

Runnymede Borough Council

CORPORATE MANAGEMENT COMMITTEE

Thursday, 6 November 2003, at 6.30 p.m.

*(Please note earlier start time)*

in the Council Chamber

at the Civic Offices, Addlestone



Members of the Committee

Councillors R.K. Habgood (Chairman), J.M. Edwards (Vice-Chairman), J.R. Furey, P.A. Greenwood, C.J. Norman, Mrs. E.E. Price, Ms. C.M. Simmons, P.B. Tuley, P.J. Waddell and G.B. Woodger

and all other Members for information

## AGENDA

Notes:

- i) Any report on the Agenda involving confidential information (as defined by section 100A(3) of the Local Government Act 1972) must be discussed in private. Any report involving exempt information (as defined by section 100I of the Local Government Act 1972), whether it appears in Part 1 or Part 2 below, may be discussed in private but only if the Committee so resolves.
- ii) The relevant 'background papers' are listed after each report in Part 1. Enquiries about any of the Agenda reports and background papers should be directed in the first instance to **Mr. G. Marson, Administration and Leisure Department, Committee Section, Civic Offices, Station Road, Addlestone (Tel. Direct Line: 01932 425625). (Email: gary.marson@runnymede.gov.uk).**
- iii) Agendas and Minutes are available on a subscription basis. For details, please ring Mr. B.A. Fleckney on 01932 425620.
- iv) In the unlikely event of an alarm sounding, members of the public should leave the building immediately, either using the staircase leading from the public gallery or following other instructions as appropriate.

## **LIST OF MATTERS FOR CONSIDERATION**

### **PART I**

#### **Matters in respect of which reports have been made available for public inspection**

	<b><u>Page</u></b>
1. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP	3
2. MINUTES	3
3. APOLOGIES FOR ABSENCE	3
4. DECLARATIONS OF INTEREST	3
5. 2001 CENSUS INFORMATION	3
6. STAFF SURVEY	6
7. MEMBERS' ALLOWANCES - INDEPENDENT REMUNERATION PANEL REPORT	10
8. DOCUMENT MANAGEMENT SYSTEM - PROGRESS REPORT AND STAFFING	12
9. COMPUTER SYSTEM BACKUPS	16
10. TELEPHONE SWITCHBOARD UPGRADE	18
11. WEBSITE CONTENT MANAGEMENT	19
12. COMPUTER CONSUMABLES	21
13. REFERENCES FROM OTHER COMMITTEES	22
14. EXCLUSION OF PRESS AND PUBLIC	24

### **PART II**

#### **Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection.**

##### a) Exempt Information

15. REVIEW OF STAFF TERMS AND CONDITIONS	25
16. APPOINTMENT OF SUPERNUMERARY POST	27

##### b) Confidential Information

(No reports to be considered under this heading)

1. NOTIFICATION OF CHANGES TO COMMITTEE MEMBERSHIP

2. MINUTES

To confirm and sign as a correct record the Minutes of the meeting of the Committee held on 2 October 2003, attached at Appendix 'A'.

3. APOLOGIES FOR ABSENCE

4. DECLARATIONS OF INTEREST

If Members have an interest in an item please record the interest on the form circulated with this Agenda and hand it to the Legal Representative or Committee Administrator at the start of the meeting. A supply of the form will also be available from the Committee Administrator at meetings.

Members who have previously declared interests which are recorded in the Minutes to be considered at this meeting need not repeat the declaration when attending the meeting. Members need take no further action unless the item in which they have an interest becomes the subject of debate, in which event the Member must leave the room if the interest is personal and prejudicial.

5. 2001 CENSUS INFORMATION (DTS)

1. Purpose of Report

1.1 **The purpose of this report is to advise Members of the results of the 2001 Census and to highlight the implications for future service provision.**

2. Background Information

2.1 The Leader's Position Statement 2004-2005 highlights the role of the Census in policy formulation for service delivery.

2.2 The data is to be made available on the Council's Website and in hard copy. More detailed information will be made available to the relevant service committees.

2.3 The Census is a count of all people and households in the UK and is normally taken every ten years. It started in 1801 and the only break in the continuous researching was in 1941 when it was not conducted due to the Second World War. It is the most complete source of information about the population available. In England and Wales, the Census is planned and carried out by the Office for National Statistics. The information is collated, disaggregated and passed on to central and local government, health authorities and many other organisations. The information is then further modified to provide a useable format of analysis for Council and public use.

