



Notice of meeting of

Decision Session - Executive Member for Corporate Services

To: Councillor Moore (Executive Member)

Date: Tuesday, 1 February 2011

Time: 3.00 pm

Venue: The Guildhall, York

AGENDA

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by **10.00am on Monday 31 January 2011** if any item is called in *before* a decision is taken, or **4.00pm on Thursday 3 February 2011** if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

Any written representation in respect of the items on the agenda should be submitted to Democratic Services by **5.00pm on Friday 28 January 2011**.

1. **Declarations of Interest**

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

2. **Minutes**

(Pages 3 - 4)

To approve and sign the minutes of the Decision Session of the Executive Member for Corporate Services held on 19 October 2010.

3. Public Participation

At this point in the meeting, members of the public who have registered their wish to speak at the meeting can do so. The deadline for registering is **5.00pm on Monday 31 January 2011**.

Members of the public may register to speak on:-

- An item on the agenda
- An issue within the Executive Member's remit
- An item that has been published on the Information Log since the last session.

4. Exclusion of Press and Public

To consider excluding the press and public from the meeting during consideration of Annex B of agenda item 5 "Bad Debt Write Off Report – Period October to December 2010" on the grounds that it contains information which is likely to reveal the identity of an individual and relating to the financial or business affairs of any particular person. This information is classed as exempt under Paragraphs 2 and 3 of the Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006.

5. Bad Debt Write Off Report - Period October to December 2010 (Pages 5 - 18)

This report presents to the Executive Member for Corporate Services the irrecoverable accounts in respect of Council Tax (CT), National Non-Domestic Rates (NNDR), Sundry Debtors and Housing Benefit overpayment for write-off covering the period October to December 2010.

6. 2011/12 Corporate Services Budget (Pages 19 - 42) Proposals

This report presents the Executive Member with the 2011/12 budget proposals for Customer and Business Support Services. The Executive Member is asked for his comments on the proposals.

7. Urgent Business

Any other business which the Chair considers urgent under the Local Government Act 1972.

8. Information Log

No items have been published on the Information Log since the last Decision Session.

Democracy Officer:

Name: Jayne Carr

Contact Details:

Telephone – (01904) 552030

Email – jayne.carr@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.

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Would you like to speak at this meeting?

If you would, you will need to:

- register by contacting the Democracy Officer (whose name and contact details can be found on the agenda for the meeting) **no later than 5.00 pm** on the last working day before the meeting;
- ensure that what you want to say speak relates to an item of business on the agenda or an issue which the committee has power to consider (speak to the Democracy Officer for advice on this);
- find out about the rules for public speaking from the Democracy Officer.

A leaflet on public participation is available on the Council's website or from Democratic Services by telephoning York (01904) 551088

Further information about what's being discussed at this meeting

All the reports which Members will be considering are available for viewing online on the Council's website. Alternatively, copies of individual reports or the full agenda are available from Democratic Services. Contact the Democracy Officer whose name and contact details are given on the agenda for the meeting. **Please note a small charge may be made for full copies of the agenda requested to cover administration costs.**

Access Arrangements

We will make every effort to make the meeting accessible to you. The meeting will usually be held in a wheelchair accessible venue with an induction hearing loop. We can provide the agenda or reports in large print, electronically (computer disk or by email), in Braille or on audio tape. Some formats will take longer than others so please give as much notice as possible (at least 48 hours for Braille or audio tape).

If you have any further access requirements such as parking close-by or a sign language interpreter then please let us know. Contact the Democracy Officer whose name and contact details are given on the order of business for the meeting.

Every effort will also be made to make information available in another language, either by providing translated information or an interpreter providing sufficient advance notice is given. Telephone York (01904) 551550 for this service.

যদি যথেষ্ট আগে থেকে জানানো হয় তাহলে অন্য কোন অর্ধাতে তথ্য জানানোর জন্য সব ধরনের চেষ্টা করা হবে, এর জন্য দরকার হলে তথ্য অনুবাদ করে দেয়া হবে অথবা একজন দোআবী সরবরাহ করা হবে। টেলিফোন নম্বর (01904) 551 550।

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Holding the Executive to Account

The majority of councillors are not appointed to the Executive (40 out of 47). Any 3 non-Executive councillors can 'call-in' an item of business from a published Executive (or Executive Member Decision Session) agenda. The Executive will still discuss the 'called in' business on the published date and will set out its views for consideration by a specially convened Scrutiny Management Committee (SMC). That SMC meeting will then make its recommendations to the next scheduled Executive meeting in the following week, where a final decision on the 'called-in' business will be made.

Scrutiny Committees

The purpose of all scrutiny and ad-hoc scrutiny committees appointed by the Council is to:

- Monitor the performance and effectiveness of services;
- Review existing policies and assist in the development of new ones, as necessary; and
- Monitor best value continuous service improvement plans

Who Gets Agenda and Reports for our Meetings?

- Councillors get copies of all agenda and reports for the committees to which they are appointed by the Council;
- Relevant Council Officers get copies of relevant agenda and reports for the committees which they report to;
- Public libraries get copies of **all** public agenda/reports.

City of York Council

Committee Minutes

MEETING	DECISION SESSION - EXECUTIVE MEMBER FOR CORPORATE SERVICES
DATE	19 OCTOBER 2010
PRESENT	COUNCILLOR MOORE (EXECUTIVE MEMBER)

11. DECLARATIONS OF INTEREST

The Executive Member was invited to declare at this point in the meeting any personal or prejudicial interests he might have in the business on the agenda. None were declared.

12. MINUTES

RESOLVED: That the minutes of the Decision Session held on 21 September 2010 be approved and signed by the Executive Member as a correct record.

13. PUBLIC PARTICIPATION

It was reported that there were no registrations to speak under the council's Public Participation Scheme.

14. EXCLUSION OF PRESS AND PUBLIC

RESOLVED: That the press and public be excluded from the meeting during consideration of Annex B of agenda item "Quarterly Bad Debt Write Off Report" (minute 15 refers) on the grounds that it contains information which is likely to reveal the identity of an individual and relating to the financial or business affairs of any particular person. This information is classed as exempt under Paragraphs 2 and 3 of the Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006.

15. QUARTERLY BAD DEBT WRITE OFF REPORT

The Executive Member received a report that presented the irrecoverable accounts in respect of Council Tax (CT), National Non-Domestic Rates (NDR), Sundry Debtors and Housing Benefit overpayment for write-off covering the period 1 July 2010 to 30 September 2010.

The Executive Member was asked to write-off the over £5k accounts in line with the council's Financial Regulations, or to leave the accounts on the council's accounts.

RESOLVED: That the write off of bad debt, as set out at Table 1 and Annex B of the report, be approved.

REASON: To remove irrecoverable bad debt from the council's accounts in accordance with accountancy best practice.

Councillor R Moore – Executive Member Corporate Services
[The meeting started at 4.00 pm and finished at 4.01 pm].



Executive Member for Corporate Services

1 February 2011

Report of the Assistant Director of Customer & Business Support Services (Head of Financial Services)

Bad Debt Write Off Report – Period October to December 2010

Summary

- 1 This report presents to the Executive Member for Corporate Services the irrecoverable accounts in respect of Council Tax (CT), National Non-Domestic Rates (NNDR), Sundry Debtors and Housing Benefit overpayment for write-off covering the period 1 October 2010 to 31 December 2010. The last write-off report was presented to the Executive Member for Corporate Services on 29 September 2010 for the period 1 July 2010 to 30 September 2010.

