

# Public Document Pack



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Date: 31 January 2012

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## **SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL**

**Date:** Thursday 9 February 2012

**Time:** 4pm

**Venue:** Marlborough room, Council House

**Members:**

Councillor James, Chair

Councillor Lowry, Vice Chair

Councillors Berrow, Casey, Delbridge, Evans, Lock, Murphy, Rennie, Reynolds, Stark and Stevens.

Members are invited to attend the above meeting to consider the items of business overleaf.

Members and officers are requested to sign the attendance list at the meeting.

Please note that unless the chair of the meeting agrees, mobile phones should be switched off and speech, video and photographic equipment should not be used in meetings.

**Barry Keel**  
Chief Executive

# **SUPPORT SERVICES OVERVIEW AND SCRUTINY PANEL**

## **AGENDA**

### **PART I – PUBLIC MEETING**

#### **1. APOLOGIES**

To receive apologies for non-attendance by panel members.

#### **2. DECLARATIONS OF INTEREST**

Members will be asked to make declarations of interest in respect of items on this agenda.

#### **3. MINUTES (Pages 1 - 12)**

To confirm the minutes of the Support Services Overview and Scrutiny Panel meetings held on 24 November 2011.

#### **4. CHAIR'S URGENT BUSINESS**

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

#### **5. INVEST TO SAVE PROJECTS UPDATE (Pages 13 - 18)**

The panel will receive an update from the Assistant Director for Finance, Assets and Efficiencies on invest to save projects.

#### **6. SOCIAL NETWORKING AND COMMUNICATION REVIEW**

The panel will receive an update from the Assistant Director for ICT on social networking and communication.

#### **7. PROCUREMENT SERVICE UPDATE (Pages 19 - 22)**

The panel will receive an update on the Procurement Service.

#### **8. EXTRACT FROM PERFORMANCE AND FINANCE REPORT (Pages 23 - 58)**

To receive an extract from the Performance and Finance report.

**9. SCRUTINY TRAINING REPORT (Pages 59 - 62)**

The panel will receive a report summarising the scrutiny training session held on 24 November 2011.

**10. TRACKING RESOLUTIONS AND FEEDBACK FROM OVERVIEW AND SCRUTINY MANAGEMENT BOARD (Pages 63 - 70)**

To receive a copy of the panel's tracking resolutions and any feedback from the Overview and Scrutiny Management Board on issues which concern this panel.

**11. WORK PROGRAMME (Pages 71 - 72)**

To receive the panel's work programme for 2011 - 2012.

**12. EXEMPT BUSINESS**

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item(s) of business on the grounds that it (they) involve the likely disclosure of exempt information as defined in paragraph(s) of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

**PART II (PRIVATE MEETING)**

**AGENDA**

**MEMBERS OF THE PUBLIC TO NOTE**

that under the law, the Panel is entitled to consider certain items in private. Members of the public will be asked to leave the meeting when such items are discussed.

NIL.

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## Support Services Overview and Scrutiny Panel

Thursday 24 November 2011

### **PRESENT:**

Councillor James, in the Chair.

Councillors Browne (substituting for Councillor Berrow) Casey, Lock, Murphy, Rennie, Reynolds, Stark and Stevens.

Apologies for absence: Councillors Berrow, Delbridge, Evans, Lowry and Janet Isaac (co-opted representative)

Also in attendance: Councillor Ian Bowyer – Cabinet Member for Finance, Property and People, Mark Grimley – Assistant Director for Human Resources and Organisational Development, Eve Skuse – Head of Organisational Development, David Northey – Head of Finance, Sue Buddell – Group Accountant, Paul Chapman – Head of Value for Money and Efficiencies and Ross Johnston – Democratic Support Officer.

The meeting started at 10.00 am and finished at 12.30 pm.

*Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.*

### 49. **DECLARATIONS OF INTEREST**

There were no declarations of interest in accordance with the code of conduct.

### 50. **MINUTES**

Agreed that the minutes of the meeting held on 27 October 2011 are confirmed as a correct record.

### 51. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

### 52. **SICKNESS POLICY REVIEW - PRESENT AND PRODUCTIVE WORKFORCE**

Ian Bowyer, Cabinet Member for Finance, Property and People and Mark Grimley, Assistant Director for Human Resources and Organisational Development presented a Sickness Policy Review – Present and Productive Workforce report.

The panel was informed that –

- (a) in order to deal with cultural issues around sickness absence, improved reporting mechanisms and data analysis tools had been put in place and

were presented in the report;

- (b) sickness levels at October 2011 was an average of 10.12 days per person per year which had been reduced by more than 2 days since October 2010 where it was 12.88 days per year.

In response to members questions it was reported that –

- (c) sickness absence had been targeted due to its high levels and because it had an impact both financially and on staff capacity throughout the organisation;
- (d) sickness figures had no real pattern other than through seasonal variations which saw more colds and flu's reported in the winter months;
- (e) the council's targets for sickness was 6 days per person per year which was monitored on an individual basis through back to work interviews;
- (f) punitive measures for sickness had been removed as this was seen as an unfair and unnecessary measure for staff who were genuinely sick;
- (g) the council's figures on ill-health retirement were considered to be average when compared to similar local authorities;
- (h) if staff were not fit to work in their current role then the first option before ill-health retirement would be redeployment;
- (i) there were genuine reasons for disproportionate sickness absence levels between directorates as, for example, social workers in the Children's Services directorate had a stressful job with high levels of long term sickness;
- (j) there were differences between general stress and work related stress and it was the responsibility of managers to determine and monitor stress to establish what kind of stress employees may be suffering with;
- (k) areas of work related stress were being surveyed, monitored and combated through the staff survey results from 2010;
- (l) the council employed its own independent occupational therapist which worked with staff who were absent from work on long term sick;
- (m) the goal was to provide staff with a clean, safe and fun environment to work in and this was partly being achieved through the Accommodation Strategy;
- (n) an employee assistance programme was out to tender at present and once this was completed it would be offered to all staff as a further

incentive to work for Plymouth City Council.

Members commented that the sickness level of school escorts was very concerning.

It was agreed that –

- (1) Mark Grimley, Assistant Director for Human Resources and Organisational Development would provide a written response to all members on the absence of school escorts;
- (2) Mark Grimley, Assistant Director for Human Resources and Organisational Development would provide a report to all members on employee sickness levels by grade;
- (3) the panel monitor performance in the next quarterly Finance and Performance report.

It was recommended that the Overview and Scrutiny Management Board review the results of the interim staff survey 2011 when they become available and determine whether the Support Services Overview and Scrutiny Panel should take any further action.

### 53. **APPRAISAL REPORT**

Ian Bowyer, Cabinet Member for Finance, Property and People, Mark Grimley, Assistant Director for Human Resources and Organisational Development and Eve Skuse, Head of Organisational Development presented an Appraisal report.

The panel was informed that –

- (a) the completion rate of staff completing appraisals was approaching 97 per cent with only 3.5 per cent not meeting expectations;
- (b) all staff who were due an incremental pay rise following their appraisal had now received that increment;
- (c) there was an intention to extend the appraisal process to cover agency staff working for the council;
- (d) this was now the second year that the appraisal process had been undertaken and had proved to be a worthwhile exercise;
- (e) appraisals data and statistics could now be compared with the previous year which would enable Human Resources staff to identify what had worked well and what needed to be improved for the 2012 appraisal process.

Following members questions it was reported that –

- (f) Human Resources Advisors were working with managers in

departments who had produced a high 'does not meet expectations' percentage in their 2011 appraisals to ensure that the appraisal process was fair and reasonable;

- (g) the appraisal process had raised awareness of issues where staff and managers needed further support; this support was now being provided;
- (h) the Chief Executives department, which had recently undertaken a major restructure, was being monitored closely on its appraisal completion rate as 83 per cent was recognised as not being good enough despite the substantial improvement on completion rates compared to 2010's figures of 45 per cent.

Members recognised that the major restructure had an impact on the appraisals process but were still concerned that the Chief Executives department should be leading by example in the appraisals process and considered that an 83 per cent appraisal completion rate was inadequate.

Agreed that Eve Skuse, Head of Organisational Development, email all panel members the current figures and statistics for the Chief Executive's Department appraisal completion rates and the guidance provided to departments on appraisal when going through a restructure.

Mark Grimley, Assistant Director for Human Resources and Organisational Development and Eve Skuse, Head of Organisational Development were thanked for their attendance.

54. **VALUE FOR MONEY (VFM) UPDATE**

Paul Chapman, the Head of Value for Money (VFM) and Efficiencies, provided the Panel with a VFM Quarterly Update. Councillors were informed that –

- (a) VFM was a key driver for the council with its main emphasis on:
  - delivering more effective core services;
  - aligning key services;
  - re-shaping front-line services;
  - improved liaison with Finance officers to realise financial benefits;
  - developing a consistent approach with partners;
- (b) delivering better control of expenditure across the council was key to delivering VFM and had been targeted through two projects Purchase to Pay (P2P) and Category Management;
- (c) in the first half of the 2011 – 2012 financial year the P2P project had



delivered tangible savings of £410k;

- (d) the Category Management project was being assisted by Agilysis, an independent external company, with a large focus on Asset Management to review the £19.5m of spend with over 1700 suppliers;
- (e) Category Management was also focusing on other areas of council expenditure including amongst others Printing and Document Services, Highways and Waste Services;
- (f) a major focus of the VFM project had been to review delivering of benefit realisation which had included assessing all tenders for quality and price;
- (g) the VFM project was robustly monitored and regularly reviewed by the Corporate Support Divisional Management Team.

Following questions from members it was reported that –

- (h) where procurement could be joined up with other council's it would be and all tenders used by the council and other local councils were now authorised and included on a Devon Tenders website. Furthermore, low value tenders (with a service cost of less than £75k) were included on the 'sell to Plymouth' portal for local companies to Plymouth to register and bid for work;
- (i) the VFM team encouraged feedback from managers and staff to assess value for money and the effectiveness of the products purchased and used across the council;
- (j) in an attempt to reduce the council's suppliers, promote local suppliers and reduce the council's carbon footprint the use of the 'sell to Plymouth' portal provided a framework which aimed to offer lower cost contracts to local smaller companies.

Agreed that –

- (1) Paul Chapman, Lead Officer would provide figures to all panel members on how many local suppliers were employed by the council;
- (2) the presentation slides would be circulated to all panel members.

55. **EXTRACT FROM PERFORMANCE AND FINANCE REPORT**

Ian Bowyer, Cabinet Member for Finance, Property and People, David Northey, Head of Finance and Sue Buddell, Group Accountant presented the Performance and Finance report. Members were informed that –

- (a) this report was continuously evolving and improving enabling it to become more meaningful and understandable;

- (b) as capital receipts were often difficult to quantify there was a proposal put to Cabinet to merge monies held in the Capital Receipt Reserve into the regular Capital Receipt Programme, which would create a greater transparency and accountability on funding of capital schemes.

Following questions from members it was reported that –

- (c) the Chief Executive's departments Delivery Plans that had been downgraded from green to amber were not significant to the budget delivery programme;
- (d) the budget delivery programme was in year one of a three year rolling programme and if budget delivery plans were not achievable there was an expectation on Directors to put forward further budget saving proposals;
- (e) for year one of the budget delivery programme 90 per cent of savings had been achieved or were on target to be achieved;
- (f) processing Housing Benefit claims had historically been a difficult service area, although it was believed that the recent restructure in Customer Services, Revenues and Benefits, Cashiers and Incomes and Creditors would see performance levels improve with costs being reduced;
- (g) the council had now received back 65 per cent of its money invested with the Icelandic Bank Heritable;
- (h) recently the Icelandic Supreme Court ruled that local authorities were to be included in the category of approved preferred creditors and it was now believed that approximately 95 per cent of the monies lost in the Lansbanki bank would be returned; 100 per cent of the monies lost in the Glitnir bank would be recovered. However, this money had previously been budgeted for in earlier accounts and would therefore not be additional money.

Agreed that members be provided with an explanation as to why Councillor Ricketts was not present for this item.

Councillor Bowyer, Cabinet Member for Finance, Property and People, David Northey, Head of Finance and Sue Buddell, Group Accountant were thanked for the excellent report presented and their attendance.

## 56. **BI-ANNUAL SCRUTINY REPORT**

The Panel noted the Support Services Overview and Scrutiny Panel's bi-annual scrutiny report.

57. **TRACKING RESOLUTIONS AND FEEDBACK FROM OVERVIEW AND SCRUTINY MANAGEMENT BOARD**

The tracking resolution document was noted.

58. **WORK PROGRAMME**

The Panel received their draft work programme for 2011-2012 and recommended to the Overview and Scrutiny Management Board that -

- (1) School Transfers to Academies is added as an item onto the work programme for a future meeting after April 2012;
- (2) Lord Mayoralty issues is added to the work programme for the 19 January 2012 meeting.

59. **EXEMPT BUSINESS**

There were no items of exempt business.

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## **Support Services Overview and Scrutiny Panel**

**Thursday 24 November 2011**

### **PRESENT:**

Councillor James, in the Chair.

Councillor Mrs Aspinall (substituting Councillor Lowry), Vice Chair.

Councillors Browne (substituting Councillor Berrow), Lock, McDonald, Murphy, Mrs Nelder, Rennie, Stark, Stevens and Thompson (substituting Councillor Delbridge) .

Apologies for absence: Councillors Reynolds, Lowry, Evans, Casey, Delbridge.

Also in attendance: Councillor Ian Bowyer – Cabinet Member for Finance, Property and People, Karen Ward – Superintendent Registrar, Tim Howes – Assistant Director for Democracy and Governance, Chris Trevitt – Head of Capital and Assets, Paul Chapman – Head of Value for Money and Efficiencies and Ross Jago – Democratic Support Officer.

The meeting started at 4 pm and finished at 5.20 pm

*Note: At a future meeting, the committee will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.*

### 60. **DECLARATIONS OF INTEREST**

There were no declarations of interest in accordance with the code of conduct.

### 61. **CHAIR'S URGENT BUSINESS**

There were no items of Chair's urgent business.

### 62. **RELOCATION OF THE REGISTER OFFICE TO POUNDS HOUSE**

Councillor Ian Bowyer, cabinet member for Finance, Property and People introduced the report to the panel. It was reported that –

- (a) the proposal was returning to the panel to answer questions posed by panel members, the second phase of the Accommodation Strategy had been considered and agreed at cabinet and council;
- (b) the proposal was a good example of how assets held by the council could be better utilised;
- (c) the current building was no longer fit for purpose, in particular the heating system required an upgrade and the building was not fully compliant with the Disability Discrimination Act;

- (d) costs relating to the proposal were contained with the report, the council expected to realise revenue savings of £75,000 per annum;
- (e) answers to the 14 questions asked by panel members had been circulated via email;
- (f) the report contained details of modes of transport used by customers of the Register Office. 70 per cent of journeys were made by car and travel by taxi accounted for a further 15 per cent of journeys to the Register Office.

In response to questions from members of the panel it was reported that –

- (g) data on mode of travel had been collected at the Register Office from customers who were willing to take part. 216 customers had responded over September and October with a further 257 responses collected during November. The data collected demonstrated that 66 per cent of journeys were made by car;
- (h) a traffic impact assessment had been carried out on access to the Pounds House site, the results of the assessment had shown that access could operate within its maximum reserve flow capacity when modeled at the worst case scenario;
- (i) officers had met with local business owners who had raised concerns regarding the possible loss of trade. It was reported that the relocation of the Register Office to an area with minimal hospitality facilities would not impact on facilities in St Peter and The Waterfront Ward;
- (j) since the proposal to move the Register Office had been reported in the press the service had heard from a number of couples who hoped to delay their weddings until the move to Pounds House had been completed. It was anticipated that the move to Pounds House would increase the number of people from outside Plymouth getting married in the city;
- (k) the possibility of having death registrations within Derriford Hospital had previously been explored but not as part of the relocation proposal. Having a death registration service would involve further use of resource as there would be a requirement for up to three registrars on duty at the hospital along with the possibility of revenue costs in terms of accommodation rental;
- (l) there were no proposals for a licensed bar or for receptions to be held at Pounds House;
- (m) ad-hoc visits to the Register Office were infrequent as most customers made an appointment;
- (n) there was a possible £400,000 capital receipt available from the Lockyer

Street site. The Head of Capital and Assets confirmed that the council would not be in a position to sell the site for at least a year and a judgment on how best to use the asset would be made at that time. The site would not be sold in the current economic climate.

