and satisfaction levels could be analysed.

A total of 579 responses were received. This is a significantly larger response than last year (with the comparable web-based survey) with 396 responses. This represents an increase of 183 or 46%. The results are summarised in Appendix 1. Appendix 2 summarises the demographic data for the respondents. Appendix 3 summarises suggestions made through the consultation or direct to the Council through free text.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

APPENDIX 1

Summary of Respondents

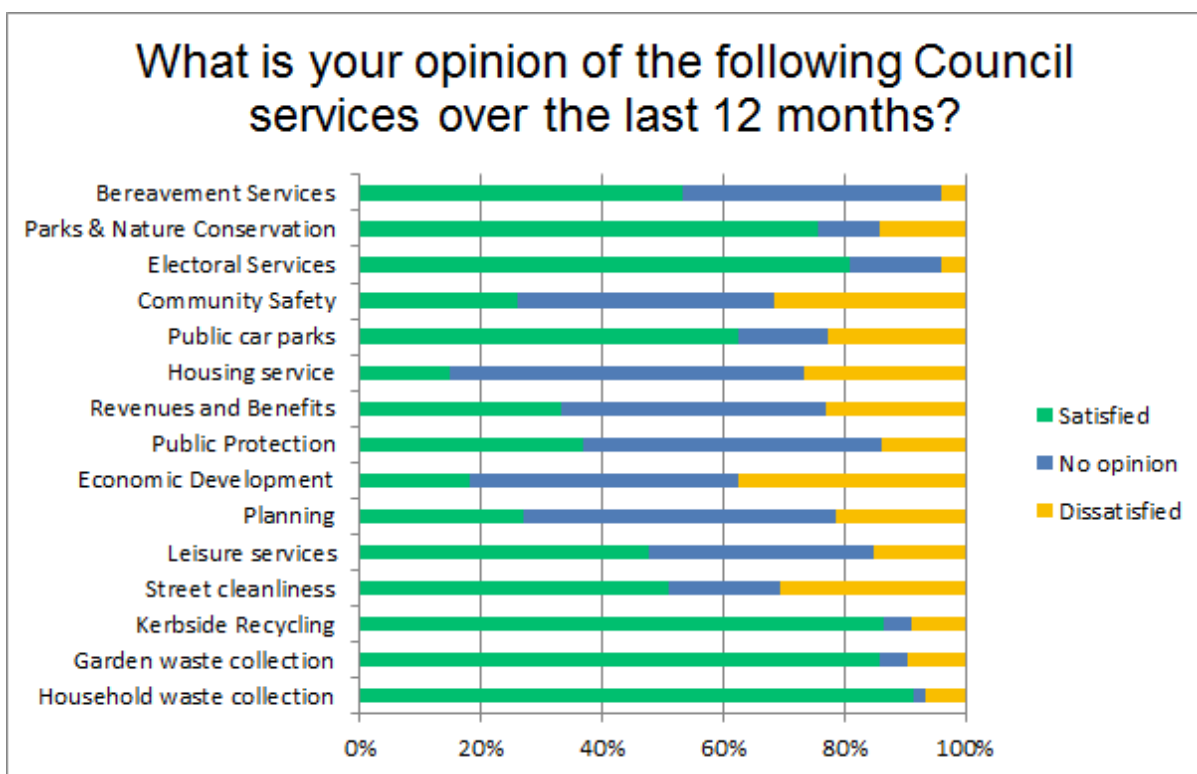
1. The sample of respondents is representative of the local communities in Broxtowe, although the analysis of ethnicity indicates a bias towards White British respondents. 92% of respondents indicated they considered themselves to be White British, 6% White Irish and 19% White/Other. The remaining 3% were split between Asian, Black or Mixed race categories. This represents an increase of White respondents compared to last year which was 86%.
2. In terms of gender 53% of the respondents were male and 47% female.
3. The number of younger respondents was lower than in previous years with 23% of under 45s responding compared to 26% in 2017/18. However these were both considerably higher than in 2016/17 when it was 12%.
4. In terms of geographical location, Beeston residents responded the most (26%) followed by Chilwell (15%) and Stapleford (11%). There were fewer respondents in less urban areas; however, unlike last year there was at least one respondent from every area. Other than that factor the split of geographical location was very similar to last year.
5. The Broxtowe Disability Forum was consulted; their response is included within Appendix 3.
6. A full breakdown of gender, age ranges, ethnicity, disability and location is included in Appendix 2. As a proportion of the total population of Broxtowe, the number of respondents means that the results cannot be taken as statistically significant, albeit the number of responses is considerably higher than in previous years. It is advisable therefore to only consider the results as indications of local views rather than attempt to draw strategic conclusions from the detailed responses.

Satisfaction with Services

7. In overall terms, local people are satisfied with the borough of Broxtowe and the Council's management of it. 74% of people are either 'satisfied' or very 'satisfied' with the area in which they live, while 64% are either 'satisfied' or 'very satisfied' with the way that the Council delivers services. However these numbers are a reduction on last year; the figures were 84% and 73% respectively. Just 2% of people are 'very dissatisfied' in both categories.
8. 15% of those who used services and expressed a view were 'dissatisfied' with the services they use, with 46% overall expressing satisfaction and 22% not expressing an opinion. This represents an overall decline compared to last year where 12% were 'dissatisfied' and 58% were 'satisfied'. The number of respondents not expressing an opinion has dropped to 18%, from 30% last year. Figure 1 shows the breakdown by service.

9. The services with the highest satisfied responses were Household Waste Collection (black lidded bin; 91%), Kerbside Recycling (green lidded bin, glass bag or red lidded glass bin, textiles; 82%) and Electoral Services (79%). The services with the highest dissatisfied responses were Street Cleanliness (30%), Economic Development (29%) and Community Safety (26%).

Figure 1



10. There were a number of comments about specific services which can be broken down broadly into headings. Table 1 below shows the number of responses in each broad category.

Table 1: Text commentary on satisfaction with services

Area of interest	No. of comments
Improve rubbish collection/recycling	33
Invest in business/communities	22
Increase car parking/reduce cost	15
Improve urban environment and street scene	11
More housing/better regulation of private sector	10
Improve community safety	10
Improve leisure facilities/events	10
Improve parks and open spaces	7
Reduce council tax	5
Address fly tipping	3
Improve planning policy and processes	2

11. Positive comments were also made which are shown below

- Beautiful parks and gardens
- Broxtowe seem to be doing a good job
- Generally happy with the job you've done in the last year!
- Generally happy and enjoy living in Broxtowe
- Generally I am satisfied with Broxtowe Borough Council
- I think the Council does a good job overall in difficult times; thank you!
- Very satisfied
- We use few of your general services so do not have the knowledge to give an educated opinion. Certainly satisfied with the waste/recycling bins - excellent service
- Don't sell the Town Hall!