2.4 It provides essential statistical information, enabling the planning and monitoring of public services including schools, health services, roads and libraries. Results are also available for research and education purposes. Information is available from the national level down to small geographical areas.

2.5 Every effort is made to include everyone who is resident in the UK and it is the only survey which provides a detailed picture of the entire population. It is unique because the survey is conducted simultaneously across the country and asks the same core questions to all recipients, making comparable data easy to acquire.

2.6 The Census collected information on household accommodation, relationships, demographic characteristics (e.g. gender, age, marital status), migration, cultural characteristics, health and provision of care, qualifications, employment, workplace and journey to work.

2.7 The data collected in 2001 has taken the Office for National Statistics some time to assemble and the first detailed information at the Borough level was only released in the summer of 2003. The remainder of this report, and the associated appendix, draws out those issues that will help guide future service provision.

### 3. Report

3.1 A detailed analysis, on a Ward basis, of the population of Runnymede is set out in Appendix 'B'. However, some of the general key issues to emerge from the Census are set out below.

#### 3.2 Population

- Total population in 2001 was 78,033.
- Increase of about 5% since 1991 (Total 74,253 mid-year estimates).
- Population density 10.0 persons per hectare (Surrey 6.3 persons per hectare, 3.45 persons per hectare for England and Wales)
- Components of change 1991-2001:  
Natural Change (births-deaths) + 1,400  
Net Migration and Other Changes + 2,300
- Greatest growth in population was in the Wards of Virginia Water (43%) and Englefield Green East (112.7%) although Englefield Green East can be attributed to the manner in which students were accounted for on Census Day. (Care must be taken when interpreting intercensal population change, as there have been changes in definition between 1991 and 2001, and there was a small element of under-counting in the 1991 Census.)

#### 3.3 People and Families

- 31,656 private households in 2001, increase of 3,025 (10.6%) since 1991.
- Average household size 2.34 (2.36 for England and Wales).
- Household Composition:

1-person households	29.6% of all households
Lone parents with dependant children	4.1% of all households
Pensioners living alone	24.6% of all households
- 15.2% of households had no car (18.8% in 1991), and 45.2% of households had 2 or more cars (39.7% in 1991).
- There were 46,061 cars in Runnymede in 2001 (24% more than in 1991).

#### 3.4 Ethnicity, Place of Birth and Religion

- 95% (95% in Surrey and 91% in England and Wales) of population White compared with about 97% in 1991.
- Largest local ethnic group is in Englefield Green East, 3% Indian.
- 1.5% of the population of Runnymede were born outside UK and Ireland (10% in Surrey and 8% in England and Wales).
- 74.9% (75% in Surrey and 72% in England and Wales) are Christian, 14.3% no religion (15% in Surrey and 15% in England and Wales).
- 1% are Muslim, largest religious minority (1.3% in Surrey and 3% in England and Wales).

#### 3.5 Health

- 10,552 (13.5%) of the population said they had a "limiting long-term illness" (14% - Surrey and 18% - England and Wales).
- 26.2% of households had at least one person with a limiting long-term illness (26% in Surrey and 34% in England and Wales).
- 4,889 (6.3%) said that their health was "poor" (6% in Surrey and 9% in England and Wales).
- 12,095 people provide unpaid care for 50 or more hours.

#### 3.6 Work

- Number of economically active residents was 40,288, increase of nearly 1,500 since 1991.
- Females account for 99.2% of this increase in economic activity.
- 69% of the population aged 16-74 are economically active (71% in Surrey and 67% in England and Wales).

- 26.9% of males (28% in Surrey and 24% in England and Wales) and 8% of females employed (9% in Surrey and 7% in England and Wales) worked more than 49 hours a week.
- 69% (65% in Surrey and 61.4% in England and Wales) travelled to work by car. 8.2% travel by public transport (13% in Surrey and 14.5% in England and Wales). 3.3% cycle (2.2% in Surrey and 2.7% in England and Wales) and 8.2% walk (8% in Surrey and 10% in England and Wales).
- 22% of all people aged 16-74 in Runnymede are educated to at least Degree level (27% in Surrey and 20% in England and Wales).
- 22% of people aged 16-74 in Runnymede have no qualifications (19.6% in Surrey and 29% in England and Wales).