Panel members expressed disappointment that incorrect details within the report regarding the bus services serving the site had not been corrected since the last presentation to the panel.

Agreed that-

1. the report and the information within it are noted;
2. the panel strongly opposes the sale of the site during a downturn in the property market;
3. the panel expresses serious concerns regarding transport, in particular public transport links to the site;
4. the panel expressed concerns that no agreement with the hospitality trade had been made;
5. the panel requests that as part of proposal, the possibility of locating a death registrar at Derriford hospital is explored.

63. **EXEMPT BUSINESS**

There were no items of exempt business.

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**PLYMOUTH CITY COUNCIL**

**Subject:** Invest to Save Projects Update  
**Committee:** Support Services Overview and Scrutiny Panel  
**Date:** 9 February 2012  
**Cabinet Member:** Councillor Bowyer  
**CMT Member:** Director of Corporate Services  
**Author:** Chris Randall, Client Finance Manager – Capital & Major Projects  
**Contact:** Tel: 01752 304599  
e-mail: [chris.randall@plymouth.gov.uk](mailto:chris.randall@plymouth.gov.uk)  
**Ref:** CDR/SKL  
**Key Decision:** No  
**Part:** I

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**Executive Summary:**

This report provides an update on the ‘invest to save’ projects reported on and approved as part of the Cabinet approval on 29 March 2011, and the 12 July 2011

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**Corporate Plan 2011-2014:**

The ‘invest to save’ projects support the four key corporate plan objectives, in particular through improving ‘Value for Communities’ by financially investing in initiatives that secure service improvements and net reduced service costs to offset the project costs.  
Customers. <http://www.plymouth.gov.uk/corporateplan.htm>

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**Implications for Medium Term Financial Plan and Resource Implications:  
Including finance, human, IT and land**

The financial expenditure and savings to date (where applicable) have been indicated in the sections in the report which report the progress of each initiative. Where appropriate, savings have been built into medium term financial forecasts to assist in producing future years’ revenue budgets.

Key revenue budget delivery plans rely upon the successful implementation of these projects

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**Other Implications: e.g. Community Safety, Health and Safety, Risk Management and Equality, Diversity and Community Cohesion:**

Risks have been fully considered in drawing up and implementing the Invest to Save schemes. For example, the security and welfare of children has been thoroughly appraised within the Parent and Child assessment scheme.

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**Recommendations & Reasons for recommended action:**

1. The panel are asked to note the report
2. The panel request that Cabinet consider how future 'invest to save' schemes are supported by robust business cases are to be financed

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**Alternative options considered and reasons for recommended action:**

Not applicable as report only for information

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**Background papers:**

'Invest to Save' Initiatives and Financial Update report to Cabinet 29 March 2011 and Overview and Scrutiny Board 6 April 2011

Modernisation & refurbishment of Western Approach car park report to Cabinet 12 July 2011

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**Sign off:**

Fin	CDR/CorpF111 2001/11.01.12	Leg	AT/RSNI3665	HR	Corp Prop	IT	Strat Proc	
Originating SMT Member : Malcolm Coe								

## **1.0 Introduction**

1.1 A report considered by Cabinet on 29 March 2011 approved four new 'invest to save' projects and the continuation of the CareFirst service improvement programme. The four new projects were as follows:

- Parent and Child Assessments
- Autistic Spectrum Disorder
- Accommodation Strategy Phase II
- Procurement

1.2 A subsequent Cabinet report on 12 July 2011 approved a further 'invest to save' project involving the modernisation and refurbishment of Western Approach car park

## **2.0 Parent and Child Assessments – proposed £0.083m revenue investment**

2.1 The Parent and Child Assessment team will be fully staffed by the beginning of February 2012. The team manager was appointed at the beginning of autumn 2011 and took up her post at the beginning of October. She has completed the recruitment of the whole team including a temporary administrator, and an assessing social worker. The team have places on evidence based assessment training to be undertaken during January 2012.

2.2 The Parent and Child Assessment team will become operational in January 2012 and aim to have completed three parent and child assessments by the end of March 2012. Fostering aim to have approved one further set of carers (as a minimum), in addition to the current two sets, who will be available for parent and child fostering by end of March 2012. This will start to contribute towards the aim of reducing the number of out of city placements which will improve the service provided to families and reduce costs.

2.3 The initiative is estimated to provide estimated annual savings of £0.135m against approved budgets from year 3 onwards, which actually equates to £0.290m savings when compared to 2010/11 expenditure levels. Due to timings around staff recruitment and actual external placement numbers there are expected to be savings of up to £0.050m in 2011/12.

## **3.0 Autistic Spectrum Disorder – proposed £0.657m capital investment**

3.1 The capital building procurement has commenced with detailed plans now established and the tendering process currently being undertaken. It is anticipated that subject to contract award building works will commence in February/March 2012 with a completion date of September/October 2012.

3.2 The period prior to the completion of the capital works will be used to identify potential service users and to develop the bespoke services that will be required to support them

3.3 Once the facility is completed it is planned to be able to support four young people internally rather than in residential care in the first year, and then six internally from then on in subsequent years. This is estimated to result in annual revenue savings of over £0.400m.

**4.0 Accommodation Strategy Phase II – proposed £3.614m capital investment**

- 4.1 Phase II included the plan to release the council from 3 leasehold properties, and the vacation/disposal of 15 freehold properties/sites. The disposal of the freehold properties will generate a capital receipt of approximately £2.9m
- 4.2 The overall budget delivery plan for the accommodation strategy, (phases I & II), in 2011/12 is to reduce revenue spend by £0.715m. We are making good progress against this target through vacating properties and reducing spend. We are confident that the savings are deliverable in the current financial year.
- 4.3 From 2012/13 onwards, the accommodation strategy target is to reduce revenue spend by £1.5m per annum. A significant proportion of these savings relate to securing a long term solution to the Civic Centre. We are about to embark on a formal sale and lease back procurement tendering exercise for the Civic however, we will not be able to generate the required full year savings for 2012/13. With this in mind, officers will need to develop further phases of the accommodation strategy over the coming months in order to address the short term funding gap.
- 4.4 In terms of offices and buildings that we have vacated to date / modernised, we have achieved the following:
- Palace Court – building handed back during December 2011
  - Dean Hill House
  - Fairburn House
  - Chaucer House
  - Southway (former Community College)
  - Enabled hot desking across a significant proportion of the Civic Centre and Windsor House
- 4.5 A key strand of the strategy is to enable a change in culture regarding the way in which the Council operates. We have achieved significant success in this, through utilising modern technology, improving communication, cross departmental working and developing a more flexible and professional working environment.
- 4.6 Moving forward, delivery of the accommodation strategy will need to remain fluid. For example, the initial plans to use the Parkside School site for a History Centre has now changed due to the new University Technical College utilising the site following a successful funding bid. This has required new plans to be drawn up to accommodate some of the library, museum and records office services. Currently they are part of the History Centre scheme which is awaiting joint funding bids, the progress of which will be better known in the summer of 2012.

**5.0 Procurement – proposed revenue investment of up to £1.2m**

- 5.1 The integration of a category management approach into a more strategic way of procuring all goods and services is being developed with the Council's tendered partner Agilysis. To date cashable savings of over £0.400m have been achieved, with £0.191m spent on the project. It is estimated that cashable savings of over £0.800m will be achieved by the end of the financial year with projected expenditure estimated at £0.240m. The cashable savings are estimated to increase in future years as category management projects and business cases are finalised and delivered.

- 5.2 Category management projects are being developed in the following areas, print and design, reprographics, asset management, fleet replacement, agency and consultancy and facilities management.
- 5.3 There have been significant efficiency savings resulting from the centralisation of the ordering and purchasing of goods and services, which will have allowed departmental staff to concentrate on service delivery as opposed to procurement.
- 5.4 A more detailed update on the procurement project is contained within a separate report which is also being discussed on this scrutiny agenda.

**6.0 CareFirst – proposed £2.545m capital investment and £3.023m revenue investment**

- 6.1 Since April 2011, Adults Social Care has seen the transfer of all front line workers from previous version to the new version of CareFirst Since April 2011. This has included the delivery of mobile technologies to enable workers to gain access to records and record information whilst in the client's home. New management and worker reports have been produced to ensure information is up to date and easily accessible using the very latest reporting technologies. All deliverables will be rolled out across the wider service in line with restructure plans.
- 6.2 Within Children's Social Care (CSC) work has been on-going to enhance the already improved environment enabled in 10/11. Client facing outputs have been totally transformed and embedded using tools delivered in 10/11 making a difference to quality of information shared and the time invested in data recording. Workers are seeing real benefits through products that gather information from across the system in one menu click. Together with the provision of timely management information, these developments have contributed to the successful Ofsted results achieved.
- 6.3 The capital and revenue investments in the on-going development of the CareFirst system have been funded from a mixture of existing adult social care capital grants and revenue budgets. The 2011/12 adult social care revenue budget delivery plan of £0.320m which is linked to the implementation of CareFirst 6 and Charteris Business Process Re-design is currently on schedule to be delivered. It is estimated that this will increase to over £0.900m from 2012/13 onwards.

**7.0 Western Approach Car Park Modernisation – proposed £0.350m capital investment**

- 7.1 This project included modernising the car park to make it a 'pay on foot' car park as well as decoration, signage and lift refurbishment works.
- 7.2 The conversion of the car park to 'pay on foot' was completed by the beginning of September and this has given patrons greater flexibility over how long they choose to park for. The remainder of refurbishment and improvement works including lighting and signage are being progressed in phases, with the initial phase completed in early December, and the whole scheme due to be completed by March 2012.
- 7.3 Completion of the 'pay on foot' facilities have enabled expenditure reductions which have been achieved through the deletion of a civil enforcement officer post at approximately £0.030m including on-costs as there is a reduced need for enforcement officers.

- 7.3 Experience from other car parks at Regent Street and Theatre Royal which have also been upgraded to 'pay on foot' is that the overall net income increases as patrons are no longer so restricted to time periods of their initial car park ticket purchases. It is too early to forecast the impact of this change in income streams at this stage. We will continue to review this through standard budget monitoring processes.
- 7.4 The original proposal estimated net savings (both reduced operating expenditure and increased income) of £0.070m in 2011/12 rising to net annual savings of over £0.130m by 2014/15.

## **8.0 Conclusions and Recommendations**

- 8.1 The 'invest to save' initiatives are progressing well, at this stage they are not complete so whilst there is evidence of some service improvements and budget savings it is not possible to fully evaluate their success. It is anticipated that they should all be complete during 2012/13 and at the end of this financial year a full evaluation will be possible.
- 8.2 The panel are asked to approve the following recommendations:
1. The panel are asked to note the report
  2. The panel request that Cabinet consider how future 'invest to save' schemes supported by robust business cases are to be financed

**PLYMOUTH CITY COUNCIL**

**Subject:** Procurement Service Update  
**Committee:** Support Services OSP  
**Date:** 9 February 2012  
**Cabinet Member:** Councillor Bowyer  
**CMT Member:** Director of Corporate Services  
**Author:** Jane Keeley - Strategic Procurement Manager  
**Contact:** Tel: 01752 307966  
e-mail: jane.keeley@plymouth.gov.uk  
**Ref:** SSOSP/001  
**Key Decision:** No  
**Part:** I

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**Executive Summary:**

Procurement is currently working on a number of activities to drive out Value for Money across the Organisation. The Procurement Project which started in May 2011 has now amalgamated all areas of procurement activity that will deliver efficiencies into one programme in order to focus on an end to end process. There are three key work streams within the project:

- Procure 2 Pay (P2P)
- Category Management
- Efficiencies from Contracts

These work streams are forecasting efficiencies for 2011/12 financial year end of approx. £800,000. There is a budget delivery plan in 2012/13 to drive out £1.5m of savings through more effective procurement of goods and services.

A number of Business cases are due to be delivered in January for consideration by the Authority. The P2P project has been reviewed and an updated project plan is currently under development.

There is a piece of work being undertaken to review current contracts, benchmarking prices currently being paid and where feasible a programme of renegotiation is to take place during the months of January and February.

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**Corporate Plan 2011-2014:  
Which of the 4 priorities**

Provide Value for Communities

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**Implications for Medium Term Financial Plan and Resource Implications:  
Including finance, human, IT and land**

Effective delivery of the procurement project is a key, cross cutting, budget delivery plan for each of the three financial years within the Council's Medium Term Financial Strategy.

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## **1.0 Where we are – Procure to Pay (P2P)**

This report updates the Overview and Scrutiny Panel on the progress made on transforming the way that the Council procures goods and services. There are a number of activities that have taken place since the start of the Procurement Project in May of 2011.

The P2P strategy focussed on spend items with a value of less than £75k. At the start of the project we identified that there were more than 300 Council officers involved in 'procuring' activity. On several occasions, we were buying the same items from different suppliers at different prices across departments. The pure volume of low value buying transactions meant that we were not achieving Value for Money.

The Council has now rationalised buying activity within a team of eight specialist, trained 'buyers'. We have consolidated orders to reduce individual transactions and improved our negotiation skills to ensure that we get reduced prices and increased quality from our suppliers.

After 8 months, the team of buyers have received purchasing training, and are working well. The buyers are now allocated to support specific areas to enable a better understanding of the business and encourage greater departmental buy-in to the revised processes.

As at the end of November 2011, we have generated cashable savings of approximately £400k. In addition, there are further efficiency savings through a reduced number of purchase orders being generated and a corresponding saving in administrative time.

The P2P process is also showing areas of spend which can be targeted by the strategic team to either amalgamate within the Category Management programme or in the first instance negotiate a better unit cost. For example, organisational spend on Bed & Breakfast and spend on Mechanical & Electrical call-out.

## **2.0 Category Management – larger item spend**

We are adopting a 'category management' approach for larger areas of spend of £75k+. We have engaged the support of Agilysis to help us to identify and challenge our spending categories.

In simplistic terms, this involves looking at consolidating all spend across the Council on like items and challenging the 'need', specification and procurement delivery method appropriate to deliver best value for the Council.

Council spend has been thoroughly dissected and analysed and a number of potential 'categories' identified. Several feasibility studies and business cases have been developed by our Strategic Procurement Unit working alongside Agilysis and relevant departmental officers who generate the spend. Cashable savings will start to accrue with effect from February 2012 with the implementation of the Print and Design category.

A number of further categories will be rolled out from early 2012 onwards as listed below:



## **Print and Design**

Analysing the operations of our existing in house Print and Documentation Service, an option appraisal and Business Case was presented and approved in October 2011. Overall savings from adopting the recommendations from this work will generate cashable efficiencies of £234K.

Implementation of the change has commenced with consultation with the staff and Union Representatives started on January 9<sup>th</sup>. Benefits will start to be delivered from 1 April 2012.

- **Reprographics**  
A Business Case will be provided by the end of January 2012
- **Asset Management**  
A business case for Hard Facilities Management, (repairs and maintenance), has been submitted to the Programme Board for consideration in January 2012
- **Fleet**  
Replacement Council Vehicle contract has been placed. Procurement support is being provided for Environmental Services to ensure that revenue savings are delivered in compliance with revenue budget delivery plans.
- **Agency & Consultancy**  
A benchmarking exercise is currently taking place to ascertain the potential for driving out efficiencies.
- **Hard FM (Small Works Analysis)**  
An Analysis of Contracted supplier spend is taking place to ascertain the potential for driving out efficiencies.

### **3.0 Looking Forward**

Early focus on achieving cashable gains from effective procurement has been focussed on lower value spend through the Procure to Pay initiative. With the need to generate higher value cashable gains, the pace, and focus, of category management will be escalated.