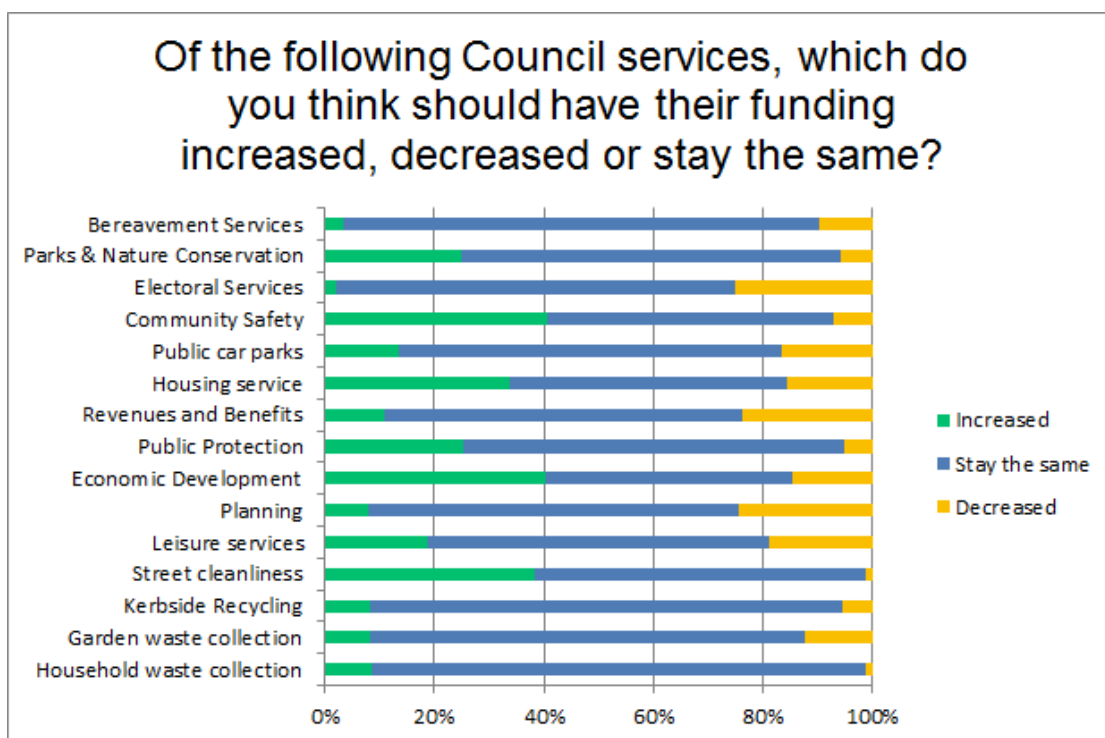
12. Out of the 579 responses, 293 provided some form of comment to this question which can be interpreted that local people care about their local community and want to see improvements. As can be seen in the table above most of the comments relate to improving the rubbish collection/recycling service and more investment in local communities and town centres.

Spending on services

13. When asked about whether spending on services should be increased, decreased or stay the same, the responses showed consistency with satisfaction levels. Of those services which were ranked as the highest for satisfaction one (Electoral Services) was flagged as one of the highest for decreased funding. Similarly of those services which were ranked as the highest for dissatisfaction most were flagged as the highest for increased funding (namely Community Safety, Economic Development and Street Cleanliness).

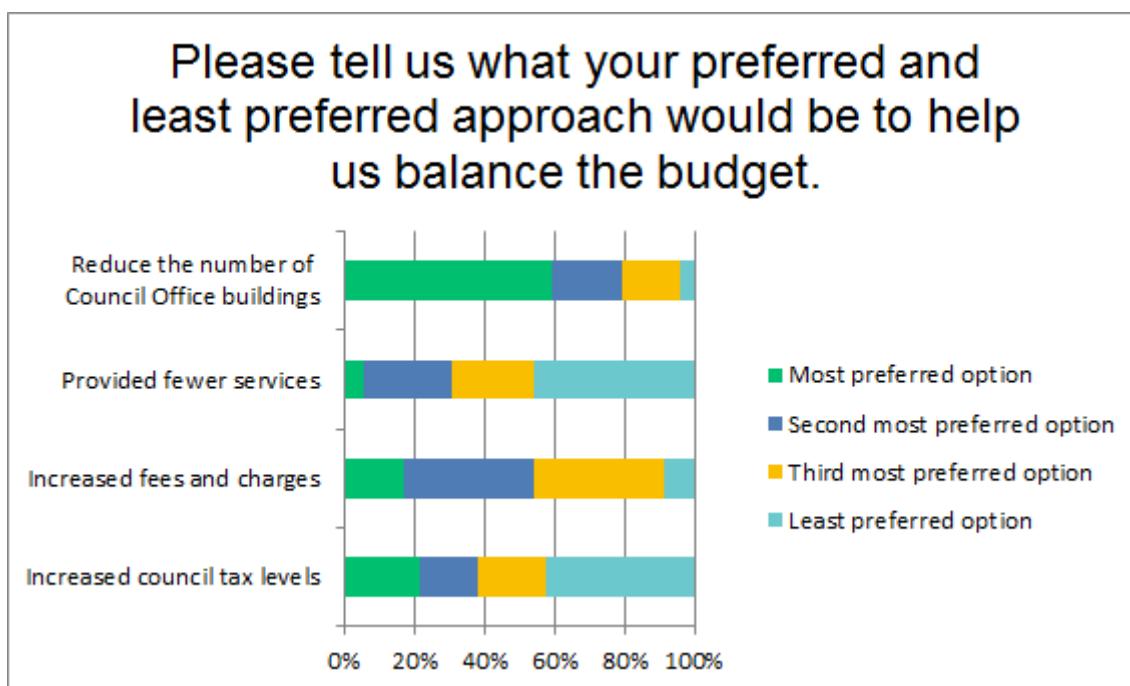
14. Community Safety (40%), Economic Development (40%) and Street Cleanliness (38%) were the services with the highest responses for increased funding. Services that are viewed as more discretionary, such as Electoral Services (25%), Planning (24%) and Revenues and Benefits (24%) were the services with the highest responses for decreased funding.

Figure 2



15. Overall the balance was in favour of increasing spending (19%) rather than decreasing spending (12%). However the majority view was to keep spending the same (69%).
16. When asked how services should be funded in future in respect of most and least preferred approaches an additional question was included this year. Respondents were asked in respect of “reducing the number of Council Office buildings”. This option was considered the first preference for 59% of respondents whilst the second preference was increasing council tax levels (21%). Providing fewer services was the least preferred option of the four at 6%.

