



Notice of meeting of

Executive Member For Corporate Services and Advisory Panel

To:	Councillors Macdonald (Executive Member), Scott (Chair), Looker (Opposition Spokesperson), Moore and R Watson
Date:	Tuesday, 13 June 2006
Time:	5.00 pm
Venue:	Guildhall

AGENDA

1. **Declarations of Interest**

At this point, members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. **Minutes** (Pages 1 - 8)

To approve and sign the minutes of the meeting of the Executive Member for Resources and Advisory Panel held on 20 March 2006.

3. **Public Participation**

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Executive Member's remit can do so. The deadline for registering is Monday 12 June 2006, at 10.00 am.

4. **Forward Plan Update** (Pages 9 - 18)

To receive an update on the Resources Directorate items which are listed on the Forward Plan.

Executive Member to consider the advice of the Advisory Panel upon the following items of business and to make a decision on those items or to note the information as required:

ITEMS FOR DECISION

- 5. 2005/6 Outturn Report - Finance & Performance** (Pages 19 - 60)

This report presents the service and financial performance of the Resources Directorate at outturn 2005/6.

ITEMS FOR INFORMATION

- 6. Information Management Annual Report 2005/06** (Pages 61 - 70)

This report informs Members about activity in the area of Information Management during 2005/06.

URGENT BUSINESS

- 7. Any Other Matters which the Executive Member decides are urgent under the Local Government Act 1972.**

Democracy Officer:

Name: Simon Copley

Contact details:

- Telephone – (01904) 551078
- E-mail – simon.copley@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

City of York Council

Minutes

MEETING	EXECUTIVE MEMBER FOR RESOURCES AND ADVISORY PANEL
DATE	20 MARCH 2006
PRESENT	COUNCILLOR MACDONALD(Executive Member), COUNCILLOR SCOTT (Chair of Advisory Panel), COUNCILLORS BRADLEY, HOLVEY, LIVESLEY, LOOKER and MOORE (Advisory Panel Members)

PART A – MATTERS DEALT WITH UNDER DELEGATED POWERS

77. DECLARATIONS OF INTEREST

The Chair invited Members to declare any personal or prejudicial interests which they might have in the business on the agenda.

Councillor Holvey declared a personal prejudicial interest in agenda item 9 (Proposed Managed Workspace Scheme) as he had been involved in a previous meeting regarding this matter and had voted on the issue. He left the room and took no part in the discussion or decision on the item.

78.† EXCLUSION OF PRESS AND PUBLIC

RESOLVED: That the press and public be excluded from the meeting during consideration of the following:

Annexes A-D to agenda item 8 (National Non-Domestic Rates, Sundry Debtors, Council Tax and Overpaid Housing Benefit Accounts Submitted for Write-Off) (minute 84 refers) on the grounds that they contained information which was likely to reveal the identity of an individual and information relating to the financial or business affairs of any particular person. This information was classed as exempt under paragraphs 2 & 3 of Schedule 12A to Section 100A of the Local Government Act 1972.

Annex A and Annexes 1 and 3-7 of Annex E to agenda item 9 (Proposed Managed Workspace Scheme, Amy Johnson Way, Clifton Moor) (minute 85 refers) on the grounds that they contained information relating to the financial or business affairs of any particular person.

This information was classed as exempt under paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972.

79. MINUTES

RESOLVED: That the minutes of the meeting held on 20 February 2006 be approved and signed by the Chair and the Executive Member as a correct record.

80. PUBLIC PARTICIPATION

It was reported that there had been no registrations to speak at the meeting under the Council's Public Participation Scheme.

81. FORWARD PLAN UPDATE

Members received an update on the Resources Directorate items which were listed on the Forward Plan.

The update had been prepared before work and consultation had taken place to consider any changes that might happen as a result of the proposed new Constitution. Some reports might be removed because they would be dealt with under delegated powers and meeting dates had yet to be finalised. An accurate and updated version of the Forward Plan would be provided for Members at the next Executive Member and Advisory Panel (EMAP) meeting in June.

Advice of the Advisory Panel

That the Executive Member be advised to note the update on the Forward Plan.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and endorsed.

REASON: To inform the Executive Member of the update of the Forward Plan.

82. FMS REPLACEMENT PROJECT – PROJECT SUPPORT STAFF

Members received a report which outlined the staffing requirements for the Financial Management System (FMS) Project.

The report explained that to achieve the implementation date of April 2008 a dedicated project team, consisting of 2 project support officers, and a part time project administrator, was required.

Members were informed of the potential risks involved with replacing the system and were therefore pleased to see that sufficient support was being given to the Project Manager to ensure the smooth change over to the new system.

Members were informed that the intention was to purchase an 'off the shelf package' which might result in a number of business processes needing to be changed to allow for optimum efficiencies. The system would have an expected lifespan of 5 years after which time it would have to be reviewed to ensure up-to-date functionality.

Advice of the Advisory Panel

That the Executive Member be advised:

- (i) That it be agreed that 2 FMS project support officer posts be established for a minimum of 2 years;
- (ii) That it be agreed that 0.6 FTE administrative assistant post be established for a minimum of 2 years.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and the above suggested decisions endorsed.

REASON: To achieve the implementation date of April 2008.

83. RESOURCES SERVICE PLANS: 2006-2007

Members received a report which presented the 2006/07 service plans for the Resources Directorate for approval and comment, including the amended Property Services service plan and the proposed monitoring and reporting arrangements for the service plans.

Members had been presented with the six service plans for the Resources Directorate in January 2006 as part of the revenue budget estimate proposals for 2006/07. No significant changes had subsequently been made to the service plans for Audit & Risk Management, Business Management, Financial Services, IT&T, and Public Services. Significant alterations had been made to the Property Services service plan and the revised version was attached as Annex 1 of the report.

It was proposed that performance and financial monitoring reports were prepared for Members as follows:

- First Monitor: September 2006 EMAP
- Second Monitor: December 2006 EMAP
- 2007/8 Planning & Budget report: January 2007 EMAP
- Out-turn report: Estimated - June 2007 EMAP

The reports would contain the following projections and updates:

- Financial Performance
- Best Value Performance Indicators
- Customer First Indicators
- Staffing Performance Indicators
- Key Service Plan actions – to be reported by each Assistant Director, but as a minimum, to contain updates on Critical Success Factors.

Members were concerned that they had been asked via an email rather than at a public meeting, to approve those service plans originally put before them on 17 January 2006, as not all Members had retained their copies of the plans.

Advice of the Advisory Panel

That the Executive Member be advised:

- (i) That the content of the report be noted and acknowledged;
- (ii) That the proposals for monitoring of progress be agreed;
- (iii) That the Resources Service Plans issued on 17th January 2006, along with the amended service plan for Property Services attached at Annex 1, be approved.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and the above suggested decisions endorsed.

REASON: To improve and monitor performance.

84.† NATIONAL NON-DOMESTIC RATES, SUNDRY DEBTORS, COUNCIL TAX AND OVERPAID HOUSING BENEFIT ACCOUNTS SUBMITTED FOR WRITE-OFF

Members received a report which sought approval to write-off irrecoverable accounts, each one over £2,000 in value, for National Non-Domestic Rates (Annex A), Sundry Debtors (Annex B), Council Tax (Annex C) and Housing Benefit Overpayments (Annex D). It also provided details of the value of other irrecoverable accounts under £2,000 that had been written-off under delegated authority in the current financial year.

Paragraph 4 of the report provided a breakdown of the £186,122 write-offs where each debt had a greater value than £2,000 and the £1,122,233 where each debt had a value of less than £2,000.

In regard to the recovery of overpayment of housing benefit, the Members were informed that the authority was able to claim 40% of the debt from ODPM and therefore had made every effort to recover at least 60%. This was often done by recouping a small amount every week from ongoing benefit payments but the debt had therefore taken a long time to recover.

All methods for recouping debt had been fully explored i.e. the threat of bailiffs / court action, and it had now been decided that the amounts listed above were irrecoverable.

Advice of the Advisory Panel

That the Executive Member be advised:

- (i) That the write-off of the amount of £186,122, as shown in paragraph 4 of the report (with individual debts listed in the appendices to the report), be approved, taking note that each debt has a value greater than £2,000;
- (ii) That the write-off of £1,122,233 of accounts valued at less than £2,000 for the 6 month period to 20 March 2006 (as shown in paragraph 4 of the report), under the Head of Finance's delegated authority, be noted.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and the above suggested decisions endorsed.

REASON: To keep the accounts up to date.

85.† PROPOSED MANAGED WORKSPACE SCHEME, AMY JOHNSON WAY, CLIFTON MOOR

Members received a report which updated them on the progress achieved in determining the best solution for the replacement of Parkside Commercial Centre and 4 Fishergate with a new managed workspace scheme at Clifton Moor, and sought approval of the property related transactions which resulted from this.

In July 2004, the Executive had authorised officers to pursue an option whereby the current sites were sold to a developer who financed and built a new facility, which on completion was leased to the Council. Individual units could then be sublet to small businesses. Officers were asked to undertake negotiations to establish the best financial and property solution and report back, together with advice on the procurement of the management service for the proposed scheme. A separate report, attached at Annex E, was being taken to the Executive Leader and Advisory Panel, recommending selection of the scheme which was most appropriate for delivery of the service, and dealing with the procurement issues.

Confidential Annex A detailed the proposed basis for the sale of the Council owned land at Amy Johnson Way to the developer and the proposed basis for the lease of the completed development by the Council. The report explained that the marketing of the freeholds of the Parkside Commercial Centre site and the 4 Fishergate site for sale was subject to relocating the existing tenants and, for the former, agreeing a land exchange with the Caravan Club.

Members had previously queried whether this item would be considered at this meeting and it was noted that ward members had not been given prior notice of the item before it became public. A ward member (Councillor Moore) requested that a written explanation be given as to why this had not happened particularly as this was not the first time this issue had been raised.

Members also expressed concern as to the scale of the proposed new build but received confirmation that all requirements had been fully considered by Economic Development earlier in the process.

Advice of the Advisory Panel

That the Executive Member be advised:

- (i) That the land at Amy Johnson Way be sold on the basis outlined in paragraph A1 of Annex A of the report;
- (ii) The City Council take a lease of the completed development on the basis outlined in annex A, paragraph A2.
- (iii) That subject to relocating the existing tenants, and agreeing a land exchange with the Caravan Club, the freehold of the Parkside Commercial Centre be sold, providing an offer is received equal to or in excess of the value stated in Annex A paragraph A9.
- (iv) That subject to relocating the existing tenants, and to there being no need related to the Council's accommodation review, that the freehold of 4 Fishergate be sold, providing an offer is received equal to or in excess of the value stated in Annex A paragraph A10.
- (v) That a written explanation be provided to the ward member as to why ward members had not received prior notification of this item before the agenda was published.

Decision of the Executive Member

RESOLVED: That the advice of the Advisory Panel be accepted and the above suggested decisions endorsed.

REASON: To progress with the replacement of Parkside Commercial Centre and 4 Fishergate with a managed workspace scheme at Clifton Moor.

Q MACDONALD
Executive Member

D SCOTT
Chair of Advisory Panel

The meeting started at 5.30 pm and finished at 7.00 pm.

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CITY OF YORK COUNCIL - RESOURCES FORWARD PLAN

	TITLE OF REPORT	RESPONSIBLE DIVISION/ REPORT AUTHOR	FIRST DEADLINE FOR REPORTS TO DIRECTOR & CHAIR OR EARLIEST DISTRIBUTION DATE	RMT/QCG	DATE	CMT	EMAP	EBS	EXEC	COMMENTS/ GENERATED BY
1	Proposed Sale of Ground lease at 2-3 King's Court	Property Services David Baren	08/04/06			QCG 16/05/2006		EBS 23/05/2006	EXEC 30/05/2006	Report at the Request of the Author
2	Information Management Annual Report	Public Services Robert Beane	26/05/06				Corporate EMAP 13 June 2006			Business Cycle
3	Resources Performance and Finance Outturn Report	Business Management Jon Pike/ Katherine Finnie	26/05/06				Corporate EMAP 13 June 2006			Business Cycle
4	Monitoring of 2006/07 Savings and Growth	Finance Peter Steed	04/06/06			CMT 14/06/2006				Requested by Report Author CMT only
5	The Role & Remit of the Audit & Governance Committee	Audit & Risk Management Liz Ackroyd	10/06/06				Audit & Governance Committee 06/06/2006			

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6	The Role & Function of the External Audit Service	Audit & Risk Management Rachel Lindley	10/06/06				Audit & Governance Committee 06/06/2006			Presentation only
7	The Annual Audit Letter and Action Plan	Audit & Risk Management Liz Ackroyd	10/06/06				Audit & Governance Committee 06/06/2006			Business Cycle
8	The Annual External Audit Plan	Audit & Risk Management Rachel Lindley	10/06/06				Audit & Governance Committee 06/06/2006			Business Cycle
9	The Role & Function of the Internal Audit Service, the Annual Report of the Chief Internal Auditor, the Annual Internal Audit Plan 2006/07 and covering report	Audit & Risk Management Max Thomas	10/06/06				Audit & Governance Committee 06/06/2006			Presentation and Reports
10	The Role & Function of the Officer Governance Group Report and OGG Workplan	Audit & Risk Management Liz Ackroyd	10/06/06				Audit & Governance Committee 06/06/2006			

