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27 August 2019

Dear Councillor,

A meeting of **SCRUTINY COMMITTEE FOR LEADER, FINANCE AND PERFORMANCE** will be held in the **COUNCIL CHAMBER** at these offices on **WEDNESDAY, 4TH SEPTEMBER, 2019 at 7.00 pm** when your attendance is requested.

Yours sincerely,  
KATHRYN HALL  
Chief Executive

**A G E N D A**

	<b>Pages</b>
1. To note Substitutes in Accordance with Council Procedure Rule 4 - Substitutes at Meetings of Committees etc.	
2. To receive apologies for absence.	
3. To receive Declarations of Interests from Members in respect of any matter on the Agenda.	
4. To confirm the minutes of the meetings held on 22 May and 12 June 2019.	<b>3 - 8</b>
5. To consider any items that the Chairman agrees to take as urgent business.	
6. Introduction of a Banded Council Tax Support Scheme for 2020/21.	<b>9 - 50</b>
7. Performance Monitoring for the First Quarter 2019/20.	<b>51 - 82</b>
8. Scrutiny Committee for Leader, Finance and Performance - Work Programme 2019/20.	<b>83 - 84</b>
9. Questions pursuant to Council Procedure Rule 10, due notice of which has been given.	

To: **Members of Scrutiny Committee for Leader, Finance and Performance:** Councillors  
J Knight (Chair), M Pulfer (Vice-Chair), G Allen, A Bennett, H Brunsdon, P Budgen,  
R Cartwright, P Coote, R Cromie, A Eves, R Jackson, Andrew Lea, L Stockwell,  
C Trumble and R Whittaker

**Minutes of a meeting of Scrutiny Committee for Leader, Finance  
and Performance  
held on Wednesday, 22nd May, 2019  
from 7.25 - 7.26 pm**

**Present:**

G Allen	R Cromie	M Pulfer
A Bennett	A Eves	L Stockwell
H Brunsdon	R Jackson	C Trumble
R Cartwright	J Knight	R Whittaker
P Coote	Andrew Lea	

**Absent:** Councillors C Phillips

**1 ELECTION OF CHAIRMAN.**

Councillor Pulfer nominated Councillor Knight as Chairman of the Committee for the 2019/20 Council year. This was seconded by Councillor Stockwell and with no further nominations put forward, this was agreed.

**RESOLVED**

That Councillor Knight be elected Chairman of the Committee for the 2019/20 Council year.

**2 APPOINTMENT OF VICE CHAIRMAN.**

Councillor Knight nominated Councillor Pulfer as Vice-Chairman of the Committee for the 2019/20 Council year. This was seconded by Councillor Stockwell and with no further nominations put forward, this was agreed.

**RESOLVED**

That Councillor Pulfer be appointed Vice-Chairman of the Committee for the 2019/20 Council year.

**3 TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS URGENT BUSINESS.**

None.

The meeting finished at 7.26 pm

Chairman



**Minutes of a meeting of Scrutiny Committee for Leader, Finance  
and Performance  
held on Wednesday, 12th June, 2019  
from 7.00 - 8.13 pm**

**Present:** J Knight (Chair)  
M Pulfer (Vice-Chair)

G Allen	R Cromie	L Stockwell
A Bennett	A Eves	C Trumble
H Brunsdon	R Jackson	E Coe-Gunnell White
R Cartwright	Andrew Lea	
P Coote	C Phillips	

**Absent:** Councillor R Whittaker

**Also Present (As Cabinet Member):** Councillors J Ash-Edwards and J Llewellyn-Burke

**Also Present:** Councillors C Laband and N Webster

**1 TO NOTE SUBSTITUTES IN ACCORDANCE WITH COUNCIL PROCEDURE  
RULE 4 - SUBSTITUTES AT MEETINGS OF COMMITTEES ETC.**

Councillor Coe-Gunnell White substituted for Councillor Whittaker.

**2 TO RECEIVE APOLOGIES FOR ABSENCE.**

Apologies were received from Councillor Whittaker.

**3 TO RECEIVE DECLARATIONS OF INTERESTS FROM MEMBERS IN RESPECT  
OF ANY MATTER ON THE AGENDA.**

In relation to discussion under Item 6, Councillor Andrew Lea and Councillor Brunsdon declared that they are both West Sussex County Councillors.

**4 TO CONFIRM THE MINUTES OF THE MEETING OF THE SCRUTINY  
COMMITTEE FOR LEADER, RESOURCES AND ECONOMIC GROWTH HELD ON  
12 MARCH 2019.**

The minutes of the meeting held on 12 March 2019 were agreed as a correct record and signed by the Chairman.

**5 TO CONSIDER ANY ITEMS THAT THE CHAIRMAN AGREES TO TAKE AS  
URGENT BUSINESS.**

None.

## **6 PERFORMANCE OUTTURN 2018/19.**

Neal Barton, Policy and Performance Manager introduced the report, noting the positive performance over the year with 80% of indicators green compared to 67% at the same point last year, and no red performance indicators. He highlighted the improvements in customer service, staff sickness rates and the speed of processing planning applications as well as improvements the Revenues and Benefits service and success with the Council's own temporary accommodation project.

The positive achievement of 80% green indicators was commended by a number of Members and discussion was held on whether the subject focus and metrics to monitor performance going forward was appropriate. It was noted that no significant change is anticipated to affect how performance is monitored, and that the decision to amend targets falls within the remit of the committee later in the year. In terms of the flagship activities for 2019/20 they pro-actively address a number of current topical issues including sustainability and environmental impact.

Performance at 98% of undisputed invoices paid within 10 days was commended by a Member who noted this was an excellent way to support local businesses. Discussion was also held on the amount of Council Tax collected. It was noted that whilst the report provides a snapshot of amounts collected in the past year, the Council also actively promotes the Council Tax Support Scheme to assist residents facing difficulties in this area

It was agreed that a written response would be provided to Members on why there is a downward trend on the return on the tenanted non-residential property portfolio.

The subject of staff turnover was discussed, and it was confirmed that exit interviews take place to establish reasons why staff leave. A written response will be provided on how the Council measures the percentage of full time equivalents that are unoccupied, and any impact this may have. Clarity will also be provided on whether it is appropriate to include Fixed Term Contract numbers in the turnover figures. A Member also suggested that it would be useful to provide in future reports a breakdown of the longevity of legal cases that remain open. The Solicitor to the Council confirmed that most of the open cases relate to SANG and SAMM contributions to the Ashdown Forest.

The topic of recycling and food waste was discussed and the Policy and Performance Manager confirmed that the figures provided for recycling take in to account levels of contamination that results in recycling going to landfill. A Member expressed a wish for the Council to consider the overall environmental impact of waste disposal, including mileage if items are recycled abroad. The Leader provided an update on discussions with West Sussex County Council regarding domestic food waste collection, noting that Mid Sussex District Council has the decision to make as the collection authority once implications on cost and methods of collection have been considered. A business case will be presented for scrutiny later in the year.

The Committee discussed the figures presented on the Early Intervention Family Project with a preference expressed for a qualitative rather than quantitative update.

A Member commended the Council on raising awareness of the disabled facilities grants available and it was confirmed that the Council made use of a discretionary policy as well as the statutory requirement, utilising additional central government funding for more grants.

The Policy and Performance Manager introduced the Flagship Activities update, noting that the September meeting will provide the first quarter update on the 2019/20 Activities. Members discussed the project to deliver full fibre broadband, seeking clarity that rural areas will benefit and seeking approximate time-frames for roll out. A Member requested that the Council measures the benefit of the connectivity to local residents, once it had been instigated. The Leader provided an update on a recent meeting with the Minister for Digital and the Creative Industries to discuss a project working with Parishes to connect the rural communities. He also confirmed that the funds generated by the Business Rates Retention Pilot are now available to enable the full fibre project to move forward and joint working with fibre providers is proceeding as a high priority.

A Member noted the inclusion of additional CCTV being installed in Clair Park and urged that this was acted on as a priority to increase the safety of those who visit the park.

Discussion was held around the Council's asset acquisitions, and the release of Council owned land for housing. It was commended that the Council released land (such as the Bolnore Land Depot and Imberhorne Lane Car Park) in order to deliver a higher percentage of affordable homes than the 30% requirement. The Leader confirmed that any land release or investment is made with scrutiny and due diligence and reported through Cabinet and Council in relation to finance for decision by Members.

The Chairman took Members to the recommendations which were agreed unanimously.

## **RESOLVED**

The Committee:

- (i) noted the Council's performance and progress with flagship activities in 2018/19 and identified any areas where it was required to have further reporting or information and
- (ii) agreed to advise the Cabinet of any issues that should be given particular consideration when it considers the report at its meeting on 8th July 2019.

## **7 SCRUTINY COMMITTEE FOR LEADER, FINANCE AND PERFORMANCE - WORK PROGRAMME 2019/20.**

Tom Clark, Solicitor to the Council introduced the report, and noted the significance of the January meeting for discussing the draft Corporate Plan and Budget for 2020/21.

## **RESOLVED**

The Committee agreed the work programme as set out in paragraph 5 of the report.

## **8 QUESTIONS PURSUANT TO COUNCIL PROCEDURE RULE 10, DUE NOTICE OF WHICH HAS BEEN GIVEN.**

None.

The meeting finished at 8.13 pm

Chairman



## **INTRODUCTION OF A BANDED INCOME COUNCIL TAX SUPPORT SCHEME FOR 2020/21**

REPORT OF: HEAD OF CORPORATE RESOURCES  
Contact Officer: Kevin Stewart, Business Unit Leader for Revenues and Benefits  
Email: kevin.stewart@midsussex.gov.uk Tel: 01444 477229  
Wards Affected: All  
Key Decision: No  
Report to: Scrutiny Committee for Leader, Finance and Performance  
4th September 2019

### **Purpose of Report**

1. To introduce a draft of a proposed new Council Tax Support Scheme (CTSS) in readiness for public consultation.

### **Summary**

2. The Committee is asked to review and approve the proposed Council Tax Support Scheme for consultation.
3. The changes are designed to reduce administration for the Council, whilst producing a simpler, more transparent scheme for the customer in response to wider welfare reform, such as the ongoing roll out of Universal Credit (UC).
4. The Local Government Finance Act 1982 requires a local authority to have approved a scheme for the provision of Council Tax Support in 2020/21 by 11<sup>th</sup> March 2020.

### **Recommendations**

5. That the proposed new Council Tax Support Scheme be put forward for public consultation.

### **Background**

6. Since 1<sup>st</sup> April 2013 when the Government abolished Council Tax Benefit, they have required local authorities to either develop their own Council Tax Support Scheme or adopt a national Default Scheme.
7. In doing so, the Government reduced funding available to local authorities by between 10 to 14%.
8. For 2013/14 this council adopted the national scheme, which was aligned with the former Council Tax Benefit Scheme. Alongside that we received transitional payments from the Government.
9. Since the 1<sup>st</sup> April 2014 this council developed its own local Council Tax Support Scheme.
10. One principle was that unless in a vulnerable group, a person of working age has to currently pay at least 39% towards their Council Tax.
11. The current protected vulnerable groups can receive maximum Council Tax Support (CTS) of 100% (if their income supports this) as they are not expected to look for work. These groups include anyone with an award of:-

- a disability premium within Council Tax Support or Working Tax Credit
  - the support group of Employment and Support Allowance
  - Disability Living Allowance or Personal Independence Payment
  - Both Income Support and Carers allowance
  - A War Disablement Pension, Armed Forces Pension or Armed Forces Independence payments
  - Or any lone parent with a child under 5 years old
12. There are also a number of incentives within the existing CTSS to make work pay. This supports the current national Welfare Reform agenda.
13. The support provided under the CTSS was designed to be at no cost to the local tax payer. The cost of support has been fully met by government funding and this is the intention of the new proposed scheme.

### The Proposals

14. The new CTSS that officers are proposing will be fair and cost effective but the Council will also compromise on some areas of the simplification. The detailed scheme proposed for consultation is attached as Appendix A (with specific individual examples in Appendix B), but in summary Officers recommend the following:-
- a. To continue to base the scheme on the default CTSS set by the Government,
  - b. To use a banded scheme where the percentage of Council Tax that householders are liable to pay is based on the income band each household falls into (this is based on the customers' needs and finances),
  - c. Unless in a protected vulnerable group, all people of working age will need to pay at least 40% towards their Council Tax,
  - d. The protected vulnerable groups will remain for the new proposed scheme as in the existing scheme, as outlined in paragraph 10 above,
  - e. A flat rate of deduction for all non-dependants of £4 per week (Non-dependants are often people like grown-up sons and daughters or elderly relatives. A non-dependant is a person who lives with you but is not liable for paying rent under a formal arrangement). This excludes:-
    - a. non-dependants in households where the claimant and/or partner are in receipt of the care component of disability living allowance or the daily living component or personal independence payments or attendance allowance, and
    - b. Non-dependents in households where they are on passported benefits (in receipt of Income Support, Job Seekers Allowance (income based), Employment and Support Allowance (income related) or Guaranteed Pension Credit) or they are in receipt of Universal Credit **and** are not working,
  - f. The removal of second adult rebate for people of working age, see below,
  - g. The introduction of a minimum income floor for self-employed claimants, see below,
  - h. Increase in backdating to 12 months providing good cause is demonstrated,
  - i. Alignment with Housing Benefit regulations for late notified changes,
  - j. Alignment with Housing Benefit regulations for changes that occur in year, and
  - k. No claim form is required for CTS where UC is claimed.