Figure 3

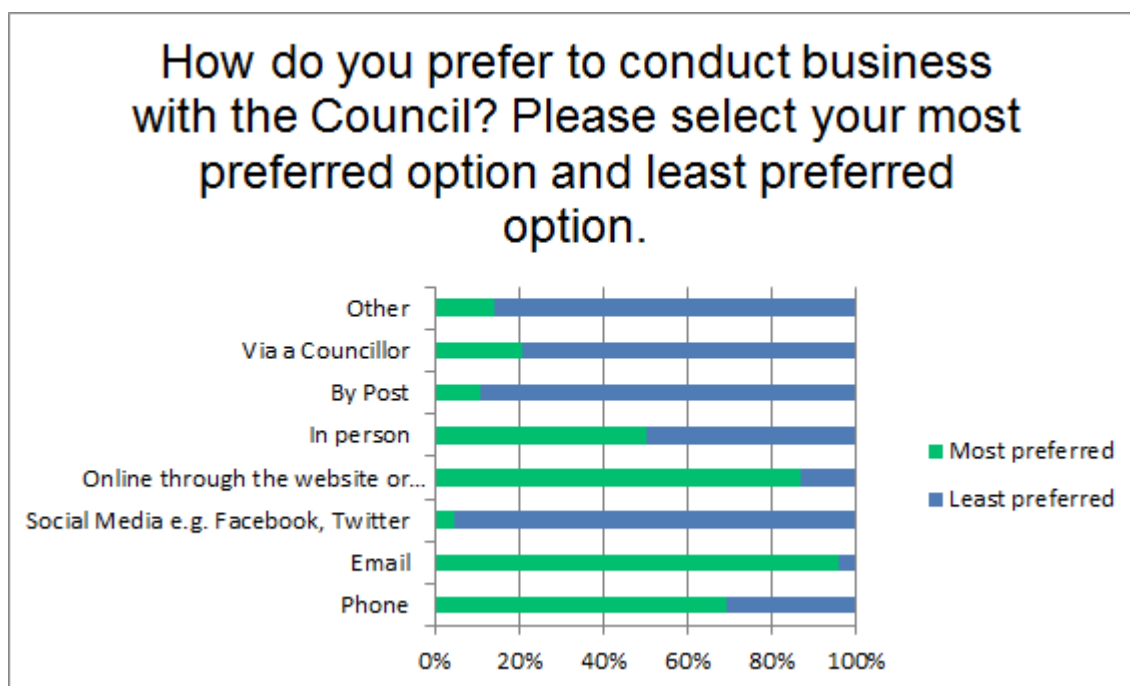


17. Respondents were also invited to make suggestions about how the Council could increase income, reduce costs or make savings to support the budget.

Communicating with the Council

18. This year respondents were asked a yes/no question as to whether they feel the Council listens to them. The results showed that 54% answered no with 46% answering yes.
19. To obtain further information on how to shape services in future, local people were asked about how satisfied they are with the ways they can access Council services, and how they prefer to contact the Council to do business. 68% of respondents were either very satisfied or satisfied with the way they can access Council services. Only 6% were either very dissatisfied or dissatisfied. However, 27% were neither satisfied nor dissatisfied (i.e. neutral).
20. In terms of what methods of communication local people prefer to use there was clearly a preference for online or email contact but it must be remembered that all respondents were already able to access services online by virtue of them completing this survey. Social media was by far the least preferred method of communication with post the second least.

Figure 4



21. In terms of accessing services by alternative means the highest responses were by means of email and online which were both the highest responses for most preferred means of communications.
22. An important part of the Council's economic development plans is the Beeston town centre regeneration (Phase 2) project. The planned development aims to provide additional housing and leisure services, and stimulate the evening economy.
23. As part of this year's budget proposals, the Council is planning to invest £250,000 in 2018/19 and £250,000 in 2019/20, to further enhance and improve play areas and parks/open spaces across Broxtowe Borough Council.

APPENDIX 2

DEMOGRAPHIC DATA

	Number	% of total
Gender		
Male	298	53%
Female	263	47%
Transgender	3	1%
Age		
Under 18	1	0%
18-24	8	1%
25-29	15	3%
30-44	108	19%
45-59	162	29%
60-64	76	13%
65+	196	35%
Ethnic Origin		
White - British	512	92%
White - Irish	6	1%
White - other background	19	3%
Asian or Asian British - Indian	3	1%
Asian or Asian British - Pakistani	1	0%
Asian or Asian British - Bangladeshi	0	0%
Asian or Asian British - other background	2	0%
Black or Black British - Caribbean	2	0%
Black or Black British - African	0	0%
Black or Black British - other background	0	0%
Mixed - White and Black Caribbean	1	0%
Mixed - White and Black African	0	0%
Mixed - White and Asian	0	0%
Mixed - other background	0	0%
Chinese	2	0%
Any other ethnic group	8	1%
Disabled or with long term health needs		
Yes	91	16%
No	474	84%
Area		
Attenborough	9	2%
Awsorth	3	1%
Beeston	144	26%
Bramcote	59	10%
Brinsley	11	2%
Chilwell	82	15%
Cossall	2	0%
Eastwood	55	10%
Greasley	28	5%
Kimberley	34	6%
Nuthall	34	6%
Stapleford	61	11%
Toton	30	5%
Trowell	12	2%

APPENDIX 3

Other suggestions received**Response by Broxtowe Disability Forum 24 October 2017**

Note of a discussion attended by members of the Broxtowe Disability Forum regarding the Council's budget consultation 2018/19.

"Generally satisfied with refuse collection (black bins). Think there should be more frequent collections at some times of year (for example Christmas and height of summer).

Satisfied with green bin collection service although say it can be a bit noisy at times. Street cleaning is good.

Very satisfied with Planning – one person asked for a large print local plan part 2 and it was on the doormat the next day.

The crematorium is excellent.

Don't use leisure centres or brown bin service and didn't feel able to pass an opinion on other services mentioned in terms of satisfaction.

On consideration of the budget choices all unanimously preferred increasing council tax levels. Providing fewer services was the least favoured option. On reducing the number of council buildings they thought it depended which building and under what circumstances.

They thought funding should be increased for refuse collection (black bin) and affordable housing but stay the same for all other services mentioned.

Overall they were satisfied with Council services.

They felt they were listened to.

They accessed the Council generally a few times a year mostly in person. They did this because they prefer personal contact.

There were very positive comments about officers in the contact centre "they know their business" and were "very efficient".

The forum made a suggestion that more use be made of parks and open spaces for adults. They felt there were a lot of activities for children on parks but not so much for adults."

Report of the Interim Deputy Chief Executive

COUNCIL TAX BASE 2018/191. Purpose of report

To approve the Council Tax Base for the year 2018/19.

2. Detail

The 2018/19 Council Tax Base has now been calculated in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012. Details are given in the appendices.

Recommendation

Committee is asked to **RESOLVE** that based on the number of band D equivalent properties and in accordance with the Local Authorities (Calculation of Council Tax Base) (England) Regulations 2012, Broxtowe Borough Council calculates its Council Tax Base for the year 2018/19 as follows:

1. For the whole of its area 33,448.29.
2. In respect of Parish Precepts and Special Expenses for those parts of its area mentioned in the table below, the amounts specified therein –

<u>Part of Council's Area</u>	<u>Area Council Tax Base</u>
Awsworth	614.08
Brinsley	688.93
Cossall	209.52
Eastwood	2,725.54
Greasley	3,673.87
Kimberley	1,772.69
Nuthall	2,260.64
Stapleford	4,021.34
Strelley	181.28
Trowell	810.14

Special Expenses Area

Beeston Area	16,490.26
--------------	-----------

Background papers

Nil

APPENDIX 1

The Council Tax Base is calculated on the estimated full year equivalent number of chargeable dwellings expressed as the equivalent number of band D dwellings in the Council's area after allowing for dwelling demolitions and completions during the year, Council Tax exemptions, discounts, disabled reliefs and premiums, and the estimated collection rate.