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11	Forward Plan for Audit & Governance	Audit & Risk Management Liz Ackroyd	10/06/06				Audit & Governance Committee 06/06/2006			
12	District Audit Report on Osbaldwick	Audit & Risk Management Rachel Lindley	10/06/06				Audit & Governance Committee 26/06/2006			
13	Statement of Internal Control	Audit & Risk Management Liz Ackroyd/ Max Thomas	10/06/06				Audit & Governance Committee 26/06/2006	EBS 20/06/2006	EXEC 27/06/2006	Business Cycle To meet statutory deadlines
14	2006/07 Statement of Accounts	Finance Peter Steed/Janet Lornie	10/06/06				Audit & Governance Committee 26/06/2006	EBS 20/06/2006	EXEC 27/06/2006	Business Cycle To meet statutory deadlines
15	Corporate Asset Management Plan	Property Services Neil Hindhaugh/ John Reid/ Philip Callow	07/05/06			CMT 28/06/2006		EBS 04/07/2006	EXEC 11/07/2006	Deferred from the Executive on 30/05/2006 in order for feedback from departments to be implemented. Business Cycle

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16	Efficiency Programme	Finance Steve Morton	04/06/06			CMT 14/06/2006		EBS 04/07/2006	EXEC 11/07/2006	Requested by Report Author
17	Finance Strategy 2007/08 to 2009/10	Finance Peter Steed	04/06/06			CMT 14/06/2006		EBS 04/07/2006	EXEC 11/07/2006	Requested by Report Author
18	Capital Strategy Document 2006-09	Property Services Neil Hindhaugh/ Tom Wilkinson	07/05/06			CMT 28/06/2006		EBS 04/07/2006	EXEC 11/07/2006	Deferred from the Executive in May Further consultation with CAPMOG is required
19	Budget Update	Finance Peter Steed				CMT 26/07/2006				CMT only
20	Benefits Service Joint Working with the Pensions Service	Public Services James Drury	06/07/06				Corporate EMAP 25 July 2006			Deferred from June EMAP Meetings & Workshops are taking place and a joint Resources/Community Services will be brought to Members

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21	Area Asset Management Planning Tang Hall	Property Neil Hindhaugh	06/07/06				Corporate EMAP 25 July 2006			Deferred from October EMAP Funding options are still under consideration and local consultation is taking place
22	Land at Manor Lane Rawcliffe	Property Services Val Inwood	25/08/06				Corporate EMAP 12 September 2006			Requested by Report Author Deferred from June EMAP because consultation with Social Services is required due to the outcome of legal advice.
23	Commercial Services Audit Update Report	Audit & Risk Management Max Thomas	25/08/06				Corporate EMAP 12 September 2006			Requested by Members
24	Accounts Submitted for Write Off	Public Service Jenny Smithson	25/08/06				Corporate EMAP 12 September 2006			Business Cycle
25	First Resources Performance & Finance Monitor	Sian Hansom/Tom Wilkinson	25/08/06				Corporate EMAP 12 September 2006			Business Cycle (To also include first Treasury Management Monitor)
26	Monk Bar Garage Future Use of Site	Property Services John Urwin	08/04/06			QCG 29/08/2006		EBS 05/09/2006	EXEC 12/09/2006	Deferred from May in order to consider further development options

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27	To Consider the Sale of 3-4 Patrick Pool	Property Services David Baren	06/05/06			QCG 29/08/2006		EBS 05/09/2006	EXEC 12/09/2006	Deferred from June. Awaiting external planning advice.
28	Strategic Risk Register - Annual Report and update on Risk Management Strategy	A&RM David Walker	06/05/06			CMT 23/08/2006		EBS 05/09/2006	EXEC 12/09/2006	
29	Review of City of York Council's Prosecution Policy	Audit & Risk Mgt Max Thomas					Audit & Governance Committee 4 October 2006			Deferred from January EMAP so as to tie in with a forthcoming review of benefit overpayments which is likely to have an impact on the Prosecutions Policy. Removed from the EMAP agenda - now to be taken to the Audit & Governance Committee
30	First Corporate Finance & Performance Monitor	Finance/Janet Lornie PIT/Peter Lowe	16/10/06			CMT 26/09/2006 (CMT & Executive Joint Monitoring Session)		EBS 03/10/2006	EXEC 10/10/2006	Business Cycle
31	Progress Report on IT Strategy 2002-2007	IT&T Tracey Carter/ Jane Collingwood	10/09/06			CMT 20/09/2006		EBS 03/10/2006	EXEC 10/10/2006	Requested by Report Author
32	First Capital Monitor	Finance Tom Wilkinson	01/10/06			QCG 10/10/2006		EBX 17/10/2006	EXEC 24/10/2006	Business Cycle

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33	Finance Strategy Update	Finance Peter Steed				CMT 18/10/2006				CMT only
34	IT Development Plan 2007/08	IT&T Jane Collingwood	22/10/06			CMT 01/11/2006		EBS 14/11/2006	EXEC 21/11/2006	Business Cycle
35	Second Resources Finance and Performance Monitor	Sian Hansom/Tom Wilkinson	24/11/06				Corporate EMAP 12/12/2006			Business Cycle (To also include second Treasury Management Monitor)
36	Budget Update	Finance Peter Steed	05/12/06			CMT 13/12/2006				CMT only
37	Second Capital Monitor	Finance Tom Wilkinson	09/12/06			QCG 19/12/2006		EBX 09/01/2007	EXEC 16/01/2007	Business Cycle
38	Second Corporate Performance & Finance Monitor	Finance/Janet Lornie PIT/Peter Lowe	10/12/06			CMT 20/12/2006		EBX 09/12/2006	EXEC 16/12/2006	Business Cycle
39	Resources Budget 2007/08 to 2009/10	Sian Hansom	06/01/07				Corporate EMAP 23/01/2007			Business Cycle

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40	Lyons Report on Local Government Funding	Simon Wiles	30/01/07			CMT 06/02/2007				Requested by Report Author
41	Revenue Budget 2007/08 to 2009/10	Finance Peter Steed	14/01/07			CMT 24/01/07		EBS 07/02/2007	Budget Exec 09/02/2007 Council 21/02/2007	Business Cycle
42	Capital Budget 2007/08 to 2009/10	Finance Tom Wilkinson	14/01/07			CMT 24/01/07		EBS 07/02/2007	Budget Exec 09/02/2007 Council 21/02/2007	Business Cycle
43	Trrasury Management Policy 2007/08 to 2009/10	Finance Tom Wilkinson	14/01/07			CMT 24/01/07		EBS 07/02/2007	Budget Exec 09/02/2007 Council 21/02/2007	Business Cycle
44	Council Tax Resolution	Finance Janet Lornie							Council 21/02/2007	Business Cycle

CITY OF YORK COUNCIL - RESOURCES FORWARD PLAN

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45	Accounts Submitted for Write Off	Public Service Jenny Smithson	03/03/07				Corporate EMAP 20/03/2007			Business Cycle
46	IT Strategy 2007-2012	IT&T Tracey Carter/ Jane Collingwood				CMT 07/03/2007		EBS 20/03/2007	EXEC 27/03/2007	Requested by Report Author

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***Executive Member for Corporate Services
and Advisory Panel***13th June 2006

Report of the Director of Resources

2005/6 OUTTURN REPORT – FINANCE & PERFORMANCE**1. Summary**

This report presents the service and financial performance of Resources directorate, at outturn 2005/6. The report includes:-

- Executive Summary & Director's overview... Section 3
- Budget and Performance in detail.....Section 4 (4.1 to 4.6)
- Capital Programme.....Section 4.7
- Progress on new office accommodation.....Section 4.8
- Progress on [Easy@york](#)Section 4.9
- Staff Survey results and actions.....Section 4.10
- Improving Governance.....Section 4.11
- Annexes as listed after Section 11

In section 11, Members are requested to note the outturn financial position, and the outturn performances and achievements; to approve carry forward bids included in Annex 2, and the capital slippage outlined in Section 4.7.

2. Background

This report combines financial and service performance information, which is a key improvement emerging from the Transforming York project.

The Resources Directorate has a number of performance Indicators, some of which are reported during the year, and others at outturn only. All Resources' indicators, both Best Value Performance Indicators (BVPs) and Local Indicators, plus Customer First and staffing statistics, appear in this report. The next report will be the first monitoring report for 2006/7, due in September 2006.

3. Executive Summary

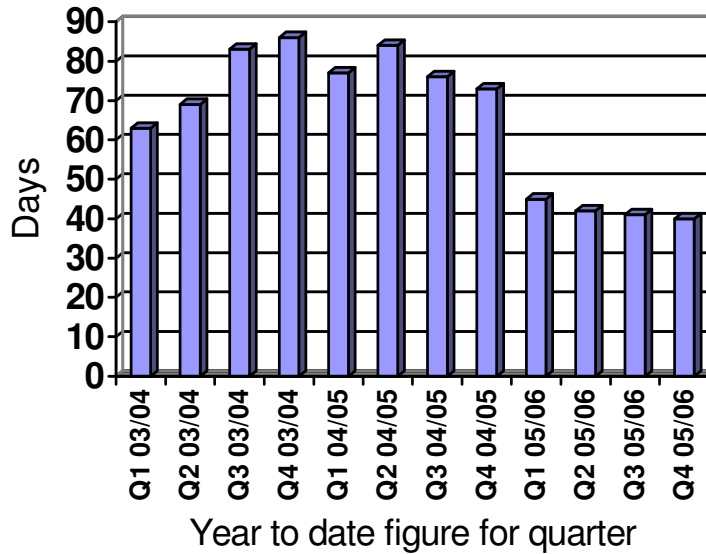
3.1. Director's Overview

- 3.1.1. 2005/6 was a particularly successful year for Resources both in terms of the Directorate's achievements against its own Performance Indicators (PIs) and financial targets, and in terms of its contribution to major corporate projects. Within the Directorate considerable achievements were made in improving key PIs, such as significantly reducing staff sickness, significantly improving disabled access to Council buildings, improving staff satisfaction, and good Customer First statistics. In addition there were significant improvements in processing Benefits claims, and Council Tax arrears were reduced for the first time in many years. Both Council Tax and Business Rate collection improved, although in year collection is still below target and further efforts will be needed to improve these PIs further.
- 3.1.2. With regard to corporate projects, the [Easy@york](#) project has taken off from what was almost a standing start in early 2005 and has achieved considerable improvements in web content and usage and in electronic access, with the Council achieving 100% in its IEG statement at the end of 2005/6. The office accommodation review has been funded and approved, and should make significant savings for the Council in the years from 2011 onwards. The project has been well publicised and has gained substantial support from staff and other bodies. The process of acquiring land, relocating services and selling existing properties is already well underway.
- 3.1.3 As Director, I am actively involved on the project boards of [Easy@york](#) and office accommodation. I am also active on the Internal Waste Board that is directing the Council's drive to increase recycling and reduce landfill, both for environmental and financial reasons. I also chair the Council's Pay and Grading board which is tasked with modelling and introducing a job evaluation process for the Council by the end of 2006/7 and with settling the Council's equal pay liabilities. Whilst progress on job evaluation has been slow due to the complexity and wide ranging nature of the issue, the Council should be in a position to open negotiations with the unions and make a settlement offer on equal pay early in the summer.
- 3.1.4. The Resources Directorate has also made a substantial contribution to the Council's Comprehensive Performance Assessment (CPA) score, not only through its own performance as a directorate, but also by doing considerable work which resulted in a score of 3 for the Use of Resources CPA element; establishing a Corporate Governance group which has progressed many issues that have been raised by the Audit Commission, producing the new Statement of Internal control, providing substantial support to the production of the new constitution; and running a difficult but successful budget process, as part of which the Resources directorate has identified around £1m savings for the Council. Resources officers also made a significant contribution to the new constitution including setting up the Audit and Governance Committee and producing new financial and procurement regulations and guidelines.

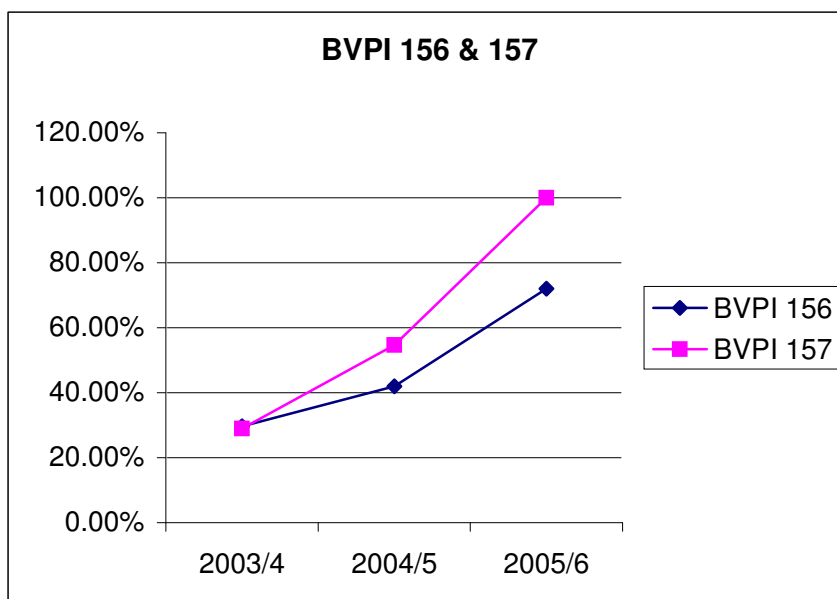
3.2 Performance

- Most of the directorate’s national performance indicators achieved outturn performances better than last year’s (a direct numerical comparison is not possible because one indicator has been revised into 3 parts).
- BVPI 78a (Speed of processing Housing & Council tax Benefit Claims) has reduced from 85.93 days at 2003/4 outturn to 40.22 days at 2005/6 outturn (see chart below).