15. There is also a second adult rebate element in our current Council Tax Support Scheme for people of working age. This is not based on the customers' needs and finances, but on the income of other certain adults resident in their household if their income is low. The rebate should compensate the Council Tax payer for the loss of a single person discount of 25 per cent due to a "second adult" with a qualifying low income being in the property. Due to the current small numbers receiving this rebate, it is proposed to remove this second adult rebate in the new proposed scheme to make the scheme simpler to administer.
16. Universal Credit includes a 'Minimum Income Floor' which applies if you are gainfully self-employed and your business has been running for more than 12 months. The Minimum Income Floor is an assumed level of earnings. This is based on what the Government would expect an employed person to receive in similar circumstances. The new proposed Council Tax Support scheme proposes to introduce a minimum income floor for the self-employed, so mirroring Universal Credit.
17. Any proposed change would only relate to working age residents. The pensionable age regulations are maintained by Central Government and out of scope for local review.
18. In order to fit with the current committee cycle and forward plan, consultation will need to commence as soon as possible. It is anticipated that the following timetable will be followed:
  - Consideration by Scrutiny Committee for Leader, Finance and Performance – 4<sup>th</sup> September 2019.
  - Consultation period of 8 weeks (6<sup>th</sup> September to 1<sup>st</sup> November 2019).
  - Consideration of consultation responses – 1 week (4<sup>th</sup> to 8<sup>th</sup> November 2019).
  - Consideration by Officers of the final report and CTSS – 8<sup>th</sup> November 2019.
  - Final Report and CTSS to Scrutiny Committee for Leader, Finance and Performance – 20<sup>th</sup> November 2019.
  - Final Report and Approval of CTSS by Council – 11<sup>th</sup> December 2019.
  - New Banded Income Scheme Live – 1<sup>st</sup> April 2020

### **Reasons for change**

19. Since the introduction of the scheme, there have been changes in welfare reform that have required the Council to review the existing scheme and the impact that it will have on residents and the authority in the future.
20. The introduction of Universal Credit full service from 6<sup>th</sup> June 2018 in the district will continue to have a significant impact on the Council's CTSS. This is a trend being recognised nationally as more schemes are adapted by other Local Authorities to meet the changing needs of residents.

### **Drivers for Change**

21. From 6<sup>th</sup> June 2018 working age residents that apply for 'legacy benefits' (Income Support, Job Seekers Allowance (income based), Employment and Support Allowance (income related), Working and Child Tax Credits and Housing Benefit) in any of the Mid Sussex Job Centre area have had to claim Universal Credit instead of the legacy benefits.

21. Under the new Universal Credit benefit scheme claimants will receive once-monthly payments encompassing their qualifying benefits. This does not include Council Tax Support, which remains an administrative function of the Local Authority.
23. These ongoing Welfare Reform changes have required the Council to review the existing CTSS scheme and the impact that it will have on residents and the authority in the future. This is a trend being recognised nationally as more schemes are adapted by Local Authorities to meet the changing needs of residents.
24. Research in areas where Universal Credit has already rolled out has identified trends in three key areas:
  - Low take up of customers in receipt of Universal Credit applying for Council Tax Support;
  - Large numbers of change in circumstances received by Councils via DWPs data hub. Approximately 40% of UC cases will have an adjustment each month; and
  - Collection difficulties with multiple demand notices being issued.
25. National trends have demonstrated that on average Universal Credit customers receive at least 8 change notifications in a year. Under the existing scheme each change to income would produce a new demand notice for the customer; amending their instalments on a regular basis and making it difficult to collect via Direct Debit due to rules around the administration. The proposed scheme if adopted will greatly reduce this impact.

#### **Impact to Residents**

26. Multiple changes for the customer in Universal Credit would result in a knock on effect of multiple changes for the customer in their CTS award. Using the existing scheme, which is a calculation on tapered income, any small change to income (even a penny) can amend the CTS award.
27. Regular changing of instalments can make it difficult for a customer to use Direct Debit as payment method, due to the lead in times that the Council needs to advise the customer of a change before taking payment. Multiple demand notices can also be confusing for residents to keep up with.
28. Regular changes can also provide the customer with difficulties in budgeting as they would not have a regular payment amount known for their Council Tax. This can lead to difficulties in paying which leads to further action and potential costs to vulnerable residents.

#### **Impact to the Council**

29. Multiple changes have been demonstrated to have a significant negative impact on administration and billing for the Local Authority in areas where UC has already rolled out. Each change that results in a new demand notice will need to be administered by an officer and the demand notice will need to be produced, either by post or email, and sent to the charge payer.
30. If a resident has a monthly change it may not be possible to collect payments via Direct Debit due to the regular changes. This has been recognised nationally where collection rates for CTS cases have reduced significantly. The worst reported figures are 55% collection which is a significant decrease on local targets (85%). This would have a negative impact on collection and recovery teams.

### **Learning from other Councils**

31. Officers have consulted a number of other Council's including Wealden DC, who introduced a Council Tax Support Banded Income Scheme from the 1<sup>st</sup> April 2019.
32. The feedback from this is that they have had very few issues despite having a number of people receiving a reduced Council Tax Support award from introducing their new scheme.

### **Consultation Proposed and Cabinet Feedback**

33. The service plans to consult with key stakeholders to include voluntary sector, registered social landlords and a representative group of benefit claimants. This will include at least some of the identified customers who would receive a reduced award in the proposed new banded income scheme.
34. All the precepting Authorities including West Sussex County Council will be included in the consultation.
35. The consultation will be open for 8 weeks and be promoted online and through the Mid Sussex Matters Publication.
36. A copy of the proposed draft consultation document is available at Appendix D.

### **Policy Context**

37. The Council Tax Support scheme for 2020/21 will need to be amended and approved by full Council by the 11<sup>th</sup> March 2020, although there is a need to do it before this to ensure the timely and accurate Council Tax Billing for 2020/21.

### **Other Options Considered**

38. There are other options that can be considered. Whilst leaving the scheme as it is now is an option, due to the potential number of changes to the people in employment on Universal Credit, this may be an unsustainable burden on the Council's Benefit and Revenues Service.

### **Financial Implications**

39. As calculated on the existing claimants, the cost of the proposed CTSS for people of working age is broadly the same as the existing scheme.

### **Risk Management Implications**

40. Implementing change before the full managed migration roll out of UC will provide opportunity to evaluate the impact of the mitigation before significant numbers of households are affected.

### **Equality and Customer Service Implications**

41. Decision-makers are reminded of the requirement under the Public Sector Equality Duty (s149 of the Equality Act 2010) to have due regard to (i) eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Act, (ii) advance equality of opportunity between people from different groups, and (iii) foster good relations between people from different groups.
42. The options considered in this report could directly impact on end users.

43. The changes proposed within the consultation will continue to maintain a range of additional allowances and income disregards for people with disabilities and carers and apply a consistent percentage reduction to the Council Tax Support award for all people of working age.
44. All options could impact on working age claimants with one or more of the protected characteristics of disability, age, sex or race, to varying degrees.
45. The earlier introduction of an exceptional hardship scheme will provide a means to help mitigate possible impact. In giving delegated authority to the Head of Corporate Resources to finalise and commence consultation, members should note that further consideration of the impacts will take place which will include an analysis of the actual impacts of the changes that will be introduced in 2020/21.
46. Further analysis of the impacts of the proposed changes will be considered and set out in the consultation documents, where appropriate.
47. No person identified as vulnerable receiving 100 per cent maximum Council Tax Support in the existing scheme is worse under the proposed new banded income scheme in what is proposed.
48. As with the introduction of any new complex system of financial help such as Council Tax Support Schemes some people will receive a higher level of financial help when the new scheme is introduced, whereas others will receive a reduced award.
49. An Equalities Impact Assessment has been prepared and is attached as Appendix C

### **Other Material Implications**

50. The Local Government Finance Act 1992 requires Council to approve a scheme for 2020/21 by 11<sup>th</sup> March 2020. The Act contains a statutory duty to consult on a proposed scheme, with guiding principles for fair consultation set out in case law. These Regulations do not impose a requirement on authorities in relation to what specific information and evidence they should obtain or indeed implement from such a consultation.

### **Appendices**

- A Banded Income Scheme proposed for Consultation
- B Individual Sample Calculations
- C Equality Impact Assessment
- D Proposed Consultation Document



## Appendix A – Proposed Council Tax Support (CTS) Banded Income Scheme for 2020/21

### Proposals

This proposal will continue to base the scheme on the default Council Tax Reduction Schemes (Default Scheme) (England) Regulations 2012 (and all subsequent amendments) so we will still need to use the way that Council Tax Support has previously been calculated.

It is proposed in future years that the applicable amount is raised in line with the applicable amounts used for Housing Benefit

### Preferred option for banded income scheme

In calculating CTS we currently use the income that the claimant receives, disregarding in full income such as child benefit, child maintenance and some disability benefits as well as earnings disregards which will be in line with those in Housing Benefit or Universal Credit for those who are in receipt of that. The Council will then deduct the final income figure from the applicable amount which is the amount the government says you need to live on from the total income. In the case of Universal Credit claims the Council will use the maximum award of UC as the applicable amount.

We propose to continue to do this in the new proposed scheme. The 'excess income' which is the amount of income received after any disregarded income and the applicable amount will then be used to calculate the percentage of Council Tax Support they will be entitled to. It is proposed that this is calculated as follows:

Band	Excess income	Protected Group	Non Protected Group
1	-£30 (including passported claims)	100%	60%
2	£30.00 – £59.99	80%	45%
3	£60.00 - £94.99	60%	35%
4	£95.00 – £129.99	40%	25%
5	£130.00 - £164.99	20%	15%
6	£165.00 +	0%	0%

## Preferred option for non-dependent deduction

A further consideration to be made is in regards to non-dependant deductions. Currently, they are worked out as follows

Non Deps Circumstances	Deduction from CTS per week
Not working or working less than 16 hours per week	£4.00
Aged under 25 and in receipt of Income Support, Jobseekers Allowance (Income Based), Employment and Support Allowance (Income Related) or over 25 and in receipt of Pension Credit	£0.00 (Nil)
In receipt of Universal Credit and working less than 16 hours	£0.00 (Nil)
Aged over 25 and in receipt of Income Support or Jobseekers Allowance (Income Based)	£4.00

Non Deps working 16 hours or more per week	Deduction from CTS per week
Gross Weekly Income	Deduction from CTS per week
Less than £208.99	£4.00
£209 – £362.99	£8.10
£363 – £450.99	£10.20
£451 and over	£12.20

This means that as well as information on the income of the claimant and partner we also need information on the income of the non-dependents.

Currently unless the claimant or partner are in receipt of the daily living component of Personal Independence Payments or the care component of Disability Living Allowance; there is a potential for a deduction to be taken. Due to computer system limitations this must continue, however, there are options of how to reduce the administration by making the scheme simpler.

A flat rate of £4.00 deduction for non-dependants who would have a deduction based on the default scheme as above is preferred in terms of deduction, but differs from the CTS default regulations.

This would mean that we would only need to know the number of non-dependants in a property, we can obtain information of benefits they receive through the DWP systems; this would increase the speed of processing and reduce the information requested from the claimant. Officers are proposing this to simplify the administration.

## Preferred option for Self-Employed earners

While the banded income scheme would address the issue of collection of Council Tax and the number of award letters and bills that need to be posted, unfortunately it does not reduce the administration with regards to assessing the claims. Each change would still need to be assessed to see if it will change into a higher or lower band but unless it changes the award, we would not need to issue a notice and change any payment due date.

We have the option to consider how we calculate the income of self-employed earners. The way self-employed earnings are calculated in Universal Credit is significantly different to the way we currently assess them for Housing Benefit and Council Tax Support. The way Universal credit calculate self-employed earnings is that if the customer was not earning the national minimum wage multiplied by the number of hours they were expected to work then they would assume a level of income equal to that. The



number of hours that people are expected to work is determined by health conditions and the ages of their dependent children. We intend to follow the Universal Credit guidelines to determine these hours.

In recent years, there has been a significant move to self-employment which was encouraged by Job Centres to reduce the unemployment levels, but also undertaken voluntarily by claimants to remove the need to look for work. This has led to a number of claimants who are not in genuine and effective work.

The proposed scheme recommended by officers would take into consideration the number of hours that someone would be expected to work given their circumstances around health and parental responsibility. Officers would suggest that all claimants were given a year's notice from April 2020 that this will be the way their income will be assessed before it is introduced but for all new claims it would be effective from a year after the self-employment commenced which may be immediately.

The intention of using a minimum income floor, similar to that which universal credit applies, is to simplify the administration of having to calculate self-employed accounts which would reduce the need for complex annual reviews.

Officers are proposing to use a Minimum Income Floor for self-employed earners.

### **Preferred option for backdating of Council Tax Support**

For older people, for both Housing Benefit and Council Tax Support the maximum backdating period is 3 months (this will remain the maximum). For working age customers, currently, for Housing Benefit the backdating period is 1 month with continuous good cause and for Council Tax Support it is 6 months. It is proposed in the new scheme for working age customers that a backdating period of 12 months is allowed if continuous good cause is proven. Any decision to backdate over 3 months must be approved by the Head of Corporate Resources.