There will be six business cases produced in January '12 and further engagement with category stakeholders will take place to ensure complete organisational 'buy-in'

The P2P programme will continue to deliver efficiencies across the organisation, and provide useful information on areas of spend data to departments.

All procurement strands have been fully integrated into one overall procurement project with a clear governance structure reporting through a Procurement Project Board, (with departmental representatives), feeding into a monthly Corporate Support Programme Board that oversees progress against a number of cross cutting budget delivery plans.

Cashable savings and progress against the overall delivery plan will continue to be reported through established regular performance and finance monitoring.

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**Subject:** Extract from Performance and Finance Report (including Capital Programme update)

**Committee:** Support Services Overview & Scrutiny Panel

**Date:** 9 February 2012

**Cabinet Member:** Councillor Bowyer and Councillor Ricketts

**CMT Member:** CMT

**Author:** David Northey, Head of Finance  
Patrick Hartop, Policy and Performance Officer

**Contact:** Tel: (01752) (30)4942  
e-mail: david.northey@plymouth.gov.uk  
patrick.hartop@plymouth.gov.uk

**Ref:** fin/djn01/12

**Key Decision:** No

**Part:** I

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### **Executive Summary:**

This report is the third monitoring report for 2011/12 and outlines the performance and finance monitoring position of the Council as at the end of December 2011.

The primary purpose of this report is to detail how the Council is delivering against its key indicators in terms of performance, and its financial measures using its capital and revenue resources. It is deliberately strategic in focussing on key areas of performance, expenditure, and risk, and includes under each Departmental Business section a balanced scorecard detailing key issues.

With effect from 1 January 2012, the Council restructured its Directorates to move from five to three, with a corresponding reduction in Directors. However, for comparison purposes, this report continues to monitor against the "old" five directorate model. This report also introduces the Council's newly designed Scorecards.

### **Performance summary**

Performance indicators used in this report represent Plymouth City Council's contribution to delivering the citywide priorities of Growth, Aspiration, Inequalities and Value for Communities.

The overall performance position, as per the previous quarter, continues to have no highly critical issues. In fact, it should be noted that 54% (last quarter 45%) of our performance indicators monitored in year are on track, with a further 34% (last quarter 31%) just off track. Therefore, despite the difficult circumstances we are currently facing, we can report 88% of our performance indicators are there or there about on target.

An area within support services requiring close scrutiny is:

- *The cumulative average time to process new Housing and Council Tax Benefit claims is currently 27.7 days against an annual target of 20 days. Performance has slightly improved since the first quarter when it stood at 28.9 days.*

It must be remembered that the performance of the authority cannot be viewed in isolation from what is happening to the global economy, and the knock-on effect to the local Plymouth economy. Consumer confidence remains at its lowest for the past few years; the UK economy is dependent on the success of its European trading partners; much now depends on the success of the agreement drawn up by European Leaders to bail out failing national economies and underpin the future of the Euro. One immediate and obvious impact of the current economic issues could see a further increase in the number of benefit claims. Despite strains on local businesses, which we could expect to result in pressure on rate payments, we have not seen an impact on our income collection rates.

### **Finance summary – Revenue Corporate Support, Chief Executive, Corporate Items**

Support Services are forecasting a revenue under spend at year end of £0.029m (previous report an under spend of £0.089m) against a net revenue budget of £32.9m.

### **Finance summary – Revenue Delivery Plans**

Good progress has again been made against the £6.376m revenue delivery plans set for 2011/12, with just over 98% rated either Green or Amber. RAG rated delivery plans are detailed within the report.

### **Finance summary - Capital**

In the quarterly report for September 2011, the 2011/12 Capital Programme stood at £85.679m. Following approval of new schemes, re-profiling and variations at Full Council in December 2011, the capital programme for 2011/12 was £87.005m however the latest forecast at 20<sup>th</sup> January 2012, is now £78.661m.

### **Corporate Plan 2011-2014:**

This quarterly report is fundamentally linked to delivering the priorities within the Council's Corporate Plan. Allocating limited resources to key priorities will maximise the benefits to the residents of Plymouth.

### **Implications for Medium Term Financial Plan and Resource Implications: Including finance, human, IT and land**

Robust and accurate financial monitoring underpins the Council's Medium Term Financial Plan. The Council's Medium Term Financial Forecast is updated regularly based on on-going monitoring information.

**Other Implications: e.g. Community Safety, Health and Safety, Risk Management and Equality, Diversity and Community Cohesion:**

The reducing revenue and capital resources across the public sector has been identified as a key risk within our Strategic Risk register. Equality Impact Assessments have been undertaken on the Delivery Plans that underpin the 2011/12 budget.

**Recommendations & Reasons for recommended action:**

That Cabinet:-

1. Approve the variations to capital spend and re-profiling as detailed in Table 6.
2. Recommend to Full Council the new capital schemes for investment as detailed in Table 7 amounting to £0.056m in 2011/12 and £2.026m for future years.
3. Approve the budget virements as detailed in Table 9 of the report
4. Approve the potential draw down on the Pension Reserve for 2011/12, subject to the 2011/12 Outturn position.
5. Approve the funding of the Council's element of the CRC Levy for 2011/12.

**Alternative options considered and reasons for recommended action:**

Actions are recommended in response to specific variances in either performance and / or finances identified throughout the report.

**Background papers:**

- Sustainable Community Strategy
- 2011 Plymouth City Council Corporate Plan
- 2011/12 Budget Setting papers published in December 2010
- Joint Performance and Finance Report – November 2011

**Sign off:**

Fin	MC111 2.06	Leg	TH3 0/1/ 12	HR	MG	Corp Prop	n/a	IT	n/a	Strat Proc	n/a
Originating SMT Member M Coe											

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**Plymouth City Council**  
**Performance and Finance Monitoring – 2011/12**  
**Quarter 3 to 31 December 2011**

**I. Introduction**

- 1.1 With diminishing financial resources, it is fundamentally important that the Council maintains a clear focus on delivering progress against the identified corporate and city priorities.
- 1.2 A challenging set of revenue budget delivery plans have been approved for 2011/ 12 in order to deliver a balanced budget. Capital grants have been significantly reduced heightening the importance of clear prioritisation of spend linked to delivering tangible outcomes.
- 1.3 Performance and Finance information, and associated Delivery Plans, are owned by Directors and their Management Teams. Much progress has been made in recent years to ensure that cross cutting priorities are delivered and that finance is allocated to areas of most importance to the public (e.g. protecting the delivery of front line services)
- 1.4 This report outlines the progress against key performance indicators, forecasts the year end revenue position, provides details of progress against delivery plans and recommends updates to the council's capital programme and revenue reserves. This is the third quarterly report of the year, and the period of this report covers April to the end of December 2011.
- 1.5 A revised scorecard has been included within each Directorate report which focuses on exception reporting and identifying remedial action to be taken where necessary.
- 1.6 This report contains the following sections and Appendices:-

Section 'A' – Executive Summary - Performance

Section 'B' – Executive Summary - Finance

- Revenue
- Income
- Capital

Section 'C' – Executive Summary – Human Resources

Section 'D' – Departmental Performance & Finance Report

- Department scorecards
- Department Budget Delivery Plans
- Department Risk items
- Departmental Medium Term Issues
- Corporate Items and Cross Cutting Issues

Section 'E' - Concluding Remarks

Appendices

- Appendix A – Finance Monitoring Summary Graph.
- Appendix B – Capital
- Appendix C – Departmental Delivery Plans

## SECTION A - EXECUTIVE SUMMARY PERFORMANCE

### 2. Performance Management arrangements









2.1 The performance indicators used in this report represent Plymouth City Council's contribution to delivering the citywide priorities of Growth, Aspiration, Inequalities and Value for Communities. The indicators are arranged over 3 levels and are defined as follows;

**Level 1** - is a small basket of strategic indicators that track progress towards achieving Plymouth's long term vision. Targets are set for the next ten years. *Example: Increase Life Expectancy*

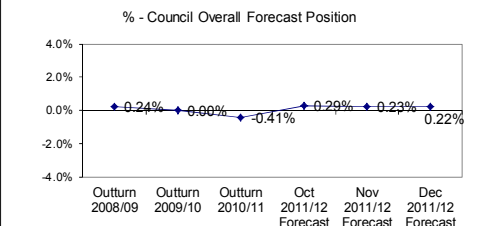
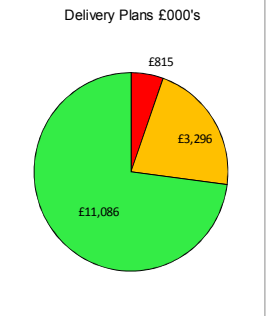
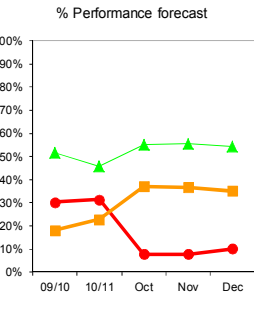
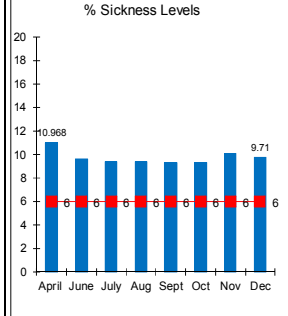
**Level 2** - are high level outcome indicators that support delivery of Level 1. In many cases the indicators need to be delivered in partnership. Targets are set on a 3 year rolling basis. *Example: Housing decency - Number of Category 1 Hazards removed*

**Level 3** - are single agency indicators that either support Levels 1 and 2 or are business critical to the organisation. Targets are set on a 3 year rolling basis. *Example: % people from health deprived neighbourhoods accessing Sports Development activities*

2.2 A performance summary is provided for departments in a scorecard format along with budget variances. The narrative within the scorecard provides a high level overview with a focus on explaining corrective action where required. The scorecards use a RAG (red, amber, green) traffic light system to indicate current performance. There are instances where indicators, baselines and targets are still being finalized; these are coloured white. Grey indicates that the Directorate does not monitor indicators at this level. Explanation of the scorecard rules are outlined below.

<b>RAG Rating key - Budgets</b>			
	0% - 0.8% overspend / 0% - 1.8% under spend		0.8% - 0.99% overspend / 1.8% - 1.99% under spend
	1% or more overspend / 2% or more under spend		
<b>RAG Rating key -Measures – an average of all measures that sit within Departments</b>			
	Indicators are on track		Overall rating is up to 15% off target
	Overall rating is more than 15% off target		No data available. Baseline data and targets are yet to be agreed
	No indicators set for this service		

**Table I - Quarter 3 Corporate Scorecard**

Directorate Summary - Quarter 3 Report																		
Summary																		
Finance				Performance			HR											
<b>Finance - Monitoring Position</b>  <table border="1" style="margin-top: 10px; width: 100%;"> <tr> <th>Budget £000's</th> <th>Forecast £000's</th> <th>Dif +/-</th> </tr> <tr> <td>208,237</td> <td>208,691</td> <td>0.22%</td> </tr> </table>				Budget £000's	Forecast £000's	Dif +/-	208,237	208,691	0.22%	<b>Delivery Plans</b> 			<b>Year End Forecast</b> 			<b>% of Sickness Absence</b> 		
Budget £000's	Forecast £000's	Dif +/-																
208,237	208,691	0.22%																
<b>Directorate Overall RAG (Red/Amber/Green)</b>																		
<b>Green</b>				<b>AMBER</b>			<b>AMBER</b>			<b>RED</b>								
QTR3 - Departmental Summary																		
Finance Monitoring - Departmental Forecast				Delivery Plans			Performance Rating (Forecast)		HR									
	Budget £000's	Forecast £000's	Diff +/-	Delivered £000's	On Schedule £000's	At Risk £000's	Level 2	Level 3	12 month rolling average (Target 6 Days)									
Children & Young People	49,184	48,433	-1.53%	3,280	550	60	A	A	9.6									
Development and Regeneration	18,340	18,502	0.88%	240	450	100	A	G	6.92									
Corporate Items	1,314	1,553	18.19%	600	0	0	No Indicators											
Corporate Support	28,996	28,727	-0.93%	3,480	1,776	120	G	A	7.85									
Community Services	107,821	108,894	1.00%	3,286	320	535	A	A	11.95									
Chief Executive	2,582	2,582	0.00%	200	200	0	No Indicators		6.53									

2.3 Some of the key points raised in the scorecard narrative are:

### Corporate Support

2.4 The directorate reports a favourable variation against budget and has 65% of its delivery plans achieved with a further 33% on schedule to achieve by the end of the financial year.

### Chief Executive

2.5 The directorate is on target to achieve its budget by the end of the financial year.

2.6 50% of its delivery plan savings have been achieved with the remaining 50% on schedule

2.7 This directorate along with Development and Regeneration has the lowest sickness levels (though above the 6 days target) for the whole council.

### Corporate Items

2.8 The department is forecasting an over spend of £0.240m, as explained in the report, but will achieve its budget Delivery Plan target by the end of the financial year.

2.9 Sickness absences continue with a downward trend towards the Council's target of 6 days per FTE. A comparison of sickness absence, for a rolling 12 months, at the end of December 2011, compared with the end of December 2010 shows that sickness has decreased by 3.45 days from 13.16 days to 9.71 days per FTE. New policies and procedures, as well as a focus on employee health are contributing to this trend.



## SECTION B - EXECUTIVE SUMMARY – FINANCE

### 3. General Fund Revenue Budget

Table 2 End of year revenue forecasts

DIRECTORATE	Council Approved Budget Feb '11	Latest Approved Budget	Latest Forecast Outturn	Monitoring Variation to 31 Dec 2011	Movement in Quarter
	£000	£000	£000	£000	£000
CORPORATE SUPPORT	27,400	28,996	28,727	(269)	(288)
CHIEF EXECUTIVE	1,508	2,582	2,582	0	108
CORPORATE ITEMS	3,693	1,315	1,555	240	240
<b>GENERAL FUND BUDGETS</b>	<b>32,601</b>	<b>32,893</b>	<b>32,864</b>	<b>(29)</b>	<b>60</b>

3.1 Further details of the variations are outlined in the individual Directors reports in Section D of this report.

### 3.2 Delivery Plan Update

In setting the budget for 2011/12, departmental delivery plans totalling £6.376m were agreed in order to achieve a balanced budget. Overall, significant progress has been made across the majority of these plans. The Red / Amber / Green (RAG) rating applied in this report have been robustly challenged

Inevitably, throughout the year, original Delivery Plans will change due to changes in circumstances. Some will overachieve whereas others will not generate the savings target anticipated. Where such variations occur, initially it is the responsibility of the sponsoring department to develop and implement alternative budget delivery plans and actions. Major variations to delivery plans will be reported within individual departmental sections.

Only where there is no planned remedial action to address a non performing delivery plan will a forecasted overspend be reported. However, overspends can also occur in the event of unforeseen budget pressures such as a significant increase in service demand or loss of income stream. Similarly, underspends are identified where 'over' delivery of plans have been achieved, (or forecasted), surplus income achieved or a reduction in service demand identified.

Table 3 below summarises the progress against the 2011/12 revenue budget delivery plans by department.

**Table 3 – Delivery Plan Summary**

<b>DIRECTORATE</b>	<b>Total Delivery Plans</b>	<b>Red</b>	<b>Amber</b>	<b>Green</b>
<b>CORPORATE SUPPORT</b>	5,376	120	1,776	3,480
<b>CHIEF EXECUTIVE</b>	400	0	200	200
<b>CORPORATE ITEMS</b>	600	0	0	600
<b>Total Delivery Plans</b>	<b>6,376</b>	<b>120</b>	<b>1,976</b>	<b>4,280</b>
<b>% Total Delivery Plans</b>	<b>100.0%</b>	<b>1.9%</b>	<b>31.0%</b>	<b>67.1%</b>

Overall, progress against this challenging agenda is encouraging, with just over 98% of plans rated as Green or Amber status. A detailed breakdown, by department can be seen at **Appendix C**.

We must continue to work on achieving all of the delivery plans for the current year, not only to achieve our budget for the year, but also because the majority of the current plans roll forward and underpin the budgets for the coming two years.