Under the Local Council Tax Support Scheme (LCTSS), the Council Tax Base is affected by whether persons living in a dwelling within an authority area are in receipt of a Council Tax reduction awarded under the Scheme, as the billing authority foregoes Council Tax income from those dwellings. These local Council Tax reductions are reflected in the calculation of the Council Tax Base, in order to calculate the correct amount of band D Council Tax for the billing and precepting authorities in the area.

The calculated Council Tax Base for the borough for the full year commencing 1 April 2018, assuming a 98.5% collection rate, is **33,448.29**. Separate calculations are required to be made for the parishes and special expenses areas. These are available in detail in the Members' Room. The table below gives a comparison of the Council Tax Base for 2017/18 with the proposed figures for 2018/19 so that members can see the growth between years.

<u>Part of Council's area</u>	<u>Council Tax Base 2017/18</u>	<u>Proposed Council Tax Base 2018/19</u>	<u>% change</u>
Awsorth	616.13	614.08	-0.33%
Brinsley	684.14	688.93	0.70%
Cossall	202.68	209.52	3.37%
Eastwood	2,701.32	2,725.54	0.90%
Greasley	3,605.90	3,673.87	1.88%
Kimberley	1,764.38	1,772.69	0.47%
Nuthall	2,244.05	2,260.64	0.74%
Stapleford	3,948.05	4,021.34	1.86%
Strelley	181.07	181.28	0.12%
Trowell	812.00	810.14	-0.23%
Beeston Special Expenses Area	16,366.93	16,490.26	0.75%
TOTAL	33,126.65	33,448.29	0.97%

The Council Tax Base figures will be notified to the parish and town councils in order that they may calculate their precepts. The overall summary for the Borough Council area broken down by band of property is shown in appendix 2.

CALCULATION OF COUNCIL TAX BASE 2018/19

Band	No of Dwellings	% of Total	Chargeable Dwellings	Equivalent no of Discounts at 25%	Empty Homes Premium	Equivalent no of Dwellings	Ratio to Band D	Chargeable Band D Equivalent Properties		LCTSS Adjustment Band D Equivalent	No of Dwellings Relevant to Band D
1	2	3	4	5	6	7	8	9		10	11
A DPR	0	0	37	7	0	35.25	0.56	19.58	7.30	4.06	15.53
A	16361	32.68%	15792	8197.6	40	13782.6	0.67	9188.40	3387.20	2258.13	6930.27
B	13005	25.98%	12625	4307	12.5	11560.8	0.78	8991.69	1051.00	817.44	8174.25
C	10846	21.67%	10604	3094	10.5	9841	0.89	8747.56	489.16	434.81	8312.75
D	5966	11.92%	6076.5	1302	3.5	5754.5	1.00	5754.50	126.48	126.48	5628.02
E	2655	5.30%	2614	453	1.5	2502.25	1.22	3058.31	48.45	59.22	2999.09
F	744	1.49%	732	131	1.5	700.75	1.44	1012.19	11.83	17.09	995.11
G	457	0.91%	445	99	2	422.25	1.67	703.75	0.00	0.00	703.75
H	26	0.05%	20	15	0	16.25	2.00	32.50	0.00	0.00	32.50
Totals	50060	100.00%	48945.5	17605.6	71.5	44615.6		37508.48	5121.42	3717.23	33791.26

COUNCIL TAX INCLUDING ESTIMATED COLLECTION RATE OF 98.5%
ADD BAND D EQUIVALENTS FOR CLASS O DWELLINGS
COUNCIL TAX BASE FOR BROXTOWE BOROUGH COUNCIL

32,284.39
163.90
33,448.29

NOTES (Figures may not add up exactly due to rounding)

1. Column 4 equals column 2 less estimated exempt properties.
2. Column 7 equals column 4 less 25% of column 5 plus column 6.
3. Column 9 equals column 7 multiplied by column 8.
4. Column 11 equals column 9 less column 10.

Report of the Interim Deputy Chief Executive

LOCAL COUNCIL TAX SUPPORT SCHEME 2018/191. Purpose of report

To seek approval for arrangements to operate in 2018/19 in respect of the Local Council Tax Support Scheme (LCTSS).

2. Background

Members will recall that council tax benefit ceased at the end of 2012/13 and was replaced by a Local Council Tax Support Scheme defined by each authority. Cabinet considered the LCTSS on 27 November 2012 and the new scheme was approved by Council on 19 December 2012. The new scheme was effectively the government's default scheme with due allowance being made to allow the continuation of the discretionary policy relating to the treatment of war pensions.

The current scheme allows for up to 100% of the council tax liability to be paid in council tax support. The majority of councils have not adopted this approach. Most have passed some of the reduction in funding on to LCTSS recipients. The Council has benefitted from the overall bill for LCTSS falling from 2013/14 to 2016/17 as the numbers of claimants requiring support has reduced.

3. Financial implications

There are no direct financial implications arising from the proposals in respect of LCTSS. The 2018/19 budget will be set on the basis of existing estimates of take-up and collection.

Recommendation

The Committee is asked to RECOMMEND to Council that the current LCTSS remains in place for 2018/19.

Background papers

Nil

APPENDIX

1. Council Tax Support to Date

The Council has maintained a consistent approach to the administration of LCTSS, which has been influential in the continued high level of Council Tax collection. Many councils adopted schemes which required all those Council Tax payers receiving support to pay a minimum of 8.5% up to 100% of their liability.

In doing this, they have seen a significant increase in the number of small levels of Council Tax required to collect, with the associated costs that come with this approach. At Broxtowe, the methodology of continuing with a scheme, almost identical to Council Tax Benefit, has ensured a greater understanding for the people of the borough, whilst also seeing an improvement in relation to collection.

The estimated charge for the LCTSS in 2017/18 is £6,706,818, which represents a similar position to the previous year.

Year	LCTSS charge (£)
2016/17	6,661,822
2015/16	6,799,286
2014/15	6,909,373
2013/14	7,192,268

2. Proposals for 2018/19 Onwards

The current scheme has worked successfully with no administration issues. Financially the overall position is better than expected as the overall LCTSS spend has stabilised with no adverse effect being seen on the collection rates and no significant changes in arrears and collection costs.

From 2014/15 the LCTSS grant to local authorities has not been separately identified but has been subsumed within the overall funding assessment which sets figures for revenue support grant and business rates. The government has on several occasions indicated that it has made no moves to further reduce funding towards the LCTSS but this cannot be quantified due to the lack of a financial breakdown.

The issue to be resolved, therefore, is whether or not the Council wishes to change from the current arrangements to claw back some of the reduction in funding that the government is imposing. Any scheme changes would have to go through a formal consultation process and so a decision is required at the earliest stage, not only to complete the consultation, but to allow for the planning of any scheme changes within the system itself.

Report of the Interim Deputy Chief Executive

PARKING AND CCTV/SECURITY SERVICES – APPRENTICE POST1. Purpose of report

To seek approval to recruit a two year fixed term apprentice in the Parking and CCTV/Security Services section.