### **Preferred option for late notified changes**

We also propose to adopt the late notified change rule from Housing Benefit, so that if a customer has a change in circumstances that would increase the level of support but does not notify us within one month then they will only benefit from the change from the Monday following the date that they notified us.

### **Preferred option for changes throughout the year**

If the Government make changes during the year to Housing Benefit, such as introducing the Mixed Age Couples regulations, the Head of Corporate Resources in consultation with the Portfolio Holder can make changes to the Council Tax Support scheme during the year so that the Council Tax Support scheme mirrors the Housing Benefit Scheme. We propose to adopt some of the current Housing Benefit changes e.g. late notified change rules, this will help make administration of the two schemes simpler.

### **Preferred option for Second Adult Rebate**

Currently there are 11 working age customers in receipt of 2<sup>nd</sup> Adult rebate. To simplify the administration officers recommend that we no longer consider this rebate.

### **Preferred option for claim forms**

The Council's Benefit Service should write into the scheme that we do not need a claim form for a customer to make a claim for CTS where UC has been claimed. The Council can use the information provided on the Universal Credit data share which would mean that the processing time would be reduced as no further information would need to be requested. In addition to this, there are circumstances within Universal Credit where, due to payment frequencies and assessment periods, claimants' earnings can be taken into account twice in one assessment period which removes their entitlement to UC. So in removing the claim form, we could recommence the CTS without the need to invite them to reclaim once they went back into entitlement to UC.

Officers recommend that no claim form is required for CTS where UC is claimed.

## Impact on Claimant's and Customers

Within a banded income scheme, there will inevitably be people who are better off and who are worse off depending on where in the income band they sit and this can lead to cliff edges. There will, however, be fewer changes to the award within the year and therefore, it will be easier for those people who are financially vulnerable to budget. Those claimants who are currently in receipt of 100% Council Tax support due to being in a protected group will remain with this award. Those who were not in a protected group previously would receive a maximum reduction of 61% of the liability with the current scheme. Under the proposed new scheme this would change to 60%. The reason for this change is that by keeping it at round numbers it makes the scheme easier to understand, the impact of this for a claimant in Burgess Hill in a Band C property would be that they would be expected to pay an extra 10p per week towards their Council Tax.

These figures are based on the current expenditure and revised expenditure of a claimant's award based on the amount they currently receive on each scheme being a consistent rate for the whole of 2019/20. Therefore some variation should be expected when actual bills are produced in March 2020 for the 2020/21 financial year.

This has been split into passported, non passported and Universal credit claims for protected and non-protected groups. Income Based Job Seekers Allowance, Income Support or Income Related Employment and Support Allowance are known as passported benefits as they passport the recipient to the maximum amount of Housing Benefit based on their financial circumstances.

Group Description	Current Year		Future Year		Saving	Saving %
	Current Count	Current Expenditure	Revised count	Expenditure (Toolkit Parameters)		
<b>Non-Passported - Protected</b>	<b>397</b>	<b>£417,042</b>	<b>397</b>	<b>£421,781</b>	<b>-£4,739</b>	<b>-1.14%</b>
Non-Passported	867	£473,466	867	£470,363	£3,103	0.66%
<b>Passported - Protected</b>	<b>1201</b>	<b>£1,494,052</b>	<b>1201</b>	<b>£1,496,620</b>	<b>-£2,569</b>	<b>-0.17%</b>
Passported	162	£119,718	162	£116,354	£3,364	2.81%
<b>UC - Protected</b>	<b>182</b>	<b>£179,650</b>	<b>182</b>	<b>£184,424</b>	<b>-£4,774</b>	<b>-2.66%</b>
UC	345	£187,586	345	£191,240	-£3,654	-1.95%
<b>TOTAL</b>	<b>3154</b>	<b>£2,871,514</b>	<b>3154</b>	<b>£2,880,782</b>	<b>-£9,269</b>	<b>-0.32%</b>

This is showing an increase in expenditure for the year of £9,269. Having spoken to other authorities such as Wealden DC, it is important to understand and expect that when this scheme is worked out on a live system for the following financial year it is likely that the cost will differ when the scheme is introduced.

In addition to this expenditure, it should also be noted that the current expenditure for pensioners on Council Tax Support is in the region of £2.6 million.

Based on the current caseload using these figures would result in 69 households who are currently in receipt of Council Tax Support no longer being entitled. The impact on these households ranges from £35.63 per year to £979.15 per year.

Only 9 of the households who are no longer entitled are in a vulnerable group. The impact on these households is between £35.63 and £498.27.

There is only 1 household who will no longer qualify who was previously in receipt of over £600 per year. This household is in a band G property. In calculating a scheme like this, those with the higher liabilities will

have the most to lose as they previously would have qualified with a higher income than those in lower banded properties purely because of their high liability.

There are 29 households in protected groups who will be worse off by over 10%, no one in a protected group is worse off by more than 41%. There are 54 households in non protected groups who will be worse off by over 10%. No one in a protected group is worse off by more than 33%.

These claims are easily identified and the Benefits Service will work with them individually leading up to the 1<sup>st</sup> April 2020. The Academy system cannot handle any transitional protection – and would cause great issues with any subsequent changes so any award of transition would need to be manual eg award of Section 13A Exceptional Hardship.

Of course these people's circumstances may change leading up to the 1 April 2020.

For those who are still entitled the following overall impact can be seen:

#### Protected Households – current total 1,781

Impact	Number of Households affected
No change to current award	1479
Worse off by less than £52 per year (£1 per week)	26
Worse off by between £52 and £104 per year (£1-£2 per week)	19
Worse off by between £104 and £208 per year (£2-£4 per week)	22
Worse off by between £208 and £312 per year (£4-£6 per week)	10
Worse off by between £312 and £624 per year (£6-£12 per week)	11
Worse off by more than £624 per year (£12 per week)	2
Better off by less than £52 per year (£1 per week)	33
Better off by between £52 and £104 per year (£1-£2 per week)	51
Better off by between £104 and £208 per year (£2-£4 per week)	91
Better off by between £208 and £312 per year (£4-£6 per week)	29
Better off by between £312 and £624 per year (£6-£12 per week)	7
Better off by more than £624 per year (£12 per week)	1

#### Non-Protected Households – current total 1,373

Impact	Number of Households affected
No change to current award	0
Worse off by less than £52 per year (£1 per week)	614
Worse off by between £52 and £104 per year (£1-£2 per week)	72
Worse off by between £104 and £208 per year (£2-£4 per week)	95
Worse off by between £208 and £312 per year (£4-£6 per week)	21
Worse off by between £312 and £624 per year (£6-£12 per week)	20
Worse off by more than £624 per year (£12 per week)	1
Better off by less than £52 per year (£1 per week)	193
Better off by between £52 and £104 per year (£1-£2 per week)	170
Better off by between £104 and £208 per year (£2-£4 per week)	166
Better off by between £208 and £312 per year (£4-£6 per week)	13
Better off by between £312 and £624 per year (£6-£12 per week)	5
Better off by more than £624 per year (£12 per week)	1

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## Appendix B – Individual Sample Calculations

The following shows the impact of different households based on the current and the revised banded income schemes.

Household A is a single person in receipt of Jobseekers Allowance

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£73.10	£73.10
Applicable amount	£73.10	£73.10
Excess income	£0.00	£0.00
Weekly Ctax Liability	£26.87	£26.87
Weekly CTS reduction	£16.39	£16.12
Weekly Council Tax due	£10.48	£10.75
Annual Council Tax due	£544.96	£559.00

Under the current scheme the claimant would be expected to pay 39% of the liability, under the new scheme they would be in band 1 and would have a 60% reduction and would be liable to pay 40%. The reason for this small adjustment is to simplify the scheme by using round numbers and would not have a considerable impact on the claimant.

Household B is a single parent with 5 children; one of those children is under 5 so she is in a protected group, B works 16 hours per week and is in receipt of tax credits.

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£475.80	£475.80
Applicable amount	£425.05	£425.05
Excess income	£50.75	£50.75
Weekly Ctax Liability	£25.67	£25.67
Weekly CTS reduction	£18.06	£20.54
Weekly Council Tax due	£7.61	£5.13
Annual Council Tax due	£395.72	£266.76

Under the current scheme they would not be subject to 39% reduction, under the proposed scheme they would fall into band 2 and would have an 80% reduction and be expected to pay 20% of the liability.

If Household B was on minimum wage and increased his hours to 18 per week and all other circumstances remained the same

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£492.22	£492.22
Applicable amount	£425.05	£425.05
Excess income	£67.17	£67.17
Weekly Ctax Liability	£25.67	£25.67
Weekly CTS reduction	£15.59	£15.40
Weekly Council Tax due	£10.08	£10.27
Annual Council Tax due	£524.16	£534.04

Under the current scheme they would not be subject to 39% reduction, under the proposed scheme they would fall into band 3 and would have a 60% reduction and be expected to pay 40% of the liability.

Using Household B again, if one of the children who is over 5 left the property to live with her mother but all other income remained the same, working 18 hours per week, the only change would be a reduction to the applicable amount

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£492.22	£492.22
Applicable amount	£358.15	£358.15
Excess income	£134.07	£134.07
Weekly Ctax Liability	£25.67	£25.67
Weekly CTS reduction	£5.56	£5.13
Weekly Council Tax due	£20.11	£20.54
Annual Council Tax due	£1045.72	£1068.08

Under the current scheme they would not be subject to 39% reduction, under the proposed scheme he would fall into band 5 and would have a 20% reduction and be expected to pay 80% of the liability.

Household C is couple with 1 child; one of the couple works and they are in receipt of tax credits. They are not in a protected group.

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£271.14	£271.14
Applicable amount	£199.20	£199.20
Excess income	£71.94	£71.94
Weekly Ctax Liability	£30.78	£30.78
Weekly CTS reduction	£12.19	£10.77
Weekly Council Tax due	£18.59	£20.01
Annual Council Tax due	£966.68	£1040.52

Under the current scheme they would be subject to 39% reduction, under the proposed scheme they would fall into band 3 and would have a 35% reduction and be expected to pay 65% of the liability.

If the partner in household C started working and earned £55 per week and the other circumstances remained the same

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£326.14	£326.14
Applicable amount	£199.20	£199.20
Excess income	£126.94	£126.94
Weekly Ctax Liability	£30.78	£30.78
Weekly CTS reduction	£7.16	£7.69
Weekly Council Tax due	£23.62	£23.09
Annual Council Tax due	£1228.24	£1200.68

Under the current scheme they would be subject to 39% reduction, under the proposed scheme they would fall into band 4 and would have a 25% reduction and be expected to pay 75% of the liability.

Using Household C again, if they had another child and the partner was no longer earning £55 per week but all other circumstances were the same

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£271.14	£271.14
Applicable amount	£266.10	£266.10
Excess income	£5.04	£5.04
Weekly Ctax Liability	£30.78	£30.78
Weekly CTS reduction	£18.31	£18.47
Weekly Council Tax due	£12.47	£12.31
Annual Council Tax due	£648.44	£640.12

Under the current scheme they would be subject to 39% reduction, under the proposed scheme they would fall into band 1 and would have a 60% reduction and be expected to pay 40% of the liability.

## Self Employed

Claimant A is a single parent to a 5 year old son and 8 year old daughter, so would not be in a protected group. they are in receipt of Child Tax Credit, Working Tax Credit and Child Benefit and have been a self-employed product retailer since 2008; they are currently making a loss.

	Current Scheme	Proposed Scheme
Weekly Self Employed Net Income	£0.00	£205.25
Total Weekly Income (less disregards)	£138.94	£319.19
Applicable amount	£224.35	£224.35
Excess income	£0.00	£94.84
Weekly Ctax Liability	£35.48	£35.48
Weekly CTS reduction	£21.64	£12.42
Annual amount to pay	£719.68	£1199.12

Under the old scheme they would be subject to the 39% reduction. Under the new scheme they would fall into band 4 and have a 35% reduction.

Claimant B is a single person who is a self-employed gardener, currently earning £217.26 per week

	Current Scheme	Proposed Scheme
Weekly Self Employed Net Income	£217.26	£263.95
Total Weekly Income (less disregards)	£190.16	£236.85
Applicable amount	£73.10	£73.10
Excess income	£117.06	£163.75
Weekly Ctax Liability	£26.87	£26.87
Weekly CTS reduction	£2.11	£4.03
Annual amount to pay	£1287.52	£1187.68

Under the old scheme they would be subject to the 39% reduction. Under the new scheme they would fall into band 5 and have a 15% reduction



## MID SUSSEX DISTRICT COUNCIL

## Appendix C - Equality Impact Assessment

Title of Policy/Service/Contract: **CONSULTATION ON THE PROPOSED CHANGES TO THE EXISTING COUNCIL TAX SUPPORT SCHEME TO A BANDED INCOME SCHEME FOR 2020/21**

Division: Corporate Resources – Revenues and Benefits

Lead Officer: Kevin Stewart

Date Assessment completed: 25 July 2019

## 1. SCOPING

### 1.1 What are the aims of the policy, service/service change or contract?

The Council Tax Benefit scheme (CTB) was abolished by the Welfare Reform Bill with effect from April 2013. This was replaced with a local Council Tax Support Scheme (CTS). The Council introduced a CTS scheme in the first year that mirrored the previous CTB system.