Cabinet Members must also continue to challenge all Directors.

#### **4 Income Summary**

- 4.1 As previous reported, continuing to improve income collection rates remains a challenge within the current economic environment. Whereas significant progress has been made in improving the in- year Council Tax collection target and Sundry Debtors target in recent years, such improvement becomes more difficult to sustain each year. However, we remain ambitious and constantly review alternative, more effective ways of joining up and collecting income owed to the Council.
- 4.2 Progress made against 2011/12 income collection targets as at 31 December 2011 is shown in table 4 below:

**Table 4 – Income Collection performance**

Type of debt	Budgeted income 2011/12	Year to date Target % 2011/12	Year to date Actual % 2011/12	Achieved % 2010/11	Year end Target % 2011/12
Council Tax	£93m	82.10	81.54	96.1	97.00
NNDR	£86m	87.31	86.19	97.3	98.00
Sundry Debt	£61m	95.00	93.06	92.5	95.00

- 4.3 We are confident, given the current performance of collection rates for both Council Tax and NNDR that the year-end target will be achieved. However, Sundry Debtor collection rates are currently (marginally) below the ambitious improvement targets set at 95%. We will continue to explore opportunities for increasing this collection rate such as, wherever possible, encouraging pre-payment for goods and services.

## 5. Capital Programme

- 5.1 In the quarterly report for September 2011, the 2011/12 Capital Programme stood at £85.679m. Following approval of new schemes, re-profiling and variations at Full Council in December 2011, the capital programme for 2011/12 was £87.005m however the latest forecast at 20<sup>th</sup> January 2012, is now £78.661m.

The additional schemes, not included as part of the quarter 2 monitoring report but approved at the December Full Council, are shown in Table 5.

**Table 5 – Additional Schemes Approved at December Council Meetings**

£000	£000	£000	£000	Schemes Approved at December Councils
11/12	12/13	13/14	14/15	
26	1,274	-	-	Data Centre
1,300	-	-	-	Capitalised Road Maintenance
<b>1,326</b>	<b>1,274</b>	<b>0</b>	<b>0</b>	<b>Total of Additional Schemes Approved</b>

- 5.2 Due to timing around the delivery of capital spend, and variations due to project slippage, changes in priorities, contractor performance, ability to achieve capital receipt etc. we are now reporting the following changes to the timing of capital spend over the next four financial years:

**Table 6 – Recommended Re-profiling and Variations to Capital Spend**

<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>Re-Profiling / Other Variations</b>
<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	
(2,041)	2041	-	-	Corporate Accommodation Strategy - Re-profiling to take into account changes to work plans.
(535)	535	-	-	Autistic Spectrum Disorder - Re-profiling of expenditure on project following delays in planning and feasibility.
(1,093)	1,093	-	-	Mercury Abatement – Re-profiling to reflect more realistic delivery dates.
(1,087)	1,087	-	-	SAP Replacement – Updated cashflow information from project officer.
-	(3,800)	3,800		Materials Recycling Facility – Re-profiling with updated information from project officer.
662	(657)	(5)	-	Plymouth Life Centre - Re-profiling of budget from 12/13 to 11/12 for risk items that will be expended in this financial year.
(4,350)	4,176	327	191	Other Re-profiling – Details in Appendix B
44	1,097	3,928	4,853	Variations & Virements – Details in Appendix B
<b>(8,400)</b>	<b>5,572</b>	<b>8,050</b>	<b>5,044</b>	<b>Total Re-Profiling / Other Variations</b>

5.3 The Capital Delivery Board has recently considered, and prioritised, a number of other new capital investment projects that deliver outcomes against corporate priorities. These schemes will be presented for approval at the next Full Council meeting in February 2012.

**Table 7 – New Scheme for recommendation to Full Council (Feb 2012)**

<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>Scheme to be Approved at February Council</b>
<b>11/12</b>	<b>12/13</b>	<b>13/14</b>	<b>14/15</b>	
-	80	320	500	Plymouth Natural Networks – Increased green space in the city to match the additional housing as per the Growth Agenda
-	790	-	-	Gypsy and Travellers Site – Site at Broadley Park
-	51	285	-	Southway Community Football Hub
56	-	-	-	Mt Edgumbe – Purchase of Marquee
<b>56</b>	<b>921</b>	<b>605</b>	<b>500</b>	<b>Total of new Schemes for approval Feb 2012</b>

5.4 The Capital Programme is always subject to variations, due to a number of different factors and these are reviewed each month.

	<b>£000</b>
<b>Programme following approvals at Full Council December 11</b>	<b>87,005</b>
Re-profiling for approval at February Cabinet (Table 6)	(8,444)
Variations / Virements for approval at February Cabinet (Table 6)	44
New Schemes for approval at February Council (Table 7)	56
<b>Revised (Latest Forecast)</b>	<b>78,661</b>

### **Capital Expenditure to Date**

- 5.5 To date, we have accrued actual spend of £50.448m which equates to 64% spend against the revised estimated annual spend of £78.661m. Departments are confident that they will be able to deliver the vast majority of the approved capital programme in year however further amendments will be considered by the Capital Delivery Board, submitted to Cabinet and recommended to Full Council, as appropriate.

#### **Recommendations:**

1. Cabinet approve the re-profiling and variations to capital spend as detailed in Table 6.
2. Cabinet recommend to Full Council the new capital schemes for investment as detailed in Table 7 amounting to £0.056m in 2011/12 and £2.026m for future years.

### **Capital Receipts**

- 5.6 There has been pressure on the council's ability to generate capital receipts over the last couple of years due to falling property and land prices. The current Medium Term capital programme assumes generation of £35.2m receipts up to, and including, 2014/15.
- 5.7 The capital receipts now available to fund the programme (RAG rated) from the disposal of land and buildings are as follows:

Capital Receipt to date	19.970
2011/12 Estimated to be Rec'd	1.156
2012/13 Estimated Receipts	6.888
2013/14 Estimated Receipts	4.569
2014/15 Estimated Receipts	1.781
<b>Total</b>	<b>34.364</b>

- 5.8 The Council uses capital receipts as part of its funding streams however the timing of when the capital receipts are paid into the Council does not always match up with when we wish to apply them to schemes. This mismatch on timing between capital receipts generated and capital receipts requirement has been flagged up consistently in previous reports. As such, any temporary shortfall of required capital receipts will need to be

funded by short-term unsupported borrowing that would be financed from the Capital Finance Reserve or the working balance, until such time as additional capital receipts are generated.

### **Capital Medium Term Forecast**

- 5.9 Projecting forward the above changes across the next three financial years provides an initial capital programme as detailed in Table 8. This is the programme based on known projects and funding streams. The council will remain proactive at optimising external grant funding wherever possible in order to continue significant capital investment in the city. The Council has adopted a four year Capital MTFF aligning it with the number of years over which the revenue MTFF is based. The programme will grow in future years when we receive more certainty around future funding streams.

**Table 8 – Capital Medium Term Forecast & Funding**

	2011/12 Revised £000	2012/13 Revised £000	2013/14 Revised £000	2014/15 Revised £000	<b>Total £000</b>
Children's Services	15,727	25,431	15,987	5,948	<b>63,093</b>
Community Services	26,951	9,012	1,155	1,062	<b>38,180</b>
Corporate Support	7,662	6,547	521	0	<b>14,730</b>
Development & Regeneration	28,321	9,731	11,135	7,871	<b>57,058</b>
	<b>78,661</b>	<b>50,721</b>	<b>28,798</b>	<b>14,881</b>	<b>173,061</b>

<b>Funding Source</b>	<b>2011/12 £000</b>	<b>2012/13 £000</b>	<b>2013/14 £000</b>	<b>2014/15 £000</b>	<b>Total £000</b>
Capital Receipts	20,126	9,955	5,077	0	35,158
Unsupported Borrowing	19,528	5,195	0	0	24,723
Supported Borrowing	277	47	0	0	324
Grants & Contributions	33,574	33,177	23,472	13,294	103,517
SI06 / Tariff	1,857	957	51	1,250	4,115
Revenue & Funds	3,299	1,390	198	337	5,224
<b>Total</b>	<b>78,661</b>	<b>50,721</b>	<b>28,798</b>	<b>14,881</b>	<b>173,061</b>

**SECTION C – EXECUTIVE SUMMARY – HUMAN RESOURCES**

**6. Human Resources Key Messages**

6.1 The annual basic salary bill for the Council establishment is around £84million. Each year the Council's budget includes a savings target of 3% for 'vacancy savings' which is naturally achieved from vacant positions and natural turnover of staff.

**6.2 Key facts and figures are;**

- At the end of December 2011, there were 4248 employees (3351 FTE), a reduction to headcount of 516 employees (348.3FTE) from December 2010.
- Corporately a threshold of 5% of the total wage bill has been set, to monitor the use of agency staffing. Agency Spend is currently 5.36% of the monthly wage bill in December 2011.
- Sickness – there have been improvements throughout the council at reporting absences providing much better management information. A rigorous target of 6 working days per FTE per year has been set. At the end of December 2011, the average sickness level was 9.71 days per FTE, for the last rolling 12 months. This is a 3.45 days' reduction from December 2010. There is a corporate drive to significantly reduce this level and HR is working closely with departments to consistently address proactive management of absence.

6.3 The Council aims to reduce the direct and in-direct costs of the workforce through:

- Natural turnover
- Planned retirements / use of temporary contracts
- Recruitment controls and improving redeployment opportunities
- Reducing the overheads of the workforce (direct and indirect)
- Negotiated workforce reductions
- Modernisation and workforce re-modelling
- Maintaining capacity and improving productivity (which will also require some investment from the Council in skills, training and support)
- Reducing the overall size of the workforce

**Redundancies and Voluntary Release:**

- 6.4 During this financial year until 31 December 2011, 61 people have been made redundant and left the Authority.

In the last 12 months to 31 December 2011 81 people have been made redundant and left the Authority.

We have successfully redeployed 40 people at risk of redundancy this financial year. This equates to 45% of people being successfully redeployed.

We have successfully redeployed 61 people at risk of redundancy in the last 12 months to 31 Dec 11.

- 6.5 The voluntary release scheme has allowed 85 people to leave the Authority before the end of the year.

**New Local Terms and Conditions**

- 6.6 The new local terms and conditions are now being implemented in accordance with the implementation timetable.

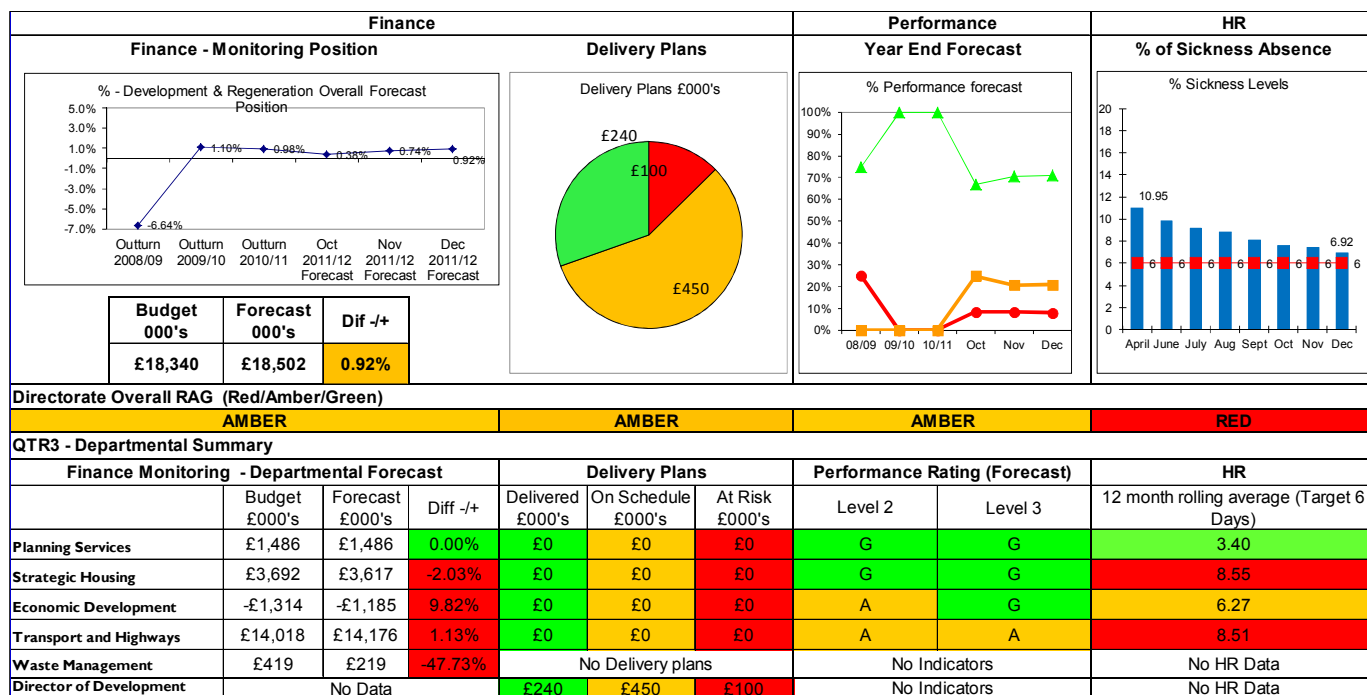
**Senior Management Review**

- 6.7 The three new directorates came into effect on 1 January 2012. The Appointments Panel will make appointments to the Assistant Director level during January 2012, to take effect from 1 March 2012.



## 7. Development and Regeneration

### 7.1 Scorecard - General Fund Revenue Forecast is an over spend of £0.162m



**Responsible Officers: Clive Perkin/Gill Peele/David Draffan/Paul Barnard/Stuart Palmer/Mark Turner**

The Department continues to make good progress in supporting and enabling Growth within the City.

Development is responsible for 5 long term outcome measures and has almost finalised the targets for its basket of Level 2 and 3 indicators, informed by the Economic Review.

### Economic Development

Worklessness Plan in place. We have linked with the Jobcentre on the Work Experience element of the Get Britain Working scheme, where the council will offer placements for those who are 18-24 and have been claiming benefit for over 6 months. These placements will last for up to 8 weeks. Plymouth Growth Board has a dedicated sub group to look in to the issues around worklessness and what can be done with partners from across the city. The council is also a financial partner with the Jobcentre for a scheme run by Enterprise Plymouth aimed at moving eligible job seekers closer to work, by working on barriers that they may face. These may include development of basic work skills, CV writing and voluntary work.

The GAIN portal work begun and due for go live in late March, branding work completed and PR contract with DCA producing good results in local and regional media. GAIN is poised to be the main delivery body for technology businesses for the Heart of the South West and Cornish local enterprise partnerships.

The South West has been formally designated a Marine Energy Park by the government, providing a major boost to Plymouth's marine renewable sector.

The Visitor Plan for Plymouth has been completed and approved by Destination Plymouth and Plymouth City Council. The Visitor Plan can be viewed at: [www.visitplymouth.co.uk](http://www.visitplymouth.co.uk). Destination Plymouth has established four Working Groups (Marketing, Events, Interpretation and Development) to progress the star projects described in its plan. It has also launched the Marine City Festival to be held 8-16 September 2012. This event will be supported by an associated City marketing campaign, including a new digital marketing programme, designed to reposition Plymouth as the UK's Marine City.

### **Planning Services**

Planning Services has recently been focusing on the determination of the North Yard Energy from Waste plant and several other major planning applications in support of the city's growth agenda. Planning application performance continues to rise with 82% of major developments determined in time, 84% for minor developments and 92% for householder developments. The service continues to develop the Derriford Area Action Plan and will shortly publish the proposed Community Infrastructure Levy Charging Schedule to replace the Plymouth Development Tariff as the mechanism to fund future infrastructure. The service has also been developing a number of bids in relation to recently announced Government funding programmes such as Get Britain Building and the Growing Places Fund.

### **Strategic Housing**

By end of the December quarter, 123 new affordable homes have been completed. We are currently projecting 273 completions for 2011/12 – however, as is normally the case, there is the likelihood that there could be some slippage from Q4 into next year, but we expect to exceed our target of 200.