2. Background

The Community Safety Committee resolved on 19 January 2017 (subject to the approval of the Finance and Resources Committee) to appoint an additional member of staff in the Parking and CCTV services section. It had been hoped to fund this post through the CCTV cost savings outlined in the report to that Committee.

It has now become apparent that the expected savings from the CCTV shared service arrangement that were intended to fund the post will be less than anticipated due to Gedling Borough Council subsequently not joining the CCTV partnership and because other savings are needed to fund monitoring equipment upgrades. The Community Safety Committee will be receiving an update on this at its meeting on 18 January 2018.

The requirement for an additional temporary staff member is now a standalone financial commitment for the Borough Council. It is proposed that this be addressed through the appointment of an apprentice on a two year fixed term contract. Existing and proposed structure charts are given in appendices 2 and 3 respectively.

The justification for the post is given in appendix 1.

4. Financial implications

Assuming that the proposed apprentice post is on grade 2 (SCP11) and that a 2% pay award is effective from 1 April 2018, the additional pay related costs (including employers national insurance and superannuation) will be approximately £21,250 in 2018/19. Provision for this post will be required in the 2018/19 and 2019/20 budgets and the apprentice training costs will be funded via the apprentice levy.

Recommendation

The Committee is asked to RESOLVE that a two year fixed term apprentice be recruited in the Parking and CCTV/Security Services section.