Background

- 2 The council's Constitution and supporting Financial Regulations delegate the responsibility for writing-off all individual debts up to and including £5k to Chief Officers in consultation with the Chief Financial Officer (CFO) under the officer scheme of delegation. Above this threshold debts are written-off in consultation with the Executive Member for Corporate Services. Any exceptional debts with an individual value above £200k may only be written off on the authority of the Executive.
- 3 The council only writes off debt where it is irrecoverable for example where a customer has died and has no assets, or a business is bankrupt and has no assets. As part of the process undertaken before a debt is written off in respect of a limited company in liquidation checks are undertaken to ensure the company is a registered limited company and a charge registered in respect of the outstanding debt. This process includes reference to the Companies House web-site which can also show if the company has registered at a new address. The only exception to this is where a debt is not cost effective to recover.
- 4 There are occasions where case law means the council is unable to pursue a debt following discharge from bankruptcy where Housing or Council Tax Benefit is involved. The precedent for this was set by the Court of Appeal (Balding CO/7636/2006).
- 5 The council's in year collection rate for CT (2009/10) was 97.5% compared to 97.19% (2008/09) and placed York above the Unitary average of 97%. There was a 98.3% collection rate in 2009/10 for

NNDR compared to 97.52% (2008/09) and placed York above the Unitary average of 97.4%. The total collection rate for Sundry Debtor accounts is in excess of 99%.

- 6 The council is prudent in managing bad debt and makes provision for them in its annual statement of accounts. This ensures that the writing off of bad debt has no detrimental affect on service provision or the council taxpayer. In the case of NNDR the Government meets the cost of writing off bad debt as this is taken from the value collected before it is passed on to central Government ensuring no cost to the local taxpayer.

Debts with low payment arrangements

- 7 In some cases Court Orders made by the Court in respect of a debt instruct a low payment arrangement the level of which mean the debt will never be fully recovered in the lifetime of a debtor. As a result of this large debts can be carried on the council's bad debt provision, which will never be fully recovered. Annex D to this report recommends to the Executive Member for Corporate Services a prudent writing down process to follow with such debts. These cases are not written off and are regularly reviewed in case of a change in the customer's financial circumstances

Debt to be written off 1 October 2010- 31 December 2010

- 8 Details of accounts with individual values above £5k in respect of NNDR, Housing Benefit Overpayment and Sundry Debtors are set out at Annex A excluding any personal data, and in detail in confidential Annex B of this report respectively. The total value of the accounts to be written off this period is £256,648.89 and Table 1 below shows the value of accounts by each area of debt.

Table 1

Debt Write - Off Summary 1October 2010 – 31 December 2010			
Fund	Over £5000	Under & Inc £5000	Total
National Non-Domestic	110,444.07	13,701.36	124,145.43
Council	0	66,420.02	66,420.02
Housing Benefit	9,579.51	12,576.93	22,156.44
Sundry	20,480.28	23,446.72	43,927.00
Grand Total	140,503.86	116,145.03	256,648.89

- 9 The figures alone do not reflect the overall performance of the recovery teams. This can be more clearly demonstrated when the figures are compared to the value of debts raised. A more detailed breakdown of the debt write off relating to each year from 2002/03, compared to the respective value of accounts raised is set out at Annex C.
- 10 The council is continuing to develop and improve the efficiency of its debt collection and is working with the 'More for York' programme

during 2010/11 to further improve its performance in the collection of both in year and prior year debt across all of the council's income streams.

Consultation

11 No consultation was necessary in the production of this report.

Options

12 There are two options for the Executive Member for Corporate Services to consider in relation to this report. These are:

- a) to write off the over £5k accounts totalling £140,503.86 in line with the council's Financial Regulations;
- b) to leave the accounts on the council's accounts, but acknowledging the risk of doing so as laid down in paragraph 14 below.

Analysis

13 All analysis is contained in the annexes to this report.

Corporate Priorities

14 The effective and efficient management of income collection directly supports the corporate strategy objective of delivering an Effective Organisation. Improved income to the council also provides cross-cutting financial support in delivering all eight corporate objectives.

Implications

15

- (a) **Financial** – The Assistant Director of Customer & Business Support Services (Corporate Finance) has been consulted in relation to this report and has confirmed that there is adequate provision to meet the value of the accounts to be written off.
- (b) **Human Resources (HR)** - There are no implications
- (c) **Equalities** - There are no implications
- (d) **Legal** - There are no implications
- (e) **Crime and Disorder** - There are no implications
- (f) **Information Technology (IT)** - There are no implications
- (g) **Property** - There are no implications

Risk Management

- 16 If proper debt management and accounting procedures are not followed in the management and writing off of debt then the council could be criticised by the external auditor.

Recommendations

- 17 The Executive Member for Corporate Services is asked to:
- a) approve the write off of bad debt as set out at Table 1 above and in the confidential annexe B attached to this report.

Reason

To remove irrecoverable bad debt from the council's accounts in accordance with accountancy best practice.

- b) approve the write down policy in respect of low payment arrangements (Paragraph 7)

Reason

To remove irrecoverable bad debt from the council's accounts in accordance with accountancy best practice.

Contact Details

Author:

David Walker
Head of Financial Procedures
Phone No 01904 552261

Chief Officer Responsible for the report:

Keith Best
Assistant Director of Financial Services
Customer and Business Support Services

Report Approved



Date 6 January 2011

Specialist Implications Officer(s) Not applicable

Wards Affected Not applicable

All

For further information please contact the author of the report

Background Papers

Write off Report October 2010

Non-Confidential Annexes

Annex A - Accounts to be written off excluding personal data

Annex C - Debt Write off by year account raised

Annex D – Debt Write down procedure

Confidential Annexes

Annex B - NNDR, Housing Benefit Overpayment and Sundry Debtor Accounts
Over £5K

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Non Domestic Rates (NDR)