From the 1 April 2014 the Council introduced a new Council Tax Support Scheme that for people of working age saw a baseline of 39%. Apart from protected vulnerable groups everyone of working age, even those on Benefits, had to pay at least 39% towards their Council Tax.

The Council's original overall budget for CTS had been cut by Central Government with further cuts experienced over the last four years and confirmed to continue. It is for local councils to determine how to manage any funding gaps and any cuts can only be made to a CTS scheme for working age recipients. This is due to the strict guidelines from government to ensure support for pensioners' remains at the same level as previously applied with CTB. This is delivered through a national framework of criteria and allowances. The current MSDC scheme is fully covered from Government grant and as a result there is no contribution from MSDC taxpayers towards the scheme.

The Government is also continuing with a national programme of welfare reform and it is appropriate to consider whether some of the changes to other welfare systems should be reflected in the Council's local CTS.

Mid Sussex District Council needs to annually review its CTSS. The scheme must be set each year by 11<sup>th</sup> March.

Any proposed changes must be fully consulted on.

### 1.2 Who does the service/policy/contract affect? Who are the main customers (internal or external)?

The main stakeholders are:-

- Existing CTS Recipients
- Council Tax Payers
- DWP
- Citizens Advice
- Housing Associations
- Community Groups and Voluntary Sector
- Precepting Authorities
- Elected Members
- Staff

**1.3 What equality information is available, including any evidence from engagement and analysis of use of services?**

Every applicant making a claim for Council Tax Support provides the following personal information:

- The date of birth and sex of each person in the household
- The income of each person in the household including non-dependents
- The capital of each person in the household
- Whether the person has a disability
- Whether the person is in a same sex relationship

**1.4 What does this information tell us about the equality issues associated with the service and implications for the protected groups?**

Unless the CTS recipient is in one of the groups below:-

- a disability premium within Council Tax Support or Working Tax Credit
- the support group of Employment support allowance
- DLA or PIP
- Both Income Support and Carers allowance
- A War Disablement Pension
- Or any lone parent with a child under 5 years old

They will pay at least 40% towards their Council Tax.

**1.5 Are contractors or partnerships used to deliver the service? No**

If No go to section 2.

If yes, please refer to the guidance notes for completing impact assessments and complete the next three questions.

**Identify the contractors/partnerships used to deliver the service.**

**What is their contribution to equality in service delivery and the promotion of equality?**

**How are equality issues addressed through contractual arrangements and service level agreements?**

## 2. Assessment of Impact; Analysis and Action Planning

Any gaps in information or provision, opportunities to promote equalities and good relations identified above need to be translated into SMART actions and recorded here. These actions need to be delivered and monitored through the service planning process.

Opportunity to promote equality, good relations and/or address barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
The needs of different ethnic groups including white minorities, but also established white communities				
None identified.				
The needs of men and women. Including taking account of pregnancy and maternity.				
None identified.				
The needs of disabled people				
Issue of treatment of people with a disability in the scheme.	<p>Disability benefit income is disregarded in full when calculating entitlement. Higher allowances are awarded when calculating support for those receiving disability benefits.</p> <p>Our scheme has a hardship fund that provides a safety net so that additional support can be provided for those in exceptional need.</p> <p>We have a track record of providing proactive and tailored support for those working age customers who struggle to make payments.</p> <p>We will continue to ensure our recovery procedures identify cases where</p>	<p>The disabled people of Working age will be identified in a specific vulnerable group and if their circumstances allow will qualify for maximum Council Tax Support. No further specific negative impact is identified for those with disabilities.</p> <p>No further action required apart from monitor.</p>	Kevin Stewart	Any impact will be monitored and action taken as appropriate.

	additional support might be required.			
The needs of people with a religion or belief				
<b>None identified.</b>				

Opportunity to promote equality and/or barriers to service/differential impact	Current action taken to address these	Further actions required and timescales	Lead Officer	How will impact be measured
The needs of gay men, lesbians, bisexuals and heterosexual people				
None identified.				
Issues from marriage and civil partnership				
None identified.				
The needs of different age groups, for example older and younger people				
Differential impact of the scheme between people of pension age and those of working age.	<p>People of pension age are protected and will not be subject to change under the new scheme.</p> <p>Could incentivise people back into work as earnings disregards and extended payments apply.</p> <p>Our scheme has a hardship fund that provides a safety net so that additional support can be provided for those in exceptional need.</p> <p>We have a track record of providing proactive and tailored support for those working age customers who struggle to make payments. We will continue to ensure our recovery procedures identify cases where additional support might be required.</p>	<p>The scheme will discriminate on the grounds of age because of the Central Government requirement to protect pensioners. The National Pensioner Scheme treats them more favourably because allowances are more generous and 100% maximum support applies where entitled.</p> <p>Working age people receive less CTS unless they are in a designated vulnerable group therefore have more Council Tax to pay.</p>	Kevin Stewart	Any impact will be monitored and action taken as appropriate.
The needs of transgender communities				
None identified.				
The needs of people who are disadvantaged by socio-economic factors such as low incomes, skill or living in a deprived area				
This is a means tested benefit which is designed to assist people on low incomes. We need to ensure people on low incomes are not adversely affected by the scheme	This is a means tested benefit which is designed to assist people on low incomes	All people in the working age group unless in a specified vulnerable group who currently receive CTS will pay at least 40% of their Council Tax. We can continue to	Kevin Stewart	The impact has already been assessed as part of the scheme – see Appendix A of the

		offer extra assistance outside of the Council Tax Support scheme through the use of the Section 13A hardship fund for people on low incomes who may be adversely affected.		report
The needs of people who live in a rural area				
None identified.				

### 3. Mid Sussex District Council Equality Impact Assessment Summary

Key Findings	Future Actions
<ul style="list-style-type: none"> <li>• All people in the working age group unless in a specified vulnerable group who currently pay CTS will pay at least 40% Council Tax.</li> <li>• It is a specific scheme that unless identified above does not differentiate between people in the district.</li> <li>• Very few people in a vulnerable group will be greatly disadvantaged by the introduction of the new scheme.</li> <li>• A Section 13A Hardship Fund is available to help people in need of further financial help.</li> </ul>	<ul style="list-style-type: none"> <li>• No actions apart from continuing to make Section 13A Hardship Fund available.</li> <li>• Implement the scheme with protections as detailed in the report</li> </ul>

### 4. Signing off this assessment and action plan

Signature .....Kevin Stewart.....  
 Person undertaking the assessment

Date .....25 July 2019.....

Signature .....  
 Head of Service

Date .....

Please send your completed impact assessment to Neal Barton for publication on the website.

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## Appendix D

## Council Tax Support Consultation Questionnaire

Council Tax Support Scheme 2020/21

**Have your say on the Council Tax Support Scheme****Introduction**

The Council is consulting on changes to the existing Council Tax Support scheme for working age people from 1<sup>st</sup> April 2020. The Council has to decide whether to **keep the same scheme** as now and whether to **make changes** to help it work alongside Universal Credit.

The Council is very keen that you have all the information you need to provide informed answers. The background to the consultation and information about the Council Tax Support Scheme is available on the Council's website at [www.midsussex.gov.uk](http://www.midsussex.gov.uk)\*\*\*\*\*. This explains how the scheme works.

If you need any support to access this information then please contact us at 01444 477264 or by email to [benefit@midsussex.gov.uk](mailto:benefit@midsussex.gov.uk).

Please confirm that you have read and understood this information:

Q1. I have read and understood the background information to the Council Tax Support Scheme:

- Yes  
 No

Q2. Are you responding on behalf of yourself, another person or an organisation?

- Yourself  
 Another person  
 An organisation

If you are responding on behalf of an organisation / another person please provide the name and type of organisation or the name of that person and your relationship to them in the space below.

Q3. If you are responding on behalf of yourself, do you live in Mid Sussex District?  
 (If no please go to question 6)

- Yes  
 No  
 Don't Know

Q4. If you live in Mid Sussex District, do you currently receive Council Tax Support?

- Yes
- No
- Don't Know

Q5. If you receive Council Tax Support have you used our consultation calculator at [www.midsussex.gov.uk](http://www.midsussex.gov.uk) to see how the proposed changes will affect you?

- Yes
- No

### **Keeping the Scheme the same**

Questions 6 to 12 ask your views about whether the Council should continue to provide the same scheme for 2020/21 as now.

Q6. Do you agree that the Council should keep the current Council Tax Support scheme as now?

- Yes
- No
- Don't know

Q7. Please use the space below to make any comments you have on keeping the current Council Tax Support Scheme.

## Changing the current CTS scheme

The following questions ask you for your opinion on proposals for changing the current scheme. This could make the scheme suitable for the changes introduced by Universal Credit.

The main effect for each change is explained in more detail in the following pages. Please remember that this scheme is only for people of working age. **Older people will not be affected** unless they are part of a couple where the other person is of working age.

The Council may decide to implement all, some or none of these changes.

We are looking at a number of changes in the proposed scheme:

1. Using a banded scheme where the percentage of Council Tax that you are liable to pay is based on which income band each household falls in to.
2. A rate of deduction for all non-dependants of £4 per week for those who are working or not claiming any DWP benefits. This excludes non-dependants in households where the claimant and/or partner are in receipt of the care component of disability living allowance or the daily living component or personal independence payments.
3. The introduction of a minimum income floor for self-employed claimants
4. Increase in backdating a maximum of 12 months providing good cause is demonstrated
5. Alignment with Housing Benefit regulations for late notified changes
6. Alignment with Housing Benefit regulations for changes that occur in year
7. Removal of second adult rebate
8. No claim form is required for CTS where UC is claimed.

## 1 – The introduction of an Income Banded scheme to replace the current scheme for all applicants of working age.

In calculating CTS we currently use the income that the claimant receives, disregarding in full income such as child benefit, child maintenance and some disability benefits. We also use earnings disregards which will be in line with those in Housing Benefit or Universal Credit for those who are in receipt of these benefits. The Council will then deduct the final income figure from the applicable amount which is the amount the government says you need to live on from the total income. In the case of Universal Credit claims the Council will use the maximum award of UC as the applicable amount.

We will continue to do this in the new proposed scheme. The 'excess income' which is the amount of income received after any 'disregarded income' and the applicable amount will then be used to calculate the percentage of Council Tax Support they will be entitled to. It is proposed that this is calculated as follows:

Band	Excess income	Protected Group	Non Protected Group
1	-£30 (including passported claims)	100%	60%
2	£30.00 – £59.99	80%	45%
3	£60.00 - £94.99	60%	35%
4	£95.00 – £129.99	40%	25%
5	£130.00 - £164.99	20%	15%
6	£165.00 +	0%	0%

The protected groups include anyone with an award of:-

- a disability premium within Council Tax Support or Working Tax Credit
  - the support group of Employment support allowance
  - Disability Living Allowance or Personal Independence Payment
  - Both Income Support and Carers allowance
  - A War Disablement Pension, Armed Forces Pension or Armed Forces Independence payments
  - Or any lone parent with a child under 5 years old
- a. The level of discount will be based on the total net income of the applicant and their partner;
  - b. Income levels can vary in accordance with household size and still receive the same level of discount;
  - c. Applicants who have total net weekly income less than the levels in Band 1 will receive a discount of 100% if they are in one of the protected groups, or 60% for other groups against their liability for Council Tax. This will also apply to those applicants receiving income support, income related employment and support allowance and income based jobseekers allowance. Where applicants are not in receipt of those benefits and their income is above the levels specified in Band 1, Council Tax Reduction will be awarded at the appropriate level (Bands 2-5) based on their weekly income;
  - d. Applicants who have excess weekly income levels above £165 will receive no discount;

It is inevitable that with any changes there will be people that may gain additional support from the scheme and those that may lose support. The Council is keen to protect as many applicants as possible. The Council is not intending to reduce the overall total level of support available within the scheme but there will be a redistribution of support in some cases. **Where an applicant experiences exceptional hardship, they will be able to apply for additional support from the Council under the Exceptional Hardship Scheme.**

The advantages of implementing an income grid scheme are:

- It provides a simpler scheme that is easier for applicants to understand;
- It will avoid significant increases in administration costs due to the introduction of Universal Credit
- Changes in income within the band will not affect entitlement. This will reduce the need to re-issue Council Tax bills with new instalments, making it easier to understand how much needs to be paid and when;
- Applicants in receipt of 'passported benefits' such as income support, income related employment and support allowance and income based jobseekers allowance who are in a protected group will not be affected, those not in a protected group will only be affected by 1% of their liability in comparison to the current scheme;
- There will be no need to significantly change the scheme in future years;
- The applicable amounts for claimants who are not in receipt of Universal Credit will increase in line with Housing Benefit levels year on year.

The disadvantages of implementing an income banded scheme are:

- Some applicants will see a reduction in support (the Council aims to minimise this as far as possible), whilst others will see an increase

#### Example Calculations

The following shows the impact of different households based on the current and the revised banded income schemes.

Household A is a single person in receipt of Jobseekers Allowance

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£73.10	£73.10
Applicable amount	£73.10	£73.10
Excess income	£0.00	£0.00
Weekly Ctax Liability	£26.87	£26.87
Weekly CTS reduction	£16.39	£16.12
Weekly Council Tax due	£10.48	£10.75
Annual Council Tax due	£544.96	£559.00

Under the current scheme the claimant would be expected to pay 39% of the liability. Under the new scheme they would be in band 1 and would have a 60% reduction and would be liable to pay 40%. The reason for this small adjustment is to simplify the scheme by using round numbers and would not have a considerable impact on the claimant.