By quarter end, we have brought 67 empty private sector homes back into use and are projected 75 for 2011/12 – exceeding our target of 65.

### **Transport**

The East End transport scheme was completed on schedule in November and is already demonstrating improved punctuality and journey times for bus routes along the corridor. Final works on the public realm works will be completed during the final quarter of this financial year and will provide further enhancements as a result.

The Rail task force is now preparing a response to the Great Western franchise consultation, and work continues to seek a joint response with all other authorities in the far SW peninsula to strengthen the issues being raised to the DfT.

Work continues with the Highways Agency to consider improved performance on the road network and to potentially seek funding for pinch points along the main A38 corridor.

Bus punctuality figures will be available at year end.

## Strategic Waste

The Energy from Waste project is still to go through planning. It now has an approval from planning committee subject to the signing of the S106.

## People Management

Sickness levels are at 6.9 working days per FTE for the last rolling 12 months, against a council wide target of 6 days. This has decreased from the previous quarter's 8.87 as a result of initiatives led by HR including increasing management and staff awareness.

## 7.2 Delivery Plan Update

£0.790m (net) of delivery plans were set within the 11/12 revenue budget for Development and £0.390m are green with a further £0.300m amber, (more than 87% in total) Progress against the remaining red and amber delivery plans are summarised below and shown in detail on Appendix C. Any plans not delivered will be replaced by alternative savings.

Service	Red £000	Amber £000	Green £000	Total £000
Strategic Housing	0	0	210	210
Departmental (Loss of New Growth Points funding)	0	0	(1,020)	(1,020)
Departmental (including Growth Fund)	0	0	850	850
Transport	0	300	0	300
Economic Development	0	150	50	200
Other Delivery Groups	100	0	50	150
<b>Total</b>	<b>100</b>	<b>450</b>	<b>240</b>	<b>790</b>

## 7.3 Risks and Issues

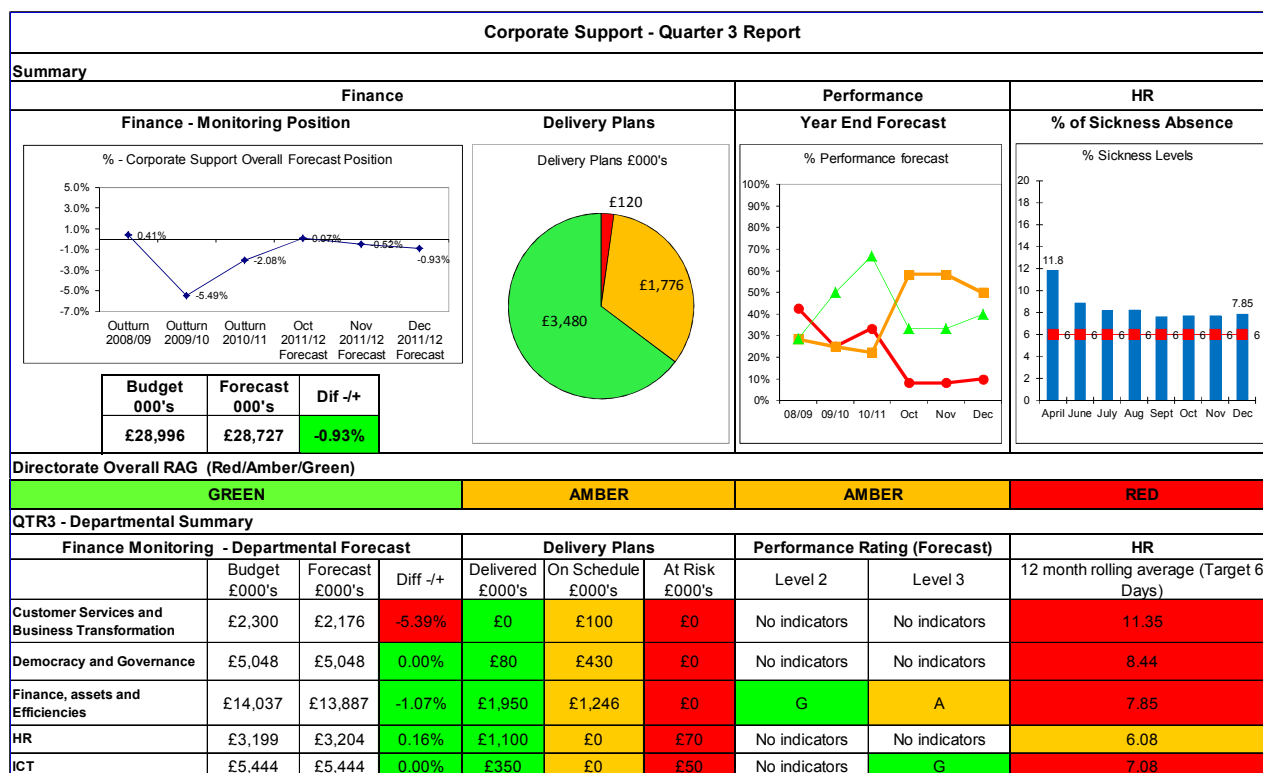
- There are a number of significant risks in the Development Services Delivery plan where savings and efficiencies are possible but will not materialise until the end of the current or the next financial year.
- The additional Fees and Charges income target will be met from existing savings elsewhere in 11/12. The current climate has applied pressure to already challenging targets, and further discussion is on-going.
- £0.100m for Printing, Publicity and Advertising have not yet been allocated over the departments budgets for these activities; Assistant Directors will slow spend in these budgets to support achievement of the Corporate target.

#### 7.4 Medium Term Issues

- There is increasing demand for Housing services brought about by the housing market, welfare benefit reforms and the recession.
- There is a significantly increasing demand for homelessness and housing need -with the first upturn in no's of people in temporary accommodation since 2005/6 ,and 28% increase in homeless applications from previous years
- The Highway asset Management plan is being developed further to ensure that future demands on revenue for maintenance of the network are minimised whilst maintaining the function of the network.
- Concessionary fares and subsidised bus services are likely to come under greater pressure with increasing bus operation costs so are being carefully managed at this time.
- In terms of policy the recently launched Growing Places Fund of which £14.2 million has been allocated to the Heart of the West LEP, places an onus on councils to provide the 'technical and financial expertise' to deliver projects which unlock growth and the ED service will make an essential contribution to this policy and challenge for Plymouth as an authority.
- Community Infrastructure Levy: will replace Section 106 agreements and has major resourcing implications for future infrastructure planning and coordination of resources to support growth.
- Economic Climate: fragile economy has necessitated radical and innovative approach to overcome development viability through Market Recovery Scheme. Planning application fee income is still weak as a consequence although applications are rising raising workload implications if not managed carefully.

## 8. Corporate Support

### 8.1 Scorecard - General Fund Revenue Forecast is an under spend of £0.269m



Responsible Officers: JP Sanders / Tim Howes / Malcolm Coe / Mark Grimley / Neville Cannon

### Customer Services

Customer Services performed well through December as the new working arrangements bedded in. Work volumes were reasonable, but were not as low as usual for December as staff geared up for the anticipated busy start to the year. Main Reception was freshened up and looked smarter. Work is well underway preparing the department for CSE accreditation at the end of January. Absence management continues to be robustly managed, and this was reflected in a continuing fall in sickness rates in the team.

### Democracy and Governance

Close monitoring and review of all budget heads has enabled the forecasts to be met despite the unforeseen budget pressures. An additional benefit has been the ability of the Legal service to increase their fee income through shared working/services.

### ICT

Availability of the top 14 services remains above target even though there have been recent major disruptions due to implementing new Anti-Virus software required as part of an exercise to help meet our delivery plan savings.

### HR

During the last quarter, employee numbers have reduced by 109 (70.3 FTE) from a headcount of 4357 to 4248. 85 employees had left the council through the Voluntary Release Scheme by the end of December 2011.

A comparison of sickness absence, for a rolling 12 months, at the end of December 2011, compared with the end of December 2010 shows that sickness has decreased from 13.16 days per FTE to 9.71 days, a decrease of 3.45 days per FTE. This downward trend continues towards a target of 6 days. The focus of employee health, together with management interventions and targeted programmes for staff continues.

99.7% appraisals completed as at end December – missing just 12 appraisals and only 3.4% employees “did not meet expectations” (fell by 0.1 from last year). Engagement index rose from 57% to 62% this year

### Finance Assets and Efficiencies

F&E continue to make good progress against the budget delivery plans. Significant savings have been made through rationalising accommodation, more efficient external procurement and reducing management costs through staff restructures. We are now forecasting an underspend of £150k at year end over and above achieving all delivery plans. The Revenues and Benefits, Customer Services, Creditors and Incomes restructure took effect from 1 November 2011. A service improvement plan has been put in place and significant progress made in tackling housing benefits backlogs. Addressing backlog HB claims will have a short term negative impact on processing times as we work through older cases, however, this trend will be reversed throughout the last quarter of this financial year.

## 8.2 Delivery Plan Update

Corporate Support Services has direct Delivery Plans totalling 2.360m for 2011/12. The table below shows the summary position by Red Amber and Green rating (RAG). The detailed Delivery plan is attached as Appendix C

In addition, the figures include indirect (cross-cutting) Delivery Plans within Corporate Support totalling £3.016m to be achieved through savings across the Council. The plans are being driven by Theme groups comprising of cross departmental representatives. Examples include delivering the accommodation strategy; strategic procurement; and revised Terms & Conditions across the council.

Service	Red £000	Amber £000	Green £000	Total £000
FAE	0	1,246	1,650	2,896
HR	70	0	1,100	1,170
Customer Services	0	100	300	400
Democracy & Gov.	0	430	80	510
ICT	0	0	300	300
Other	50	0	50	100
<b>Total</b>	<b>120</b>	<b>1,776</b>	<b>3,480</b>	<b>5,376</b>

There has been slippage in some delivery plans. That said, this is a marked improvement on the position reported at the end of the 2<sup>nd</sup> quarter. Overall, progress is encouraging with either some plans being bought forward or alternative actions put in place.

Again, there has been a lot of improvement within this area; in particular we are starting to see tangible savings from the Procure 2 Pay (P2P) project.

### **8.3 Risks and Issues**

- Challenge of improving support services whilst managing down spend and meeting delivery plan savings targets;
- Capacity within the department to support the Council's change agenda and challenging financial targets
- Ensuring that expertise is retained throughout the service and redundancy costs are minimised
- Accommodation Strategy – risk of not achieving required revenue long term savings through delays in obtaining a long term solution for the future of the Civic Centre.
- Any delay in the implementation of the new Customer Relationship Management system will delay the move of services into the Customer Service team and subsequent cross cutting delivery plan.

### **8.4 Medium Term Issues**

#### **HR**

The Council is replacing its HR and Payroll systems and has entered into contracts for the implementation of these new systems. The proposed 'go live' date is July 2012.

#### **Finance, Assets & Efficiencies**

Provision has been made in the revenue budget to meet the costs of the routine maintenance of the Council's operational buildings. Improvement works are charged to the capital budget. The asset management strategy identifies that there is a significant backlog in maintenance obligations. Risks include health and safety issues that may arise during the year and the uncertainties over the future of the Civic Centre.

The national economic climate is having an impact on the local authority. This may result in reduced collection rates for the Authority.

#### **Democracy & Governance**

There are potential pressures for 12/13 and beyond around known and potential elections. For example, if a referendum on executive arrangements for the Council is "Yes" for a Mayor then there has to be a full election within 6 months, with the costs associated with this a pressure to revenue budget.

**ICT**

ICT continues to be under significant pressures working on vital projects such as HR Payroll, new way of working roll-out, the building of the new data centre, the designing and provisioning of services to facilitate the co-location with Health, and the planning for an eventual move out of the Civic Centre.

These are all significant projects that will require careful control and oversight. Any delay due to other emerging priorities could have huge consequential impacts

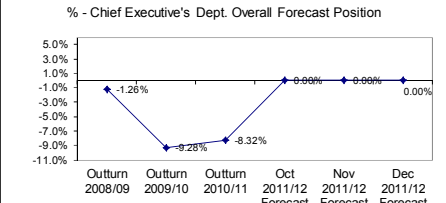
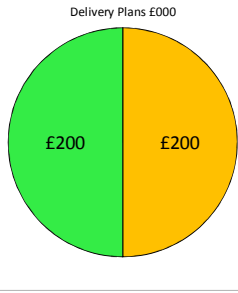
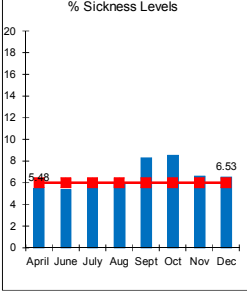
**8.5 Invest to Save**

**Accommodation Strategy** - The project is progressing well with several vacated premises generating over £400k savings to date. On-going delays around the future of the Civic remain a challenge.

**Procurement Category Management** – we continue to be engaged with our advisors Agilysis and workshops and meetings with key personnel and DMTs are well progressed. A budget benefit realisation mechanism has now been approved by CMT. A monthly report is now being produced and savings signed off by each Directorate.

**9. Chief Executive**

**9.1 Scorecard - General Fund Revenue Forecast is on budget**

Chief Executives - Quarter 3 Report																		
Summary																		
Finance				Performance			HR											
<b>Finance - Monitoring Position</b>  <table border="1" data-bbox="247 1512 534 1579"> <tr> <th>Budget 000's</th> <th>Forecast 000's</th> <th>Dif +/-</th> </tr> <tr> <td>£2,582</td> <td>£2,582</td> <td>0.00%</td> </tr> </table>				Budget 000's	Forecast 000's	Dif +/-	£2,582	£2,582	0.00%	<b>Delivery Plans</b> 			<b>Year End Forecast</b> No performance indicators			<b>% of Sickness Absence</b> 		
Budget 000's	Forecast 000's	Dif +/-																
£2,582	£2,582	0.00%																
Directorate Overall RAG (Red/Amber/Green)				GREEN			AMBER			AMBER								
QTR3 - Departmental Summary																		
Finance Monitoring - Departmental Forecast				Delivery Plans			Performance Rating (Forecast)		HR									
	Budget £000's	Forecast £000's	Dif +/-	Delivered £000's	On Schedule £000's	At Risk £000's	Level 2	Level 3	12 month rolling average (Target 6 Days)									
Chief Executive	£2,582	£2,582	0.00%	£200	£200	£0	No performance indicators		6.53									

**Responsible Officers: Giles Perrit, Richard Longford**



## Chief Executive

The overall position in Chief Executives is currently forecasting to come in on budget. The Corporate Communications Unit has been working towards achieving the Chief Executive's Department's element of the Printing, Publicity and Advertising cross-cutting

Delivery Plan - The mechanism for capturing these savings across the authority has now been agreed

During this period the Department has been leading on budget scrutiny. This has involved producing a draft Corporate Plan for 2012/13 and co-ordinating a series of challenge sessions with the Corporate Management Team and the Overview and Scrutiny Management Board.

The 2012/13 Budget and Corporate Plan will be agreed at Council on 27th February.

## Performance & Policy

Performance & Policy units across the Council have been merged into one unit within Chief Executives as part of a delivery plan. The implementation date for this new structure was 1<sup>st</sup> September 2011 and therefore the salary savings achieved from this process have now been established.

## People Management

The Council has set a target of 6 working days per FTE.

Following a spike in sickness earlier in the year days lost to sickness have now reduced to 6.53 days 0.53 days above the corporate target of 6 days.

## 9.2 Delivery Plan Update

Chief Executive's has a total Delivery Plan of £0.4m for 2011/12. There is one direct delivery plan for the department and three delivery plans that will be delivered across all departments. The table below shows the summary position by Red Amber and Green rating (RAG). The detailed Delivery plan is contained in Appendix C.

Service	Red £000	Amber £000	Green £000	Total £000
Performance & Intelligence	0	0	100	100
Consultation	0	100	0	100
Corporate Subscriptions	0	0	100	100
Printing, publicity & Advertising	0	100	0	100
<b>Total</b>	<b>0</b>	<b>200</b>	<b>200</b>	<b>400</b>

## 9.3 Risks and Issues

- The Directorate is on target to achieve its plans by the end of the year.