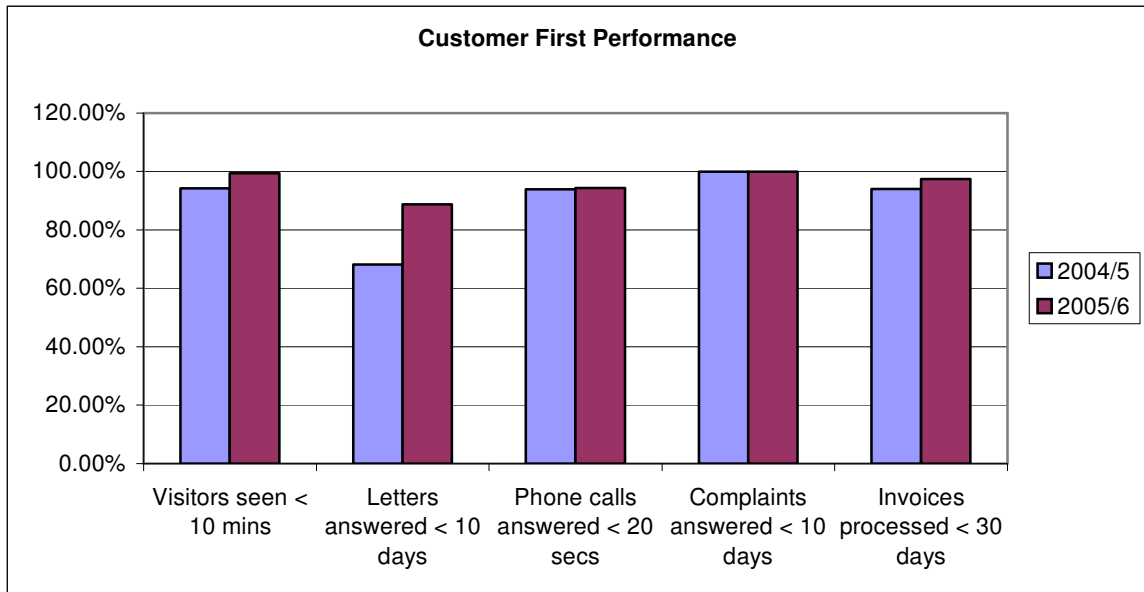
Average days to process new benefit claims



- BVPI 157 (Interactions enabled for electronic delivery)achieved 100% during the year.
- BVPI 156 (Disabled Access) achieved 72% at outturn, a top quartile performance despite the difficulties associated with some of York’s buildings. (see below).



- I.T. systems availability has now reached 99.92%
- All Customer First figures are better than 2004/5.
- 99.4% of visitors were seen within 10 minutes, compared to 94.29% last year.
- 88.77% of letters were answered within 10 days, compared to 68.16% last year.
- 94.32% of telephone calls were answered within 20 seconds, compared to 93.91% last year.
- 97.4% of the directorate's own invoices were processed within 30 days, compared to 94% last year.



3.3 **Resources (Budget)**

The table below summarises the outturn position for Resources. This shows that Resources have underspent the directorate revenue budget by £994k during 2005/06. This represents a 1.7% variance on the expenditure budget of £56.9m.

	Expenditure Budget	Income Budget	Net Budget	Outturn	Underspend	%
	£000	£000	£000	£000	£000	
Director	337	59	278	353	75	22.3
Public Services	35,446	33,001	2,445	2,560	115	0.3
Business Mgt	721	700	21	-21	-42	-5.8
Financial Services	2,324	2,176	148	-28	-176	-7.6
Audit & Risk Mgt	3,471	3,536	-65	-65	0	0.0
IT&T	7,104	6,385	719	-208	-927	-13.0
Property Services	7,507	7,432	75	36	-39	-0.5
Resources	56,910	53,289	3,621	2,627	-994	-1.7

The key variances are:

- A £177k under achievement of the procurement savings target set by Members. A programme of work is being undertaken to manage this savings target in 2006/07.
- A £207k over-achievement of rental income in the Commercial Property Portfolio. This includes a one-off backdated rent increase of £99k relating to the Borthwick Institute.
- The delay in the implementation of the Financial Management System (FMS) Replacement project has resulted in a total underspend of £232k: £88k in Financial Services and £144k in ITT. This underspend is the subject of a carry forward bid (see Annex 2).
- A £291k underspend arising from the revised programme timetable for the [Easy@York](#) project. This is the subject of a carry forward bid.
- A £193k underspend on the ISIS Replacement project. This is the subject of a carry forward bid.
- Some development projects in Information Technology & Telecommunications (ITT) have been completed at less cost than originally anticipated. The total underspend amounts to £105k.
- Some development projects in ITT have been delayed and will not be completed until 2006/07. The resulting underspend amounts to £108k.
- An increase in housing and council tax benefit overpayments made in 2005/06, together with increased recovery work, has led to a £234k overachievement of overpayments recovery income. However, overpayments are a loss area for benefits subsidy purposes, and the estimated final housing and council tax benefit subsidy claim is showing an overspend of £158k.

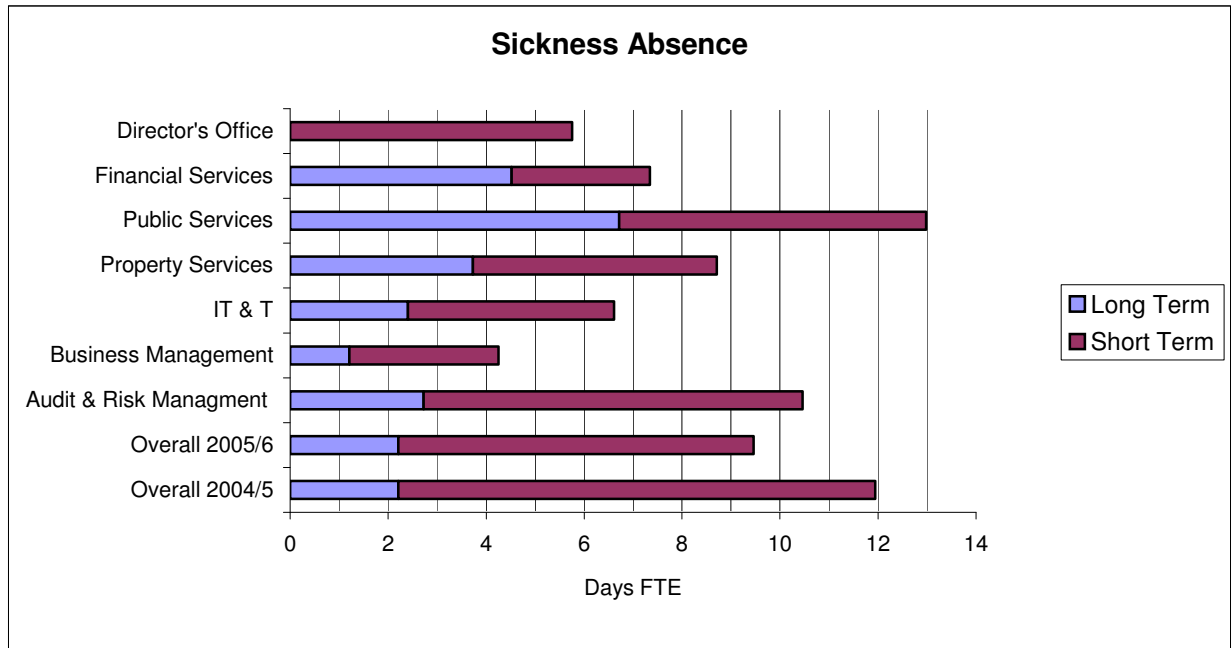
A detailed list of significant variances on Resources budgets is shown in Annex 1.

A list of carry forward requests totalling £721k is included in Annex 2 for Members' approval.

There has been a high degree of slippage on the Resources capital budget, due to the delay in completion of the Disability Discrimination Act and Repairs backlog and Asbestos Removal schemes. This amounts to £901k and further details are contained in Section 4.7.

3.4 Staffing

- Sickness levels have dropped significantly, and are now substantially better than the Council's corporate target. In 2004/5, the number of days lost per Full Time Equivalent (FTE) employee was 11.94 days, just above the corporate target of 11.5 days. The outturn figure for 2005/6 has dropped to 9.46 days (4.15%), significantly better than target.



- The number of staff receiving an annual appraisal has improved from 49% at 2004/5 outturn to 67% at 2005/6 outturn.
- The directorate had 11.5 staff vacancies, as at 2005/6 outturn.
- The latest staff survey shows the Resources Directorate is now joint 2nd when compared to other directorates, regarding staff satisfaction with present jobs. In the previous survey, the directorate scored the lowest.

3.5 Key Achievements from Service Plans

- The Benefits Service has been assessed by the Audit Commission as providing a "Good" service. (CPA score of 3); a substantial improvement from a "Poor" service (CPA score 1) at the previous inspection.
- Council Tax overall debt position has improved by nearly £600k, reducing to £5.8 million.
- All IT system upgrades successfully managed, and all running with latest releases, including SX3.

- CPA - Use of Resources and Value for Money elements both assessed as “Good” (level 3).
- Gershon efficiency savings expected to exceed national target for 2005/6.
- Work within the service has assisted the council in obtaining approximately £750k of external grants. The introduction of the grant finder service will assist with this for future years.
- All major Administrative Accommodation sites have been successfully migrated to a new telephony system called Voice over Internet Protocol (VOIP). This has been a major change for the council and has been implemented with little disruption to customers. The benefits of this powerful and flexible technology will be realised during the [easy@york](#) rollout and the forthcoming Administrative Accommodation project. An example currently being trailed is I P telephony being extended to homeworkers. This allows telephone calls to be made to and from home effectively at no charge as the home telephone is an extension of the CYC telephone network.
- A recent audit of IT Physical Security and Environmental Controls undertaken by Internal Audit has found that ITT has systems and controls in place of a high standard with few or no weaknesses. In collaboration with North Yorkshire County Council (NYCC) an ITT Consumables contract has been let which will reduce costs. ITT are exploring possible further benefits of this collaborative approach to procurement including an e-auction for cabling services.
- Reviewed and updated the Corporate Asset Management Plan to comply with the revised guidance and good practice issued to local authorities. The new plan will be presented to Executive in July 2006.
- The development of the business case to provide new administrative accommodation on the Hungate site which was presented and approved at the Executive meeting in November 2005. An early progression of a number of areas of work identified on the critical path for the successful delivery of the project. Following a request by City Strategy in September 2005 Property Services have managed the council’s interest in the £8million strategically important and technically advanced Depot for Commercial Services.
- Over £400k of savings on Insurance were achieved by the Risk and Insurance service during the year. Of this £280k was achieved through the re-tender of the Insurance contract and a further £140k realised as savings arising from improved risk management and proactive work to manage down claim incidences.
- Successful implementation of new software systems for the Audit & Fraud teams and the Risk Management and Insurance team.

- The Corporate Procurement Team have achieved total cumulative savings to date of £743k on behalf of the Council as a whole (although only part of this can be counted against the Corporate Procurement Savings budget in accordance with the savings protocol agreed by CMT in 2003).

3.6 Summary of areas where further work is needed

Although much very good progress is being made, as outlined above, there remain some areas where further development and improvement is needed, and these will be targeted in the coming year. In summary, these are:-

- BVPI 78b (speed of processing changes of circumstances in Housing & Council Tax Benefit claims) – performance fell from 18.87 days in 2004/5 to 27.93 days in 2005/6. There are some acknowledged difficulties with the recording of this indicator, as explained in further detail in para 4.1.
- Performance on appraisals has improved, as mentioned above, but needs further work.
- Performance on letter answering has improved as mentioned above, but still needs further work.
- BVPI 9 (Council tax collection). Performance improved from 95.1% last year to 96.1% for 2005/6, but was below the target of 97.7%, and below the unitary top quartile of 97.3%.
- BVPI 10 (Non-domestic rate collection- NNDR). Performance improved from 96.74% last year to 96.87% for 2005/6. This was below the target of 97.9%, and below the unitary top quartile of 99.06%.
- NNDR Overall debt position worsened by £690,000 to £4.29 million.
- Due to recruitment difficulties there has been significant slippage on the Financial Management System replacement project. However the appointment of the Project Manager in January 2006 (and support posts from May and June 2006) has started to address this. Work is now on-going to define the council's requirements for the new system prior to commencing formal procurement later this year.
- A number of approved development schemes have been delayed during the year. This is due to a variety of reasons including, complexity of requirement, requests from the business and reprioritisation due to development staff resources being necessarily redirected into the [easy@york](#) project.
- Work is currently in hand to develop a corporate procurement strategy, e-procurement strategy (CPS) and associated policy framework following various staffing discontinuities and delays encountered to date. This will include the Council's policy and approach to be taken in respect of

competition and other work in this area will also include the development of a Strategic Procurement Plan for the Council: setting out which major procurements will be undertaken over the next five years, commissioning requirements and related change management/service transformation issues for project management purposes. It is anticipated that the CPS will be ready for Council approval by autumn 2006.

- Both capital expenditure and the generation of capital receipts have significantly missed their targets, and considerable further work is needed to ensure that targets are hit in 2006/7, and that better monitoring controls are put in place.