Household B is a single parent with 5 children; one of those children is under 5 so they are in a protected group, B works 16 hours per week and is in receipt of tax credits.

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£475.80	£475.80
Applicable amount	£425.05	£425.05
Excess income	£50.75	£50.75
Weekly Ctax Liability	£25.67	£25.67
Weekly CTS reduction	£18.06	£20.54
Weekly Council Tax due	£7.61	£5.13
Annual Council Tax due	£395.72	£266.76

Under the current scheme they would not be subject to 39% reduction, under the proposed scheme they would fall into band 2 and would have an 80% reduction and be expected to pay 20% of the liability.

If Household B was on minimum wage and increased their hours to 18 per week and all other circumstances remained the same

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£492.22	£492.22
Applicable amount	£425.05	£425.05
Excess income	£67.17	£67.17
Weekly Ctax Liability	£25.67	£25.67
Weekly CTS reduction	£15.59	£15.40
Weekly Council Tax due	£10.08	£10.27
Annual Council Tax due	£524.16	£534.04

Under the current scheme they would not be subject to 39% reduction, under the proposed scheme they would fall into band 3 and would have a 60% reduction and be expected to pay 40% of the liability.

Using Household B again, if one of the children who is over 5 left the property to live with their other parent but all other income remained the same, working 18 hours per week, the only change would be a reduction to the applicable amount

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£492.22	£492.22
Applicable amount	£358.15	£358.15
Excess income	£134.07	£134.07
Weekly Ctax Liability	£25.67	£25.67
Weekly CTS reduction	£5.56	£5.13
Weekly Council Tax due	£20.11	£20.54
Annual Council Tax due	£1045.72	£1068.08

Under the current scheme they would not be subject to 39% reduction. Under the proposed scheme they would fall into band 5 and would have a 20% reduction and be expected to pay 80% of the liability.

Household C is a couple with 1 child; one of the couple works and they are in receipt of tax credits. They are not in a protected group.

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£271.14	£271.14
Applicable amount	£199.20	£199.20
Excess income	£71.94	£71.94
Weekly Ctax Liability	£30.78	£30.78
Weekly CTS reduction	£12.19	£10.77
Weekly Council Tax due	£18.59	£20.01
Annual Council Tax due	£966.68	£1040.52

Under the current scheme they would be subject to 39% reduction, under the proposed scheme they would fall into band 3 and would have a 35% reduction and be expected to pay 65% of the liability.

If the partner in household C started working and earned £55 per week and the other circumstances remained the same

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£326.14	£326.14
Applicable amount	£199.20	£199.20
Excess income	£126.94	£126.94
Weekly Ctax Liability	£30.78	£30.78
Weekly CTS reduction	£7.16	£7.69
Weekly Council Tax due	£23.62	£23.09
Annual Council Tax due	£1228.24	£1200.68

Under the current scheme they would be subject to 39% reduction, under the proposed scheme they would fall into band 4 and would have a 25% reduction and be expected to pay 75% of the liability.

Using Household C again, if they had another child and the partner was no longer earning £55 per week but all other circumstances were the same

	Current Scheme	Proposed Scheme
Total Weekly Income (less disregards)	£271.14	£271.14
Applicable amount	£266.10	£266.10
Excess income	£5.04	£5.04
Weekly Ctax Liability	£30.78	£30.78
Weekly CTS reduction	£18.31	£18.47
Weekly Council Tax due	£12.47	£12.31
Annual Council Tax due	£648.44	£640.12

Under the current scheme they would be subject to 39% reduction, under the proposed scheme they would fall into band 1 and would have a 60% reduction and be expected to pay 40% of the liability.

Q8. Do you agree with the change to the scheme?

- Yes  
 No  
 Don't know

Q9. If you disagree with this change what alternative would you propose?

## 2 – To standardise all Non –Dependant Deductions to £4 where there is currently a deduction

Currently where an applicant (and their partner if they have one) has other adults living with them such as adult sons or daughters, their Council Tax Support may be reduced by an amount dependent on the non dependents earnings as below

Non Deps Circumstances	Deduction from CTS per week
Not working or working less than 16 hours per week	£4.00
Aged under 25 and in receipt of Income Support, Jobseekers Allowance (Income Based), Employment and Support Allowance (Income Related) or over 25 and in receipt of Pension Credit	£0.00 (Nil)
Aged over 25 and in receipt of Income Support or Jobseekers Allowance (Income Based)	£4.00

Non Deps working 16 hours or more per week	
Gross Weekly Income	Deduction from CTS per week
Less than £208.99	£4.00
£209 – £362.99	£8.10
£363 – £450.99	£10.20
£451 and over	£12.20

There are exceptions to these deductions. If the claimant and/or partner are in receipt of the daily living component of Personal Independence Payments or the care component of Disability Living Allowance then no deduction will be taken.

The advantages of standardising all non-dependent deductions are:



- It is easier for applicants to understand
- Fewer changes to the award
- Less evidence will need to be provided to commence a claim and no evidence for a change in the non-dependants income
- Many non-dependants will be expected to contribute less than they are currently
- It is easier to administer

Q10. Do you agree with the non-dependent charge change to the scheme?

- |                          |            |
|--------------------------|------------|
| <input type="checkbox"/> | Yes        |
| <input type="checkbox"/> | No         |
| <input type="checkbox"/> | Don't know |

Q11. If you disagree with this change what alternative would you propose?

### 3 - The introduction of a minimum income floor for self-employed claimants

The way self-employed earnings are calculated in Universal Credit is significantly different to the way we currently assess them for Housing Benefit and Council Tax Support. The way Universal Credit calculate self-employed earnings is that if the customer was not earning the national minimum wage multiplied by the number of hours they were expected to work, then they would assume a level of income equal to that. The number of hours that people are expected to work is determined by health conditions and the ages of their dependent children. We intend to follow the Universal Credit guidelines to determine these hours.

<b>Age of your youngest child</b>	<b>Your responsibilities</b>
Under 1	You do not need to look for work in order to receive Universal Credit.
Age 1	If you are not already working, you do not need to look for work in order to receive Universal Credit. You will be asked to attend work-focused interviews with your work coach to discuss plans for a future move into work and will need to report any changes of circumstances.
Age 2	You will be expected to take active steps to prepare for work. This will involve having regular work-focused interviews with your work coach, agreeing a programme of activities tailored to your individual circumstances which might include some training and work preparation activities (for example, writing your CV).
Age 3 or 4	You will be expected to work a maximum of 16 hours a week (or spend 16 hours a week looking for work). This might include some training and work-focused interviews.
Age between 5 and 12	You will be expected to work a maximum of 25 hours a week (or spend 25 hours a week looking for work). This might include some training and work-focused interviews.
Age 13 and above	You will be expected to work a maximum of 35 hours a week (or spend 35 hours a week looking for work). This might include some training and work-focused interviews. You should let your work coach know as soon as you accept a job offer, as you can claim support for your childcare costs for at least a month before you start work.

In recent years, there has been a significant move to self-employment which was encouraged by Job Centres to reduce the unemployment levels, but also undertaken voluntarily by claimants to remove the need to look for work. This has led to a number of claimants who are not in genuine and effective work.

The proposed scheme recommended by officers would take into consideration the number of hours that someone would be expected to work given their circumstances around health and parental responsibility. Officers would suggest that all existing claimants were given a year's notice from April 2020 and this will be the way their income will be assessed before it is introduced. For all new claims it would be effective from a year after the self-employment commenced which may be immediately.

The intention of using a minimum income floor, similar to that which is applied to universal credit, is to simplify the administration of having to calculate self-employed accounts which would reduce the need for complex annual reviews.

Claimant A is a single parent to a 5 year old son and 8 year old daughter, so would not be in a protected group. They are in receipt of Child Tax Credit, Working Tax Credit and Child Benefit and has been a self-employed product retailer since 2008; they are currently making a loss.

	Current Scheme	Proposed Scheme
Weekly Self Employed Net Income	£0.00	£205.25
Total Weekly Income (less disregards)	£138.94	£319.19
Applicable amount	£224.35	£224.35
Excess income	£0.00	£94.84
Weekly Ctax Liability	£35.48	£35.48
Weekly CTS reduction	£21.64	£12.42
Annual amount to pay	£719.68	£1199.12

Under the old scheme they would be subject to the 39% reduction. Under the new scheme they would fall into band 4 and have a 35% reduction.

Claimant B is a single person who is a self-employed gardener, currently earning £217.26 per week

	Current Scheme	Proposed Scheme
Weekly Self Employed Net Income	£217.26	£263.95
Total Weekly Income (less disregards)	£190.16	£236.85
Applicable amount	£73.10	£73.10
Excess income	£117.06	£163.75
Weekly Ctax Liability	£26.87	£26.87
Weekly CTS reduction	£2.11	£4.03
Annual amount to pay	£1287.52	£1187.68

Under the old scheme they would be subject to the 39% reduction. Under the new scheme they would fall into band 5 and have a 15% reduction

Advantages to using the minimum income floor

- It will encourage people to enter into genuine and effective work
- It will make the scheme easier to administer
- It will align Council Tax Support with Universal Credit making the scheme easier to understand for those in receipt of Universal Credit

Disadvantages to using the minimum income floor

- Some applicants will see a reduction in their support

Q12. Do you agree with this change to the scheme?

- |                          |            |
|--------------------------|------------|
| <input type="checkbox"/> | Yes        |
| <input type="checkbox"/> | No         |
| <input type="checkbox"/> | Don't know |

Q13. If you disagree with this change what alternative would you propose?

#### **4 - Increase in backdating to 12 months providing good cause is demonstrated**

For working age customers, currently, for Housing Benefit the backdating period is 1 month with continuous good cause and for Council Tax Support it is 6 months. It is proposed in the new scheme for working age customers that a backdating period of 12 months is allowed if continuous good cause is proven.

Advantages to increasing backdating to 12 months

- Those in most need who have good cause will be able to receive more benefit. This will reduce the need for recovering Council Tax from those who would not have had to pay it if they had been in a position to claim earlier, provided good cause is proven.

Disadvantages to increasing backdating to 12 months

- There are no disadvantages

Q14. Do you agree with the change to the scheme?

- |                          |            |
|--------------------------|------------|
| <input type="checkbox"/> | Yes        |
| <input type="checkbox"/> | No         |
| <input type="checkbox"/> | Don't know |

Q15. If you disagree with this change what alternative would you propose?

**5 - Alignment with Housing Benefit regulations for late notified changes**

We propose to adopt the late notified change rule from Housing Benefit, so that if a customer has a change in circumstances that would increase the level of support but does not notify us within one month then they will only benefit from the change from the Monday following the date that they notified us.

Advantages to aligning the late notified changes regulations with Housing Benefit:

- The system will be easier to administer

Disadvantages to aligning the late notified changes regulations with Housing Benefit:

- Claimants may lose out on support if they do not promptly notify the Council

Q16. Do you agree with the change to the scheme?

- Yes
- No
- Don't know

Q17. If you disagree with this change what alternative would you propose?

## 6 - Alignment with Housing Benefit regulations for changes that occur in year

If the Government make changes during the year to Housing Benefit, such as introducing the Mixed Age Couples regulations, the Council's Head of Corporate Resources in consultation with the relevant Cabinet Member Portfolio Holder can make changes to the Council Tax Support scheme during the year so that the Council Tax Support scheme mirrors the Housing Benefit Scheme.

Advantages to aligning Housing Benefit regulation changes throughout the year:

- This will make administration of the scheme easier.
- It will be more transparent to the customer.

Disadvantages to aligning Housing Benefit regulation changes throughout the year:

- Without knowing what changes may be made it is not possible to list any disadvantages, however each change will be considered separately

Q18. Do you agree with the change to the scheme?

- |                          |            |
|--------------------------|------------|
| <input type="checkbox"/> | Yes        |
| <input type="checkbox"/> | No         |
| <input type="checkbox"/> | Don't know |

Q19. If you disagree with this change what alternative would you propose?

## 7 – Remove second adult rebate

The Council currently have a second adult rebate scheme for Mid Sussex District Council. This is not based on the customers' needs and finances, but on the income of certain adults in their household. The rebate should compensate the Council Tax payer for the loss of a single person discount due to a "second adult" with a low income being in the property, the maximum reduction is 25% of the liability. Currently 11 working age people are in receipt of second adult rebate.

### Advantages to removal of second adult rebate

- It will make the scheme easier to administer

### Disadvantages to removal of second adult rebate

- 11 residents who receive it in the current scheme will no longer be entitled this rebate, although they may be entitled to a lesser amount based on their current income.

Q20. Do you agree with the change to the scheme?

- |                          |            |
|--------------------------|------------|
| <input type="checkbox"/> | Yes        |
| <input type="checkbox"/> | No         |
| <input type="checkbox"/> | Don't know |

Q21. If you disagree with this change what alternative would you propose?

## 8 – No claim form is required for CTS where UC is claimed

Currently where an applicant wants to claim Council Tax Support they must make a formal application either on-line or in writing. Where applicants claim Universal Credit from the Department for Work and Pensions (DWP) there is often either a delay in receiving a Council Tax Reduction claim or no claim is made at all leading to a potential loss in entitlement. The loss of entitlement often occurs due to the applicant not realising that they are required to make a separate claim to the Council. When a person claims Universal Credit, their award details are passed to the Council automatically. It would be a distinct advantage and simplification in administration if the Council were to take any Universal Credit data received from DWP as a claim for Council Tax Support automatically.