ACCOUNT NO.	RELEVANT CHG PERIOD		Year	W-Off AMOUNT (£)	Reason	Total
401030453	06-Oct-05	08-Sep-10	2009	£4,162.50	In Liquidation*	
401030453	06-Oct-05	08-Sep-10	2010	£2,647.90	In Liquidation	
401030453	06-Oct-05	08-Sep-10	2010	£125.00	In Liquidation	
401033308	01-Sep-07	31-May-10	2010	£428.97	In Liquidation	
401033308	01-Sep-07	31-May-10	2010	£125.00	In Liquidation	
401034638	20-Aug-08	24-Sep-10	2009	£31.62	In Liquidation	
401034638	20-Aug-08	24-Sep-10	2010	£6,374.18	In Liquidation	
401034638	20-Aug-08	24-Sep-10	2010	£125.00	In Liquidation	
401035743	23-Sep-08	07-Oct-10	2009	£9,018.98	In Liquidation	
401035743	23-Sep-08	07-Oct-10	2010	£5,864.18	In Liquidation	
401035743	23-Sep-08	07-Oct-10	2010	£125.00	In Liquidation	
401037746	01-Aug-09	27-Jul-10	2009	£12,011.82	In Liquidation	
401037746	01-Aug-09	27-Jul-10	2009	£125.00	In Liquidation	
					In Liquidation Total	£41,165.15
401033334	18-Sep-07	28-Jul-08	2007	£8,500.30	Company Dissolved 6/5/09	
401033334	18-Sep-07	28-Jul-08	2007	£115.00	Company Dissolved 6/5/09	
401033334	18-Sep-07	28-Jul-08	2008	£5,384.83	Company Dissolved 6/5/09	
401033334	18-Sep-07	28-Jul-08	2008	£115.00	Company Dissolved 6/5/09	
401034531	29-Jul-08	10-Mar-09	2008	£6,999.73	Company Dissolved 4/3/10	
401034531	29-Jul-08	10-Mar-09	2008	£115.00	Company Dissolved 4/3/10	
					Company Dissolved	£21,229.86
400032317	07-Aug-02	02-Dec-07	2006	£1,920.00	Bankrupt#	
400032317	07-Aug-02	02-Dec-07	2007	£3,745.25	Bankrupt	
400032317	07-Aug-02	02-Dec-07	2007	£115.00	Bankrupt	
401033402	18-Sep-07	28-Mar-10	2009	£7,655.72	Bankrupt	
401036292	18-Jun-09	30-Jun-10	2009	£5,838.00	Bankrupt	
401036292	18-Jun-09	30-Jun-10	2009	£115.00	Bankrupt	
401036292	18-Jun-09	30-Jun-10	2010	£2,397.69	Bankrupt	
401036292	18-Jun-09	30-Jun-10	2010	£125.00	Bankrupt	
401036783	13-Jul-09	09-Jun-10	2009	£3,374.01	Bankrupt	
401036783	13-Jul-09	09-Jun-10	2009	£115.00	Bankrupt	
401036783	13-Jul-09	09-Jun-10	2010	£1,018.78	Bankrupt	
401036783	13-Jul-09	09-Jun-10	2010	£125.00	Bankrupt	
401036926	06-Jan-09	15-Jan-10	2008	£1,350.24	Bankrupt	
401036926	06-Jan-09	15-Jan-10	2009	£3,018.36	Bankrupt	
401036926	06-Jan-09	15-Jan-10	2009	£115.00	Bankrupt	
401036892	07-Oct-09	16-May-10	2009	£8,485.52	Bankrupt	
401036892	07-Oct-09	16-May-10	2009	£115.00	Bankrupt	
401036892	07-Oct-09	16-May-10	2010	£2,334.85	Bankrupt	
401036892	07-Oct-09	16-May-10	2010	£125.00	Bankrupt	
					Bankrupt Total	£42,088.42
401038013	19-Feb-10	02-Jul-10	2010	£3,983.34	Unable to trace	
401038013	19-Feb-10	02-Jul-10	2010	£125.00	Unable to trace	
401038013	19-Feb-10	02-Jul-10	2009	£1,852.30	Unable to trace	
					Gone Away Total	£5,960.64
					NDR Total	£110,444.07

* Liquidation - Companies

Bankrupt - Individuals

Sundry Debts

ACCOUNT NO.	RELEVANT CHG PERIOD		Year	W-Off AMOUNT (£)	Reason	Total
SS60563985	21-Aug-08	Care Charges	2008/09	£930.44	Deceased	
SS60559737	24-Jul-08	Care Charges	2008/09	£930.44	Deceased	
SS60555809	26-Jun-08	Care Charges	2008/09	£930.44	Deceased	
SS60551612	29-May-08	Care Charges	2008/09	£930.44	Deceased	
SS60547749	01-May-08	Care Charges	2008/09	£901.50	Deceased	
SS60543727	02-Apr-08	Care Charges	2008/09	£829.16	Deceased	
SS60539757	11-Mar-08	Care Charges	2007/08	£829.16	Deceased	
SS60535560	07-Feb-08	Care Charges	2007/08	£829.16	Deceased	
SS60531470	10-Jan-08	Care Charges	2007/08	£829.16	Deceased	
SS60527358	12-Dec-07	Care Charges	2007/08	£829.16	Deceased	
SS60523190	15-Nov-07	Care Charges	2007/08	£829.16	Deceased	
SS60518927	18-Oct-07	Care Charges	2007/08	£829.16	Deceased	
SS60514659	20-Sep-07	Care Charges	2007/08	£829.16	Deceased	
SS60510695	22-Aug-07	Care Charges	2007/08	£829.16	Deceased	
SS60506793	25-Jul-07	Care Charges	2007/08	£829.16	Deceased	
SS60502849	26-Jun-07	Care Charges	2007/08	£829.16	Deceased	
SS60499091	31-May-07	Care Charges	2007/08	£829.16	Deceased	
SS60495341	02-May-07	Care Charges	2007/08	£822.88	Deceased	
SS60491772	05-Apr-07	Care Charges	2007/08	£822.88	Deceased	
SS60488060	07-Mar-07	Care Charges	2006/07	£822.88	Deceased	
SS60484394	07-Feb-07	Care Charges	2006/07	£822.88	Deceased	
SS60480848	10-Jan-07	Care Charges	2006/07	£822.88	Deceased	
SS60477204	14-Dec-06	Care Charges	2006/07	£822.88	Deceased	
SS60473473	16-Nov-06	Care Charges	2006/07	£182.97	Deceased	
SS60473460	16-Nov-06	Care Charges	2006/07	£786.85	Deceased	
				£ 20,480.28	Debtor Deceased Total	£20,480.28
					S. Debts Total	£20,480.28

Housing Benefit Overpayments

ACCOUNT NO.	RELEVANT CHG PERIOD		Year	W-Off AMOUNT (£)	Reason	Total
00126541	03-May-04	22-Jul-07	2007-08	9,579.51	Deceased	
					Deceased Total	£9,579.51
					HB O'Pay Total	£9,579.51

GRAND TOTAL	£140,503.86
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Annex C