4. Budget and Performance in detail:-

4.1 Public Services

- 4.1.2. The Public Services division as a whole is showing an overspend of £115k, which equates to 0.3% of the gross expenditure budget. The main reasons for this are £158k overspend on the estimated final Housing & Council Tax Benefit subsidy claim due to overpayments being above budget, a £234k overachievement of the overpayments recovery income target, and £111k of costs due to early repayment of the Benefits Take Up Venture Fund loan. Full details are shown in Annex 1.
- 4.1.3. In addition to the above the Registrars service has overspent by £28k. There have been a number of new ceremonies introduced in the last few years which generate increased income for the Registrar ; however, this increase in income and the additional payments made to staff to carry out the ceremonies, have not fully matched the budgets set.
- 4.1.4. Processing new claims for Housing and Council Tax Benefit has shown further and very substantial improvement. The 2004/5 outturn performance was 73.23 days compared to 86 days for 2003/4. The outturn figure for 2005/6 has improved still further to 40.22 days. For 7 months of the year, performance has been better than 40 days. The 36 days achieved in October was the first time that this indicator had reached the national standard and corporate target for at least five years and represents a considerable achievement. The average for unitary authorities is 46.6 days. Performance on processing changes in circumstances in respect of Housing and Council Tax Benefit was just above target at 18.87 days in 2004/5, an improvement on the 22 days for 2003/4. Performance on this target has currently slipped back to 27.93 days compared to the current national target of 12 days. It has been acknowledged that legislation is making it very difficult for Local Authorities to achieve this target. The Department for Work and Pensions is aware of this and is currently reviewing the impact these changes have had on all Local Authorities. It may be that the target will change. Annex 4 shows all the figures in detail. BVPI 79 has been revised into 3 new parts for this year, and so it is not possible to comment on progress or targets.

4.1.5. In Local Taxation collection, regular recovery action has been taken through the year. At outturn, 96.1% of the Council tax due had been collected, compared to the target of 97.7%. This performance is better than the average for unitary authorities (95.84%), but still below upper quartile. At outturn 96.87% of National Non-Domestic Rates due had been collected, compared to the target of 97.9%. This falls into the lower quartile figure for unitary authorities (97.5%). Nevertheless, both figures are an improvement on previous years, and are very close to targets.

Council Tax arrears are as follows:

Balance b/f 01.04.05	£6.4m
Less: Income received	£1.4m	
Debit adjustments	£1.15m	
Write – offs	£0.65m	
Less net costs adjustment	£0.07m	
Balance c/fwd 31.03.06	£3.13m
Arrears arising in 05/06 as below	£2.59m
Total Arrears at 31/3/06.....		£5.82m

The overall reduction in prior year arrears was 51.6%.

The total debt position as at 31st March 2006 is calculated by adding prior year's arrears (£3.13m) plus the amount of uncollected tax for 2005/06, i.e.,

Net Debit	£66.22m
Less: Income Received(96.1%)	£63.61m
Write-offs	£0.06m
Plus net costs adjustment	£0.14m
Arrears for 2005/06	£2.69m

Compared to the balance of arrears brought forward (£6.4m), the overall arrears have reduced by £0.58m, better than predicted in the previous performance report.

National Non-Domestic Rates arrears are as follows:

Balance b/f 01.04.05	£3.6m
Less: Income received *	-£3.35m	
Debit adjustments	£4.64m	
Write – offs	£0.21	
Balance c/fwd 31.03.06	£2.10m
Arrears arising in 05/06 as below.....		£2.19m
Total arrears at 31/3/03.....		£4.29m

* Income is net of refunds and is shown as a negative value due retrospective rateable value reductions giving rise to refunds

The overall reduction in arrears was 41.6%. The analysis of arrears is as follows:

Net Debit	£69.9m
Less: Income Received(96.87%)	£67.7m
Write-offs	£0.07m
Plus net costs adjustment	£0.06m
Arrears for 2005/06	£2.19m

4.1.6. Public Services Customer First figures at Annex 5 show that overall over 85% of letters were answered within the 10 days Council standard, another substantial improvement on the 2004/5 outturn figure of 67.8%. In 6 months of the year, performance was over 90%. The new management and control arrangements within the Local Taxation section are clearly having the intended effect, and have achieved the improvement anticipated in the previous report.

4.1.7. Over the whole year, 10 stage 2 and 2 stage 3 complaints were received, and 100% were answered within the 10 day standard. Over the whole year, over 99% of visitors were seen within 10 minutes, consolidating the improvement achieved in the previous reporting period. At the end of this monitor period the Public Services division has 2 FTE vacancies within their establishment.

4.2 Business Management

4.2.1. Performance for the Business Management division is being reported for the final time as the division has now been disbanded. In 2005/06 Business Management underspent by £42k, which equates to 5.8% of the gross expenditure budget. This is mainly due to the post of Assistant Director Business Management in the Resources Directorate being vacant for a large part of the year.

4.2.2. Most of the work of Business Management is project based and the performance against individual teamwork plans is reported in Annex 6. However, the following performance statistics are available for customer and staff targets, and full details are shown in Annex 5.

- 100% of letters are answered within the 10-day target and there were no customer complaints.
- Over 99% of telephone calls were answered within 20 seconds.
- Similarly, over 98% of invoices to this division were paid within 30 days.
- All staff in the division received an appraisal in the year.
- 98.5% of the division's invoices were processed within 30 days.
- The division had the lowest sickness absence in the Resources directorate of just 4.25 FTE days for the year, compared to the corporate target of 11.5 days, and the Resources average of 9.46 days.

At the end of this monitor period the Business Management division have no vacancies within their establishment.

4.3 Financial Services

4.3.1. Financial Services are showing an underspend of £176k for 2005/06, which equates to 7.6% of the gross expenditure budget. This is due to staffing

vacancies in the Payroll and Corporate Accountancy teams and to delays in the FMS replacement project (which is the subject of a carry forward bid). Further details appear in Annex 1.

- 4.3.2. The Creditors team monitor and report for the whole Council on performance against the invoice processing target of 30 days (BVPI 8). At the end of the year, an outturn performance of 93.08% had been achieved compared to the upper quartile figure for unitary authorities of 92.2%. The team is working closely with other directorates to help improve our overall performance. Further details appear in Annex 4.
- 4.3.3. Key performance monitoring for the division is based on Service Plans. The following points show performance against Customer First and staff targets, and full details appear in Annex 5.
- All letters were answered within the 10 day standard. There were no stage 2 or stage 3 complaints
 - Approximately 92% of telephone calls were answered within 20 seconds, which is a little below the 96% achieved in the first reporting period.

At the end of this monitor period the Financial Services division have 5.5 FTE vacancies within their establishment.

4.4 Audit & Risk Management

- 4.4.1 The Audit & Risk Management division has come in on budget for 2005/06. Behind this there are some large variations, such as £177k underachievement of the procurement savings target, and £140k one off saving on insurance premiums in year. The variances are shown in detail in Annex 1.
- 4.4.2. Performance during the past year was very encouraging. All the BVPIs relating to the Audit and Risk management division are monitored annually. All are better than performance last year.
- 4.4.3. BVPI76b (Number of investigators per 1000 caseload). Ratio improvement of 16% from 0.44 in 04/05 to 0.51 on actual outturn in 05/06 (and 50% better than the original target set for 05/06). This reflects the additional investment made by Members in 2 additional Investigators during 05/06, slightly offset by a growth in referrals and hence subsequent investigations over the same period.
- 4.4.4 BVPI76c (Number of Investigations completed in year). Ratio improvement of -28% from 60.37 in 04/05 to 43.3 on actual outturn in 05/06. This reflects the improvements made in assessing initial referrals prior to investigation as recommended by the Benefit Fraud Inspectorate. Improvement in this area has enabled the team to focus on priority investigations. This initiative, taken in conjunction with the increase in Investigators has led to a significant improvement in average live caseloads per Investigator of 36% from 70 cases

in 04/05 to 45 cases in 05/06. This has moved us significantly closer to the standard of 30 recommended by the BFI.

4.4.5. BVPI76d (Number of sanctions/prosecutions per 1000 caseload). Ratio improvement of 160% from 2.13 in 04/05 to 5.53 on actual outturn in 05/06 (and 44% better than the original target set for 05/06). This is a significant achievement and reflects both the additional investment made by Members in the service during 05/06 and the improvements made in screening referrals prior to full investigation. This improvement in performance is also reflected in the significant over-achievement of £98k on the fraud income budget for sanctions/prosecution work during 05/06. Of this £38k was used to fund the additional Investigator costs as approved by members leaving a net gain of £60k to the Council over and above the base budget of £58k in 05/06. Full details appear in Annex 2. Progress against the Service Plan is shown in Annex 6.

The Customer First statistics for the full year are as follows, with full details in Annex 5:

- All letters were answered within the 10 day standard
- All visitors were seen within 10 minutes.
- Eight stage 2 complaints were received, and all were answered within the 10 day standard.
- 93.42% of invoices were processed within 30 days.
- Telephone answering within the 20 second standard was 99%.

The Audit & Risk Management division had 1 vacancy within their establishment at year end.

4.5 Information Technology & Telecommunications

4.5.1. ITT are currently showing an underspend of £927k for 2005/06, which equates to 13.0% of the gross expenditure budget. A large portion of this is due to project slippage on the FMS Replacement project (£144k), Easy @ York (£291k) and the ISIS Replacement project (£193k), all of which are the subject of carry forward bids. Full details appear in Annexes 1 & 2.

4.5.2. ITT maintains a variety of internal statistics but does not have any Best Value Performance Indicators. A key local indicator is the availability of Council IT systems, which achieved 99.8% at 2004/5 outturn, and improved still further to 99.92 for 2005/6, exceeding the target again. Telephone answering performance for the period was 96.39% of calls answered within 20 seconds, almost identical to the previous figure, and better than target.

4.5.3. The indicator BVPI 157 (interactions enabled for electronic delivery) has been changed from annual to in-year monitoring. As at 30th November, over 80% of interactions had been enabled for electronic delivery, and this figure reached the target of 100% in December. This compares extremely well with the 54% achieved at 2004/5 outturn.

The Information Technology & Telecommunications division have no vacancies within their establishment.

4.6 Property Services

4.6.1. Property Services had an underspend of £39k in 2005/06, which equates to 0.5% of the gross expenditure budget. The key variances are a projected overspend of £75k on office accommodation, £60k of costs relating to the transfer and disposal of assets which cannot be recovered against capital receipts, and £48k relating to recruitment advertising and office moves following the Property restructure. This is offset by a £207k overachievement of rental income in the Commercial Property portfolio. Full details appear in Annex 1.

4.6.2. In addition to this there has also been a large underspend (£901k) on the Property Capital Programme. £754k of this is accounted for by two schemes - the Repairs Backlog programme and the Access Audits (Disability Discrimination Act) programme, which can be summarised as follows:

	Budget	Spend in year	Underspend
	£000	£000	£000
Repairs Backlog	613	103	510
DDA Access Works	408	164	244

Full details of the capital programme are provided in Annex 3.

4.6.3 In 2004/5 the Council had achieved 42% accessibility to its public buildings (defined as those to which public has free access to services) – BVPI 156. Members agreed a programme of work for 2005/6 that would, when complete, achieve a target of 75%. At 31st March 2006 performance had risen to 72%.

4.6.4. Programming and implementing the varied and generally small-scale projects has been very challenging for the service. A substantial amount of the work has been completed in the final quarter of the year following extensive consultations with end users at each property. The council's relatively low investment in maintaining its buildings has resulted in the percentage of buildings needing urgent repairs (COLIs 67) increasing slightly from 10.8% in 2004/5 to 13.3% at 31st March 2006. This trend is likely to continue. However, the value of the council's outstanding urgent and essential repairs to buildings has been reduced by approximately £1 million to £14,975,108. This is the result of good asset management planning and the completion of the replacement of Hob Moor, St Oswald's Schools and Danesgate.

4.6.5 Telephone answering statistics show a similar performance to the previous quarter, with 92% of calls answered within the 20 second standard, just short of the target of 95%. The Property Services division has 3 FTE vacancies within their establishment.

4.7 Capital Programme

4.7.1 The Resources capital programme was originally comprised of £610k of schemes rescheduled from previous years into 2005/06, together with £700k

of new schemes. In addition to this the programme was subsequently increased by £500k in relation to IT equipment to be funded by prudential borrowing and £250k for the Administrative Accommodation review. £184k of budget has been slipped into 2006/07 as part of the budget monitoring process.

4.7.2. Resources has a total underspend on capital schemes of £773k (see Annex 3 for details). The two main elements are:

- a £901k underspend on the Property Services capital programme partly due restricting expenditure in order to address the underachievement of capital receipts in 2005/06, as some works have been moved into 2006/07 in order to release the pressure on funding the capital programme. In order to ensure that the Property schemes can be completed it is necessary to slip the full £901k into 2006/07.
- An overspend of £115k against the capital budget of £500k for the purchase of IT equipment. This budget was added to the capital programme in September 2005 and was an estimate. The actual spend on IT equipment has been £615k. The cost is being funded by prudential borrowing and the additional revenue costs of borrowing the extra £115k are being financed by a corresponding underspend on IT lease budgets.

4.7.3. In addition to the figures shown in Annex 3 there has also been capital spend as part of the [Easy@York](#) programme in 2005/06. No budget was initially included in the capital programme for [easy@york](#), but it was agreed at the Executive that there would be spend in year and that this would be funded firstly by government grant and LPSA1 reward grant, and then by prudential borrowing. In the event the total spend in 2005/06 was £1,006k, which has been fully funded by Egovernment grants (£600k) and LPSA1 reward money (£460k) received in 2004/05 and 2005/06. Therefore, it has not been necessary to prudentially borrow this year and there remain £54k of grants and reward money to be used to fund capital spend on [Easy@York](#) in 2006/07.

4.8 Progress on new Office Accommodation

4.8.1. The 2004 review of the council's administrative accommodation recommended a rationalisation of the current portfolio to provide modern customer focussed and sustainable office accommodation. This would support the future business needs of the council and enhances the effectiveness of staff and the services they provide. In November 2005 a business case in relation to the above was developed and presented to the Executive, where approval was given for a £27.6 million scheme to build new replacement offices on the Hungate site.