The advantages of using Universal Credit data to automatically claim Council Tax Reduction are:

- Universal Credit claimants will receive any Council Tax Support automatically
- If a claimant is not entitled for Universal Credit for a period of even as little as one month and then goes back into entitlement they will not need to complete a further form
- It is easier for applicants to understand
- It is simple easy to incorporate within the scheme; and
- Maintain Council Tax collection

The disadvantages of using Universal Credit data to automatically claim Council Tax Support are:

- If anyone in receipt of Universal Credit did not want to claim Council Tax Support even if they were entitled they would need to contact the Council to withdraw their claim.

Q22. Do you agree with the change to the scheme?

- |                          |            |
|--------------------------|------------|
| <input type="checkbox"/> | Yes        |
| <input type="checkbox"/> | No         |
| <input type="checkbox"/> | Don't know |

Q23. If you disagree with this change what alternative would you propose?



**Further comments**

If you have any further comments or questions regarding the Council Tax Support scheme that you have not had the opportunity to raise elsewhere in the questionnaire, please use the space below:

Q24. Additional comments/questions

Your responses to the next five questions will help us monitor what different groups of people think about the proposed changes for the 2020/21 Council Tax Support scheme. All information you provide is completely confidential and anonymous. This means that this information will not be passed on to anyone and these details will be reported separately to your responses.

Q25. What is your gender?

- Male
- Female
- Identify as other
- Prefer not to say

Q26. What is your age?

- 18 – 24
- 25 – 34
- 35 – 44
- 45 – 54
- 55 – 64
- 65 – 74
- 74+

Q27. What do you consider your ethnic origin?

- White
- Mixed / multiple ethnic background
- Asian or Asian British
- Black or Black British
- Chinese or ethnic group
- Traveller
- Prefer not to say
- Other

If other, please specify:

Q28. Do you consider yourself to be disabled?

- Yes
- No
- Don't know

The Disability Discrimination Act defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

Q29. Please provide details of your disability or disabilities (Please tick all that apply)

- Physical impairment
- Communication or speech impairment
- Mental Health
- Hearing Impairment
- Visual Impairment
- Learning disability/difficulty
- Long term illness or health condition

## Next Steps

Due to the timescales involved and the legal requirement that the Council adopt a scheme by 11<sup>th</sup> March 2020 at the latest, this consultation will close on the 1<sup>st</sup> November 2019. This allows for an eight week consultation period and for the results to be collected and analysed.

We will listen carefully to what residents tell us and take the consultation responses into consideration alongside other evidence and information when making the final decision on the 2020/21 Council Tax Support Scheme.

Following the decision, the full results from the consultation will be available on the Council's website.

Any new scheme will start on 1<sup>st</sup> April 2020. The Council will consider the impact of the scheme annually and consult again if it thinks further changes need to be made.

## PERFORMANCE MONITORING FOR THE FIRST QUARTER OF 2019/20

REPORT OF: HEAD OF CORPORATE RESOURCES  
Contact Officer: Neal Barton, Policy, Performance and Partnerships Manager  
Email: [Neal.Barton@midsussex.gov.uk](mailto:Neal.Barton@midsussex.gov.uk) Tel: 01444 477588  
Wards Affected: All  
Key Decision: No  
Report to: Scrutiny Committee for Leader, Finance and Performance  
4<sup>th</sup> September 2019

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### Purpose of Report

1. This report provides the Scrutiny Committee for Leader, Finance and Performance with information about the Council's performance for the first quarter of 2019/20 from April to June 2019. It uses the bundle of performance indicators previously agreed by this Committee on 12<sup>th</sup> March 2019 for monitoring in 2019/20. The report also updates on progress on delivery of the Council's flagship activities, identified in the 2019/20 Budget and Corporate Plan.

### Summary

2. Performance in the first quarter of 2019/20 has been good overall, with most services performing at or close to target. In the small number of cases where service targets are not being fully met, the reasons for this are clearly understood and appropriate action is being taken

### Recommendations

3. **The Committee is recommended to:**
  - (i) **Note the Council's performance and progress with flagship activities in the first quarter of the year and identify any areas where further reporting or information is required;**
  - (ii) **Advise the Cabinet of any issues that the Committee considers should be given particular consideration at the Cabinet meeting on 16<sup>th</sup> September 2019.**





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### Introduction




4. One of the functions of the Scrutiny Committee for Leader, Finance and Performance is to regularly monitor the performance of the Council's services, with a view to determining whether any additional scrutiny is required of services, particularly if performance is not of a satisfactory level. To do this, the Committee is provided with performance information on a quarterly basis.
5. Performance information is presented in a standard format across all services using the bundle of performance indicators previously agreed. Performance measures have been developed to capture the core areas of each service. Where possible a target is set for the year against which performance is measured. Some performance

measures do not have targets as these measures are “health checks” and for monitoring purposes only.

6. Performance indicator information for the first quarter is provided at Appendix A. This is set out in tabular form using a traffic light system as explained below:





-  red – 10 percent or more off target
-  amber – slightly off target (less than 10 percent)
-  green – on or exceeding target
-  health check - indicator for information only

7. The Committee also has responsibility for monitoring progress with the flagship activities identified in the Corporate Plan for 2019/20. Progress in the first quarter is also reported at Appendix A split by Cabinet portfolio using a traffic light system as follows:

-  Green – project is on track
-  Amber – the project is off target and requires action to address this
-  Red – the project is off target and unlikely to deliver as planned, which will require a change in the project’s scope.

### Overall Performance

8. Performance has continued to be good across the Council in the first quarter, with a small number of exceptions. The first quarter position in comparison with the previous financial year is summarised below:

Quarter 1	 Green	 Amber	 Red	 Health check	Total
<b>2019/20</b>	41 (79%)	8 (16%)	3 (6%)	14	66
<b>2018/19</b>	35 (85%)	2 (5%)	4 (10%)	15	56

9. For the flagship activities 16 were at green, 5 at amber, with none at red.

### Performance Indicators

10. Appendix A includes a “Latest Note” column providing further information about the indicators and levels of performances. There are some new indicators for 2019/20 that are being reported for the first time, including those for Sustainability, Economic Development and Waste and Outdoor Services.
11. In Quarter 1 notable areas of achievement against the performance indicator targets were as follows:
- The percentage of pay and display transactions that are made by cashless payments is above the target level at 34% showing that the initiative is popular with customers.

- Waste and Outdoor Services have achieved good levels of recycling and collection of green waste in the quarter. High levels of satisfaction have been recorded with the refuse collection, recycling collection and street cleansing services.
- All indicators are on target for the processing of planning applications, although there has been a 15% reduction in the number of applications compared to last year.

The main areas where performance has been difficult to achieve are as follows:

- The target for the number of interventions by the Wellbeing Team was missed in the quarter due to staffing issues that have now been resolved. The target for the year is still expected to be achieved.
- The levels of homelessness and the numbers in temporary accommodation have increased. This has meant an increase in the use of nightly paid temporary accommodation, although this has been partly offset by the Council acquiring its own temporary accommodation.
- Usage of Council owned electric vehicle charging points is below target due to problems with electricity supply to the charging points at the Cyprus Road Car Park in Burgess Hill. Plans are in place to rectify this issue and for the provision of additional charging points in the Council's car parks, which is a flagship activity.

### **Flagship Activities**

12. The council has invested in its project management approach in this financial year and in recent months some changes have been made to the way in which Council's priority projects are proposed, scoped and managed. This activity has changed the way in which reports on flagship activities are presented, reflecting the use of more focused project management processes.
13. The appendix provides a traffic light rating of progress for each flagship activity, while also offering a commentary. For activities shown as amber in the report, senior officers have reviewed and agreed actions to ensure that outcomes will be delivered as proposed. No activities are shown as red, therefore requiring significant change of scope.

### **Conclusions**

14. The Council's services continued to perform well in the first Quarter of 2019/20. Where performance is below target, corrective action aimed at improvement has been planned and is being delivered. Good progress has also been made with the flagship activities for 2019/20.

### **Risk Management Implications**

15. There are no risk management implications associated with this report. Performance across the Council was seen as a strategic risk in the past but the Council has a proven track record in performance management and it is no longer seen as a risk.

**Equalities Implications**

16. There are no direct equality implications contained within this report. Equality impact assessments are undertaken within individual services.

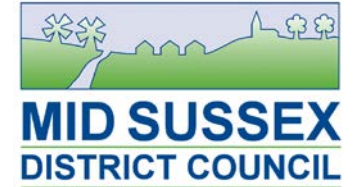
**Financial Implications**

17. There are no direct financial implications contained within this report.

**Background papers**

None.

## Scrutiny Committee for Leader, Finance and Performance Quarter 1 2019/20 Performance Report













PI Status	
	OK – on target
	Warning –slightly off target (up to 10%)
	Alert – off target (10% or more)
	Data Only

Flagship Activity Status	
	On track
	Off target- requires action
	Off target – unlikely to deliver and requires change in project’s scope

### Community Portfolio - Cllr Norman Webster







#### Building Control

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of plans received by Building Control which are checked within 15 working days	78%	87%		85%	87%		251 plans checked in quarter 1 compared to 331 in the same period of last year.
Building Control Site inspections carried out within 24 hours of date requested.	98%	98%		99%	99%		2,143 site inspections in quarter 1 compared to 2,051 in the same period of last year. The Building Control service operates in a competitive market and carrying out site visits quickly is a priority for customers



Community Services, Policy and Performance							
	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
% of resolved anti-social behaviour cases	75%			91%			The Council's Anti-Social Behaviour Officer resolved 40 out of the 44 reports of ASB received in the quarter. New powers have been adopted under the Anti-Social Behaviour, Crime and Policing Act 2014, including the use of Public Space Protection Orders (PSPO). Consultation is taking place to adopt a PSPO in Burgess Hill to counter anti-social driving and car cruising.
Overall Crime Rate per 1000	11.16			11.36			Detailed crime information for Mid Sussex 2018/19 was included in the Strategic Intelligence Assessment circulated with the July Member Information Service.
Number of health and wellbeing interventions delivered	499	462		510	570		The target for the number of interventions delivered was missed due to the team being one member of staff down while a vacant post was recruited to. This was also due to the long-term sickness of the team administrator. Workplace Health talks and visits were therefore rescheduled to enable office cover. The team will soon be fully staffed and the number of interventions in July was above the target level.
Proportion of health and wellbeing interventions resulting in health improvement	97%	80%		81%	80%		This indicator involves calling back three months after the intervention to monitor whether it has led to a sustained improvement.
Closed cases of families worked with by the Early Intervention Family Project where outcomes are met or partially met	100%			100%			The Early Intervention Officer closed 3 cases in the quarter, all of which were successful interventions. He is currently working with 15 families.







<b>Environmental Health</b>						
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	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Proportion of Environmental Health service requests which are actioned and resolved within 3 months of receipt	97%	96%		98%	96%		1,512 service requests in the quarter compared to 1,050 in the same period of the previous year – a 44% increase. Requests for services can be across the range of Environmental Health activities including licensing, housing standards, environmental protection and food hygiene.
Percentage of Environmental Health service requests that are responded to within five working days	97%	97%		99%	97%		656 service requests in the quarter compared to 528 in the same period of the previous year.
Disabled Facilities Grants completed (cumulative)	140			40			Please see the flagship update for further information.

<b>Land Charges</b>						
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	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of Local Authority Searches replied to within 5 working days	100%	96%		100%	96%		The number of searches received in the first quarter of 2019/20 was 688 compared to 633 in the same quarter of the previous year- a 9% increase. The Council's Land Charges service operates in a competitive market and competes on the basis of speed and quality of service.