## 10. Corporate Items and Cross Cutting Issues

### Revenue budget forecasted out-turn

- 10.1 Unlike previous quarterly reports, we are now reporting an over spend of £0.240m. We are still awaiting full confirmation of the true impact on the Council of the 2011/12 Carbon Reduction Commitment (CRC) Tax Levy. This is the first year of this new levy, based on our CO2 emissions. Our calculations for the whole estate suggest the charge will be circa £0.400m. However, the council will passport £0.160m of this charge to schools (£0.120m) and Academies (£0.040m); Hence the net exposure of £0.240m. Both schools and academies are aware of their element of this charge.

The Treasury Management Board are now confident we will, despite a challenging target to deliver just under £1m of savings from treasury management, come in on budget.

### Capital Financing Budget /Treasury Management

- 10.2 The Treasury Management Board continues to meet regularly to discuss the actions in respect of borrowing and investments in accordance with the approved strategy.

- **Debt Rescheduling**

Movements in gilts over in the year have reduced PWLB loan interest rates meaning that there have been no opportunities to date to achieve savings from the repayment or rescheduling of long-term debt. It is unlikely that in the current climate interest rates will move in a favourable direction but PWLB rates continue to be monitored by Council officers and our Treasury Management advisors Arlingclose to take any opportunity to make revenue savings as and when this occurs.

- **Investments**

Council Officers and Arlingclose will monitor credit conditions and further deposits will be made in line with the Council's Treasury Management strategy when conditions are appropriate for such investments.

- **Reserves**

The calculation of the impairment on Icelandic deposits in 2009/10 allowed for accrued interest to be credited to revenue over the next few years. This accrued interest resulted in a transfer of £0.324m to the Icelandic Bank reserve in 2010/11 to cover the possibility of an increase in impairment. The anticipated repayment of Icelandic bank investments is now looking more favourable than 12 months ago and this reserve may not be required.

### Icelandic Bank Update

- 10.3 The Council continues to receive regular dividend payments in respect of its investment in Heritable bank with the following dividends received in the period April – January 2012:

	Principal £000	Interest £000	Total £000
April 2011	187	10	197
July 2011	122	6	128
October 2011	126	6	132
January 2012	100	5	105

This brings the total amount recovered to date to £2.142m (67.92%)

- 10.4 Investments in Landsbanki (£4m) and Grifur (£6m) remain subject to court proceedings. The Council continues to work with Bevan Brittan solicitors and the LGA continues to actively pursue the recovery of its total investments.

### Contingency

- 10.5 Standard practice is to set a revenue contingency budget which is held within Corporate Items. For 2011/12 this is £0.500m and, at this stage it is assumed that the budget will be used in full during the year. We have assumed £0.300m has been allocated to cover the predicted shortfall to the current year's Employer Pension Contributions. Following the tri-annual Pension Fund Valuation, the Council's contribution rates for 2011/12, 2012/13 and 2014/15 were confirmed. The contribution rates were held at the same rates as for the previous three years. However, there was a condition attached which stated the rates assumed that total contributions each year would match a minimum monetary value.

In the past week, we have had an indication that the shortfall in contributions in 2011/12 is circa £0.300m. At this stage, this has been allocated against the revenue contingency budget.

### Budget Virements

- 10.6 The Council's net budget requirement was set by Council at its meeting on 28 February 2011 at £208.237m. Amendments to this overall budget can only be made by Full Council. During the year there will be several movements in budget allocations across services/departments as part of the delivery of the day to day business of the Council. Movements in the budget are continually tracked and an audit trail held for budget control purposes. In addition, Financial Regulations require all budget virements in excess of £100,000 to be approved by Cabinet.
- 10.7 Cabinet are now requested to approve the budget virements detailed in Table 9. All of these virements balance to zero with the overall council net revenue budget remaining at £208.237m

**Table 9 – Virements over £100k for Cabinet Approval**

Virements over £100k	000's		
	Delivery Plan Mgt	Other	Total virements
<b>DIRECTORATE</b>			
CHIEF EXECUTIVE	(5)	0	<b>(5)</b>
CHILDREN AND YOUNG PEOPLE SERVICES	(37)	0	<b>(37)</b>
CORPORATE ITEMS	(0)	(721)	<b>(721)</b>
COMMUNITY SERVICES	(914)	87	<b>(826)</b>
CORPORATE SUPPORT	1,019	58	<b>1,077</b>
DEVELOPMENT & REGENERATION	(63)	575	<b>512</b>
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

A brief explanation of these virements is as follows:

### **Delivery Plan Mgt**

- 10.8 In the previous quarter's report, we advised that the Chief Executive's delivery plan contains an action to deliver a new Corporate Policy and Performance service. This involves the transfer of functions, budgets and staff from both Children's Services and Community Services business support and strategy units to the Chief Executive department.

### **Other**

- 10.9 Transfer of the preventing Homelessness Grant from Corporate items to Strategic Housing. There has also been a transfer of CIP agreed reserves from Corporate Items to Culture, Sport and Leisure, Safer Communities and Finance, Assets & Efficiencies.

### **Working Balance**

- 10.10 The Council's working balance stood at £11.518m at 1 April 2011. This equates to 5.5% of the Council's net revenue spend for 2011/12 and remains in line with the medium term financial strategy to maintain a working balance of at least 5%.

### **Pension Reserve**

- 10.11 The council currently has monies set aside into a Pension Reserve, with a balance of £1.080m.
- 10.12 This reserve was created to ensure we are able to meet future shortfalls in our contributions to the Pension Fund. Last week the pension Fund Administrator indicated the likely shortfall for 2011/12 to be circa £0.300m.
- 10.13 If our contribution remain at the same level for the next two years, the period of the last tri-annual valuation, we would anticipate further shortfalls for 2012/13 and 2013/14. For this outturn report, we have assumed that the 2011/12 is currently able to be covered from the Corporate Items contingency budget. If this remains possible for the final outturn position, we will not need to call down from the reserve this year.
- 10.14 We would therefore still carry forward the balance of £1.080m, giving us greater protection against future shortfalls. We must be mindful that, as staff numbers reduce, the pension contributions are likely to reduce. This will require larger draw-downs from the reserve in the future.

### **Waste Reserve**

- 10.15 The Waste Reserve currently stands at £2.4m and was specifically set aside to manage the potential shortfall where operational costs exceeded budget following the closure of Chelson Meadow until a new Waste solution would be operational. There may be a requirement in 2011/12 to draw down from the waste reserve to cover the operational costs of the waste collection and disposal service due to rising gate fee, landfill tax and transport costs. It was anticipated when the current budget was constructed that 2011/12 would be the year that costs might start to escalate following the closure of Chelson Meadow.
- 10.16 This report assumes the first draw down of £0.800m from this reserve, leaving a net balance of £1.600m to carry forward to future years.

- 10.17 Once the year end position is known the financial call on the reserve can be requested for approval This position will be reviewed as the full outturn result becomes clear.

### **Corporate Items - other**

- 10.18 The Council has a number of backdated VAT claims lodged with HMRC known as 'VAT Fleming' cases. Four of these have been resolved in recent years. However there are 3 outstanding cases still under consideration which the Council continue to work with PWC to appeal initial HMRC findings. The Council have just been advised that one of these around trade waste has been assessed in the Council's favour, and officers are awaiting further information and clarity to finalise the favourable financial outcome for the Council. It is anticipated that the position will be clarified within the next month.
- 10.19 As highlighted in Lifelong Learning section of this report, there is an on-going potential tax liability from HMRC in connection with School Improvement Partners. This could result in an additional tax payment of £0.100m. For this outturn report, it has been assumed that the department can cover the cost by offsetting against other forecasted savings. Officers will continue to monitor closely and consider the possible requirement to set up a provision to cover.

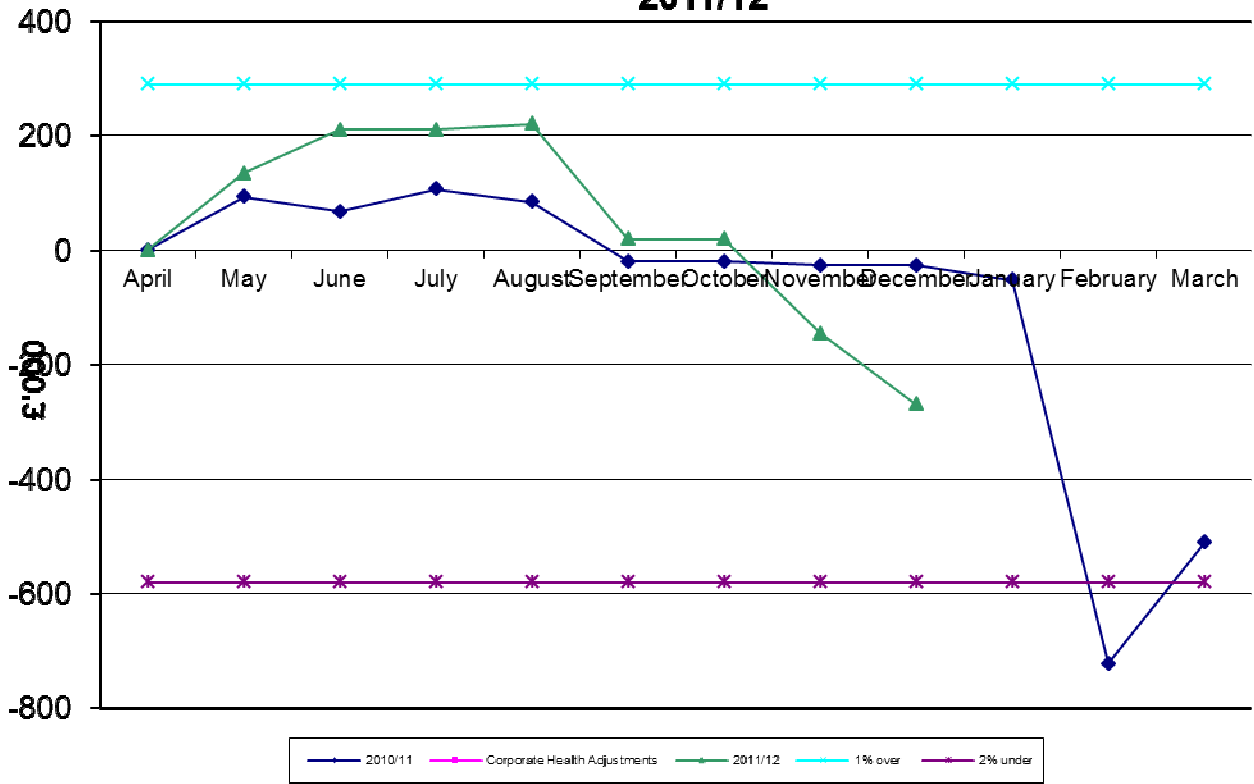
### **Recommendations**

3. Cabinet approve the budget virements as detailed in Table 9.
4. Cabinet approve the potential draw down on the Waste Reserve for 2011/12, subject to the 2011/12 Outturn position.
5. Cabinet approve the potential draw down on the Pension Reserve for 2011/12, subject to the 2011/12 Outturn position.
6. Approve the funding of the Council's element of the CRC Levy for 2011/12.

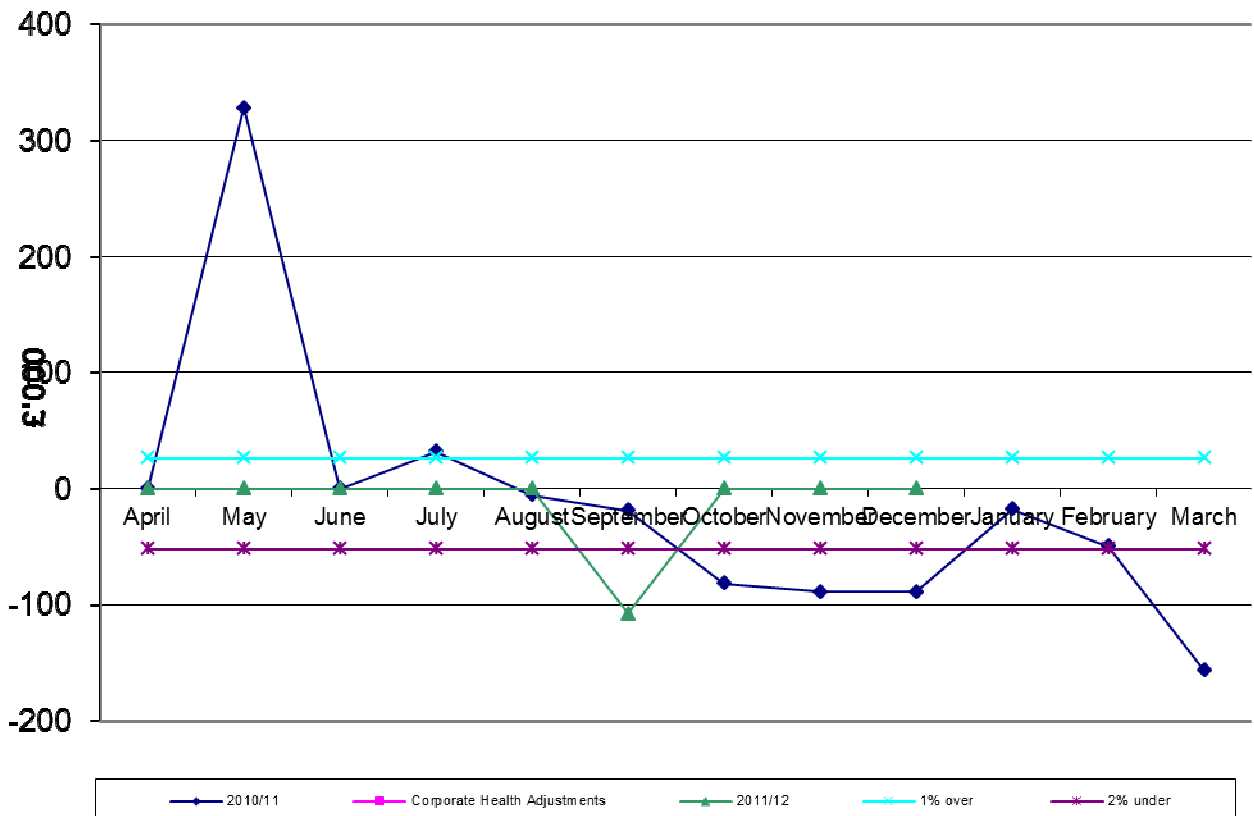
## SECTION E - CONCLUDING REMARKS

- 13.1 2011/12 is year one of our three year budget, in which we need to achieve budget savings of £30m by 2013/14. It is imperative that the current year Delivery Plans are achieved in-year as they roll forward to underpin the budget for the next two years. For 2011/12 the council has prioritised reduced funding in order to continue to protect front line priority services.
- 13.2 In total, the council has embarked on over £15m of revenue budget delivery plans for the current year. Where possible, we have engaged in cross departmental officer groups to generate significant spending reductions in areas such as accommodation, business support and procurement.
- 13.3 Despite reduced funding, the council remains committed to improving services and has revised its performance management framework to ensure that key focus is maintained on performance measures that contribute most towards the council and wider city's priorities.
- 13.4 Although there are no critical issues to report on finance this time around, there are some areas of variance within individual departments that require close scrutiny.
- 13.6 Revenue budgets are currently forecasting an end of year over spend of £0.454m. Departments will continue to address this overspend as we target an on-budget outturn in March 2012.
- 13.7 During the second quarter, the percentage of Delivery Plans which are rated Green or Amber has increased from 89.5% to 94.7%.
- 13.8 The council still has an ambitious capital investment programme. With the inclusion of £19.1m for two academy schools, the projected capital spend over the next four years is now in excess of £173m.
- 13.9 The Indicative Budget for 2012/13 has now been published and been the subject of public scrutiny in early January 2012.
- 13.10 Officers are now working hard to put together the final revenue budgets for 2012/13 to 2014/15. The final budget will be signed off by Full Council, when the Council Tax will be set, 27 February 2012.
- 13.11 This reports shows we are very close to achieving budget for the current year. We will not assume anything as we enter the final quarter and will continue to minimise spend to reduce the over spend by the year end.