4.8.2 Work has now progressed to lay firm foundations for the successful project management of the entire scheme based upon the principles of the PRINCE 2 project management methodology. This includes the refinement of the business case and risk register, the development of a detailed staged project delivery plan together with a financial model and resource allocation plan. It

also includes the implementation of clear governance arrangements and setting up project controls and administrative procedures. The overall outcomes of this work will be presented to the project board in June 2006 to enable them to formally initiate the project .

4.8.3. Work included in stage 1 of the plan and which is on the critical path for the successful delivery of the project has also been progressed. It includes the successful acquisition of the Ambulance Station site at Hungate, the identification of options for the relocation of the Peasholme Hostel, the early sale and leaseback of St Leonards Place and 2/4 Museum Street, the development of a methodology to complete a needs based assessment to inform the user brief for the new accommodation and negotiations to extend current leases at 10/12 George Hudson Street and Swinegate Court East and West.

4.9 **Progress on Easy@york**

4.9.1 The [easy@york](#) Programme has met the BVPI 157 target (100% e-enablement of services), one of only 169 authorities nationally to achieve this. This is a significant achievement given the Council's starting position in August 2005 when we were only 54% enabled. In addition, a number of e-enabled customer facing and web based projects have already been delivered :-

Projects Already live		
	Go live	Take up so far
Benefits calculator	November 2005	7,575 customers have used it to date. Prediction for year 22,725
On-line links to road work information	June 2005	700 web views per day for the combined car parks and road works site which would lead to an annual usage of 255,000 web views per year
Car Park availability on line	June 2005	
e-payments	December 2005	233 payments Jan - March when there was little publicity undertaken. Council Tax Bills now contain the web address for the site and take up has increased to give an estimated level of 3,000 pa.
Smart card for rent payments	July 2005	45,000 payments made to end March – annual figure estimated to be 60,000
Car parking payment using mobile phones	November 2005	7,200 payments in first four months annual figure estimated to be 22,000
On line forms to appeal against Parking fines	December 2005	21 Web hits received so far
Online Planning Applications	December 2005	30 Applications received so far Annual estimate of uptake at this level of usage - 120
UK Planning – view current York planning applications online	December 2005	January to end March cases searched 23,147 documents viewed: 17,213 Annual estimate 144,000 cases searched
online forms	December 2005	20 online forms available
E-mail contacts on the web for all service areas	December 2005	75 mailboxes

4.9.2. Further early developments are being worked on :-

- Bus Info Line - Live information on the position/location of buses on a web map – timing TBC
- Committee Management System New system for managing meetings, agendas and minutes Public able to see forward plan, agendas and minutes on line. – May 06
- Automated switchboard to transfer internal phone calls – July 2007
- On line school admissions - Parents able to review information on schools, performance, catchment areas etc and then register their child at school using the web - July 06
- On line leisure bookings - Ability to book leisure facilities over the web Sept 06 (Prov)

4.9.3. The full Programme will deliver a number of additional benefits, as shown in Annex 7.

4.10 Staff Survey

4.10.1. Following the results of the 2004/5 staff survey results, Resources Management Team devised an action plan to address some of the key areas of concern such as:

- The way staff are managed
- How staff are communicated with
- Lack of any action taken to address the problems identified

At the time, compared to other directorates Resources, scored the second lowest staff satisfaction.

4.10.2. A considerable amount of work was put in by all and managers has delivered a significant improvement in the 2005/6 staff survey results, examples of these improvements being:

- 7% more feel that their part of the council welcomes & acts on new ideas from staff
- An increase of 15% feel that they now have the resources to do their job
- 11% less feel they have to work over their contracted hours to get their job done
- An increase of 12% are able to cope with the demands of their job, and
- The Resources Directorate is now joint 2nd when compared to other directorates regarding staff satisfaction.

4.10.3. More work is needed with staff to further increase satisfaction, particularly with regard to communication at lower levels within the directorate. To facilitate this, a new action plan is being developed following a Resources Management workshop seminar, where all managers within the directorate were given the opportunity contribute to new actions for the 2006/7 plan.

4.10.4. Work has been in hand since early Spring to develop a joined up Training

Plan for Resources Directorate as a whole further to last year's staff survey findings and the resulting action plan. The intention is that this plan will reflect the training priorities identified by service managers and their staff through the Personal Development Plan process and agreed on by Resources Management Team. Proposals on exactly how this will be supported and provided across the Directorate will be finalised by the end of June 2006.

4.11. Improving Governance

- 4.11.1 A considerable amount of work has been done over the last 12 months to support the integrated development of the Council's governance arrangements including:
- 4.11.2 Major contribution made to the Review of the Constitution and in particular the new scheme of delegation, new powers to the S151 Officer and Monitoring Officer for sanction and intervention, the establishment of a new Audit & Governance Committee, new Financial Regulations and Procurement Rules and Procedures drafted in accordance with Chartered Institute of Public Finance and Accountancy standards and best practice requirements;
- 4.11.3 Establishment of the Officer Governance Group charged with responsibility to manage an overall work programme devised in respect of governance development and assurance work at CYC on behalf of CMT. This work of this Group will also support the function of the Audit & Governance Committee when up and running from June 2006 onwards.
- 4.11.4 New arrangements put in place for client monitoring and reporting of the external audit, including for the first time the preparation and reporting of an overall action plan for matters arising from the Annual Audit Letter for forward monitoring and management purposes.
- 4.11.5 Developing the processes needed to support the robust preparation of the annual Statement of Internal Control that must now be published along with the Council's annual Statement of Accounts.
- 4.11.6 Establishing proper arrangements for the pro-active management of the self-assessment/external assessment of the Use of Resources Key Lines of Enquiry refresh work which will support the Council's full CPA assessment in 2007.
- 4.11.7. The successful implementation of new software systems for both the Audit & Fraud team and Risk Management teams which provide important functionality to support the development of the overall governance agenda at the Council as well as being vital to the effective management of the teams and their workloads in themselves.

5. **Conclusions**

Overall, this has been a successful year for Resources directorate, in terms of budget and performance indicators, and the completion and on-going progress of a number of major projects. It is recognised that further work is needed to improve performance and timeliness in a few key service areas.

6. **Consultation**

The report is primarily an information report for Members and therefore no consultation has been undertaken regarding the contents of the report.

7. **Options & Analysis**

The report is primarily an information report for Members and therefore no specific options are provided to Members regarding the contents of the report.

8. **Corporate Objectives**

The report notes progress against several of the Council's corporate priorities and objectives, but contains no proposals which will affect them.

9. **Implications**

- **Financial** – implications are described in the report.
- **Human Resources (HR)** – there are no HR implications other than those included in the report.
- **Equalities** – there are no Equalities issues.
- **Legal** – there are no legal issues.
- **Crime and Disorder** – there are no Crime and Disorder issues
- **Information Technology (IT)** – IT issues are described in the report.
- **Property** – there are no significant property implications in the report, other than those covered specifically in the text.
- **Other** – there are no other implications

10. **Risk Management**

In compliance with the Council's risk management strategy, there are no risks associated with the recommendations of this report.

11. Recommendations

The Advisory Panel is asked to note and comment on the financial and service performance reported and advise the Executive Member to:

- Note the outturn draft financial position
- Recommend to the Council's Executive that the revenue carry forward bids included in Annex 2 are approved and that the capital slippage outlined in paragraph 4.7.2 is approved.
- Note the outturn performance achievements and comments.

Reason – In accordance with budgetary and performance monitoring procedures

Contact Details

Author:

*Author's name: Jon Pike
Title Business Support Manager
Dept Name Resources
Tel No. 07768 718627*

Chief Officer Responsible for the report:

*Chief Officer's name Simon Wiles
Title Director of Resources*

Report Approved Date 1st June 2006

*Co-Author's Name Katherine Finnie
Title Central Services Accountant
Dept Name Resources
Tel No. 01904 551103*

Specialist Implications Officer(s)

<i>Financial</i>	<i>Financial</i>
<i>Name Simon Wiles</i>	<i>Name Peter Steed</i>
<i>Title Director of Resources</i>	<i>Title Assistant Director (Finance)</i>
<i>Tel No. 01904 551100</i>	<i>Tel No. 01904 551127</i>

Property
Name Neil Hindhaugh
Title Assistant Director (Property Services)
Tel No. 01904 553312

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

No background papers are referred to in the report.

Annexes

- Annex 1 – Financial Performance
- Annex 2 – Carry forward requests
- Annex 3 – Capital Programme.
- Annex 4 – Best Value Performance Indicators and Local Indicators
- Annex 5 – Customer First and Sickness Absence figures.
- Annex 6 – Summary of Progress from Service Plans
- Annex 7 - Easy@York.

Director of ResourcesResources Restructure

-£16k -

Additional savings on implementation of the Resources restructure

Training and Managers' Workshops

+£16k -

Expenditure on training sessions for Resources Management Team and workshops for Resources managers

Strike Deductions

-£13k -

Reduction in salary costs across the directorate due to strike deductions.

Basement Venture Fund Loan

+£90k 281%

The Venture Fund loan taken out in 2003/04 to fund works to the basement at 2 St Leonards as part of the Resource restructure has been paid back early. This will free up budget for other purposes in future, as well as reducing the amount of interest charged to the directorate.

Other minor variations

-£2k -

Director of Resources Total**+£75k****Public Services**Income & Grants

Anticipated overachievement of income as follows:

Verification Framework Grant

-£40k 27%

HB & CTB Admin Grant

-£68k 9%

Backlog Clearance

+£52k -

Additional expenditure on temporary staff to speed up payment of new Housing Benefits claims.

Housing & Council Tax Benefits Subsidy

+£158k 29%

Overspend on the pre audit final Housing & Council Tax Benefit Subsidy claim. The basic principle of the subsidy claim is that the Council is refunded 100% of expenditure incurred. However, there are a number of subsidy loss areas; mainly eligible overpayments on which CYC receives 40% subsidy, and Local Authority overpayments on which CYC only receives subsidy if the level of overpayments is kept below a preset threshold. There are several reasons for this overspend:

- There has been a large increase in eligible overpayments in 2005/06 (around £250k higher than in 2004/05). This is partly due to recent fraud cases which have found large overpayments going back a number of years. The Council loses 60% subsidy on these overpayments.
- Howe Hill homeless hostel has been closed for 8 months for refurbishment, with people being temporarily relocated to Bed & Breakfast accommodation, which has reduced the subsidy received - CYC receives 100% subsidy for expenditure on Howe Hill, but subsidy on B&B is capped. It is estimated that this has cost the Council £51k in subsidy in 2005/06.

Weekly Incorrect Benefits Subsidy

+£46k 52%

Procedural issues with the cancellation of council tax benefit and errors in coding.

Overpayments Income

-£234k 65%

Overachievement of income of Housing Benefit overpayments due to increased recovery work undertaken in year.

Revenue Budget Variances**Annex 1**

<u>Benefits Staffing</u>	+£26k	2%
Expenditure on temporary staff and long term sick cover across the Benefits service. This is partially offset by vacancies due to high staff turnover.		
<u>Supplies & Services</u>	+£30k	36%
Overspends on training and computer and office equipment within the benefits service.		
<u>Revenues Staffing</u>	+£17k	2%
Expenditure on temporary staff in the Revenues service. This is partially offset by staffing vacancies in year.		
<u>Bank Charges</u>	+£13k	198%
Bank charges and credit card charges relating to the collection of Council Tax.		
<u>Court Costs Recovery Income</u>	-£75k	36%
Court costs income relating to the recovery of Council Tax and NNDR is higher than budget due to the increased number of cases taken to court in 2005/06.		
<u>Employment Tribunal</u>	+£34k	-
Legal costs and severance pay relating to an employment tribunal.		
<u>Benefits Take Up Venture Fund Loan</u>	+£111k	-
The Venture Fund loan taken out in 2004/05 and 2005/06 to fund Benefits Take Up work has been paid back early. This will free up budget for other purposes in future, as well as reducing the amount of interest charged to the directorate.		
<u>Data Protection</u>	+£13k	28%
Overspend on staffing		
<u>Registrar</u>	+£28k	56%
The overspend on staff resulting from increased workload (£38k), has been only partially offset by increased income from outside weddings and sales of birth certificates.		
<u>Other minor variations</u>	+£4k	-
Public Services Total	+£115k	
<u>Business Management</u>		
<u>Staffing</u>	-£44k	9%
Anticipated underspend due to staff vacancies, partially offset by additional responsibility allowances.		
<u>Bstub Replacement Project</u>	-£5k	30%
Underspend due to project slippage		
<u>Pool Car</u>	+£4k	-
Overspend on the use of the Resources pool car.		
<u>Other minor variations</u>	+£3k	-
Business Management Total	-£42k	
<u>Financial Services</u>		
<u>Payroll, Payments & Debtors Staffing</u>	-£28k	4%
Underspend due to staff vacancies in year. This has been partially offset by expenditure on temporary staff and additional staff advertising costs.		
<u>Finance Staffing</u>	-£49k	9%
Expected overspend due to additional responsibility allowances, staff regrades and long term sickness cover, partially offset by vacancies due to staff turnover.		