Year & Fund	Total Charges Raised	Total Value Written off this period	Total Value Written off To Date **	Percentage Written off
<u>NNDR</u>				
2010/11	£84,770,451	£28,646.02	£28,870.95	0.03%
2009/10	£85,333,878	£63,101.70	£140,551.77	0.16%
2008/09	£81,598,658	£15,420.31	£309,275.12	0.38%
2007/08	£76,665,146	£13,050.86	£319,948.81	0.42%
2006/07	£72,709,037	£2,559.76	£202,033.13	0.28%
2005/06	£66,793,585	-£1,270.25	£186,321.35	0.28%
2004/05	£65,292,579	£1,463.60	£400,645.01	0.61%
2003/04	£63,102,660	£1,173.43	£546,763.40	0.87%
2002/03	£61,850,351	£0.00	£400,719.17	0.65%
<u>Sundry Debtors</u>				
2010/11	£34,412,273	£792.92	£927.92	0.00%
2009/10	£53,874,242	£11,950.67	£44,631.74	0.08%
2008/09	£52,093,892	£13,506.07	£83,833.38	0.16%
2007/08	£47,608,847	£11,240.56	£71,308.48	0.15%
2006/07	£52,876,432	£5,414.93	£91,765.04	0.17%
2005/06	£52,330,126	£327.67	£148,869.16	0.28%
2004/05	£36,986,021	£694.18	£332,840.06	0.90%
2003/04	£41,656,971	£0.00	£75,863.67	0.18%
2002/03	£34,543,460	£0.00	£130,516.27	0.38%
<u>Council Tax</u>				
2010/11	£82,621,310	£11,387.03	£26,993.99	0.03%
2009/10	£79,870,509	£24,300.07	£145,222.07	0.18%
2008/09	£77,115,361	£13,999.71	£264,088.96	0.34%
2007/08	£73,149,211	£5,433.42	£268,926.79	0.37%
2006/07	£69,508,184	£3,147.67	£314,191.29	0.45%
2005/06	£65,661,542	£3,025.08	£306,222.75	0.47%
2004/05	£62,171,239	£2,442.60	£252,061.47	0.41%
2003/04	£56,427,886	£657.18	£550,989.32	0.98%
2002/03	£51,300,730	£292.86	£509,836.59	0.99%
<u>HB Overpayment</u>				
2010/11	£914,054	£4,493.46	£11,692.54	1.28%
2009/10	£1,285,711	£5,288.84	£44,178.48	3.44%
2008/09	£1,496,654	£2,293.32	£59,777.18	3.99%
2007/08	£1,081,152	£9,594.46	£43,205.61	4.00%
2006/07	£841,495	£0.00	£56,373.56	6.70%
2005/06	£1,653,350	£0.00	£88,551.77	5.36%
2004/05	£725,982	£0.04	£126,753.46	17.46%
2003/04	£665,271	£0.00	£119,265.26	17.93%
2002/03	£516,204	£0.00	£141,122.17	27.34%
<u>Category Totals</u>				
NNDR	£658,116,345	£124,145.43	£2,535,128.71	0.39%
Sundry Debtors	£406,382,264	£43,927.00	£980,555.72	0.24%
Council Tax	£617,825,973	£64,685.62	£2,638,533.23	0.43%
HB Overpayments	£9,179,873	£21,670.12	£690,920.03	7.53%
Grand Total	£1,691,504,455	£254,428.17	£6,845,137.69	0.40%

** (the totals shown include the values in this write off cycle)

Figures prefixed - represent debt written back on

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Non-Recoverable Debt

1. The current financial climate is contributing to a rise in outstanding debts, which in some cases the Council may not be able to recover (Irrecoverable Debts – Debt policy Paragraph 54).

Irrecoverable Debts

2. The process for dealing with this type of debt is set out on Page 17 Paragraph 53 – 56 of the Income Teams procedure manual. This includes cases where the debtor has been committed to prison for a period exceeding 6 years.

Debts with low Arrangements

3. In some cases a Court Order has been made by the Court in respect of a debt instructing a low payment arrangement the level of which means that the debt will never be fully recovered. As a result of this large debts can be carried within the council's bad debt provision, which will ultimately need to be charged back to the relevant service area. The following paragraphs set out the process to follow with such debts.
4. The non-recoverable element of the debt needs to be calculated and written down on the customer's account, so that an accurate value of the realistic amount of debt that can be recovered in a customer's lifetime is maintained within the council's bad debt provision. These cases need and are regularly reviewed in case of a change in the customer's financial circumstances.
5. The following calculation should be used to identify the value of a debt to be written down:

- 1) Recoverable debt = Estimated years to pay X 12 X £monthly payments

(Est years to pay = 70 years, less the customer's current age)

Amount to be written down = Outstanding debt less Recoverable debt

Example:

Customer A is 50 years of age, and has an O/S debt of £17,000. A court order has been made at £5 per month.

1) Recoverable Debt: $(70 - 50) = 20 \times 12 = 240$ months X £5 = £1,200

Amount to be written down: £17,000 less £1,200 = **£15,800**

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Decision Session
Executive Member for Corporate Services

1st February 2011

Report of the Director of Customer and Business Support Services

Revenue Budget Estimates 2011/12 – Customer and Business Support Services

Purpose of Report

- 1 This report presents the 2011/12 budget proposals for Customer and Business Support Services. It includes:
 - The national context regarding local government funding and the implications for City of York Council
 - The approach that has been adopted to develop budget proposals
 - The outcomes of the customer budget consultation
 - the revenue budget for 2010/11 (Annex 1) to show the existing budgets
 - the budget adjusted and rolled forward from 2010/11 into 2011/12
 - the cost of pay and price increases and increments for the portfolio
 - proposals for service pressure costs and savings options for the portfolio area (Annexes 2 and 3)
 - proposals for fees and charges (Annex 4).
- 2 Budget Council will be held on 24 February 2011 and will make decisions on the overall budget for the Council. In order to facilitate the decision making process the Executive are meeting on 15 February 2011 to consider the recommendations identified by the individual portfolio Executive Members and the results of the consultation exercise.
- 3 The Executive Member is therefore asked to consider the budget proposals included in this report and identify their recommendations (after considering the proposals in annexes 2 and 3) which will be considered by the Executive as part of the consultation exercise. The Executive Member is invited to provide comments on the budget proposals in this report.

Background

- 4 The financial context for the 2011/12 budget has been significantly impacted by :-
 - Worldwide recession leading to Central Government deficit reduction plan
 - Unprecedented reductions in Public Sector spending
 - At the same time we have unavoidable ongoing financial pressures arising from

- Increasing number of older people, living longer and requiring care and support services for longer
- An increase in the number of severely disabled children who require intensive support into and throughout adulthood
- Reductions in income from Council services as people have less money to spend
- Reduction in funding of subsidised bus travel for older people
- Increased cost of waste disposal
- Impact of changes to Pensions and NI legislation

5 The Council's 2011/12 budget is being developed within the constraints of the extremely challenging financial climate, set out in the government's Spending Review and provisional finance settlement information. In particular:

- a Total reductions in Government funding of 28% over the next 4 years, heavily frontloaded with CYC's grant being cut by 13.3% in 2011/12.
- b 22 grants, worth £14,403k in 2010/11 and with an indicative value of £11,478k in 2011/12, have been rolled into the formula grant.
- c The increase in formula grant in the provisional settlement, including the grants transferred in, is only £5,183k, leaving a shortfall in funding of £9,221k between the two years.
- d 23 grants, worth £8,200k in 2010/11, have been transferred to the new Early Intervention Grant, for which the council will receive £6,350k in 2011/12 a further shortfall of £1,850k.
- e 21 grants, worth £13,685k in 2010/11, have been incorporated within the Dedicated Schools Grant (DSG). The provisional DSG for 2011/12 is £106,564k, an increase of £13,659k from the 2010/11 level (subject to pupil number adjustments).
- f There are a further five grants (worth £759k in 2010/11) as yet still under review.
- g Against these pressures Executive were advised in December that directorates would need to find savings of £15m to be able to set a balance budget for 2011/12.
- h In addition, other grants (worth £5,554k in 2010/11) which formerly were direct grants to service areas have been cancelled, creating additional financial pressures in directorates.
- i While the Council has been penalised over the past few years by the workings of the floors and ceilings within the formula grant mechanism, for 2011/12 this same process will offer the protection of a damping gain of £2,541k.
- j The Council will receive a further reduction in formula grant of £4,639k in 2012/13.