Background papers

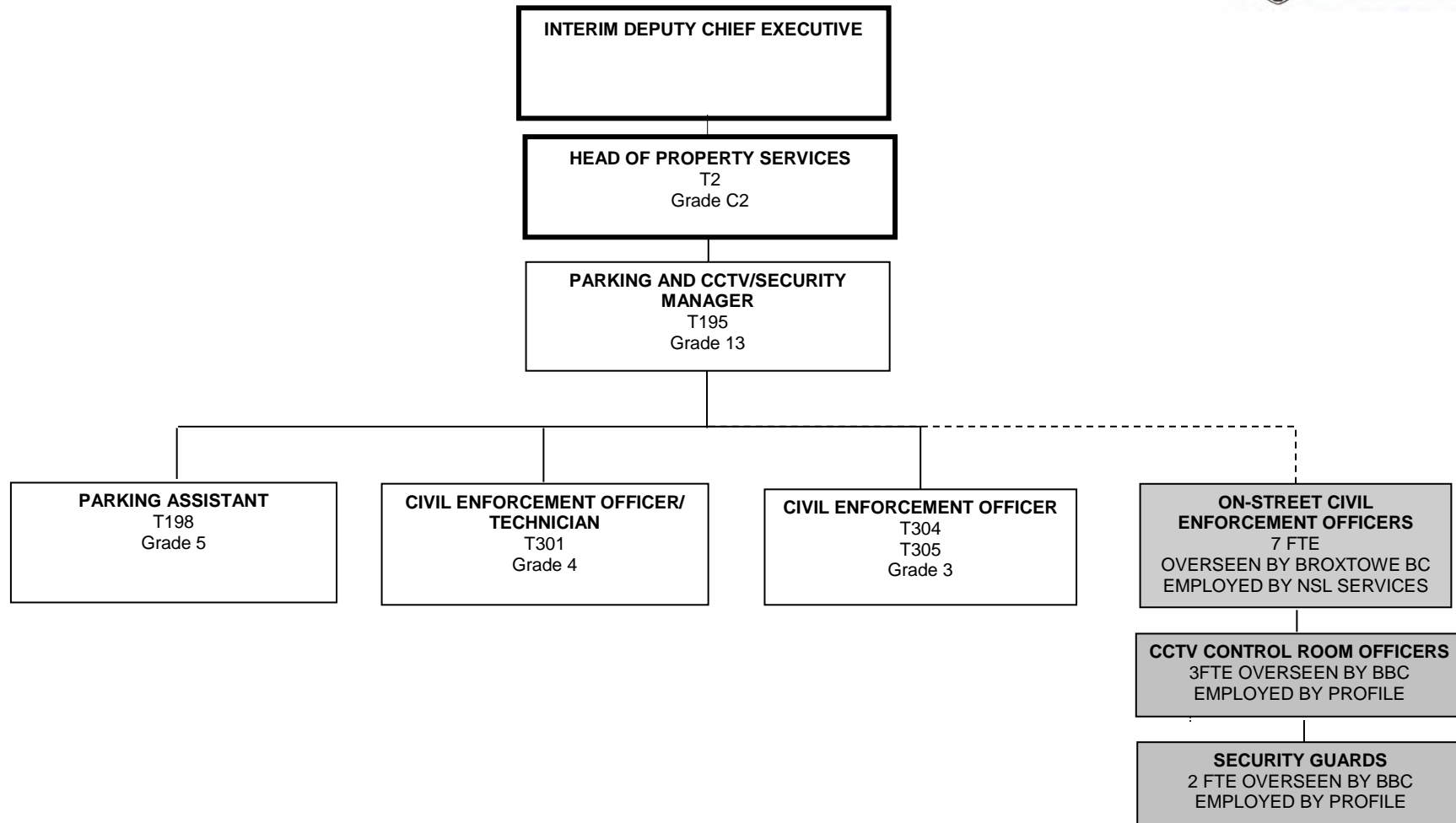
Nil

APPENDIX 1

Justification for the post

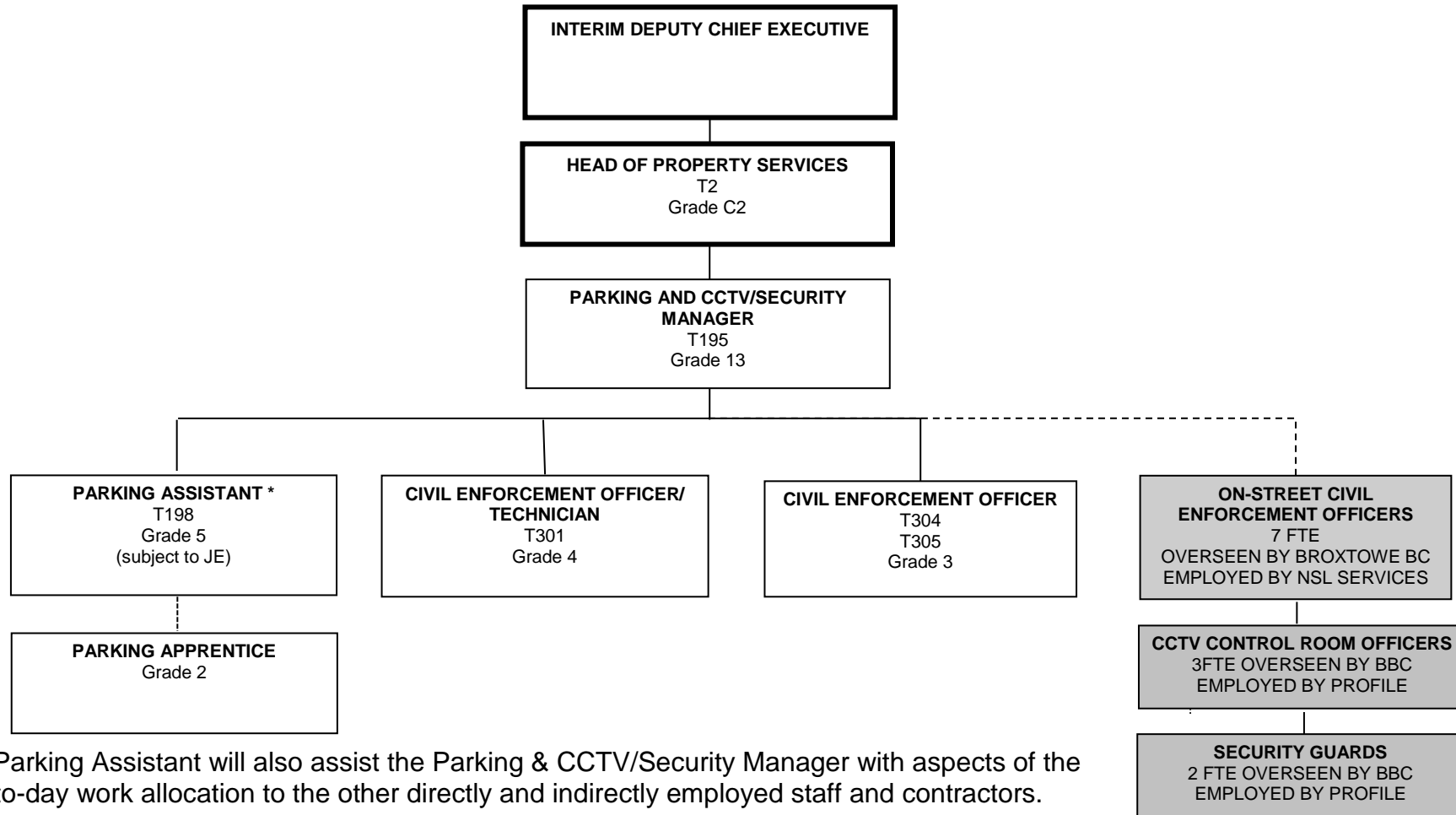
- In terms of professional officers Parking Services originally had just one officer who managed off-street parking in Broxtowe (car parks plus their enforcement).
- Broxtowe then agreed a shared service arrangement with Nottinghamshire County Council and subsequently with Rushcliffe Borough Council (in 2015) to manage on and off-street car parking in both boroughs. Broxtowe receives an annual income of £60,000 from the two councils for providing these services. To accommodate the additional workload, the team of one officer was boosted by the addition of a further officer.
- The team's responsibilities were further increased in 2016 to include CCTV and the Council's security contract.
- An additional resource will be needed, for a two year fixed term, to manage effectively this increased workload, especially in relation to CCTV. This includes:
 1. Review of all 210 CCTV cameras on an individual basis.
 2. Implications of GDPR.
 3. Writing of overarching policies and procedures.
 4. Requirement to centralise the control of CCTV and establish a Single Point of Contact (SPOC) for all Council contact with the Surveillance Commissioner.
- The additional temporary post would undertake lower level duties, thus freeing up the higher level staff to undertake the required higher level duties.

**HOUSING & PROPERTY SERVICES DEPARTMENT
PARKING, CCTV & SECURITY SERVICES
EXISTING JANUARY 2018**





**HOUSING & PROPERTY SERVICES DEPARTMENT
PARKING, CCTV & SECURITY SERVICES
PROPOSED JANUARY 2018**



* The Parking Assistant will also assist the Parking & CCTV/Security Manager with aspects of the day-to-day work allocation to the other directly and indirectly employed staff and contractors.

Report of the Interim Deputy Chief Executive

TOUR OF BRITAIN – NOTTINGHAMSHIRE LEG SEPTEMBER 20181. Purpose of report

To seek approval to contribute to the costs associated with bringing the Nottinghamshire leg of the 2018 Tour of Britain to Broxtowe, should Broxtowe feature on the 2018 route.

2. Tour of Britain

The Committee will recall that the Tour of Britain is an annual multi-stage cycling race in which participants seek to complete the route in the fastest time. In September 2017 the route passed through Brinsley, Eastwood and Watnall. There were large enthusiastic crowds in Broxtowe and the traffic disruption was for approximately 20 minutes. The estimated economic benefits for Nottinghamshire are set out in the appendix. As agreed by this Committee on 13 July 2017, the Borough Council made no financial contribution to the 2017 event.

Nottinghamshire County Council (NCC) is again seeking to bring one leg of the race to the county in September 2018. It is unlikely that the Tour of Britain will come to Broxtowe in 2018 unless the Borough Council can make a firm commitment to a funding contribution. Route planning for 2018 is already at an advanced stage.

3. Financial implications

The estimated cost of bringing the event to Nottinghamshire in 2018 is £160,000. This covers a range of items including traffic management, supplies for the riders, podiums and stewards/marshals. The proposed funding is as follows:

- The majority of the funding would come from Nottinghamshire County Council
- The district/borough in which the race starts would be expected to contribute approximately £20,000 as well as meet additional stewarding and event costs
- The district/borough in which the race finishes would be expected to contribute approximately £25,000 as well as additional stewarding and event costs
- Every other district/borough through which the race passes would be expected to contribute £5,000.

Recommendation

The Committee is asked to RESOLVE that provision of £5,000 be made in the 2018/19 budget to assist with meeting the cost of funding the Tour of Britain if the Nottinghamshire leg comes to Broxtowe.