Revenue Budget Variances

Annex 1

<u>FMS Replacement Project</u>	-£88k	88%
Underspend due to delay in the FMS replacement project.		
<u>FMS Enhancements Budget</u>	-£10k	83%
This budget has not been spent due to the project to replace the system.		
<u>Other minor variations</u>	-£1k	
Financial Services Total	-£176k	
<u>Audit & Risk Management</u>		
<u>Procurement Savings (Target £326k)</u>	+£177k	54%
£149k of procurement savings have been identified in 2005/06. This amounts to a £177k underachievement of the target. A programme of work has been on-going since 04/05 to achieve Procurement Savings budget. This programme has already led to a further £140k of savings being identified for 06/07 accounting purposes and another £26k that will be taken in 07/08 to be offset against the £177k outstanding by end of 2005/06. Work is on-going in 06/07 to identify where it might be possible to make further savings. It should be noted that the cumulative savings target for procurement since this budget was first established was £542k by the end of 05/06, against which the CPT have achieved total savings of £743k for the Council as a whole (of which £365k have been taken against this budget in accordance with the savings protocol and the rest given back to departments).		
<u>Audit Staffing</u>	+£20k	6%
Overspend on temporary staff and maternity cover.		
<u>Fraud Staffing</u>	+£24k	20%
Additional staffing resources have been brought in to support the increased number of fraud investigations currently being undertaken.		
<u>Fraud Fees</u>	+£25k	508%
Legal fees have been higher than budget due to the increased number of fraud investigations carried out in 2005/06.		
<u>Fraud Project</u>	-£15k	34%
A one off budget of £70k was approved at Urgency on 18 August 2004 to fund a significant fraud investigation. £15k of this remains unspent at the end of 2005/06.		
<u>Fraud Income</u>	-£98k	169%
Overachievement of income due to the increased fraud activity in year.		
<u>Insurance Premiums</u>	-£140k	
One off saving on insurance premiums in 2005/06.		
<u>Other minor variations</u>	+£7k	
Audit & Risk Management Total	£0k	
<u>Information Technology & Telecommunications</u>		
<u>FMS Replacement Project</u>	-£144k	100%
Spend on the FMS replacement project will not commence until 2006/07.		
<u>Easy@York Project</u>	-£291k	29%
Total underspend on easy@york programme budgets. The project is very complex and the assumptions made for spend in 2005/06 have not been completely accurate. The overall project funding requirement remains.		

Revenue Budget Variances

Annex 1

<u>ISIS</u>	-£193k	58%
Underspend on the ISIS replacement project due to project slippage.		
<u>Software Maintenance</u>	+£32k	
The licence to use Citrix has been renewed after the initial 5 year contract and prices have increased by £32k pa.		
<u>Sundry Income Accounts</u>	-£31k	
Income targets have been exceeded, especially relating to the take up of working from home (Nfuse).		
<u>Lease Savings</u>	-£32k	
One off surplus of funds generated from robust negotiations regarding lease buyout costs.		
<u>Development Projects</u>	-£213k	16%
Underspend due to project slippage and lower than expected costs on various IT development projects including: SX3 project; Leisure Bookings; Public Access to Planning; Election System, San Back Up; Asset Management System; Homecare Borrowing System; Public Rights of Way; Council Performance Management System; Prince 2 Project; LACCS & CAF; DLO CMS Replacement; Joint Childrens Database; and various other projects which will underspend by less than £5k each.		
<u>Salaries</u>	-£32k	
Staff savings due to vacancies pending staff replacement & non take up of superannuation scheme.		
<u>Maintenance & Licences</u>	-£10k	
Robust contract negotiations have resulted in reduced charges for system security and protection.		
<u>Training</u>	-£24k	
The provision of Prince 2 training has been reduced in year, leading to an underspend on the budget.		
<u>SX3 Venture Fund Loan</u>	+£20k	9%
An additional £20k above the budgeted repayment of the SX3 Venture Fund loan has been paid this year. This will enable ITT to avoid a budget problem arising from future scheduled repayments.		
<u>Other minor variations</u>	-£9k	
Information Technology & Telecommunications Total	-£927k	
<u>Property Services</u>		
Head of Property		
<u>Staff Advertising</u>	+£21k	18%
Expenditure on recruitment advertising following the restructure of Property Services.		
<u>Office Moves</u>	+£27k	288%
Expenditure on office moves, new office equipment and redecoration following the restructure of Property Services.		
Facilities Management		
<u>Staffing</u>	-£9k	2%
Underspend due to staff vacancies, offset by expenditure on external temps		
<u>Asbestos Surveys</u>	-£31k	6%
The number of asbestos surveys carried out on CYC properties has been lower than planned.		
<u>Income</u>	-£14k	2%

Revenue Budget Variances

Annex 1

Additional fees charged to Education & Leisure.

Admin Accom

Staffing -£7k 12%

Underspend due to staff vacancies.

Repairs & Maintenance +£22k 12%

The repairs and maintenance budget for admin accom properties has been overspent. This is an ongoing issue which has been funded in previous years through rate rebates.

Rates -£7k 1%

Underspend on business rates

Utilities +£39k 23%

Energy costs have been risen substantially in the last year

Backdated Service Charges +£18k 48%

Backdated service charges from new landlords at Swinegate and 10/12 George Hudson Street.

Cleaning +£11k 3%

Overspend on the Building Cleaning contract.

Asset & Property Management

Staffing -£33k 7%

Underspend on staff offset by expenditure on external consultants.

Property Transfer and Disposals +£60k -

Costs relating to the transfer and disposal of properties which cannot be recovered against subsequent capital receipts, together with abortive works relating to the sale of Shipton Street School to Arclight.

Venture Fund Loan -£30k 100%

A budget has been set aside for the repayment of a Venture Fund loan which was originally planned to be taken out in 2004/05, but which has not yet been needed.

Other Income +£40k 6%

Underachievement of Rating Revaluation income and income receivable under the Capital Receipts protocol, partially offset by additional income received for work done for the Admin Accom review.

Operational Budgets -£7k 19%

Underspend on photocopying and advertising.

Commercial Property Portfolio

Commercial Property Rental Income -£207k 9%

Overachievement of rental income on the Commercial Property portfolio. This includes £99k for a one off backdated rent increase on the Borthwick Institute.

Repairs and Maintenance +£8k 15%

Overspend on repairs and maintenance.

Rates +£8k 19%

Overspend on business rates.

Strategic Business & Design

Staffing -£30k 4%

Underspend due to staff vacancies following the Property restructure, partially offset by expenditure on external temporary staff.

External Consultants +£213k -

Revenue Budget Variances**Annex 1**

Expenditure includes the cost of partnering with external consultants.

<u>Operational Budgets</u>	-£9k	35%
Underspend on photocopying, mobile phones and postages.		
<u>Income</u>	-£114k	11%
Overachievement of income arising from project management fees relating to the capital programme.		
<u>Other minor variations</u>	-£8k	-
Property Services Total	-£39k	

Carry Forward Requests**Annex 2**Easy@York

£291k

The Easy@York project has been very complex and assumptions in terms of spend have not materialised in 2005/06 due to project slippage. The carry forward bid consists of £175k in relation to the Easy@York programme budget, £39k top sliced from the IT Development Plan, £44k set aside for additional staffing costs and £33k in relation to GIS consolidation.

ISIS System

£193k

A total of £193k is required to be carried forward to fund the replacement of the ISIS system due to project slippage in 2005/06.

FMS Replacement Project

£232k

Project slippage has led to an underspend on the FMS Project in 2005/06. The funding will be needed to complete the project in future years.

Bstub Replacement Project

£5k

The underspend to date on this project needs to be carried forward to provide further enhancement to the Radius Icon solution to ensure the successful delivery of the project.

Total Carry Forward Bids**£721k**

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Annex 3

Property ServicesVarianceJames St (Phoenix) Business Park (revised nil budget)

+£22k

£34k of budget was slipped into 2006/07 as part of the first budget monitor as it was expected that no work on this scheme could be carried out in 2005/06. However, there has subsequently been £22k spend on this project.

Silver Street Structural Repairs (£55k budget)

-£10k

£45k has been spent on this project in 2005/06, leaving £10k to be slipped into 2006/07.

Access Audits & Improvement (DDA) (revised budget £408k)

-£244k

There has been £164k spend on DDA improvements in 2005/06, leaving £244k to be slipped into 2006/07.

Preserving Property Assets / Repairs Backlog (revised budget £613k)

-£510k

There has been £103k spend on Repairs Backlog schemes in 2005/06, leaving £510k to be slipped into 2006/07.

Removal of Asbestos (revised budget £50k)

-£50k

Several schemes to remove asbestos may require buildings to be closed while the work is complete. This has delayed the schemes into 2006/07.

Admin Accom Review (£250k budget)

-£109k

£141k of this budget has been spent in 2005/06, the remainder of the budget needs to be slipped into 2006/07.

Property Services**-£901k**ITT Equipment Purchase (£500k budget)

+£115k

At the Resources EMAP on 19th September, Members approved a report that delegated authority to the Director of Resources to carry out a quarterly evaluation process to determine the most cost effective funding method for the purchase of IT equipment. This process led to an estimate of £500k for spend on IT equipment, and the capital programme was increased accordingly. The actual spend on IT equipment in year has been £615k. This overspend against the original estimate is funded through prudential borrowing which can be financed by a corresponding underspend on ITT lease budgets. The annual cost of the prudential borrowing is £235 per £1,000 spent, therefore it has been necessary to transfer £144k from the IT leasing budget to the Treasury Management budget to fund the repayment of the purchase.

Building Works – St Leonards Place

+£13k

This capital scheme was deemed to have been completed in 2004/05, however there has been a further £13k payment in 2005/06 relating to retention fees.

Total Resources Capital Underspend**-£773k**

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BEST VALUE AND LOCAL PERFORMANCE INDICATORS AT OUTTURN - MARCH 31st 2006

BVPI	DESCRIPTION	TARGET 2004/5	OUTTURN 2004/5	Unitary top Quartile	OUTTURN 2005/6	TARGET 2005/6
BVPI 8	% of invoices for goods and services that were paid within 30 days.	95%	94.30%	93.30%	93.08%	95%
BVPI 9	% of Council tax collected.	97.70%	95.10%	97.30%	96.10%	97.70%
BVPI 10	% of non-domestic rates received by the Authority	97.90%	96.74%	99.06%	96.87%	97.90%
BVPI 78a	Housing & Council Tax Benefit - speed of processing new claims.	30 days	73.23 days	33.8 days	40.22 days	36 days
BVPI 78b	Housing/CTB- speed of processing changed circumstances.	15 days	18.87 days	8.6 days	27.93 days	12 days
BVPI 79a	Housing/CTB - accuracy of processing new claims.	98%	94.6%	98.60%	97.00%	98.35%
BVPI 157	No. of interactions enabled for electronic delivery as % of those permissible.	55%	54.65%	85.62%	100.00%	100%
BVPI 156	% of buildings open to the public with access for disabled people.	50%	42%	51.63%	72.00%	75%
COLI 71	% of time that major IT systems infrastructure is available.	98.60%	99.80%	n/a	99.92%	99.20%

ANNUALLY MONITORED INDICATORS

BVPI	DESCRIPTION	TARGET 2004/5	OUTTURN 2004/5	Unitary top Quartile	OUTTURN 2005/6	TARGET 2005/6
BVPI 76	Housing/CTB -fraud strategy in place	yes	yes	yes	yes	yes
BVPI 76a	Housing/CTB - no. of claimants visited per 1000 caseload	411	392.76	262.8	454.27	411
BVPI 76b	Housing/CTB - no. of fraud investigators per 1000 caseload	0.34	0.44	n/a	0.51	0.34
BVPI 76c	Housing/CTB - no. of fraud investigations per 1000 caseload.	35	60.37	44.6	52.7	36
BVPI 76d	Housing/CTB - no. of prosecutions/sanctions per 1000 caseload.	3.6	2.13	4.4	5.53	3.7
BVPI 79b i	Housing/CTB overpayments recovered as % of amount identified for the period.	new	new	new	36.29%	new
BVPI 79b ii	Housing/CTB overpayments recovered as a % of overpayments outstanding at the end of the period.	new	new	new	17.23%	new
BVPI 79b iii	overpayments written off during the period as a % of the total outstanding at the end of the period.	new	new	new	6.19%	new
COLI 51	% target capital receipts received in year	100%	62%	n/a	57%	100%
COLI 52	% of council floorspace vacant for more than 12 months	1.25%	0.10%	n/a	1.60%	n/a
COLI 67	% of LA buildings needing urgent repairs	12.50%	10.81%	n/a	13.30%	10%
COLI 68	Value of outstanding urgent/essential repairs to council buildings.	not set	£16,057,285	n/a	£14,975,108	n/a

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CUSTOMER FIRST AND STAFF STATISTICS APRIL 2005 to MARCH 2006

	% of letters answered in <10 days	% Visitors seen within 10 minutes	Stage 2 & 3 complaints answered < 10 days	Sickness absence days lost per FTE**	% phone calls answered < 20 secs	Invoices processed < 30 days	Staff vacancies	% staff having appraisals
Target >>>>	95%	100%	95%	11.5 days (full year target)	95%	100%		
Overall								
Directorate 05/06 (2004/5 figs)	88.77% 68.16%	99.40% 94.29%	100% 100%	9.46 days (4.15%) 11.94 days	94.32% 93.91%	97.40% 94.00%	11.5	67% 49%
Audit and Risk Management	100%	100%	100%	10.46 days (4.59%)	98.90%	93.42%	1	90%
Business Management.	100%	n/a	n/a	4.25 days (1.86%)	99.54%	98.50%	nil	100%
I.T. & T.	100%	n/a	n/a	6.61 days (2.9%)	95.94%	98.67%	nil	96%
Property Services	n/a	n/a	n/a	8.71 days (3.82%)	94.12%	96.67%	3	52%
Public Services	85.34%	99.38%	100%	12.98 days (5.69%)	85.60%	95.08%	2	49%
Financial Services	100.00%	100.00%	n/a	7.34 days (3.22%)	96.56%	90.30%	5.5	78%
Director's office	n/a	n/a	n/a	5.75 days	95.89%	n/a	nil	0%

** Full Time Equivalent

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SUMMARY OF PROGRESS FROM 2005/6 SERVICE PLANS

Full Service Plans can be viewed via the following link:-

<http://intranet.york.gov.uk/documents/public/resourcespage/ServiceLevelPlans05-06.htm>

1. PUBLIC SERVICES

Success/achievements

- Benefit processing time for new claims. The average for the year was 40 days, down from 73 days during 2004/05 and the lowest time taken, during the last five years.
- The Benefits Service have been confirmed by the Audit Commission as provided a "Good" service. (CPA score of 3), improved from a poor service (CPA score 1) at the previous inspection.
- Very good performance on Customer First indicators with over 99% of customers seen within 10 minutes.
- Council Tax overall debt position has improved by nearly £600,000, reducing to £5.8 million.
- Managed and monitored over 200 freedom of information requests throughout the Council

Improving/on going

- Council Tax collection rates have improved by 1.0% to 96.1%, but remained below the 1.6% below target.
- Non-Domestic collection rates improved by 0.3% to 97.0%, but remained 0.9% below target.
- Accuracy of processing benefits claims improved by 2.4% to 97.0%, but remained 1.35% below target.
- Action Plan arising from BFI report has been produced and 80% of actions successfully completed.