- 6 Against these funding reductions the Council has been offered a sum of £1,828k per annum for each year of the Spending Review period if the council tax level in the area is frozen at the 2010/11 level. At the same time the threat of 'capping' local authorities who decide to raise council tax levels or net expenditure above a level yet to be determined by the government has not been removed. York currently has the second lowest Council Tax of all Unitary authorities.
- 7 The 2010/11 revenue budget monitoring process has identified areas of activity that currently have insufficient capacity to deal with the increased demands on those services. In addition consideration has been given to the Councils top priorities, and the need to ensure that key front line areas of activity, particularly those in respect of adults and children, can continue to be provided. From this analysis, specific areas of investment will be proposed within the Councils 2011/12 budget, in particular within the following areas :
 - Increasing demand on adult social care services
 - Impact of economic downturn on the Council's income generating services.
- 8 The proposed budget for 2011/12 reflects the need to direct investment into these areas in order that planning and monitoring of service delivery and improvement can take place against an adequate resourcing platform.
- 9 In addition, the Council recognises that adequate provision needs to be created within the budget to ensure that the continuing financial impact of the economic downturn can be contained effectively. Following detailed review of economic pressures both on front line services and the Council's Treasury Management function, it is proposed that money will be set aside within the budget to contain the impact of these pressures.
- 10 In order to create the financial capacity to enable adequate investment in these priority areas the budget strategy has been based around certain key financial management principles. A fundamental maxim of the strategy is that Directorates have been made clearly responsible for the robust and effective self-management of their existing financial resources and that restraint has been expected in putting forward for additional growth in budget to be funded corporately.
- 11 Directorates have been expected to contain their net expenditure within clearly defined and strictly enforced cash limits with a clear expectation that Directorates self manage all non-exceptional budget pressures within this cash limit. These pressures include the anticipated cost of the pay award and any incremental increases due in year. Explicitly linked to self-management within defined cash limits has been the requirement for directorates to demonstrate the re-allocation of budgets in order to contain internal financial pressures.
- 12 CYC has a strong track record of delivering Value for Money and initiated an innovative efficiency programme, More for York which is on track to deliver £9m savings from the work undertaken in the current year so it is well placed to meet the financial challenges set out above.

Budget Consultation

- 13 As with previous years we have asked residents what services they value and where they would wish CYC to continue providing the levels of service they receive now and where they think we should reduce spending. This year steps were taken to reduce the cost of the Budget Consultation, due to the very nature of the consultation. Budget questions were included in Your City and available online. Residents were also able to give their views through a separate online budgeting tool - YouChoose. The consultation generated a statistically reliable response of 738 for Your City and 465 for YouChoose. Whilst the level of response is lower than last year the results remain statistically reliable, and furthermore overall spend was less than £1,000

Your City Questions - This was based upon 3 questions

- 60% of residents would choose to meet the budget challenge through higher fees and charges, 44% through reductions in service and only 30% of residents through increased Council Tax.
- People are more willing to pay increased charges for Planning, Parking and Leisure facilities than they are for Homecare services.
- In deciding whether budgets for different services should stay the same or be reduced, residents were more likely to say that funding for social care services, community safety and street based services should remain the same – 85% Children’s social care, 75% crime prevention and community safety, 76% Adult social care, 76% waste and recycling, 74% road and footpath maintenance and 70% street cleaning.
- Residents were more willing to reduce spending on a broad range of leisure and culture services and on young peoples services and transport with 64% reducing sport and leisure facilities (including events and activities), 63% reducing theatres and museums, 47% reducing parks and open spaces, 45% reducing libraries, 42% reducing young peoples services and 41% reducing transport services.

YouChoose Questionnaire - This was an interactive online tool that asked residents to identify how to make £15m savings by either increasing/decreasing Council Tax, spend or fees and charges on a range of services.

- Perhaps because residents were asked to identify total savings they were generally much more likely to reduce expenditure in all areas. However the same pattern of preference as in Your City was repeated with 98% of residents reducing the budget for Council support and public engagement, 92% reduced leisure and culture budgets, 89% reduced Adult Social Care budgets, 81% reduced Children’s Social Care budgets whilst community safety was reduced by 74% of residents.
- In terms of service efficiencies and saving money, respondents were very supportive of all the options. A review of the authority’s fleet vehicles was supported by 82% of respondents, sharing services with partners by 78% and outsourcing services to external suppliers by 57%.

Principles

- 14 Directorates have identified options for savings for consideration by the

Executive portfolio holder based on 4 key principles. Each of these principles will bring benefits for the citizens of York, and each will be guide us as we tackle the realities of significant budgetary changes in the months and years to come:

- **Create-** opportunities for our citizens and communities, our businesses and educational establishments to prosper and thrive.
- **Protect**
 - The most vulnerable members of our community – older people, people with disabilities and, children– by ensuring that the services with which we provide them are the very best possible
 - All citizens by ensuring that vital Council services that secure their well-being continue to be delivered and that all customer groups receive equal outcomes
 - The financial interests of our residents by not raising the amount of Council Tax they pay in 2011/12
 - Staff by ensuring wherever possible that we provide security of employment .
- **Partner**
 - Increase public participation in decision-making and service delivery
 - Bring together service provision from a range of agencies at a local level so that individuals, community groups and voluntary bodies can shape and prioritise and even take control of delivering services that are needed at a local level
 - With the voluntary and community sector; health services, and city partners in the police, fire service, education and business to join up services and make the most of all the resources within the city
 - Cost and Quality of services are important to CYC – where we cannot match both the cost and quality of service offered by other providers we will consider using the Community and Voluntary sector, staff co-operatives or the Private sector to deliver services.
- **Efficiency**
 - We will continue to monitor spend and drive costs down
 - We will rationalise and reshape services to make them as efficient as possible
 - Get better value from our non salary spend through effective procurement.

Delivering the Savings

- 15 Once again the More for York programme will be used to support the delivery of the savings. The programme will now be on a much larger scale and Directorate Management Teams will be central to delivery and managing the changes. It must be stressed that achievement of these efficiencies will not be easy to deliver but they are essential in order to deliver investment into priority areas. The scale and pace of the transformation process in coming

years will be critical to the Council maintaining financial stability. In addition, clearly with the future pressures on public spending, combined with known forecast increased pressures in children's care, adult care, and waste management, the Council will face the need to both achieve significant transformational change, and review the overall type and level of service provision in coming years.

Directorate Overview

- 16 In Customers & Business Support Services we will continue to manage the finances, the workforce, the technology, the procurement of goods and services and the legal and democratic service to provide essential support services for all front line services as well as providing excellent, accessible customer services.

The proposals within the budget aim to :

Create

- Create an internal service to provide temporary staff which will reduce the cost of hiring external short term staff and create job opportunities in the city.

Protect

- Streamline all support services to ensure that they deliver the best possible support to frontline services
- Increase the range of services that can be accessed online.

Partnering

- Set up a trading company to provide support services to other Public Sector organisations and making savings as a result of economies of scale.

Efficiency

- Reduce the number of Managers at all levels across the organisation, saving £2.3m
- Rationalise and streamline all teams within Customers and Business Services
- Continue to reduce the cost of goods and services through commercial rigorous procurement to control demand and ensure the Council gets the best deals available from its non salary spend Reduce the cost of internal communications
- Consolidate customer consultation activity across the Council
- Further improve debt management and recover more debt.