### 3.7 Housing

- There are 32,673 dwellings in Runnymede, 14.3% increase since 1991.
- Housing Tenure:
  - Owner Occupied 76.1% (78% in Surrey and 69% in England and Wales).
  - Social Housing 11.9% (11.6% in Surrey and 19% in England and Wales).
  - Other Rented 12% (10.5% in Surrey and 11.9% in England and Wales).
- 3.1% Vacant Dwellings (2.4% in Surrey and 3.2% in England and Wales).
- 6.4% without central heating (3.8% in Surrey and 8.5% in England and Wales).
- 0.5% without use of bath or W.C. (0.4% in Surrey and 0.5% in England and Wales).
- 6.1% of households (1,918) are considered overcrowded (5.5% in Surrey and 6.9% in England and Wales).

### 3.8 Age Structure of Total Population

<u>Age</u>	<u>2001</u>	<u>2001%</u>	<u>1991</u>	<u>1991%</u>
0-4	4,277	5.5%	4,390	6.1%
5-9	4,530	5.8%	3,737	5.2%
10-15	4,975	6.4%	4,465	6.2%
16-17	1,433	1.8%	1,570	2.2%
18-24	8,967	11.5%	7,109	9.9%
25-44	23,102	29.6%	22,072	30.7%
45-64	18,172	23.3%	14,789	20.6%
65-74	6,438	8.3%	8,404	11.7%
75-84	4,481	5.7%	4,160	5.8%
85+	1,658	2.1%	1,093	1.5%

- 3.9 The service committees will draw upon the data contained in the Census to assist with shaping future service provision. The Leader's Position Statement 2004-05 highlights the role of the Census in policy formulation for service delivery. It is anticipated that the following issues are amongst those to which the service committees will give some early consideration;

i) Planning Committee

A whole range of issues relating to household size, density, car ownership, economic activity, age structure and quality of life issues, etc will help to shape the development of land use planning policy contained in the review of the Local Plan (the Local Development Framework).

ii) Housing and Community Services Committee

Changes to the profile of the local population since 1991 such as number of households, household size (lone parent and single households), reduction in the size of the 65+ age group, increase of long term carers and health issues generally will all have an influence on future service provision.

iii) Leisure and Environment Committee

The changes since 1991 in the age structure will have an impact on providing future leisure services. The information available on household facilities, overcrowding, housing in multiple occupation, and health issues will influence the emphasis of future

service considerations. The identification of a number of sustainability indicators will guide the development of the Environmental Policy Statement.

iv) Economic Development Committee

The indicators of economic activity will underpin future policy advice regarding investment in economic development. The identification of the main growth areas, educational attainment and demand for services will all require consideration and guidance for the service committees.

v) Corporate Management Committee

A drawing together of data to provide a vision for service provision, to set a benchmark for the measurement of service performance and to monitor future activity and achievement.

4. Conclusion

- 4.1 The 2001 Census results have only recently been released. They highlight a number of changes that have taken place in the Borough since 1991. Several new survey areas have been undertaken that do not enable trends to be identified but are valuable in their own right. This data will be made available both in hard copy and on the Council's Website.

**OFFICERS' RECOMMENDATION that -**

**service committees be asked to have regard for the census information in considering future policy development.**

**(TO RESOLVE)**

Background Papers

None stated

6. STAFF SURVEY (CEO)

(Ref: Minutes of Corporate Management Committee 6 March 2003, page 1097, para 657)

1. Purpose of Report

- 1.1 **The purpose of this report is to apprise Members of the results of the recent staff survey and to seek their endorsement on a way forward.**

2. Background Information

- 2.1 The last comprehensive staff survey was undertaken in 1996. The Corporate Management Committee, at its meeting in March 2003, called for a further survey to be undertaken.
- 2.2 Following a review of the market, Surrey Social and Market Research (SSMR) at the University of Surrey was selected to undertake the survey on behalf of the Council.
- 2.3 Following consultation with Directors and the Trade Union, the areas to be surveyed and the questions to be asked were agreed. In general, the survey covered staff's views on employment terms and conditions, training and development, performance appraisal and performance related pay, internal communications and understanding of core values.
- 2.4 The survey consisted of a paper-based self completion questionnaire with mostly "tick box" questions. The survey was sent to all Runnymede staff at the beginning of August 2003 to be returned direct to SSMR in pre-paid envelopes by the end of August. 480 questionnaires were despatched, of which 235 were completed and returned - a 49% response rate.
- 2.5 SSMR considered that for the size of questionnaire and the fact that it was run during a peak holiday season the response rate was very satisfactory and compared well with the norm for such surveys.