Problem areas/delays

- Speed of processing benefits change of circumstances claims increased from nearly 19 days to nearly 28 days.
- NNDR Overall debt position worsened by £690,000 to £4.29 million
- Registry office carried out more ceremonies but failed becoming self financing service by £28,000.

2. BUSINESS MANAGEMENT

Successes/Achievements

- On Target for achieving saving arising from changes to audit code of practice and fee levels (Audit Commission Business plan 2004-6)
- Responding to Green Agenda, maximising recycling and use of recyclable materials.
- Targets achieved on Comprehensive performance Assessment 2005/6 Accounting Code of practice.
- Health & Safety audit due to completion in June 2006.
- All IT system upgrades successfully managed, and all running with latest releases, including SX3.

Improving/on-going

- Replacement of ISIS – on going.
- Replacement of Asset Management System – now in system implementation stage.
- Replacement of FMS – leading on interface requirement specification and system administration.

3. FINANCIAL SERVICES

Successes/achievements

- CPA - Use of Resources and Value for Money elements both assessed as Good (level 3).
- Management and co-ordination of 2006/7 budget process.
- Ryedale payroll contract commenced.
- Gershon efficiency savings expected to exceed national target for 2005/6.
- The adoption of prudential borrowing as an approved financing mechanism for the I.T. Development Plan.
- Creditors team working with other areas within the Council to improve BVPI 8 - all supplier invoices are paid within 30 days of their receipt. Achieved over 93% corporately at outturn.
- Work within the service has assisted the council in obtaining approximately £750k of external grants. The introduction of the grant finder service will assist with this for future years.
- Further reducing the average level of interest paid on the council's borrowing from 4.83% at the 31st March 2005 to 4.69% at the 31st March 2006.

Improving/on going

- Work is still on-going to embed comparative financial and performance data into the council's budget processes.
- Uptake on tax free childcare vouchers continues to grow by approximately four members of staff per month.
- The 2004/05 accounts were closed by the 31st July 2005. For 2005/06 it is expected that the accounts will be considered by full council on the 29th June.

Problem Areas/delays

- Overall workload pressures led to the implementation of the CIPFA Financial Management Model being deprioritised. It should be noted that this is a voluntary development rather than a regulatory requirement.
- The abolition in the Budget of the Home Computer Initiative removes a successful additional benefit for staff.

FMS Project

Due to recruitment difficulties there has been significant slippage on the Financial Management System replacement project. However the appointment of the Project Manager in January 2006 (and support posts from May and June 2006) has started to address this. Work is now on-going to define the council's requirements for the new system prior to commencing formal procurement later this year.

4. AUDIT & RISK MANAGEMENT***Successes/achievements***

- The Internal Audit service achieved 91.3% of the audit plan for 05/06 compared to 90% in 04/05 and only 27% in 03/04. This was a significant achievement for the team, especially given the very limited resources available to support the delivery of the plan. It is crucial that at least 90% of the annual plan is achieved for CPA purposes as this is a key criterion in the Use of Resources Key Lines of Enquiry, as well as allowing us to maintain our status with the Audit Commission as a Managed Audit site (thereby substantially reducing the costs of the external audit to the Council). The Fraud team significantly improved all areas of performance (as reflected in the BVPIs figures discussed above), resulting in a large increase in the number of sanctions and successful prosecutions conducted during the year and additional earned income of £98k over and above their base income budget for the year.
- Over £400k of savings on Insurance were achieved by the Risk and Insurance service during the year. Of this, £280k was achieved through the re-tender of the Insurance contract and a further £140k realised as savings arising from improved risk management and proactive work to manage down claim incidences.
- Successful implementation of new software systems for the Audit & Fraud teams and the Risk Management and Insurance team.
- The Corporate Procurement Team have achieved total cumulative savings to date of £743k on behalf of the Council as a whole to date (although only part of this can be counted against the Corporate Procurement Savings budget in accordance with the savings protocol agreed by CMT in 2003).
- Major contribution to the successful progression and completion of the Review of the Constitution, including the introduction of the Audit & Governance Committee and preparation of new Financial Regulations and Procurement Rules that were very favourably commented on by the District Auditor through the consultation process. The new Committee and

new regulations will count heavily in the Council's favour for CPA purposes in both the 2006 refresh and the full assessment planned for 2007.

Improving/on-going

- Establishment and on-going management of the Officer Governance Group to properly support the development of integrated governance and compliance arrangements at the Council.
- A significant amount of additional work over and above the annual work plans for the Division's teams has also been completed in-year, including the review of Highways Procurement and a number of significant and high profile fraud & corruption investigations and emergency works.

5. I.T.T.

Successes/achievements:

- Ongoing commitment to improving the quality of ITT services provided to customers continues to achieve high levels of customer satisfaction. The customer satisfaction survey of November 2005 revealed 89% of customers were satisfied with the services that they receive from ITT in general, and this increases to 95% for the Customer Support team specifically.
- All major Administrative Accommodation sites have been successfully migrated to a new telephony system called Voice over Internet Protocol (VOIP). This has been a major change for the council and has been implemented with little disruption to customers. The benefits of this powerful and flexible technology will be realised during the [easy@york](#) rollout and the forthcoming Administrative Accommodation project. An example currently being trailed is I P telephony being extended to homeworkers. This allows telephone calls to be made to and from home effectively at no charge as the home telephone is an extension of the CYC telephone network.
- A recent audit of IT Physical Security and Environmental Controls undertaken by Internal Audit has found that ITT has systems and controls in place of a high standard with few or no weaknesses. In collaboration with North Yorkshire County Council (NYCC) an ITT Consumables contract has been let which will reduce costs. ITT are exploring possible further benefits of this collaborative approach to procurement including an e-auction for cabling services.
- A revised and comprehensive on line ITT User Hand book has been completed and launched for customers.
- The new National Land and Property Gazetteer (NPLG) is now live in the planning business area.
- A contact database for Science City York has been implemented.
- A replacement for the Committee Management System has been installed and tested.
- New Fraud and Asset Management System, and replacement Integrated Transport Systems have both been installed and are being tested.

- Switchboard received 555,708 calls from external customers during the year. 541,885 of these were answered within 20 seconds. This equates to 97.51% far out performing the Customer First target of 95%.

Improving/on-going:

- The ITT security policy review has been completed and a revised Electronic Communications Policy has been agreed by CMT. This is now included as an element of the Constitution Review process.
- ITT disaster recovery tests were undertaken during Oct/Nov 05. The benefits from the testing and lessons learnt have resulted in reduced recovery times and improved service availability.
- Continued progress and improvements have been made in automating processes e.g. the software patch management process which allows ITT to deploy upgrades or new anti virus patterns more quickly and effectively.
- ITT have introduced email and home area storage management processes helping to contain growth and protect service availability.
- Cross team-working initiatives have been developed within ITT including, the establishment of a 2nd tier management forum. This will facilitate the improved linking of departmental operational, service improvement and development work plans.
- Established a departmental career development scheme. This includes implementing a core competency framework. The Core Competence Framework describes the skills, knowledge and behaviours which ITT staff need to be effective in their roles.

Problem areas/delays

- The planned migration of email services to Exchange 2003 has been delayed to ensure that it is implemented in line with the [easy@york](#) roll out timetable.
- ITT are members of the corporate Business Continuity Plan (BCP) action group which is working towards compliancy with the 2004 Civil Act.
- A number of approved development schemes have been delayed during the year. This is due to a variety of reasons including, complexity of requirement, requests from the business and reprioritisation due to development staff resources being necessarily redirected into the [easy@york](#) project.

6. PROPERTY SERVICES

Successes/achievements

- Reviewed and updated the Corporate Asset Management Plan to comply with the revised guidance and good practice issued to local authorities. The new plan will be presented to Executive in June 2006..
- Implemented new procurement methods of five projects to establish project specific partnering in response to the Local Government Task Force Constructing Excellence Agenda

- The development of the business case to provide new administrative accommodation on the Hungate site which was presented and approved at the Executive meeting in November 2005. An early progression of a number of areas of work identified on the critical path for the successful delivery of the project.
- The Asbestos Policy and Guidance for the managing the risk from asbestos in council premises was published in April 2005. Initial asbestos surveys have been completed and an annual regime of inspections is in place. Training of Site Asbestos Liaison Officers is completed with the exception of Schools.
- Implemented the Restructure on 1st April and the philosophy of operating on a trading account.
- Reviewed the fee scales against benchmark authorities and demonstrated competitiveness with current fee below average in some areas.
- Following a request by City Strategy in September 2005 Property Services have managed the council's interest in the £8million strategically important and technically advanced Depot for Commercial Services.

Improving/on-going

- Work is progressing on site to develop a one-stop shop contact centre for customers to meet e-government deadlines. The "York Customer Contact Centre" will be completed in May 2006 and available for occupation in June.
- Site Asbestos Liaison Officers training programme to be agreed with Learning Culture and Children's Services Directorate for Schools.
- Identify an appropriate and long term funding stream to provide a programme of regular and annual condition surveys to comply with CPA.
- To develop further an appropriate performance improvement culture. Further work will concentrate on implementing a range performance indicators and review process.
- To review all Property Services SLAs with out clients and customers.
- To develop and integrate further Staff Development Plans. Substantial improvement has been achieved. 80% of appraisals completed in 2005/06 compared to 27% in 2004/05.
- Purchase a new corporate property database. Data is currently being migrated from existing system. The new system is planned to be launched on 1st October 2006.

Easy@york - Progress and Developments

Projects Already live		
	Go live	Take up so far
Benefits calculator	November 2005	7,575 customers have used it to date. Prediction for year 22,725
On-line links to road work information	June 2005	700 web views per day for the combined car parks and road works site which would lead to an annual usage of 255,000 web views per year
Car Park availability on line	June 2005	
e-payments	December 2005	233 payments Jan - March when there was little publicity undertaken. Council Tax Bills now contain the web address for the site and take up has increased to give an estimated level of 3,000 pa.
Smart card for rent payments	July 2005	45,000 payments made to end March – annual figure estimated to be 60,000
Car parking payment using mobile phones	November 2005	7,200 payments in first four months annual figure estimated to be 22,000
On line forms to appeal against Parking fines	December 2005	21 Web hits received so far
Online Planning Applications	December 2005	30 Applications received so far Annual estimate of uptake at this level of usage - 120
UK Planning – view current York planning applications online	December 2005	January to end March cases searched 23,147 documents viewed: 17,213 Annual estimate 144,000 cases searched
online forms	December 2005	20 online forms available
E-mail contacts on the web for all service areas	December 2005	75 mailboxes

Easy Customer Outcomes		
Implement	When	Customer Benefit
New Web site with new Content Management System (CMS)	August 06	Customers able to answer their own enquiries 24/7 Easier to publish information and find information Better structured web site, More accessible with modern look and feel -will therefore encourage increased usage Better quality and range of information, kept up to date New Children's Trust Unit Web site with information from other organisation in York
New Transactional Web site	November 06	More extensive queries answered on line Customers can apply for some services online e.g. YPAL Log calls for YPAL over the web and track progress Live online data on services fed by back office systems Able to log requests using maps to pinpoint location e.g. fly tipping E-forms to automatically load information into back office systems this making transactions more efficient and faster to handle
E-consultation system	August 2006	Consult customers online Reduce cost of consultation, Better data analysis More dynamic link between consultation activity and service provision or changes
York Customer Centre live with Switchboard and YPAL	November 06	Better quality and consistency of customer experience Faster turnaround of YPAL transactions Accurate and consistent information on when transactions will be completed Better progress reports for customers and members Reduced time for customer calls to be answered Reduced back office resources needed to complete transactions More calls resolved with first phone call YCC capability to expand to deal with unusual demand YCC staff answering a range of Planning enquiries Street based staff use handhels to log job requests, receive jobs and report on progress of work Use of maps to identify the location of problems YCC Receive payments over the phone Use e-mail and web to communicate with customers – reducing leaflets and postage costs Rationalisation of management information leading to better performance management, problem solving and decision making, identify trends and improve fault resolution and service planning More responsive street services - able to change priorities of waste/street cleansing teams during the day Reduced requirement for face to face contact
Revenues come into YCC (expected customer benefits)	January 07	Improved Council Tax & NNDR collection rates Faster processing of moves and changes Income collection campaigns using the YCC Online direct debits Online Council Tax balances Reduce cost of collecting income
Benefits come into YCC (expected customer benefits)	July 07	Electronic applications for benefits online or by phone Better progress reporting on claims Verification requirements on line leading to Fewer ineligible or inaccurate claims Quicker processing of claims Pre-populate e-forms for signature Reduced scanning Reduced paper applications



**Executive Member for Corporate Services
Advisory Panel****13 June 2006**Report of the **Director of Resources****Information Management Annual Report 2005/06****Summary**

- 1 This is an outturn report to inform councillors about activity in the area of Information Management during 2005/06. It deals with the work of the Information Management Officer and Assistant (IMO).¹ It is purely factual and no decision is required, but councillors' comments would be welcome.