### Corporate Support Monitoring Comparison 2010/11 & 2011/12



### Chief Exec Monitoring Comparison 2010/11 & 2011/12



**Capital Programme – Variations and Re-profiling**

Section 5.2 Table 6 cross-refers

£000	£000	£000	£000	Other Reprofiling for Approval
2011/12	2012/13	2013/14	2014/15	
(181)	(415)	596	0	Basic Need – Holy Cross (Reported delay, then removed in budget)
(185)	185	0	0	Basic Need – Mount Wise updated cashflow following letting contract
(565)	565	0	0	Estover Campus - revised contractors plan (project not delayed)
(260)	260	0	0	Basic Need - Riverside (PFI)
(100)	859	109	(324)	Basic Need - Salisbury Road brought forward to single phase delivery
(135)	485	(350)		Basic Need - wave 2 - St Josephs and Holy Cross
0	(20)	(695)	515	Basic Need - Stoke Damerel - project rephased
0	(175)	175	0	Basic Need - Other
(388)	388	0	0	Boringdon - Replacement of temporary classrooms minor delay in procurement process
(250)	250	0	0	St Boniface - practical cooking spaces - school procurement delay
(590)	590	0	0	Devolved Capital - Estimated schools carry forwards
(125)	125	0	0	Other CYP Reprofiling
(620)	620	0	0	Vehicle Replacement Ph1 – for vehicles expected to be delivered in April and May 2012
13	(13)	0	0	Other Community Services Reprofiling
(224)	224	0	0	Accommodation Strategy Ph1 re-profiling
(150)	150	0	0	Accommodation Strategy Ph2 re-profiling
103	(103)	0	0	Data Centre fit out
(125)	125	0	0	Other Corporate Support Reprofiling
(102)	(298)	400	0	Saltram Countryside – to ensure that it can be used as match funding to support Plymouth Natural Networks
(110)	110	0	0	Home Improvement Assistance reprofiled to meet the demand for Disabled Facilities adaptations in 12/13
358	(358)	0	0	Waste projects – capping and leachate treatments – reprofiled to meet estimated expenditure in 11/12
(137)	137	0	0	Other Strategic Housing reprofiling
(346)	346	0	0	Other Transport S106 funded reprofiling
(231)	139	92	0	Other Development reprofiling
<b>(4,350)</b>	<b>4,176</b>	<b>327</b>	<b>191</b>	<b>Total Reprofiling for Approval</b>



## APPENDIX B

£000	£000	£000	£000	Other Variations for Approval
2011/12	2012/13	2013/14	2014/15	
0	(240)	533	533	Estimated Devolved Formula Capital (DFC)
(200)	0	0	0	Basic Need - Weston Mill. Savings achieved
(140)	0	0	0	High View - Removal of Contingency as project nears completion.
0	(393)			Tor Bridge Campus (formerly Estover CC). Removal of contingency.
30	79	2,500	400	Condition Works - additional allocation to meet increase in liability
0		(169)	(305)	Basic Need - Holycross
		(103)		Basic Need - St Josephs - reduced estimate following initial design costings
		(711)		Basic Need - Stoke Damerel - reduced estimate following initial design costings
	35	1,125	3,500	Basic Need - Future Waves - provision for wave 3 and 4 delivery
(59)	88	40	0	Other Variations for Services for Children and Young People
0	605	693	725	Adult Personal Social Care grant
(139)	(50)	0	0	Vehicle Replacement programme – lower costs than originally estimated
210	0	0	0	PLUSS Building, Clittaford Road – claw-back of original grant used on building.
(69)	65	0	0	Accommodation Strategy Variations
46	49	20	0	Other Corporate Support Variations
0	(307)	0	0	Reduced reliance on capital receipts to fund Chelson Meadow
70	0	0	0	Tavistock Road Signals implementation of additional works
65	0	0	0	North Road East Public Crossing works.
0	108	0	0	Addition to LTP programme - Marjon bus link
0	247	0	0	Addition to LTP programme – George Park and Ride access improvements
	291			Addition to LTP programme – Digital speed cameras
0	337	0	0	Flood defence works at Arnold Point
123	0	0	0	Disabled Facilities Grant – additional funding from Central Government
115	110	0	0	Strategic Housing capitalised salaries to be funded from revenue
(8)	73	0	0	Other Development Variations
<b>44</b>	<b>1,097</b>	<b>3,928</b>	<b>4,853</b>	<b>Other Variations for Approval</b>

<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>£000</b>	<b>2011/12 Virements for Approval</b>
<b>SCYP</b>	<b>Comm</b>	<b>Corp</b>	<b>Dev</b>	
5	(5)	0	0	Virement re Lipson Vale Recreational Land
(115)	0	115	0	Virement from Torbridge project
(31)	0	31	0	Funding of additional work at Bretonside re amalgamation of Pupil Referrals Unit at Martins Gate to Corporate Support
<b>(141)</b>	<b>(5)</b>	<b>146</b>	<b>0</b>	<b><u>Total Virements for Approval</u></b>

Balancing the budget : Areas for savings, efficiency gains or increase income		Projected Savings		Feasibility & Risk	
		2011/12	Progress Update		Revised
Rag		£000			R/A/G
1	<b>Finance:</b> further refinement of the staff structure	G	100	Savings will be achieved in 2011/12 through vacant posts. Modification to the structure will be presented to Unions in June / July '11	G
2	<b>Corporate Property:</b> Management restructure and efficiency savings on Facilities Management	G	100	Consultation with the Unions completed in February 2011. 3 Posts were removed in June 2011 and the £100k 2011/12 savings have started to be realised.	G
3	<b>Cashiers:</b> Revise and refine the council's approach to cash collection	G	100	Cashiers closed. Combined with plans 4, 5 & 7. We are now midway through the restructure process and new structure will be implemented from 1 September, with full savings coming on stream once staff are either redeployed or drop out of the PCC process.	G
4	<b>Debt Management:</b> better co-ordination of existing processes. Challenge the effective use of legal services / bailiffs etc	G	100	Combined with plans 3, 5 & 7. We are now midway through the restructure process and new structure will be implemented from 1 September, with full savings coming on stream once staff are either redeployed or drop out of the PCC process.	G
5	<b>Income Generation:</b> increase selling of support services externally and explore the potential for advertising on corporate assets	G	50	Combined with plans 3, 4 & 7. We are now midway through the restructure process and new structure will be implemented from 1 September, with full savings coming on stream once staff are either redeployed or drop out of the PCC process.	G
6	<b>Audit Fee:</b> Negotiate a reduction in external and internal audit scope and associated fees	G	50	Revised fee negotiated. Financial savings have been delivered. No FTE impact.	G
24*	<b>Benefits Subsidy:</b> Improvements to Housing Benefits subsidy claim to maximise income from benefit overpayments.	G	300	Joint work between finance and revs & bens has reduced our financial liability to DWP in respect of 2008/09 and 2009/10 claims. Improved processes to maximise HB subsidy claim. This financial saving is achievable based on current monitoring information.	G
7	<b>Customer Services &amp; Revenues &amp; Benefits:</b> integration of services, including Single Point of Contact & increased use of the Council website	G	300	Combined with plans 3, 4 & 5. We are now midway through the restructure process and new structure will be implemented from 1 September, with full savings coming on stream once staff are either redeployed or drop out of the PCC process.	G
8	<b>Human Resources:</b> staff restructure (relies on e-transactions, shared services & investment). To include a review of Trade Union Facilities	G	50	5.2 FTE reduction July 2011 further savings to be achieved through SharePoint and a new payroll database	G
9	<b>Training &amp; Development:</b> review the provision of training throughout the department / council	G	350	Saving target includes ICT training team (£250k).	G
10	<b>Democratic Services:</b> reduce the level of Civic engagements and restructure the democratic support service	A	200	2 posts advertised and filled and Admin Support reorganised which allows deletion of 2 vacant posts. Consultation to begin on deletion of posts - additional pressures through delay in approving new Constitution and Scrutiny structure after June '11	A
11	<b>Legal Services:</b> Restructure the service and reduce support in non-critical areas	A	230	Discussion with finance over rationalisation of debt underway but delays have adversely impacted on elements of budget savings. Legal Services are therefore revisiting its delivery plan to find alternative delivery methods.	A
12	<b>Registration Service:</b> challenge the structure and increase fees and charges	G	80	New fees and charges introduced, time lag due to advance bookings. Nationality checking being introduced as additional income stream.	G
13	<b>ICT Support:</b> Reduce support provided to departments and minimise duplication across the council (will need some ICT investment)	G	150	Departmental systems, infrastructure and telephony reviewed for duplication and reduced where appropriate. Further projected savings identified with replacement of legacy systems with enterprise solutions.	G
14	<b>ICT direct costs:</b> Reduce licence costs, lease costs, phone rentals, licences etc	G	100	Significant savings achieved by improved analysis and robust challenge of existing hardware and software licence portfolio.	G
15	<b>Data Quality Project.</b> Reduction in duplication across different systems	G	50	Awaiting investment in dynamics and data matching software to be agreed. The savings from this investment will accrue across other departments from operational savings.	G
16	<b>Senior Management:</b> Reduce Senior management structure/ costs by 20%	G	0	No plans in place to achieve this saving to date. Assessed as 'Green' (not Red) as no requirement for financial savings to be made in 2011	G
16a*	<b>Senior Management:</b> Accelerate implementation of Sen Man restructure	G	50	Requirement to bring 2013/14 savings forward to commence in 2011/12. No plans in place yet to achieve this saving hence risk assessed as red.	G
<b>CORPORATE SUPPORT DIRECT TOTALS:</b>			<b>2,360</b>		

## Publicly Cross-Cutting: Savings delivered on behalf of, or reliant on, other departments

2011/12

17	<b>Procurement:</b> Procure To Pay / Buyer roll out. Driving efficiencies out of external purchasing	G	850	Buyers now in place for Corporate Support, Community Services, Children's and Development - processes revised and updated. Beginning to realise financial savings. Savings vs target will be closely monitored throughout the year.	G
17a	<b>Corporate Support:</b> Procurement *	A	381	Added target as part of the 2011/12 final budget setting process in February 2011. Proposed contingency of £400k from 2010/11 end of year adjustments.	A
18	<b>Customer Contact Centre:</b> bring in services from other departments into contact centre. Improve service & reduce costs	A	100	Finalising move of remaining car park services for Jan 2012. Outstanding issue is delays to full implementation of Microsoft Dynamics CRM which is critical to moving other services due to lack of agreement on capital. Customer Service pushing forward implementation as best as possible.	A
19	<b>Employee Terms &amp; Conditions:</b> review and revise Terms and Conditions across the whole council *	G	700	At least £400k of the £700k savings target at risk due to delay in implementing the new Terms and Conditions.	G
20	<b>Workforce Management:</b> remove duplication with staff based within departments	R	70	Staff still within departments - next step requires CMT buy-in to moving resources into one co-ordinated organisational team	R
21	<b>Print and Document Services (PADS)</b> - consider options for future service delivery and/or increase productivity	G	0	Intending to undertake options appraisal back end of 2011/12. No financial or staff savings planned for next financial year	G
22	<b>Accommodation Strategy</b>	A	715	Vacated several satellite offices generating £350k under phase 1 from actions to date.	A
		A	150	Risk of not achieving £750k in 2011/12 due to delay in selling the Civic. Bringing forward Phase 2 asset disposals to mitigate this risk.	A
23	<b>Business Support:</b> restructure across the Council - anticipated savings attributable to Corporate Support	R	50	This plan is aimed at saving significant sums of money across all departments through a comprehensive restructure of Business Support. No tangible plans in place as to how this will be achieved - hence assessed as 'Red'	R
<b>CORPORATE SUPPORT INDIRECT TOTAL:</b>			<b>3,016</b>		
<b>TOTAL DELIVERY PLANS CORPORATE SUPPORT:</b>			<b>5,376</b>		
<b>TOTAL SAVINGS TARGET CORPORATE SUPPORT:</b>			<b>5,221</b>		
<b>SURPLUS/(SHORTFALL) IF ALL PLANS DELIVERED:</b>			<b>155</b>		

Chief Executive Delivery Plans December '11					
Balancing the budget : Areas for savings, efficiency gains or increase income	Delivery Plan savings		Progress Update		
	2011/12	Budget	Revised		
	£000	RAG	R/A/G		
1	<b>Performance and Intelligence:</b> rationalise performance management, completion of government returns and data analysis across the council. 1/3rd of total planned savings applied to Chief Executives at this early stage of development	100	G	Lots of good work has been carried out to restructure in order to realise this DP within the timescales originally set - this has now been successfully implemented. The DP is still being reported as Amber as there is still a slight shortfall in achieving the targets originally set, however other ways on delivering these savings are being reviewed within the Department.	G
2	<b>Performance and Intelligence:</b> Impact of losing the Performance Reward Grant. Overall restructure linked to Item 1 above	0	G	Risk assessment included in PID. Main risks highlighted here	G
<b>CHIEF EXECUTIVE DIRECT PLANS TOTAL:</b>		<b>100</b>			
<b>Savings delivered on behalf of, or reliant on, other departments</b>					
2	<b>Consultation:</b> Better joined up / rationalised small team of dedicated consultation staff. Look at duplication between departments and ensure consultation activity is relevant and required	100	G	Although the restructure above addressed this action there is still a question over whether this activity is still being carried out within Departments, therefore the DP is reported as Red.	A
3	<b>Corporate Subscriptions:</b> challenging the need for subscriptions to professional organisations. Joining up subscriptions and/or removing non essential spend.	100	G	Departments requested to submit business plans. These indicate a substantial saving compared to previous years could be achieved in 11/12, exceeding budget targets but some departments are yet to respond. These savings will not be directly cashable. Final position will not be known until year end but will be monitored during the year.	A
4	<b>Printing, Publicity and Advertising:</b> challenge the current demand across the council and rationalise future publicity & advertising activity. Notional saving for department based on reducing 25% of total council spend.	100	G	Work has been ongoing within Chief Executive's Department to change activities and culture in relation to Print, Publicity and Advertising. Chief Execs has seen some positive results of this and has achieved the full DP target for this area.	G
<b>CHIEF EXECUTIVE INDIRECT PLANS TOTAL:</b>		<b>300</b>			
<b>TOTAL OF ALL DELIVERY PLANS FOR CHIEF EXECUTIVES:</b>		<b>400</b>			
<b>RAG RATING RULES</b>					
Green = clear plans in place / capacity to deliver identified / more than 50% of financial savings have already been realised					
Amber = clear plans in place / capacity to deliver identified / clear milestones and project management arrangements identified / evidence of significant progress against these milestones					
Red = no clear project plan / no milestones in place to evidence achievability of required revenue savings for 2011/12 and / or no clear capacity identified in order to implement the delivery plan.					

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# Report of Independent Adviser to the Support Services OS Panel

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## Introduction and Background

1. This report forms part of a wider commission to deliver specific training to members of Plymouth City Council's overview and scrutiny bodies and to observe and comment upon certain of their meetings and processes. While I will have based this report in part on individual members' contributions, the report should be seen primarily as a critique of your processes.
2. On 24th November it was planned that I should deliver a short session on scrutiny leadership/chairing and evaluating evidence at task and finish groups. Unfortunately there were insufficient members present for this. However, with the Chair and Councillors Stevens and Lock, together with Paul Chapman and Ross Johnston, we did have an informal discussion on scrutiny issues.
3. I observed the formal panel meeting that followed, looking particularly at meeting dynamics, balance of member/officer contributions, the way in which the statutory overview and scrutiny function is delivered and meeting management.
4. Not by way of disclaimer, but merely to put this report into context, my comments are based on what I observed and understood about the statements made at the meeting and my general understanding of your procedures. I do not have a detailed knowledge of the inner workings of the City Council. I do however have experience of devising relevant processes for, and strategic and operational management of, the overview and scrutiny statutory function in a nearby Unitary Authority.