Budget Proposals for Customer & Business Support Services

- 17 A summary of the budget proposals is shown in Table 1 below. Further details on each individual element are presented in the subsequent paragraphs.

Table 1 - Summary of Budget Proposals

	Para. Ref	£'000
Base Budget 2010/11	18	5,382
Allocation for increments	19	262
Service Pressure proposals (Annex 2)	20	240
Savings proposals (Annex 3)	22-25	-1,712
Council Tax base adjustment		184
Proposed Budget 2011/12		4,356

Base Budget (£5,382k)

- 18 This represents the latest budget for 2010/11, updated for the full year effect of decisions taken during 2010/11, e.g. supplementary estimates awarded.

Increments (£262k)

- 19 The job evaluation exercise resulted in a twelve grade structure with four levels within each band. 2011/12 is the final year that will include incremental payments for staff appointed at the bottom of the grade as part of that process.

Service Pressures (£240k)

- 20 A range of options for service pressure proposals has been considered and in view of the overall available resources it is proposed that only those proposals shown in Annex 2 are included as the preferred options for Customer & Business Support Services. The proposals put forward are the result of a rigorous assessment process, which included looking at the risk to customers and staff, legislative requirement, proven customer demand and the Council's corporate objectives. There is a general price freeze on most budgets. The amount allowed within service pressures for price inflation is to fund known price increases, e.g. contract payments.

Contingency Items

- 21 The Executive Member should note that there are potential expenditure pressures that may materialise in 2011/12 but which are not yet certain or not quantifiable at this stage. The Executive will decide on 15 February 2011 whether or not to set a general contingency to provide possible funding for such items for 2011/12.

Savings Proposals (£-1,712k)

- 22 The Executive Member will be aware that the 2010/11 budget savings were significant and that all Directorates are operating within a tight financial environment. In addition the Council has accelerated its efficiency programme, More For York, which had an initial target of generating £15m of budget savings over three years, to meet the financial constraints of the

governments' spending Review and the provisional finance settlement. In addition to those savings included in the efficiency programme Directorates have looked at other areas within their control.

- 23 In seeking to achieve savings for the 2011/12 budget Directorates have examined budgets with a view to identifying savings that have a minimum impact on the services provided to the public, customers and the wider Council and are not already included in the blueprints for More For York. Instead they have concentrated on initiatives that:
- improve quality and efficiency
 - take advantage of ongoing service and/or Best Value reviews
 - generate income
 - address budgetary underspends
 - improve cash flow and interest earnings
 - generate savings from the technical and financial administration functions of the Council.
- 24 In addition to the initiatives listed above the price increases and list of savings also include proposals to increase fees and charges (see also section below). Generally these are in line with inflation, but this is varied by directorates as they are affected by national constraints/requirements.
- 25 Annex 3 shows the full list of savings proposals for the Customer & Business Support Services directorate.

Fees and Charges

- 26 The details of the proposed fees and charges for the services provided by this portfolio are set out in Annex 4. Where fees and charges increases are being set above the inflation requirement they have been included in Annex 3.
- 27 Included within the Customer and Business Support services fees and charges are the Court fees, the setting of which rests with the Court and not the Council. Following a benchmarking exercise with our neighbouring authorities early in 2010 the court was approached to increase Liability Court costs by £5 & £10 in respect of Council Tax and NNDR respectively for 2010//11. The Court agreed the increased charges however as this has placed the Council in the top quartile for our charges, no further increase is anticipated at this time.
- 28 Also included are a fully revised set of fees for the Mansion House. This is line with the Business & Development Plan being presented to the Mansion House Advisory Group on 2nd February 2011. The plan develops proposals to increase room hires and tours at the Mansion House following the launch of the website and other promotional work.

Consultation

- 29 This paper forms part of the Council's budget consultation. The results of

consultation to date are included in the report. These include a Your City Questionnaire, YouChoose, an online questionnaire , a public meeting led by the Leader of the Council and Director of Customer and Business Support Services where participants were presented with information on pressures facing each directorate, and a further session with the business communities of the city.

Options

- 30 As part of the consultation process the Executive Member is asked to provide comments or alternative suggestions on the proposals shown in Annexes 2, 3 and 4.

Analysis

- 31 All the analysis is provided in the body of the report and the annexes.

Corporate Priorities

- 32 The budget represents the opportunity to prioritise resources towards corporate priority areas. The principles set out in this report which have driven the development of savings and growth proposals are derived from the Councils corporate priorities.

Implications

- 33 The implications are:
- Financial - the financial implications are dealt with in the body of the report.
 - Human Resources – The proposals in the budget result in the loss of 6.5 fte's. This is offset by an additional post within Council Tax recovery meaning a net reduction of 5.5 fte posts. All necessary consultations with the unions are currently underway and the process will be managed through the councils Change management process. It is anticipated that there will be further c. 5 post losses as a result of the administration review and appropriate consultations will be undertaken as part of this review
 - Equalities -The consideration of the impact of these proposals on each equalities strand has been carefully considered by officers as part of the budget preparation process. Consultation has also taken place with representatives of groups in York and feedback has been incorporated. Individual Equalities Impact Assessments (EIA) have been undertaken where appropriate and the impacts of each proposal are set out in Annex 3. An Overall EIA of the budget has been undertaken and will be a background paper to the Executive report..
 - Legal - There are no legal implications to this report.
 - Crime and Disorder - there are no specific crime and disorder implications to this report.
 - Information Technology –There are no specific Information Technology implications to this report.
 - Property - There are no property implications to this report.
 - Other - There are no other implications to this report.

Risk Management

- 34 Key reporting mechanisms to Members on budget matters will continue to be through mid-year monitoring reports and the final Revenue Outturn report for the year. The format/timing of these reports has recently been considered by the Council's Management Team but as a minimum they will report on forecast out-turn compared to budgets and will also address the progress made on investments and savings included within the budgets.
- 35 The budget setting process always entails a degree of risk as managers attempt to assess known and uncertain future events. This year has demonstrated the difficulty of achieving this. As with any budget the key to mitigating risk is prompt monitoring and appropriate management control. As such updated figures and revised corrective actions will be monitored via Directorate Management Teams, Corporate Management Team and the monitor reports during the year.

Recommendations

- 36 The Executive Member is invited to consider whether the budget proposals are in line with the Council's priorities.
- 37 The Executive Member is invited to provide comments on the budget proposals for savings and growth which have been prepared by Officers and contained in this report, which are intended to form part of the Council's budget to be considered by the Budget Executive on 15 February 2011.
- 38 The Executive Member is asked to consider the budget proposals for consultation for Customer & Business Support Services for 2011/12 contained in this report and listed below and provide comments to be submitted to the Budget Executive on 15 February 2011.
- 2011/12 Base budget as set out in paragraph 18;
 - Service Pressure proposals as set out in Annex 2;
 - Savings proposals as set out in Annex 3;
 - Fees and charges as set out in Annex 4

Reason: As part of the 2011/12 budget consultation

Contact Details

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Specialist Implications Officer(s) None

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

All

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Background Working Papers

Working Papers held in Customer and Business Support Services

Annexes

Annex 1 - 2010/11 Budget

Annex 2 - Service Pressure Proposals

Annex 3 - Savings Proposals

Annex 4 - Fees and Charges

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THE EXECUTIVE MEMBER FOR CORPORATE SERVICESSERVICE PLANDIRECTORATE OF CUSTOMER & BUSINESS SUPPORT SERVICES SUMMARY