<b>Legal and Member Services</b>
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	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of agendas which are published on the website 5 days before a meeting	100%	100%		100%	100%		
Number of legal cases which are live as at the end of each month	394			398			






Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End date	Status	Commentary
<b>Disabled Facilities Grants</b>	Adopt the County-wide policy and funding for Disabled Facilities Grants by 31 March 2020	Tom Clark	04/19	03/20		<ul style="list-style-type: none"> <li>On target</li> <li>Further work has been carried out across the West Sussex Authorities to work towards a single policy where all partners are working efficiently to get the grants delivered quickly</li> </ul>
<b>Community Wellbeing Programme</b>	Develop & deliver a comprehensive community wellbeing programme that meets the requirements of the new three year wellbeing service contract specification from WSCC PublicHealth	Peter Stuart	04/19	03/22		<p>Progress with in current deadlines has been made on the following objectives;</p> <ul style="list-style-type: none"> <li>Implement delivery of health check service</li> <li>Design and deliver a physical activity "Back to Exercise" programme for people with long term medical conditions.</li> <li>Implement delivery of Stop Smoking service</li> </ul> <p>Additional objective: Public Health has requested that wellbeing deliver an extra service within the current programme. The service will work exclusively with adults wanting to reduce their alcohol consumption with in the new three year agreement.</p>
<b>Reducing crime and anti-social behavior on public spaces and involving and affecting youth</b>	Reduction in anti-social behavior amongst young people, especially taking place on the District's public spaces.	Peter Stuart	01/19	03/20		<ul style="list-style-type: none"> <li>Work is being progressed through the Mid Sussex Partnership's Community Safety Start and Finish Group, which has identified measures to address this type of ASB in the District. These include providing direct support to identified youths, prevention work in schools and support for parents of teenagers with challenging behavior.</li> <li>Recent work to address ASB amongst young people in the District has included the Reboot scheme, working through local schools to mentor young people at risk of being drawn into violent crime, School Law Days educational sessions to Year 8 children and the Safe Places pilot in East Grinstead.</li> <li>New powers for dealing with ASB have been adopted and a Public Space Protection Order (PSPO) is being sought in Burgess Hill to address anti-social driving and car cruising,</li> </ul>









						<p>which is subject to a consultation exercise that will finish on 3<sup>rd</sup> September</p> <ul style="list-style-type: none"><li>• Funding of £12,251 has been received from the Home Office Serious Violence Fund to enhance the local provision of positive activities for young people, which will be allocated to further activities identified through the Start and Finish Group.</li></ul>
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## Customer Services Portfolio - Cllr Ruth de Mierre





### Customer Services and Communications

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Average waiting time (in seconds) to speak to a customer services officer for all services answered in the Customer Contact Centre, including switchboard.	16	30		18	30		The Customer Services Centre received 20,809 calls in the first quarter. As well as switchboard, the Centre receives 9 Council services direct line calls, including Building Control, Electoral Services, Parking Services and Waste Management. In addition to phone calls, Centre staff also dealt with 8,753 personal callers to reception.
Percentage of enquiries resolved at point of Contact	91%	75%		86%	75%		This indicator currently only monitors forms successfully submitted and the Council is looking to upgrade the telephone system to measure calls resolved at point of contact.
Number of Compliments received	99			79			The main services in receipt of compliments were: Customer Services & Communications = 29 Development Control = 26 Waste and Outdoor Services = 16 Legal = 6 Benefits = 5
Number of e-forms submitted directly by the public	6,708			6,517			
Monthly customer satisfaction scores	100%	80%		100%	80%		Customer satisfaction is being measured by phoning back a sample of customers who had previously contacted the Customer Service Centre





	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
							to gain their feedback on how the call was dealt with.
Percentage of complaints responded to within published deadlines	100%	100%		99%	100%		The published deadline for responding to complaints is to acknowledge within 5 days and respond within 10 working days. One complaint was responded to outside the deadline due to a second stage requiring more time for investigation by Head of Services.
Number of Complaints received	41			72			A breakdown of the main services in receipt of complaints in the quarter is shown below, together with an indication of the major causes of the complaints: Waste Management = 22 (misplaced bins following collection and problems with assisted collections) Revenues = 12 (disputing calculation of Council Tax liability, clarity of information provided) Planning = 8 (handling of planning applications, alleged breaches of planning conditions) Recovery = 7 (issuing of summonses, alleged inappropriate recovery action and court costs). Elections = 7 (Local election voter ID procedures, polling station arrangements, poll card/postal vote delay) Parking = 5 (parking machines, parking ticket disputes)
Freedom of Information Requests responded to within 20 working days	New indicator			99%	100%		179 out of the 181 Freedom of Information Requests in Quarter 1 were responded to in the target time.

Human Resources							
	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Staff sickness absence rate (days cumulative)	6.9	8.0		1.4	2		There were three long-term absences in the quarter. One individual has now returned to work; another is due to return; and we are in regular communication with the other. When comparing to four neighbouring Councils their absence rates are 0.95, 1.29, 1.82 and 2.37 days.
Staff turnover	6.33%	15%		1.97%	3%		Staff Turnover of 1.97% relates to 6 voluntary leavers in the period. Reasons given for staff leaving from exit interviews were linked to location (2), career opportunities (2), salary (1) and personal (1). When comparing to four neighbouring Councils for Quarter 1, their turnover was 1.55%, 2.35%, 2.76% and 3.01%.
Ethnic Minority representation in the workforce - employees	3.0%			3.6%			
Percentage of Employees with a Disability	7.6%			7.2%			













<b>ICT and Digital</b>
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	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of ICT help desk service requests completed within the target time agreed with the customer	97%	87%		95%	90%		1,499 service requests in the quarter compared to 1,551 in the same period of last year.
Percentage of ICT helpdesk calls outstanding	14%	20%		17%	20%		

<b>Revenues and Benefits</b>
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	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Speed of processing - new Housing Benefit claims	20	22		18	20		115 claims processed in the quarter compared to 308 in the same period of 2018/19. The number of Housing Benefit claims processed is decreasing with the introduction of Universal Credit. As at the end of July 2019 there were 2,063 Universal Credit claimants in Mid Sussex, compared to 225 in July last year.
Speed of processing - changes of circumstances for Housing Benefit claims	4	9		8.5	8		4,356 changes of circumstances processed in the quarter compared to 5,438 in the same period of 2018/19. Although there are less Housing Benefit claims they are tending to be more complex as the simpler cases have moved to Universal Credit.





	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Speed of processing - changes of circumstances for Council Tax Support claims	7.0	9.0		7.3	8.0		4,621 changes of circumstances processed in the quarter compared to 4,538 in the same period of 2018/19. A revised Council Tax Reduction Scheme based on banded income levels is being introduced for 2020/21, subject to consideration by the Scrutiny Committee and adoption by Council. This will help to reduce the number of changes of circumstances that need to be processed.
Speed of processing - new Council Tax Support claims	23.0	22.0		20.5	20.0		323 claims processed in the quarter compared to 356 in the same period of 2018/19.
Percentage of Council Tax collected	98.6%	98.8%		29.3%	29.9%		Although the collection rate is just below target, there has been a 5.5% increase in cash terms in the amount of Council Tax collected to £32,708,279 in Quarter 1 from £31,008,057 in the same period last year.
Percentage of Non-Domestic Rates Collected	97.8%	98.0%		28.8%	28.1%		£13,824,727 Business Rates collected in Quarter 1. The collection rate is above target and procedures are in place to ensure that the Revenues Team intervene as early as possible to address non-payment.
LA Overpayment Error	£82,648	£150,694		£18,841	£29,802		These indicators reflect the focus of the service on the accuracy of assessment, rather than just the speed of processing. The level of overpayment error is well below the DWP threshold for the loss of Housing Benefit Subsidy.
Accuracy in Assessment	95.8%	97.0%		93.6%	92.0%		



Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End date	Status	Commentary
<b>Council Tax Support Scheme</b>	New Council Tax Support Banded Income Scheme from April 2020	Peter Stuart	04/19	04/20		<ul style="list-style-type: none"> <li>• Consultation draft of the new Council Tax Support Scheme (CTSS) to be considered by Scrutiny Committee on 4<sup>th</sup> September.</li> <li>• Public consultation planned from 6<sup>th</sup> September to 1 November.</li> </ul>
<b>Windows 10 Deployment</b>	Deliver efficiency savings through the increased use of digital approaches to services by implementing Windows 10	Simon Hughes	10/18	12/19		<ul style="list-style-type: none"> <li>• Microsoft platform upgrades complete; Applications Packaging 80% complete; Hardware needs defined to support mobile working and to rationalise stock</li> <li>• Risk of project budget overspend is being mitigated by reducing scope of some contracted works and seeking funding from departments for some hardware; this has impact on overall RAG rating</li> <li>• Next steps: Pilot the Windows 10 build with departments and make any necessary refinements before a full roll out. Order new hardware ready for full roll out.</li> </ul>




## Deputy Leader Portfolio – Cllr Judy Llewellyn-Burke

### Finance

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Percentage of undisputed invoices paid within 10 days of receipt	97.9%	95.0%		97.2%	95.0%		1,326 invoices processed in Quarter 1, compared to 1,168 in the same period last year. The speed with which the Council pays invoices is considered important for supporting small businesses, where cash flow can be critical to the health of the business.



### Property and Asset Maintenance

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of rent due collected	96%	97%		96%	97%		Collection is just below the target level due to a small number of cases where there are rent disputes. The amount of rent collected in quarter 1 was £590,091, compared to £426,705 in the same period of 2018/19. The Council's commercial property portfolio has been expanded since last year, including the purchase of the freehold of the Wickes site in Burgess Hill.





Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End Date	Status	Commentary
<b>Commercial property investment</b>	Income generation to offset financial challenges	Peter Stuart	04/19	03/20		<ul style="list-style-type: none"> <li>• Work in progress to investigate investment opportunities to generate income</li> <li>• It is proposed that an investment strategy is prepared by March 2020, setting out proposals to generate income and seeking an investment budget</li> </ul>
<b>Invest in our assets</b>	Increased income earning potential	Peter Stuart	04/19	03/20		<ul style="list-style-type: none"> <li>• Project scope and plans now being prepared.</li> </ul>
<b>Orchards Shopping Centre Strategic Plan</b>	Redevelopment of the Centre to ensure it is fit for future purpose	Peter Stuart	07/19	03/21		<ul style="list-style-type: none"> <li>• New leases with key retailers have secured income streams for the next three years</li> <li>• Occupancy levels are still very good and current market rents are stable but slightly lower than at time of purchase (reflected in recent lease agreements)</li> <li>• Meetings have been held with Consultants to examine the “Art of the Possible” in re-imagining the occupancy &amp; appearance of the Centre for the future.</li> </ul>




## Economic Growth Portfolio – Cllr Stephen Hillier




### Economic Development

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Footfall in the shopping centres of the District's three main towns	New indicator			N/A			Data is based upon information from sensors that monitor footfall via detection of smart phones and this is being reviewed for accuracy.
Micro business grants – funds awarded compared to total grant received	New indicator			18%	18%		The target is to award 100 % of the £72,031 available in the year, with grants awarded through the Cabinet Grants Panel. 8 applications were considered at the meeting of 18 <sup>th</sup> June and funding of £12,734 awarded. A further 14 applications amounting to £19,905 were considered at the Panel meeting on 22 <sup>nd</sup> July. Overall, 43 applications have been received so far with a value of £71,289.

### Parking Services


	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The percentage of enquiries relating to enforcements within Parking Services which are dealt with within 10 days.	100%	100%		100%	100%		741 items of correspondence were received in quarter 1 compared to 1,005 in the same period of 2018/19.
The percentage of car park	99%	97%		98%	99%		2 machines took longer to repair than target in

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
machines repaired within 2 days (there are 55 parking machines in the District)							April and 1 machine in June due to awaiting parts for a damaged door.
Cancellation rate of Penalty Charge Notices	8%	8%		7%	7%		252 cancelled out of 3,571 notices issued in the quarter. The target is based upon the performance standard set by the On Street Parking Service Level Agreement with West Sussex County Council.
The percentage of pay and display transactions made by cashless payments	New indicator.			34%	25%		This indicator measures the proportion of cashless pay and display transactions and via pay by phone, following installation of the new machines and availability of the phone application. Performance exceeds forecasted expectations as take up of cashless parking has been well received.



Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End Date	Status	Commentary
<b>Parking Strategy Refresh 2020 - 2031</b>	Delivery of a new Parking Strategy for Mid Sussex	Judy Holmes	04/19	03/20		<ul style="list-style-type: none"> <li>• Work on schedule</li> <li>• Consultants' Brief developed and awaiting procurement approval to tender for consultants to lead the process</li> <li>• The Member Working Group will be drawn from the Scrutiny Committee for Housing, Planning &amp; Economic Growth. Kick off report will be presented to Scrutiny Committee on 11<sup>th</sup> September 2019.</li> </ul>
<b>Shopfront Improvement Scheme</b>	Improvements delivered to the shop fronts for five East Grinstead retailers plus any other appropriate retailers who can be support with any remaining balance once the five East Grinstead grants have been awarded.	Judy Holmes	10/18	03/20		<ul style="list-style-type: none"> <li>• Three retailers have now been awarded grants; officers are working with two remaining retailers to finalise their applications which will go to the next Cabinet Grants Panel.</li> <li>• The grant applications submitted to date have been for lower value grants than were originally proposed by the retailers. This means that once the grants have been awarded to all five applicants some residual grant will still remain unallocated.</li> <li>• Officers are presently preparing proposals for allocating the remaining funds to other retailers in a way that will maximise the overall benefits to the District.</li> </ul>
<b>Local Full Fibre Network</b>	Fibre Network across Burgess Hill and Strategic Link to Brighton	Simon Hughes	10/18	03/21		<ul style="list-style-type: none"> <li>• £2.3m funding secured and specification agreed for 30km of fibre spine between Brighton and Burgess Hill, 25km of fibre duct access, with mini fibre exchanges in Burgess Hill and commercialisation of the network through Cooperative Network</li> <li>• National DCMS review of funded projects under new minister; MSDC have been informed that the MSDC LFFN Programme is subject to review but not at risk.</li> <li>• Now completed all the work to demonstrate Market attractiveness and Market Economic Operator Principles (MEOP) satisfied.</li> </ul>

## Environment & Service Delivery Portfolio – Cllr John Belsey

### Landscapes



	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
% Satisfaction with the grounds maintenance service	New indicator			96%	95%		Satisfaction surveys are required to be carried out by idverde as part of the grounds maintenance service contract specification.

### Leisure Operations


	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
The number of visits made to the Leisure Centres and Civic Hall	482,768	443,803		452,392	433,112		Attendances remain above the target levels. Additional investment is being made into the Dolphin Leisure Centre, including improvements to the reception and café; conversion of the existing studio into a new training room and improvements to the group cycle studio.