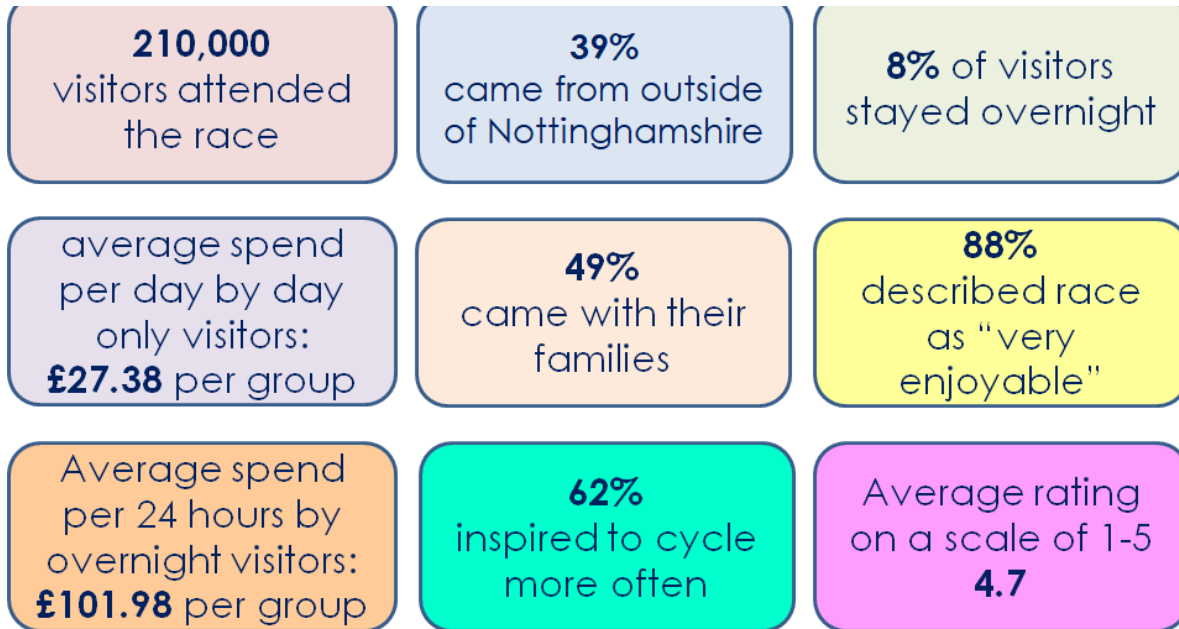
Background papers

Nil

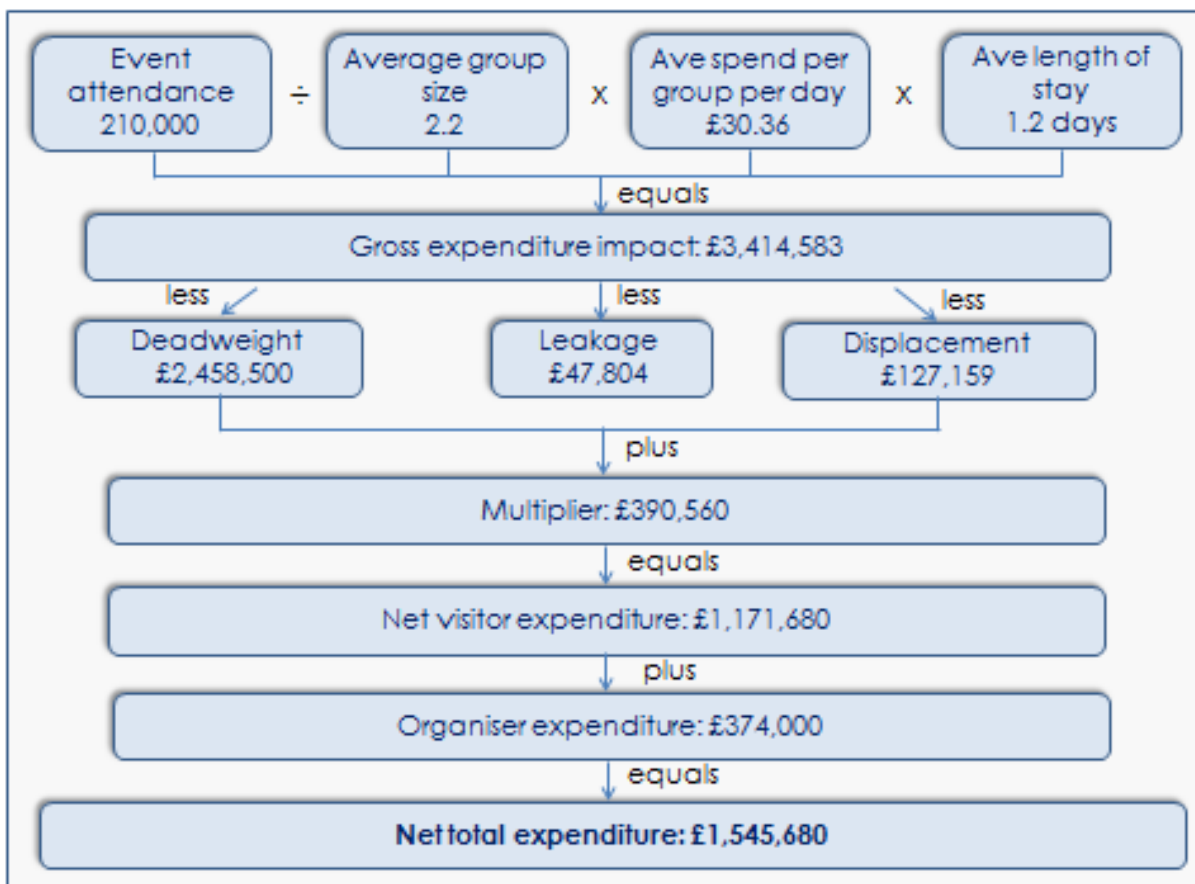
APPENDIX

Benefits and economic impact

400,000 people watched the Nottinghamshire race live on television, and 500,000 watched the highlights. In addition, there was significant media and internet coverage.



The economic benefit to Nottinghamshire is given below:



Report of the Chief Executive

FOOD HYGIENE TECHNICAL OFFICER1. Purpose of report

To seek approval to recruit a Food Hygiene Technical Officer in the Environmental Health team of the Public Protection Division.

2. Background

As set out in reports to the Community Safety Committee on 20 April and 29 June 2017, an audit of the Council's food hygiene service by the Food Standards Agency (FSA) highlighted that the current staffing levels within the Environmental Health team are insufficient to maintain inspection levels in accordance with national requirements. Consequently, the number of premises not inspected has increased each year, resulting in a considerable backlog. The FSA instructed that this issue be addressed as a priority. Further details are set out in the appendix.

The Finance and Resources Committee agreed on 13 July 2017 to allocate one-off funding of £15,000 for temporary agency staff to conduct the outstanding inspections.

In terms of future staffing levels, the Food Service Plan approved by the Community Safety Committee on 21 September 2017 highlighted the need to review staff resources. The appointment of an extra officer is considered to be the best way to achieving the 100% inspection frequencies required by the FSA.

Ideally, the additional officer would be a Food Hygiene Technical Officer (grade 9). However, the recruitment of such officers is becoming more difficult. If such an individual could not be appointed then an Environmental Health Officer (grade 10) would have to be recruited.

4. Financial implications

Assuming a 2% pay award effective from 1 April 2018 and including employer's national insurance and superannuation costs, the costs at grade maxima of a Food Hygiene Technical Officer (grade 9 – SCP 44) and an Environmental Health Officer (grade 10 – SCP 49) would be £38,009 and £41,952 respectively.

Provision for the new post will be required in the 2018/19 and future budgets.

Recommendation

The Committee is asked to RESOLVE that a Food Hygiene Technical Officer (or an Environmental Health Officer if a Food Hygiene Technical Officer cannot be recruited) be appointed in the Environmental Health section.

Background papers

Nil

APPENDIX

The report following the audit undertaken by the Food Standards Agency in March 2017 stated:

Resources: Having estimated the resources required, the Authority should ensure it has sufficient numbers of authorised officers to carry out all food hygiene law activities required by the Framework Agreement and the Food Law Code of Practice (FLCoP).

Food Premises Interventions: The Authority was carrying a backlog of overdue food hygiene interventions which had existed over a number of years. Whilst the majority had been classed as lower risk, the overdue premises interventions included catering premises, care homes, schools and nurseries. The length of time that premises had not been visited raised concerns about the accuracy of the risk rating. This had potential impacts on consumer protection due to possible changes in the type and nature of business operation and carried an increased reputational risk to the Authority. The Authority needed to review the overdue interventions including unrated premises and implement a risk based intervention programme to ensure all food premises receive an intervention at the frequency required in accordance with the Framework Agreement, the FLCoP and the Authority's documented enforcement policy and intervention procedure.