<u>DETAILED EXPENDITURE</u>		<u>COST CENTRE EXPENDITURE</u>	
	2010/11 Original Estimate £'000		2010/11 Original Estimate £'000
EMPLOYEES	14,405	DIRECTOR OF CUSTOMER & BUSINESS	260
PREMISES	74	SUPPORT SERVICES	
TRANSPORT	82	FINANCIAL SERVICES	615
SUPPLIES & SERVICES	7,260	CUSTOMERS & PEOPLE	2,494
MISCELLANEOUS	(9)	LEGAL & GOVERNANCE	2,013
RECHARGES	7,993		
BENEFIT PAYMENTS	48,924		
CAPITAL FINANCING	1,316		
GROSS EXPENDITURE	80,045		
INCOME	(2,686)		
RECHARGES	(22,958)		
BENEFIT SUBSIDY	(49,018)		
NET EXPENDITURE	5,382		5,382

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Customer and Business Support Services Directorate
Service Pressures 2011/12

	Brief Description	Net Cost 2011/12 £(000)	Full Year 2012/13 £(000)	Full Year 2013/14 £(000)	Staffing Impact	Customer Impact	Equalities Impact
CBSN01	<p><u>2011 Local Elections</u></p> <p>This will cover the projected costs of the City and Parish Council elections to be held on the 5th May 2011. There are 22 Wards and 36 Parish Councils who have vacancies to fill. The budget will be used to fund the cost of postal votes, the hire of polling stations, advertisement of public notices, design and print of ballot papers. The staffing costs for the count and polling stations have also been included. From 2012/13 onwards it is proposed to set aside £70k per annum in order to build up the budget required for the local election cycle.</p>	240	70	70	Additional resources are required to undertake work on the local election as per usual practice.	None	None
Total Growth		240	70	70			

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Customer and Business Support Services Directorate
Savings Proposals 2011/12

	Brief Description	Net saving 2011/12 £(000)	Full Year 2012/13 £(000)	Full Year 2013/14 £(000)	Staffing Impact	Customer Impact	Equalities Impact
CBSS01	<u>Organisational Review stretch</u> Increasing the Organisational Review savings beyond the level of the 2010/11 proposals.	-100	-100	-100	This saving will result in the reduction of a further 2 fte's across the directorate	There is a potential impact of reduced services delivered to internal customers	None
CBSS02	<u>Finance</u> Increasing the Finance review savings beyond the level of the 2010/11 proposals.	-50	-50	-50	This saving will result in the reduction of a further 1.5 fte's within Financial Services	There is a potential impact of reduced services delivered to internal customers	None
CBSS03	<u>ICT</u> Increasing the ICT review savings beyond the level of the 2010/11 proposals.	-50	-50	-50	This saving will result in the reduction of a further 1 ftes within ICT	There is a potential impact of reduced services delivered to internal customers	None
CBSS04	<u>Health and Safety</u> Consolidation of the Health and Safety function across the Council.	-50	-50	-50	This saving will result in the reduction of a further 1 fte's within HR	There is a potential impact of reduced services delivered to internal customers	None
CBSS05	<u>Various other budgets</u> A Review of base budgets has identified opportunities to reduce in a number of areas including supplies, stationary, office equipment, and fees paid to other bodies.	-50	-50	-50	None	None	None
CBSS06	<u>Admin Integration (cross directorate)</u> A Review will look at opportunities to integrate admin functions across the council, leading upto the move into the new HQ and potential single admin function for the whole of the new HQ	-200	-200	-200	The result of the review is likely to identify a number of post reductions c. 5 fte's.	There is a potential impact of reduced services delivered to internal customers	None
CBSS07	<u>Debt Management</u> Work will focus on opportunities to restructure debt, and to consider ways in which the overall debt repayments can be reduced.	-216	-216	-216	None	None	None

Customer and Business Support Services Directorate
Savings Proposals 2011/12

	Brief Description	Net saving 2011/12 £(000)	Full Year 2012/13 £(000)	Full Year 2013/14 £(000)	Staffing Impact	Customer Impact	Equalities Impact
CBSS08	<u>Review of Democratic Services</u> There will be a vacancy in this area soon, and this combined with the potential changes in committee structures/greater flexibility for councils, will allow for a review of member support, committee structures, the management of ward committees and other related efficiencies. Initially the majority of the saving will come from the vacant post, with further proposals brought to members on options in due course.	-60	-60	-60	This saving will result in the reduction of a further 1 fte's within Democratic Services (currently vacant)	There is a potential impact of reduced services delivered to internal customers / Members	None
CBSS09	<u>Reduction of Scrutiny Services Budget</u> There has been a budget for scrutiny of £15,000 to support the work of scrutiny, however there has not been significant spend from this budget in recent years, and linked to a review of the committee structures, it is considered this budget should now be given up given the difficult financial climate.	-15	-15	-15	None	Reduced budget for Scrutiny reviews	None
CBSS10	<u>Insurance Savings</u> A review is underway in relation to insurance and risk management, which includes re-tendering of the insurance contract, a review of self insurance, consolidation of insurance and risk management budgets. These combined actions are expected to deliver a reduction in costs.	-80	-80	-80	None	None	None
CBSS11	<u>Website Advertising</u> Proposed advertising on the website, to be done through an external provider who will manage the process, operating within pre-determined guidelines specified by the Council	-20	-20	-20	None	None	None
CBSS12	<u>Consolidation of Training</u> Training is scattered across the Council, and there is a mix of internal and external training. The HR More for York blueprint included this review in its proposals, but it is only now starting to take shape. The review will seek to consolidate all training, and identify opportunities to ensure better control/demand management of training as well as consolidation of training budgets.	-20	-20	-20	None	None	None
CBSS13	<u>Local Authority Trading Company/Trading with Other</u> It is proposed that a local authority trading company be established to allow CBSS to effectively trade its services, with a view to achieving additional income. There are a number of services already traded, but to maximise opportunities a trading company will need to be established, and the service will actively seek out further opportunities for income generation.	-15	-15	-15	There is potential for staff to be transferred into the employment of the Trading Company.	None	None

Customer and Business Support Services Directorate
Savings Proposals 2011/12

	Brief Description	Net saving 2011/12 £(000)	Full Year 2012/13 £(000)	Full Year 2013/14 £(000)	Staffing Impact	Customer Impact	Equalities Impact
CBSS14	<u>Review of Mobile Phone Contract</u> This will consist of a review of the existing contract, and also a review of the number and type of devices, and seeking to ensure robust controls in terms of the allocation.	-15	-15	-15	None	None	None
CBSS15	<u>Creation of Internal Pool for Management of Agency Staffing</u> Following a fundamental review of engagement of agency staffing, it is planned that all agency recruitment will be brought within the internal recruitment pool, to enable better coordination, achieve efficiency of scale, and fundamentally to demand manage the use of agency staff. Savings are already assumed within departmental budgets, and were included within the More for York programme, but the overall scale of reductions through channelling everything through the internal pool are expected to exceed budget provision.	-20	-20	-20	None	None	None
CBSS16	<u>ICT Development Budgets</u> Review of the IT development work.	-20	-20	-20	None	None	None
CBSS17	<u>Income Collection/Debt Management</u> Work undertaken by CBSS officers in identifying newly or re-occupied domestic properties and improved recovery work on council tax arrears is enabling a lower level for non-collection to be incorporated into the council tax base calculation, delivering additional income of £184k. This will be incorporated as council tax base when the savings proposals are reported to the full Council. To deliver this will require some initial investment however, through one additional post within the income collection team, and provision for use of technical expertise in relation to debt. Investment totals £65,000, against a gross saving of £184,000.	-119	-119	-119	Additional 1 fte to deliver the improved collection rate.	None	None
CORS01c	<u>Full year impact of 2010/11 More for York Savings</u> The full year impact of savings previously agreed through the Organisation Review as well as Directorate initiatives within Finance, HR and ICT.	-612	-612	-612	These saving have been previously agreed and no further implications anticipated.	These saving have been previously agreed and no further implications anticipated.	These saving have been previously agreed and no further implications anticipated.