Background

- 2 The role of IMO, located within Public Services, was set up in 2003 to provide advice and ensure compliance on data protection and related matters. This report is the third annual account of that function.
- 3 Personal privacy, public information rights and open government are important aspects of the way the council connects with customers and citizens. The role of Information Management is to ensure that we can, and do, connect well, fulfilling our legal duties along the way.
- 4 The Records Management Code of Practice² has statutory force and requires that "the records management function should be recognised as a specific corporate programme". In considering this report the Panel will continue that recognition (see recommendation).

Personal privacy: the Data Protection Act 1998 (DPA)

- 5 Awareness of data protection matters continues to be good with officers understanding very well the duty to protect privacy. Maintaining personal privacy is an important but largely invisible aspect of public service. DPA is most visible to those who make a "Subject Access Request" for a copy of the personal data the council holds about them.
- 6 In 2005/06 nine requests were received (six in 2004/05). Four were from

¹ Note that this report does not include the work of the ITT department which is reported separately

² Code Of Practice on The Management of Records by Public Authorities, issued by the Lord Chancellor pursuant to section 46 of the Freedom of Information Act.

current or former staff (one of whom made two requests). In one of these examples there was extensive consultation with legal services over the details of disclosure and the forty-day limit was not met. Some of the lessons learned from that exercise will inform the revised data protection policy to be presented during 2006. Two requests were withdrawn after consultation. Of the other 6 cases, one other went over time and the remaining five were completed on time. The other late case was also a staff member. There were no complaints.

Data audit

- 7 DPA obliges the council to “notify” to the Information Commissioner all processing of personal data. Processing without notifying is a criminal offence so it’s important that notification is complete. To help ensure this, council services have been audited with the intention of gaining 100% coverage of all departments.
- 8 The information collected in the audits also forms the basis of the Service Privacy Statements that each service should have available for its customers. These were not completed by the end of the year and that task is therefore carried forward into the 2006/07 workplan. This delay was largely due to the greater than expected number of requests made under the Freedom of Information Act.

Public information rights: the Freedom of Information Act 2000 (Fol)

- 9 219 enquiries were received in the first full year of operation to March 2006. 13 had been brought forward from March 2005 and 21 were incomplete and carried forward into 2006/07. The following tables summarise the 211 completed requests.

Table 1: Fol enquiries April 2005 – March 2006 by department

Department	No of enquiries	percentage
Chief Executives	22	10
Commercial Services	0	0
Community Services	41	19
DEDS	70	34
Education & Leisure	30	14
Resources (including subject access managed centrally)	48	23
Total	211	100

- 10 Enquiries were from a number of sources. No-one is required to prove who they are and some assumptions have been made in the following classification:

Table 2: Fol enquiries January – March 2005 by enquirer

Enquirer	No of enquiries	percentage
Academic	3	1
Business	41	19
pressure groups	5	2
Individuals	110	53
Media	49	24
Political party	1	0
Other public authorities	2	1
Total	211	100

- 11 Enquiries covered a wide range of subjects and were expressed with varying degrees of clarity. The following table classifies them approximately:

Table 3: Fol enquiries January – March 2005 by topic

Enquirer	No of enquiries	percentage
personal data	37	18
policies	34	16
procurement	18	9
Service	56	26
Statistics	58	27
Finance	6	3
Planning	2	1
Total	211	100

- 12 Of these 211, 166 were answered within the twenty working days normally allowed. 29 were withdrawn, or suspended awaiting further information, or were managed as non-Fol business requests, and the remaining 16 went over time. There is no specific penalty for going over time although it may be regarded as a performance indicator for this aspect of service. Perhaps an inference may be drawn about the quality of records management.
- 13 No complaint was received about the overruns. Three replies led to other complaints, dealt with internally; none resulted in a change to the original

decision. In one case the enquirer has gone on to complain to the Information Commissioner but at the turn of the year the enquiry had not begun.

- 14 Early signs for 2006 are that enquiries have followed a broadly similar pattern, but showing a slight reduction in numbers from 2005. Overall the numbers were significantly more than was expected, prompting a review of the way they are recorded and tracked. However it is expected that the manual tracking system will be adequate and no specialist software will be required.
- 15 The results of the enquiries were as follows:

Table 4: outcomes of Fol enquiries

Outcome	No of enquiries	Percentage
Disclose	124	59
fee limit invoked	4	2
information not held (denial)	31	16
neither confirm nor deny that information is held	0	0
refuse in full	20	9
refuse in part	19	9
transfer to another authority	2	1
suspend//withdraw	13	6
Re-scope	2	1
not Fol	12	6
more than one outcome	-16	-8
Total	211	100

Regulation of Investigatory Powers Act 2000 (RIPA)

- 16 This act provides for a system of senior level authorisations for actions such as surveillance of individuals and the use of informers. It supports the council's crime prevention services by regulating what might otherwise be breaches of citizens' human rights. Crime prevention is now the only purpose for which a local authority can invoke RIPA.
- 17 The IMO's role is to maintain the central register of authorisations (required by the Home Office codes of practice), and to liaise with the Surveillance Commissioner and the Interception of Communications Commissioner, who

“police” the codes and inspect periodically³.

- 18 In 2005/06 ten authorisations for directed surveillance were given, none of which was still in force at the end of the year. The following table indicates which services authorised them:

Table 5: issue of RIPA authorisations

Service	
Fraud (Resources)	5
Trading Standards (DEDS)	3
Children’s Services	1
Environmental Protection (DEDS)	1
	10

- 19 No covert human intelligence sources (“CHIS”, the formal term for informers) were recruited. None was operational at the beginning of the year.
- 20 Two notices were served to obtain communications data, one each in Fraud and Trading Standards⁴. An external company, Singlepoint, has been appointed to act as the single point of contact (“SPOC”) when requesting communications data from communications service providers. Revision of the RIPA Procedure to take account of this is included in the workplan for 2006/07.
- 21 There were no errors in the RIPA procedure to report to the Commissioners.

Staff Warning Register

- 22 The Staff Warning Register identifies people and properties posing a risk to council staff. Much of the data is sensitive and, in accordance with Information Commissioner guidance, the procedure seeks to ensure it is disclosed on a “need to know” basis. The information available is factual and objective, with a periodic review to ensure continued relevance.
- 23 The table overleaf summarises the increasing scope of the register.
- 24 The increase in authorised users suggests growing awareness of the register and its relevance to a wide range of council services. New and revised Health & Safety policies and procedures will integrate it further into the full range of risk reduction options available to managers, and the resulting risk assessments are likely to lead to further increases in use, including access by councillors.

³ The last inspection was in January 2003.

⁴ Three were reported to the Commissioner for calendar year 2005; two fell in financial year 2005/06

Table 6: scope of the Staff Warning Register

	April 2004	March 2005	April 2006
Persons on Register	24	54	74
Properties on Register	1	50	61
Authorised users	58	190	298

- 25 These improvements follow review by an ad-hoc panel including users and members of the Health & Safety service. Other changes include
- extending the criteria for inclusion to take account of the forthcoming Violence & Aggression Policy - the register will thus become a mechanism for improving the protection of staff from fear and alarm, as well as actual harm
 - preparing a new database, using different software, to improve accessibility and presentation.

Advice and training

- 26 An important function of IMO is to provide ad-hoc advice on information management. 121 enquiries and requests for advice were answered (83 in 2004/05), covering all the areas of work set out above. These ranged from simple telephone queries to requests requiring considerable research.
- 27 Two rounds of training sessions were completed, covering data protection, freedom of information, and records management. 32 places were provided on the first session and 51 on the second. Response forms indicated a good level of satisfaction and a third set is planned for summer 2006. Records Management was oversubscribed (perhaps surprisingly) and an extra session has been planned.

Workplan

- 28 The IMO workplan for 2005/06 seeks to continue progress by concentrating on the areas of training, records management and audit. Audits will be based on risk, particularly involving service privacy statements and retention and deletion of records.
- 29 The workplan also includes a review of the Data Protection Policy. This is needed to incorporate the council's view of personal privacy into the framework of the Charter, and because certain policy choices have emerged as a result of an Appeal Court judgement (the Durant case). These choices will be put before members later in 2006.
- 30 Specific advice will be provided to the EASY project. EASY will change the way personal data is managed and stored, to improve the overall customer

relationship. But it is important to ensure that improved operational efficiency does not impinge adversely on citizens' (or staff) privacy and appropriate safeguards will be devised.

Consultation

- 31 The Information Management Working Group's membership includes the Executive Member as Information Management Champion, as well as representatives from each department, plus one each from the Archives service and HR because of their specialist interest. The group meets monthly and provides liaison on relevant matters, but is also a ready route for consultation within departments when needed.

Options and Analysis

- 32 This is a factual information report and no decision is required, so no options or analysis are provided.

Corporate Objectives

- 33 The Information Management function contributes to the following corporate objectives:

- 4: *create a safe city through transparent partnership working by ensuring personal data is shared in a structured and proper way. This also assists the following:*
- 5.5: *promote...modern social care...with partners in public and voluntary sectors*
- 6.2: *ensure that all residents can access the joined up services they need by promoting accountability through freedom of information*
- 8: *transform City of York Council into an excellent customer-focussed "can-do" authority*
the infrastructure of records management, and of widespread understanding of the way the council can connect with citizens and customers, provide a foundation for all council services to improve.

Implications

• Financial

- 34 Direct costs are principally staff (1.5 FTE) and the maintenance of the email search software used to assist Subject Access Requests. A small overspend was contained within the Resources Departmental outturn result.
- 35 Indirect costs include those of completing enquiries made under access to information legislation. Costs are recovered from FoI enquirers where it is economical to do so. This is permitted for postage and copying costs, which are usually very small. Enquiries governed by the Environmental Information

Regulations can be, and are, charged for in full. The current Data Protection Policy does not apply the permitted charge for subject access requests.

36 In November 2004 the government announced that local authorities would be reimbursed for the costs of FoI requests. An amount of £10k has been included in the annual Revenue Support settlement and ODPM has confirmed that no specific grant will be made.

37 There is a wide range in the time needed to complete each of the 211 enquiries. An estimated⁵ average of c 3.2 hours each (including the time of service managers, trackers and IMO but not that of chief officers or councillors) would indicate a likely total cost of around £10k. This average disguises a small number of very burdensome inquiries, including some that have involved councillors in considerable work.

- **Human Resources (HR)**

38 The Records Management Code of Practice includes a section dealing with HR implications hence the participation of HR in the Working Group. Awareness and training in information management matters have been identified by HR as areas that need to be addressed. Details of the training provided to date are provided above and the Working Group will continue to identify training needs and how they can be met with any additional resources required being highlighted as necessary. Additional concerns exist regarding the Council's ability to meet the information management agenda within existing capacity, particularly in relation to the Council's records management requirements and the resources required to respond to FOI requests. Again these matters are under consideration by the Working Group and will be reported in due course.

- **Equalities**

39 None except that the Staff Warning Register procedure includes a requirement to avoid all prejudice.

- **Legal**

40 None

- **Crime and Disorder**

41 None

- **Information Technology (IT)**

The database for the Staff Warning Register is to be redesigned during 2006 to improve accessibility and presentation. Resources for this are included in the relevant IT department plans.

⁵ based time taken as reported by trackers, plus one hour for each enquiry for IMO, at £15/hour

- **Property**

42 None

- **Other**

43 The Staff Warning Register is an element of corporate health & safety arrangements.

Risk Management

44 In compliance with the Councils risk management strategy. There are no risks associated with the recommendations of this report.

Recommendations

45 The Advisory Panel advise the Executive Member that the report should be noted.

Reason: to demonstrate continuing recognition of records and information management as a corporate function in accordance with the Records Management Code of Practice.

Contact Details

Author:

*Robert Beane
Information Management Officer
Resources
01904 553450*

Chief Officer Responsible for the report:

*Simon Wiles
Director of Resources*

Report Approved

Date 25th May

Specialist Implications Officer(s)

<i>Financial</i>	<i>Human Resources</i>
<i>Simon Wiles</i>	<i>Chris Tissiman</i>
<i>Director of Resources</i>	<i>HR Corporate Advisor</i>
<i>01904 551100</i>	<i>01904 551715</i>

<i>Equalities</i>	<i>Information Technology</i>
<i>Julian Horsler</i>	<i>Roy Grant</i>
<i>Equalities Officer</i>	<i>Head of ITT Operational Services</i>
<i>01904 1704</i>	<i>01904 551966</i>

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

City of York Data Protection Policy (December 2001)

City of York Publication Scheme (January 2003)

Report: *Information Management in 2004/05* Resources EMAP 18 July 2005

City of York Freedom of Information Policy (May 2004)

City of York Corporate Records Management Policy (May 2004)

City of York Information Management Charter (August 2004)

RIPA central register

Staff Warning Register

Annexes:

None