2.6 The survey was anonymous but asked respondents to identify their sex, department, whether or not they were based at the Civic Offices, their level within the organisation, whether they were full or part time, whether they were temporary or permanent and their length of employment with Runnymede. In order to maintain confidentiality, analyses of data are available on only one of these criteria.

2.7 There was an under-representation from the Technical Services Department, non-Civic Offices based staff, part time staff and non-management staff.

### 3. Report

3.1 The full report, including the original questionnaire, can be found at Appendix 'C'.

3.2 A number of the questions asked in the current survey were also asked in 1996 and a comparison of the two results can be found at Appendix 'D'. As can be seen, a significant improvement in most areas has occurred over this period.

3.3 The results of the survey are generally very encouraging with positive responses being recorded in a number of areas.

3.4 In summary:

- i) Four out of five respondents were satisfied overall with their current job at Runnymede, a third of these being very satisfied.
- ii) Only half of the respondents felt that they were kept informed of decisions that affected them. Around four in ten felt there were insufficient staff in their section and that their work was very stressful, and over a quarter that they were under unreasonable pressure.
- iii) The majority of respondents felt that the Council is good at providing information necessary to do the job, far fewer had good information about what is going on in other Departments.
- iv) Four out of five respondents felt that they had a good working relationship with colleagues and their Manager and were able to discuss any difficulties with him/her.
- v) One in seven did not feel that they were given sufficient feedback or praise/recognition where due.
- vi) Less than half felt that salaries, benefits and career progression opportunities were satisfactory.
- vii) Staff felt that the most important aspect of work at Runnymede was job security, closely followed by holiday entitlement, pension scheme and level of salary/earnings. Training opportunities and flexitime also featured highly.
- viii) Whilst two-thirds of respondents felt that Runnymede's appraisal scheme was worthwhile only one-third felt that appraisals helped them to perform their job more effectively. Again, whilst two-thirds of staff felt that the Council's PRP scheme was a fair reflection of their performance, only a minority felt that PRP had a positive impact on their job motivation. Whilst 49% of staff were generally satisfied with the Runnymede PRP scheme, a further 26% expressed dissatisfaction with it, although they felt that linking pay with performance was a good idea. Only 12% felt that PRP was not a good idea.
- ix) The Council was highly rated as an employer in terms of training opportunities and safe working environment.
- x) Satisfaction with current in-house training was high with respect to information provided and the standard of the courses.
- xi) Half of those responding felt that training received had been partially linked to the corporate objectives/core values, with a third not feeling that this link existed.

- xii) Training needs of staff were generally met but there was an indication that further Management and I.T. training was appropriate.
- xiii) Employment in local government generally, and at this Authority specifically, was highly rated in terms of job security and terms and conditions of employment. A lower rating was recorded for morale in local government, with a marginally better assessment for Runnymede.
- xiv) A third of respondents felt that the Council did not understand the needs of its staff well, and one in five felt that the Council does not usually listen to the views of its staff.
- xv) Opinion was divided as to whether working at Runnymede had got better, worse or stayed the same over the past two years, with slightly more respondents feeling it had got worse rather than better. Principal reasons given for this phenomenon were increased workload/pressure of work and poor internal communications.
- xvi) Whilst three quarters of the staff had a very positive perception of the Council's services both in quality and providing value for money for residents, only a third perceived that Councillors had a clear vision of aims and priorities for the Authority.

#### 4. Learning Points from the Report

4.1 Whilst the report indicates generally a high level of satisfaction by Runnymede staff, the following aspects appear to offer the potential for further improvement.

##### i) Salaries

There is a perception amongst a sizeable number of Runnymede staff that salaries are not competitive. The work which Members have authorised to be undertaken in the near future on salary benchmarking and job evaluation should result in a more objective approach which will demonstrate more clearly for staff how their salaries compare in the general marketplace.

##### ii) Benefits

Whilst staff generally consider Runnymede to be a good employer there appears to be some scope for offering improvements in the benefits package that will meet priorities and needs identified in the survey. A schedule of current benefits is shown at Appendix 'E' and Members are invited to consider to what extent, if any, they wish to extend the current range of benefits to staff.