Total Savings

-1,712	-1,712	-1,712
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HIRE OF MANSION HOUSE

	Charge 2010/11	Proposed Charge 2011/12	£ Increase	% Increase over 2010/11
	£	£	£	%
Weddings (Exclusive hires) Daily rate	-	750.00	-	-
Room Hires				
Dining Room OR State Room hourly rate				
Morning	52.00	65.00	13.00	25.00
Concession - 25% reduction	-	49.00	-	-
Afternoon	52.00	65.00	13.00	25.00
Concession - 25% reduction	-	49.00	-	-
Evening	52.00	80.00	28.00	53.85
Concession - 25% reduction	-	60.00	-	-
Blue Room hourly rate				
Morning	29.00	35.00	6.00	20.69
Concession - 25% reduction	-	26.00	-	-
Afternoon	29.00	35.00	6.00	20.69
Concession - 25% reduction	-	26.00	-	-
Evening	29.00	40.00	11.00	37.93
Concession - 25% reduction	-	30.00	-	-
Full House				
Morning (9am-1pm)	-	250.00	-	-
Concession - 25% reduction	-	188.00	-	-
Afternoon (1pm-5pm)	-	250.00	-	-
Concession - 25% reduction	-	188.00	-	-
Evening (5pm-10pm)	-	500.00	-	-
Concession - 25% reduction	-	375.00	-	-
Tours				
House tours per person	5.00	5.00	-	-
House tours - concessions per person	4.00	4.00	-	-
Silver Tours per person	9.00	10.00	1.00	11.11

HIRE OF GUILDHALL

	Charge 2010/11	Proposed Charge 2011/12	£ Increase	% Increase over 2010/11
	£	£	£	%
Monday - Friday				
Morning	81.00	85.00	4.00	4.94
Concession - 25% reduction	57.00	64.00	7.00	12.28
Afternoon	81.00	85.00	4.00	4.94
Concession - 25% reduction	57.00	64.00	7.00	12.28
Evening	144.00	151.00	7.00	4.86
Concession - 25% reduction	101.00	113.00	12.00	11.88
All Day	261.00	274.00	13.00	4.98
Concession - 25% reduction	183.00	206.00	23.00	12.57
Saturday				
Morning	125.00	131.00	6.00	4.80
Concession - 25% reduction	88.00	98.00	10.00	11.36
Afternoon	125.00	131.00	6.00	4.80
Concession - 25% reduction	88.00	98.00	10.00	11.36
Evening	187.00	196.00	9.00	4.81
Concession - 25% reduction	131.00	147.00	16.00	12.21
All Day	374.00	393.00	19.00	5.08
Concession - 25% reduction	262.00	295.00	33.00	12.60
Sunday				
Morning	150.00	158.00	8.00	5.33
Concession - 25% reduction	105.00	119.00	14.00	13.33
Afternoon	150.00	158.00	8.00	5.33
Concession - 25% reduction	105.00	119.00	14.00	13.33
Evening	212.00	223.00	11.00	5.19
Concession - 25% reduction	148.00	167.00	19.00	12.84
All Day	423.00	444.00	21.00	4.96
Concession - 25% reduction	296.00	333.00	37.00	12.50
Council Chamber				
Per session (4 hours)	124.00	130.00	6.00	4.84
Committee Rooms				
Per session (4 hours)	58.00	61.00	3.00	5.17
Per session (2 hours)	31.00	33.00	2.00	6.45

Court Costs	Charges 2010/11	Proposed Charges 2011/12	£ Increase	% increase over 2010/11
	£	£		%
<u>Council Tax (set in consultation with the Court)</u>				
Issuing of a Summons	50.00	50.00	-	-
Issuing of a Liability Order	35.00	35.00	-	-
Committal Hearings	360.00	360.00	-	-
<u>Business Rates (set in consultation with the Court)</u>				
Issuing of a Summons	75.00	75.00	-	-
Issuing of a Liability Order	40.00	40.00	-	-
Committal Hearings	360.00	360.00	-	-
<u>Sundry Debtors (fees set by legislation)</u>				
Issuing of a Summons				
Up to £300	30.00	30.00	-	-
£300.01 to £500	50.00	50.00	-	-
£500.01 to £1000	80.00	80.00	-	-
£1000.01 to £5000	120.00	120.00	-	-
£5000.01 to £15000	250.00	250.00	-	-
£15000.01 to £50000	400.00	400.00	-	-
£50000.01 - £100000	600.00	600.00	-	-
£100000.01 to £150000	700.00	700.00	-	-
Over £150000.01	800.00	800.00	-	-
Solicitors Costs applied at Summons Stage				
Up to £500	50.00	50.00	-	-
£500.01 to £1000	70.00	70.00	-	-
£1000.01 to £5000	80.00	80.00	-	-
Over £5000.01	100.00	100.00	-	-
Solicitors Costs applied at Judgement Stage				
Up to £5000.00	22.00	22.00	-	-
Over £5000.01	30.00	30.00	-	-
Oral Examination	45.00	45.00	-	-
<u>Overpayment of Housing Benefits (fees set by legislation)</u>				
Issuing of N322A - Application to enforce an award	35.00	35.00	-	-
Solicitors Costs applied at N322A Stage:				
Up to £250.00	30.75	30.75	-	-
£250.01 to £600.00	41.00	41.00	-	-
£600.01 to £2000.00	69.50	69.50	-	-
Over £2000.01	75.50	75.50	-	-
Oral Examination	45.00	45.00	-	-

	Charges 2010/11	Proposed Charges 2011/12	£ Increase	% increase over 2010/11
Court of Protection Administration Fees				
<u>Category 1:</u> Work up to and including the date the court makes an order appointing a deputy for property and affairs	£ 645.00	£ 645.00	£ -	% -
<u>Category 2:</u> Annual Management fee where the court appoints a LA deputy for property and affairs				
First year fee	670.00	670.00	-	-
Second and subsequent years (net assets > £16k) If net assets are below £16k the fee is 3% of net assets	565.00	565.00	-	-
<u>Category 3:</u> Annual Property Management fee	260.00	260.00	-	-
<u>Category 4</u> Preparation and lodgement of annual report or account to Public Guardian	185.00	185.00	-	-
<u>Miscellaneous</u> Copy of the statement of Accounts	10.00	15.00	5.00	50.0