The formal recommendations in the FSA Audit Report included the following:

Recommendation 2 – Sufficient Authorised Officers

[The Standard – 5.3]

The Authority should ensure it has sufficient numbers of authorised officers to carry out all food hygiene law activities required by the Framework Agreement and Food Law Code of Practice

Recommendation 3 – Frequency of Interventions

[The Standard – 7.1]

The Authority should carry out intervention/inspections at a frequency which is not less than that specified by the Food Law Code of Practice and centrally issued guidance.

The ratio of full time equivalent officers carrying out food hygiene inspections to the number of food premises for Nottinghamshire local authorities is shown in the table below (Local Authority Enforcement Monitoring System Data 2016-17). This highlights the ratio of food premises per officer in Broxtowe is the highest in Nottinghamshire.

Local Authority	No. of FTE food officers	No of food premises
Ashfield	2.75	905
Bassetlaw	2.60	1044
Broxtowe	1.70	1017
Gedling	3.00	796
Mansfield	2.96	885
Newark & Sherwood	4.00	1107
Nottingham City	7.60	3123
Rushcliffe	3.00	900

Note

A six month update on post-audit progress has recently been sent to the FSA. They have provided an initial response indicating they will not close their recommendation on “sufficient authorised officers” until we have reported to committee “to secure sufficient resources to sustain delivery of the food law enforcement service.”

Report of the Interim Strategic Director

COMPLAINTS REPORT1. Purpose of report

To provide members with a summary of and the length of time taken to acknowledge complaints made against the Council.

2. Detail

At the last meeting of the Committee concern was expressed with regard to the number of complaints not receiving acknowledgment within three working days. Following the concerns, the Council has undertaken a review of the process of acknowledging stage one complaints. Formerly, the responsibility for acknowledgement rested with the service department in question. In order to assist with acknowledgement, the Council's Complaints Section will now acknowledge stage one complaints that are received directly to the Section. However, it will remain the responsibility of a service department to acknowledge any complaints that are received directly to that department. This will allow the Complaints Section to effectively manage the acknowledgement of complaints and to ensure that they are processed within three working days.

3. Further information

In quarter 1 for 2017/18, 21 complaints were received in an electronic format and in quarter 2 18 were received. When correspondence is received electronically, it is via an e-mail directly to the Complaints Section or by the customer completing the Council's online complaint form. All electronic correspondence sent by customers is responded to with the Council's generic automated e-mail reply. In order to manage the acknowledgement of electronic complaints, the Council is amending the automated response e-mail sent out specifically by the Complaints Section to state that the customer's complaint has been acknowledged, referred to the relevant Head of Service, and that a response will be provided within fifteen working days.

The Council's Governance, Audit and Standards Committee will continue to monitor the complaints service via the annual report submitted to the Committee.

The appendix provides a summary of the Council's internal complaint statistics for 2016/17, together with a summary of complaints received and the time taken to acknowledge them for quarters 1 and 2 in 2017/18.

Recommendation

The Committee is asked to NOTE the report.

Background papers

Nil

Complaints received

	Total	Chief Execs	Deputy Chief Execs	Housing Leisure & Property	Legal & Planning	Members
Number of Stage One complaints	254	6	87	127	24	10

A total of 254 stage 1 complaints were registered in the year 1 April 2016 to 31 March 2017.

Time taken to acknowledge receipt of stage one complaints 2016/17

	Total	Chief Execs	Deputy Chief Execs	Housing Leisure & Property	Legal & Planning	Members
same day	128	3	41	70	12	2
one to three days	80	1	31	36	4	8
more than three days	46	2	15	21	8	-

Time taken to acknowledge receipt of stage one complaints 2017/18 - quarter 1

	Total	Chief Execs	Deputy Chief Execs	Interim Strategic Director	Members
Time taken to acknowledge complaints - same day	38	24	7	7	-
Time taken to acknowledge complaints - one to three days	18	10	3	4	1
Time taken to acknowledge complaints - more than three days	7	6	-	1	-

Breakdown of complaint acknowledgements by department and section quarter 1**Chief Executive's Department**

Section	Same day acknowledgement	One to three days	More than three days
Communities	2	-	-
Development Control	4	2	1
Environmental Health	1	-	-
Garage Services	1	-	-
Housing Options	2	1	1
Housing Repairs	4	3	2
Leaseholder Services	1	-	-
Neighbourhood Services	9	3	2
Town Centre Management	-	1	-

Deputy Chief Executive's Department

Section	Same day acknowledgement	One to three days	More than three days
Capital Works	3	1	-
Customer Services	2	-	-
Estates	1	-	-
Kimberley Leisure Centre	1	-	-
Benefits	-	1	-
Parking	-	-	-
Revenues	-	1	-

Interim Strategic Director's Department

Section	Same day acknowledgement	One to three days	More than three days
Waste and Recycling	7	4	1
Parks and Environment	-	-	-
Standards	-	1	-

Time taken to acknowledge receipt of stage one complaints 2017/18 - quarter 2

	Total	Chief Execs	Deputy Chief Execs	Interim Strategic Director	Members
Time taken to acknowledge complaints - same day	20	13	4	3	-
Time taken to acknowledge complaints - one to three days	24	13	5	6	-
Time taken to acknowledge complaints - more than three days	3	2	1	-	-

Breakdown of complaint acknowledgements by department and section quarter 2**Chief Executive's Department**

Section	Same day acknowledgement	One to three days	More than three days
Development Control	1	1	1
Housing Options	3	6	-
Housing Repairs	3	-	1
Legal Services	1	-	-
Neighbour Services	5	6	-

Deputy Chief Executive's Department

Section	Same day acknowledgement	One to three days	More than three days
Benefits	1	1	1
Capital Works	1	1	-
Estates	1	-	-
Revenues	1	-	-
Customer Services	-	1	-
Kimberley Leisure Centre	-	1	-
Leisure	-	1	-

Interim Strategic Director's Department

Section	Same day acknowledgement	One to three days	More than three days
Parks and Environment	1	2	-
Waste and Recycling	2	3	-
Freedom of Information	-	1	-

Report of the Interim Strategic Director

WORK PROGRAMME1. Purpose of report

To consider items for inclusion in the Work Programme for future meetings.

2. Background

Items which have already been suggested for inclusion in the Work Programme of future meetings are given below. Members are asked to consider any additional items that they may wish to see in the Programme.

15 February 2018	<ul style="list-style-type: none"> • ITPS Allocations – Section 106 Transport Contribution • Grant Aid • Lottery Funding • Draft Committee Estimates 2018/19 and Draft Business Plans • Budget Proposals 2018/19 and Associated Strategies • Universal Credit Update • Rent Arrears
26 April 2018	<ul style="list-style-type: none"> • Universal Credit Update • Quarterly Attendance Management Update

3. Dates of future meetings

The dates for future meetings are to be confirmed at the 31 January 2018 Council meeting.

(All meetings to start at 7.00 pm)

Recommendation

The Committee is asked to consider the Work Programme and RESOLVE accordingly.

Background papers

Nil