## Key issues arising from informal discussion

5. This was a very constructive discussion and focussed on some core principles relating to the City Council's approach to overview and scrutiny. It is my intention to report on these and other matters raised at training sessions direct to the Overview and Scrutiny Management Board but in essence the key points relate to the following:
  - access to the executive
  - opportunity to engage in pre-decision scrutiny
  - capacity to respond rapidly to local issues unencumbered by procedures and processes – balancing open governance with effective urgent response

- where work programme leadership resides – in part related to the previous point (Chairs or OSMB)
- degree of corporate buy-in to scrutiny and therefore officer leadership
- access to different levels of officers as witnesses

6. Although my remit is to comment upon the panel meetings, and the systems that the meetings represent, I feel it is relevant to draw attention to these concerns and to offer my thoughts about future action.

### The meeting

7. When overview and scrutiny was introduced, the accompanying advice about operating this new function called for imaginative ways of engaging with the public, constructive dialogue with the executive and robust community leadership. Sadly in so many cases councils operate their overview and scrutiny function along traditional committee lines with officer reports, occasional presentations, formal debates and reports to note.

8. Inevitably, as a panel focussing mainly on internal services, your business is unlikely to be at the “sexy” end of public interest. Nevertheless, there are within your remit many issues directly of relevance to local people. In this context, you like other panels need to consider opportunities to be more engaging. I noted that the media were not present and looking at the agenda that was not surprising – some might see your meetings as more like the old Personnel Committees rather than as a probing and engaging force. Having said that, what I witnessed was a robust questioning process that was able to extract important information and understanding, on which outcomes would be based.

9. The opportunity was there for panel members to question the Cabinet Member and call him to account for issues of concern to members on a number of items on your agenda. If I had been the HR professional at the meeting, I would have felt that I had been thoroughly questioned and scrutinised and would have expressed some relief that I had prepared as much as Mark obviously had. However, if I had been the Cabinet Member, I would have felt that I had had an easy ride and had not been robustly called to account on these issues. *(I do not imply in these comments any expectation on my part that the Cabinet Member should have been challenged or was in any way vulnerable in his or the report’s arguments. It is merely a reflection following views expressed previously by members about not having the opportunity to challenge the executive.)* The absence of a second Cabinet Member was noted.



10. The point I need to make here is that I believe your focus seems to be very much orientated towards seeking information on behalf of the public, which is a perfectly proper thing to do in your community leadership role. Your role in calling the executive to account is less clear as you operate it and might be seen as a missed opportunity.

11. This does however beg the question in my mind as to what happens to all the information you have gleaned on these important matters. I understand the issues are retained in the minutes but I would suggest that there is a need for something more to happen – be proactive by issuing to staff/public/Cabinet some form of leading statement from the OS function that you have scrutinised the data and have for example called for “x” and “y” and will be monitoring “z” with a view to calling the executive to account over this.

12. I have written a separate and personal paper as a critique of the chair’s role at the meeting – with the chair’s agreement.

13. At a service panel I observed in this cycle, there was some confusion over the reporting of performance information and the remit of that panel relative to your remit to comment on that information. It seemed to me that the earlier panel deferred the matter to you and at your meeting you were advised that the service officers were not there to answer your specific concerns. Allowing for my possible misunderstanding of your process, it seemed that such information has the potential to fall between panels and not be picked up.

14. At the conclusion of the questioning on staff sickness, it seemed that the desire of the meeting for some more positive action through the chair and vice chair was deflected by the suggestion of the Cabinet Member to use the quarterly performance report to feed back. There was no challenge to this suggestion but I wonder if the intentions of the panel would be fully realised by this process. Members were satisfied so one presumes so.

### **Physical aspects of the meeting**

15. In my other reports, I have commented on the room layout and the barrier it offers to effective engagement with speakers and between members.

16. Panels should not feel constrained in how they utilise this or any other room and I do feel there are better, more engaging layouts for the questioning type process.

### **Managing the Overview and Scrutiny role**

17. My overall impression was that the panel demonstrated that it was acting as an effective scrutiny body – asking probing questions of speakers and determining monitoring actions for the future.

18. There is little evidence of task and finish group activity although I note the intention to launch such an exercise in February to review the impact of restructuring various central services. Even on central services, there is much added value for the authority from the more engaging process of task and finish groups. You can be more focussed on the people you call to give evidence and less structured in your approach, while still working to a clear brief/scope.

19. The panel identified an issue re the Lord Mayor's budget and debated whether this could come as task and finish activity or a report – chair to consider who the panel needs to hear from. I felt enthused that this might go down the task and finish route but this was not the case. It could have formed the subject of a quick task and finish group – even if only having one meeting. You could operate in a less rigid structure and probe the issues more deeply than at a normal meeting crowded with other agenda items.

20. As I said at the meeting, I applaud the tracking resolutions process combined with the bi-annual reporting. This closure process is often overlooked by other Councils. In Plymouth's case you have in place what appears to be a robust system for tracking the decisions you have reached, the actions of the member management board and the feedback from the Cabinet as appropriate. It closes the loop on each piece of OS activity, even if only on an action to inform or comment.

### **Conclusions**

21. I was encouraged by the robust scrutiny by members of the sickness absence paper but as I say above, the panel needs to be clear as to who it is focussing its scrutiny on. I believe you are receiving excellent support from your officers and I could not fail to be impressed in particular with Mark and his robust engagement with you on some challenging and probing questions – of which presumably he had had no prior notice.

22. I offer this report as an independent and objective view of the meeting and the scrutiny process it is responsible for. I would be happy to develop any of these issues with the panel.

Graham Russell  
Independent Local Government Adviser

November, 2011

## TRACKING RESOLUTIONS

### Support Services Overview and Scrutiny Panel

Date/Minute Number	Resolution	Explanation/Minute	Officer	Progress	Target Date
45 27.10.11	the Chair in consultation with Councillor Lowry, Vice-Chair, and Paul Chapman, Lead Officer, agree the dates of the task and finish group;	Members confirmed that the T&F group had been postponed and would be arranged in early 2012.	Ross Johnston, Democratic Support Officer	T&F group arranged for Thursday 2 and Friday 3 February 2012.	End of February 2012
52(1) 24.11.11	Mark Grimley, Assistant Director for Human Resources and Organisational Development would provide a written response to all members on the absence of school escorts;	Members expressed concern that school escorts had a high sickness absence.	Mark Grimley, Assistant Director for Human Resources and Organisational Development	Information sent to members on 9 January 2012. Annexed to the tracking resolutions document for information.	23 December 2011
52(2) 24.11.11	Mark Grimley, Assistant Director for Human Resources and Organisational Development would provide a report to all members on employee sickness levels by grade;	Members wished to see further sickness data than that which had been provided and were advised that they could be provided with figures of sickness by pay grade.	Mark Grimley, Assistant Director for Human Resources and Organisational Development	Information sent to members on 9 January 2012. Annexed to the tracking resolutions document for information.	23 December 2011
52(3) 24.11.11	the panel monitor performance in the next quarterly Finance and Performance report.		Ross Johnston, Democratic Support Officer	Added to the SS OSP work programme on 15 March 2012.	23 December 2011
53 24.11.11	<u>Agreed</u> that Eve Skuse, Head of Organisational Development, email all panel members the current figures and statistics for the Chief Executive's Department appraisal completion rates and the guidance provided to departments on appraisal when going through a restructure.	Members were concerned that the Chief Executive's department should be leading by example in the appraisal process and wished to see up to date completion figures for that department.	Eve Skuse, Head of Organisational Development	Information sent to members on 9 January 2012. Annexed to the tracking resolutions document for information.	23 December 2011

54 24.11.11	Paul Chapman, Lead Officer would provide figures to all panel members on how many local suppliers were employed by the council;	Members were informed that there was a move to provide more contracts to local suppliers and requested for figures on this.	Paul Chapman, Head of VFM and Efficiencies	Information sent to members on 9 January 2012. Annexed to the tracking resolutions document for information.	23 December 2011
55 24.11.11	Agreed that members be provided with an explanation as to why Councillor Ricketts was not present for this item.	Members expressed concern that Cllr Ricketts was not in attendance for the Performance and Finance report.	Paul Chapman, Head of VFM and Efficiencies	Response emailed to all members on 9 January 2012.	23 December 2011

## Overview and Scrutiny Management Board

Date/min number	Resolution / Recommendation	Explanation / Minute	Response	Explanation
52 24.11.11	<p><u>recommended</u> that the Overview and Scrutiny Management Board review the results of the interim staff survey 2011 when they become available and determine whether the Support Services Overview and Scrutiny Panel should take any further action.</p>	<p>Members were encouraged that staff sickness had been reducing and felt that the responses to the staff survey had helped with this. They wished that the O&amp;S MB review the interim staff survey and determine whether there still exists any issues that need further scrutiny by the SS OSP.</p>		
58 24.11.11	<p>The Panel received their draft work programme for 2011-2012 and <u>recommended</u> to the Overview and Scrutiny Management Board that -</p> <ol style="list-style-type: none"> <li>1. School Transfers to Academies is added as an item onto the work programme for a future meeting after April 2012;</li> <li>2. Lord Mayoralty issues is added to the work programme for the 19 January 2012 meeting.</li> </ol>	<p>The panel were recommended to further review the School Academy Transfers after April 2012 by officers as a clearer picture on the level of buy back services and income for 2012-2013 will be known.</p> <p>Members were concerned about recent media attention on the Lord Mayor's budget and wished to review this issue further particularly in relation to the budget cuts that were promised in the 2011 – 2012 budget setting process.</p>		

**Grey** = Completed (once completed resolutions have been noted by the panel they will be removed from this document)

**Red** = Urgent – item not considered at last meeting or requires an urgent response

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# SUPPORT SERVICES OVERVIEW & SCRUTINY PANEL

Annex to the Tracking Resolutions



## 1. School Escort Sickness (Resolution 52 (1) 24.11.11)

Mark Grimley, Assistant Director for Human Resources and Organisational Development would provide a written response to all members on the absence of school escorts.

The answer has been provided in the table below:

**PASSENGER ASSISTANTS - Average days sick per FTE - Dec 10 - Nov 11**

	Total Days	Total FTE	Average Days per FTE
<b>Grand Total</b>	<b>681.12</b>	<b>61.34</b>	<b>11.10</b>

## 2. Staff sickness levels (Resolution 52 (2) 24.11.11)

Mark Grimley, Assistant Director for Human Resources and Organisational Development would provide a report to all members on employee sickness levels by grade.

The answer has been provided in the two tables below:

**COUNCIL WIDE (Excl Schools) - Average days sick per FTE by grade - Dec 10 - Nov 11**

Grade equivalent	Total Days	Total FTE	Average Days per FTE
Less than A	122.63	8.81	13.92
Grade A	1555.93	128.98	12.06
Grade B	1767.39	129.44	13.65
Grade C	7432.81	598.23	12.42
Grade D	6431.55	558.06	11.52
Grade E	5947.96	593.92	10.01
Grade F	1843.92	247.99	7.44
Grade G	236.50	26.10	9.06
Grade H	4025.76	462.18	8.71
Grade I	1302.45	207.63	6.27
Grade J	1368.09	136.41	10.03
Grade K	127.90	49.40	2.59
Grade L	77.60	27.00	2.87
Greater than L	113.50	46.00	2.47
<b>Grand Total</b>	<b>32353.99</b>	<b>3220.13</b>	<b>10.05</b>

**SCHOOLS - Average days sick per FTE by grade - Dec 10 - Nov 11**

<b>Grade equivalent</b>	<b>Total Days</b>	<b>Total FTE</b>	<b>Average Days per FTE</b>
Less than A	41.00	18.37	2.23
Grade A	2234.48	171.68	13.02
Grade B	1287.34	177.16	7.27
Grade C	5879.69	593.06	9.91
Grade D	2965.18	311.54	9.52
Grade E	1780.71	249.38	7.14
Grade F	368.88	107.03	3.45
Grade G	440.10	103.23	4.26
Grade H	1647.07	297.20	5.54
Grade I	3034.68	509.33	5.96
Grade J	199.50	48.48	4.12
Grade K	178.00	41.22	4.32
Grade L	105.40	32.80	3.21
Greater than L	322.50	75.00	4.30
<b>Grand Total</b>	<b>20484.53</b>	<b>2735.48</b>	<b>7.49</b>



### **3. Appraisals (Resolution 53 24.11.11)**

Agreed that Eve Skuse, Head of Organisational Development, email all panel members the current figures and statistics for the Chief Executive's Department appraisal completion rates and the guidance provided to departments on appraisal when going through a restructure.

The answer has been provided below:

#### **Chief Executives Appraisal Completion Rate**

Overall, Chief Executive's Unit has a completion rate of 89% as at the end of November (3 months after the deadline).

#### **Restructures & Appraisals**

The following advice has been issued to departments undergoing restructures:

- Early planning appraisals is critical as this will maximum the time available and ease the implementation of appraisals within the appraisals window
- Ensure that if a manager leaves then all their appraisals have been completed and entered onto the system before they leave and that the new manager has all the necessary paperwork.
- Ensure clear arrangements which managers would provide 360 feedback and which managers would conduct an appraisal in a restructure and ensure carefully planned in to ensure load is spread over a reasonable period.
- Ensure HR-SAP Team has been sent all the appropriate documentation to ensure that the HR-SAP system reflects any changes that have been made and managers in the new structure are quickly given access to Manager Online access to cover all the staff they are appraising or are shown how to use the e-forms system.
- Line Manager should complete an appraisal before an employee enters the redeployment pool and secures an alternative role and should conduct an appraisal even when they know the employee is leaving.
- If there are issues with completing an employee's appraisal, managers must contact their HR Advisor or the Competencies Team to alert them of the issues and discuss possible solutions. They must not wait until the deadline has expired and Competencies Team are chasing the missing appraisal.
- HR Advisors and the Competencies Team are available at all times to support managers and staff through this process.

**4. Local Suppliers (Resolution 53 24.11.11)**

Paul Chapman, Lead Officer would provide figures to all panel members on how many local suppliers were employed by the council.

We currently have 38,345 local creditors on our system.

**Work Programme 2011 - 2012**

Proposed work programme	J	J	A	S	O	N	D	J	F	M	A
<b>Business Transformation</b>											
Accommodation Strategy											
Office/Building rationalisation	23										
Pounds House update		21		15	27	24					
Corporate Transformation Progress Review											
Invest to Save projects								19			
Cashiers and Pay Point review				15							
<b>Finance</b>											
Embedding VFM ethos across the council – Quarterly report	23			15		24				15	
Procurement service update								19			
<b>ICT</b>											
ICT Strategy											
Social Networking and Communication Review								19			
<b>Human Resources and Organisational Development</b>											
People's Strategy											
Terms and Conditions		21									
Senior Management Restructuring		21									
Redeployment Policy		21									
School Academy Transfer update		21		15							→
Staff sickness review						24					

Proposed work programme	J	J	A	S	O	N	D	J	F	M	A
Review other authorities' occupational health services and sickness (referred by Audit Committee on 16.12.11) #										15	
Appraisal Process review						24					
Management of agency staff						24					
De-recognition of Unison (referred by O&S Management Board) #										15	
<b>Democracy and Governance</b>											
Coroner's Service review				15							
Member Learning and Development											
Lord Mayoralty >>								19			
<b>Assistant Chief Executive</b>											
Local Strategic Partnership Resource Plan											
<b>Policy and Performance</b>											
Local Carbon Framework Review				15							
<b>Other Issues</b>											
Budget and Performance Report	23					24				15	
Review Data Sharing between agencies (referred by O&S Management Board 2010/11 – OSMB 97a (2) refers)											
<b>City and Council Priorities</b>											
Value for Communities											
<b>Task and Finish Groups</b>											
Revenues and Benefits, Cashiers, Incomes and Creditors and Customer Services									2-3		

**Key**

<b>New Item = #</b>
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<b>Deleted Item = &gt;&gt;</b>
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