<b>Sustainability</b>						
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	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Usage of Council-owned electric vehicle charging points in public car parks (amount of energy used in kWh)	New indicator.			3,407	12,500		Electric charging performance in quarter 1 has been affected by electricity supply problems to the 2 charging points at Cyprus Road car park in Burgess Hill. A new supply has to be installed because the existing supply proved insufficient for higher capacity and more frequent usage. The Council is negotiating with UKPN to secure a new supply as a matter of urgency. Delivery of more charging points is a flagship activity and further information is provided below.
Greenhouse gas emissions from Council buildings (kg)	New indicator.			111,226	125,861		The target is based on a 3% per annum reductions in greenhouse gas emissions. Initiatives that have helped to cut emissions from the Council's buildings have included reducing our electricity usage and the production of solar electricity from our PV panels.

<b>Waste and Outdoor Services</b>						
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	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
% satisfied with refuse collection, recycling collection and street cleansing	New indicator.			89.4%	87%		Satisfaction surveys are required to be carried out by Serco as part of the refuse collection and street cleansing contract. Survey fieldwork was carried out in the period 25th March – 7th April 2019.














	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Amount of waste per household which is disposed of in landfill sites (kilos)	104	107		101	102		
Percentage of household waste sent for reuse, recycling and composting	37.4%	39%		47.3%	45%		The % is higher in the summer months due to greater amounts of green waste collected. See the flagship update regarding progress with consideration of a food waste collection trial).
Number of subscriptions to green waste composting	19,037			19,217			
Number of missed collections per 100,000	New indicator.			53	75		
% of relevant land assessed as having below acceptable levels of litter	New indicator			N/A	4%		These indicators are not reported in quarter 1 as the condition assessments are completed over 4 months, 3 times a year.
% of relevant land assessed as having below acceptable levels of detritus	New indicator.			N/A	6%		

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End Date	Status	Commentary
<b>Deliver more electric vehicle charging points</b>	Expansion of Electric Vehicle Charging Infrastructure	Peter Stuart	04/19	03/21		<ul style="list-style-type: none"> <li>• Cabinet agreed to procure 26 fast electric vehicle charging points (EVCPs) in public car parks utilising a variety of funding.</li> <li>• Project Initiation Document in draft; project team being established</li> <li>• Procurement options and a funding bid in development</li> <li>• Discussion with other local authorities including WSCC on EVCP delivery</li> </ul>
<b>Mid Sussex Cycle Network</b>	Identification of evidenced-based cycle routes	Peter Stuart	04/19	03/20		<ul style="list-style-type: none"> <li>• £30K earmarked from Strategic Investment Fund for Cycle Route Feasibility in Mid Sussex</li> <li>• Mid Sussex Cycle Forum meets quarterly with representation from cycle user groups and Cllrs. Cllr Andrew Lea is the MSDC representative.</li> <li>• Ideas for potential routes were submitted.</li> <li>• The Forum has engaged Transport Initiatives (TI) to develop Local Cycling Walking and Infrastructure Plans (LCWIP) to provide an evidence base for cycle route selection.</li> <li>•</li> </ul>
<b>Reduce residual waste collection and increase recycling</b>	Trial of a weekly food waste collection service, alongside weekly collections of absorbent hygiene products and reduction in residual waste collections (tried across 1,500 homes) in conjunction with West Sussex County Council.	Judy Holmes	03/20	12/20		<ul style="list-style-type: none"> <li>• The Council is considering working with West Sussex County Council to trial weekly food waste collections alongside weekly collections of absorbent hygiene products and a reduction in residual waste collections across 1,500 homes</li> <li>• Customer consultation undertaken in Mid Sussex indicates over 55% of those surveyed would like to be able to recycle food waste – this establishes an appetite for the service change in the District</li> <li>• WSCC Project Manager now in post</li> <li>• A timeline has been established; with the trial set to commence in March 2020 and run for 6 to 9 months</li> <li>• Ongoing discussions with WSCC and Serco are taking place.</li> </ul>




<b>Parks Investment Programme</b>	To plan and deliver improvements in support of the Play and Amenity Green Space Strategy for six key parks in 2019-21. To plan and deliver six improved playground by March 2021.	Judy Holmes	05/19	06/21		<ul style="list-style-type: none"> <li>• A brief has been developed for consultants to undertake Master Planning at four (Mount Noddy (EG); Victoria Park (HH); Finches Field (Pease Pottage) and St Johns (BH)) of the six parks identified for improvement and tendering will follow shortly; there is a risk that bids for Master Planning may be greater than the budget estimated</li> <li>• St Johns Park has been brought forward to replace Brooklands Park in the Parks Investment Programme for 2019-20 financial year. This exchange will enable the Parks Investment Programme to better align with the Burgess Hill Places and Connectivity Programme.</li> <li>• Funds have been secured to enable planning to begin on the delivery of three improved playgrounds (Twineham, Bolney and John Pears).</li> </ul>
<b>Develop strategies for playing pitches, green spaces and community buildings</b>	Agreed strategies for investment in Playing Pitches, Play & Amenity Green Spaces and Community Buildings	Peter Stuart	04/18	03/20		<ul style="list-style-type: none"> <li>• The three strategies are in development, but finalisation delayed pending the work on site allocations</li> <li>• For this reason, the aim is to complete the strategies by March 2020</li> <li>• There is a consequent risk of additional costs of the work by consultants.</li> </ul>



## Housing and Planning Portfolio – Cllr Andrew MacNaughton

### Development Management




	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Validation of planning applications within 5 working days	98.67%	98%		98.67%	98%		576 applications processed in the quarter, compared to 680 in the same quarter last year – a reduction of 15%.
The average time taken to process planning applications (days)	New indicator			65	65		This is a new indicator and measures the average time taken to process all types of applications.
Costs awarded against the Council where the decision of the Council is overturned at Planning appeal	£00			£00			
Processing of planning applications: Major applications within 13 weeks (or agreed extension of time)	94%	80%		100%	80%		13 major applications processed in quarter 1, the same as quarter 1 of the previous year
Processing of planning applications: Minor applications within 8 weeks.	97%	85%		98%	85%		96 minor applications in quarter 1, compared to 106 in the same period last year.
Processing of planning applications: "Other" applications within 8 weeks	98%	94%		100%	94%		291 other applications in quarter 1, compared to 350 in the same quarter of last year.
Planning appeals allowed	21%	33%		29%	33%		

Housing							
	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Number of households assisted to access the private rented sector	24	18		23	19		The Council's Rent in Advance and Deposit Guarantee Scheme helps those without sufficient funds to rent privately. The Private Sector Tenancy and Sustainment Officer works with private landlords to access properties for households that the Council is assisting.
Number of households accepted as homeless	12	20		19	20		
Number of households living in temporary accommodation	59	85		67	85		
Number of households in nightly paid temporary accommodation	New indicator			39	17		The target of 17 for the end of year is being reviewed. The project to acquire the Council's own temporary accommodation will help to reduce the need to use nightly paid guest house accommodation. The aim is to purchase up to 20 properties and lease up to 10. There are currently 11 units in the Council's ownership being used for homeless households. There has been an increase in demand for temporary accommodation due to increased homelessness pressures.
The average amount of time a household has spent in temporary accommodation overall when they leave following the acceptance of a full homelessness duty (days)	New indicator.			244	250		The Council aims to minimise the length of stay in temporary. There are a range of reasons why a household may be prevented from moving on from temporary accommodation which includes having a former tenant debt and the need for a particular type of accommodation in a specific part of the district

	Q4 2018/19			Q1 2019/20			Latest Note
	Value	Target	Status	Value	Target	Status	
Number of affordable homes delivered (cumulative)	102			80			80 new affordable homes were provided in the quarter of which 15 (19%) are shared ownership and 65 (81%) rented. 40 in Haywards Heath, 26 Burgess Hill, 12 in Bolney and 2 in Handcross.
The % of policy compliant section 106's signed in the year on sites that meet the affordable housing threshold	New indicator			100	85		5 out of 5 schemes agreed in the quarter met the threshold and achieved the 30% affordable housing requirement.

Flagship activities						
Project name	Planned Outcome	Lead Officer	Start Date	End date	Status	Commentary
<b>Improve the provision of Temporary Accommodation for Homeless Households</b>	Deliver 30 units of TA through a mix of acquired and leased properties thereby improving the standard and location of such accommodation whilst also reducing the council's spend on nightly paid guest house	Judy Holmes	08/18	03/20		<ul style="list-style-type: none"> <li>11 properties acquired. 2/3 more due to be acquired within the £4m budget. Work has started on leasing properties.</li> <li>The numbers of homeless households approaching the council are increasing meaning a commensurate increase in MSDC's legal duties to provide Temporary Accommodation.</li> <li>Project review in progress to inform approach to next stages including the release of the remaining £2.5m identified in the report to Cabinet on 9<sup>th</sup> July 2018 to achieve the project aims.</li> </ul>
<b>Northern Arc</b>	Delivery of the Northern Arc Strategic Development	Judy Holmes	04/18	02/32		<ul style="list-style-type: none"> <li>Project on target</li> <li>Outline planning consent issued for Freeks Farm (DM/18/0509) which provides 460 dwellings and effectively first phase of Northern Arc strategic development.</li> <li>Submission of amended plans/documents for the outline application for the remainder of the Northern Arc (DM/18/5114) was received on time in August.</li> </ul> <p>Next steps:</p> <ul style="list-style-type: none"> <li>A Member Update briefing is being provided in late September to give all Members an update of overall progress and latest position on the Northern Arc development.</li> <li>Determination of the Northern Arc outline planning application is currently due to be presented to District Planning Committee on the 3rd October 2019.</li> <li>The Freeks Farm reserved matters application is due to be submitted to the Council for consideration in August 2019. Determination expected within 13 weeks of receipt of application.</li> <li>The full application for the Eastern Bridge and Link Road application is expected mid August 2019 with anticipated committee date in October 2019.</li> </ul>



<b>Site Allocations Development Plans</b>	To identify new housing and employment sites across the District to meet the need identified in the District Plan; Identify and safeguard associated community infrastructure needs required to support this level of development	Judy Holmes	04/18	03/21		<ul style="list-style-type: none"> <li>• Project on schedule</li> </ul> Next steps: <ul style="list-style-type: none"> <li>• 'Regulation 18' (preferred options) documents to be finalised for Scrutiny Committee 11 September and Council 25 September</li> <li>• Consultation expected to commence early October.</li> <li>• Briefing for Mid Sussex Members w/c 2nd September</li> <li>• Briefing for Town and Parish Councillors w/c 2nd September</li> </ul>
<b>Haywards Heath Master Plan</b>	Adopted Supplementary Planning Document (SPD)	Judy Holmes	04/19	03/20		<ul style="list-style-type: none"> <li>• Project on track for Draft SPD to be considered by Committee in October for consultation during Winter 2019</li> <li>• A second stakeholder workshop is planned.</li> </ul>
<b>Conservation Area Appraisal and Management Plan for East Grinstead</b>	Adopted Supplementary Planning Document (SPD)	Judy Holmes	04/19	03/20		<ul style="list-style-type: none"> <li>• Project on track for Draft SPD to be considered by Scrutiny Committee on 23rd October for adoption by Cabinet Member during Autumn 2019.</li> </ul>

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## SCRUTINY COMMITTEE FOR LEADER, FINANCE AND PERFORMANCE WORK PROGRAMME 2019/20

REPORT OF: Head of Regulatory Services  
 Contact Officer: Lucinda Joyce, Senior Democratic Services Officer  
 Email: [lucinda.joyce@midsussex.gov.uk](mailto:lucinda.joyce@midsussex.gov.uk) 01444 477225  
 Wards Affected: All  
 Key Decision: No  
 Report to: Scrutiny Committee for Leader, Finance and Performance  
 4 September 2019

### Purpose of Report

1. For the Scrutiny Committee for Leader, Finance and Performance to agree its work programme for 2019/20.

### Summary

2. Members are asked to note the attached work programme. The work programme will be reviewed as the final piece of business at each meeting, enabling additional business to be agreed as required.

### Recommendations

3. **The Committee is recommended to agree the Committee's Work Programme as set out at paragraph 5 of this report.**

### Background

4. It is usual for Committees to agree their work programme at the first meeting of a new Council year and review it at each subsequent meeting, to allow for the scrutiny of emerging issues during the year.

### The Work Programme

5. The Committee's Work Programme for 2019/20 is set out below:

20 November 2019	Reason for Inclusion
Capital Programme Monitoring	To update on the Council's Capital projects.
Arrangements for Corporate Plan and Budget for 2020/21	To discuss arrangements for the Council's 2020/21 Corporate Plan and Budget.
Council Performance for the Second Quarter 2019/20	To report on the Council's performance in the second quarter.

15 January 2020	Reason for Inclusion
Draft Corporate Plan and Budget for 2020/21.	To report on the Council's 2020/21 Corporate Plan and Budget.

7 April 2020	Reason for Inclusion
Annual Sustainability Report	Annual reporting.
Council Performance for the Third Quarter 2019/20.	To report on the Council's performance in the third quarter.

**Policy Context**

6. The work programme should ideally reflect the key priorities of the Council, as defined in the Corporate Plan and Budget.

**Financial Implications**

7. None.

**Risk Management Implications**

8. None.

**Background Papers**

None.