##### iii) Internal Communications

Whilst the Authority already uses a number of methods for communicating with its staff, some appear to be more successful than others. Effective internal communications (as well as external communications) is essential for any organisation to function effectively. Members will shortly consider a way forward as part of the Communications Strategy Working Group and specific recommendations aimed at improving internal communications can be considered at that time.

##### iv) Workload/Stress

Whilst the general picture is satisfactory there is a significant minority of staff who are indicating that pressures of work have become unreasonable. Increased workload on an incremental basis has resulted in a number of staff working consistently under a great deal of pressure and for long hours. Health and Safety legislation now requires that employers take responsibility for avoiding undue levels of stress in their staff and to ensure that adequate resources are provided in order to match workload. Despite the fact that in most cases, when well argued, requests for increased staffing resource have been supported by Members, there is a perception amongst many staff that Members are reluctant to approve additional staffing resources due to a "tight ship" philosophy and the 'lowest Council tax in Surrey' aim.

Directors will bring forward any appropriate staffing recommendations in the Annual Personnel Report following this year's staff appraisals.

v) Performance Related Pay

Surprisingly, and against the general trend elsewhere, the majority of staff appear to support the idea of PRP. However, a significant minority are dissatisfied with the Runnymede scheme. PRP, together with the appraisal scheme, will be addressed in the review authorised by Members. A report with recommendations will be submitted in due course.

5. Council Policy

- 5.1 The philosophy and objectives approved in 1992 state: "We employ staff on our own local conditions of service, developing those employment terms and conditions that are most appropriate to our operation. We operate personnel policies and a remuneration package to recruit and retain high calibre staff. Our aim is to earn the support and commitment of all our staff by encouraging high quality employment practices, including safe conditions of work, equality of opportunity, good communications, training and development, so that staff can fulfil their potential".
- 5.2 The local salary scale setting and salary determination policy as introduced in 1987 and reconfirmed in 1996 states: "The Council's sole purpose will be to maintain the competitiveness of its salary scales (its strategic aim is to achieve upper bracket limits that are in the upper quartile of salaries paid by employers of comparable size and in comparable market segments in the West London Counties)."
- 5.3 The Leader's Position Statement includes as one of its Corporate Standards: "Involving, valuing, developing and rewarding our staff in their employment and providing a good, safe working environment".

6. Resource Implications

- 6.1 At this stage it is difficult to quantify the resource implications that would follow as a result of this Staff Survey. Members may wish to reserve judgement on this matter until further detailed discussions have taken place.

7. Legal Implications

- 7.1 The Council as an employer has a statutory responsibility for the health and safety of its staff.

8. Consultation

- 8.1 The views of UNISON are as follows:

"UNISON considers the report to be a fair reflection of the findings of the staff survey but feels that the recommendations for improvement being made by Officers in the schedule of staff benefits could be more strongly recommended to the Committee for approval. In addition, we would like to draw the Committee's attention to the following specific areas;

- i) Medical checks should be offered to all staff on the same basis as those available to staff on management grades as there is evidence to suggest that less staff would take advantage of the health mobiles than if there was a specific appointment for them. Many conditions can be picked up earlier through regular checks. However, health mobiles are still a good idea and would accommodate those who do not approve of private health facilities.
- ii) The proposal for crèche facilities should be investigated further, but not on the basis of 'salary sacrifice' as this could be considered discriminatory.
- iii) It should be noted with regard to the car loans service that as interest rates in the commercial sector have reduced, taking up the Council's scheme has become disadvantageous as these interest rates have remained the same."

**THE COMMITTEE IS ASKED TO:**

- i) indicate any action it would wish to implement immediately;**
- ii) indicate any areas it would wish to take away for further detailed discussion and consideration;**

**OFFICERS' RECOMMENDATION that -**

- iii) a further Staff Survey be undertaken in twelve months time to ascertain the level of improvement that has been achieved during the intervening period.**

**(TO RESOLVE)**

Background Papers

None.

**7. MEMBERS' ALLOWANCES - INDEPENDENT REMUNERATION PANEL (CEO)**  
(Ref: Minutes of Corporate Management Committee, June 2003, page 28, para. 54)

**1. Purpose of Report**

- 1.1 The purpose of this report is to detail the report and recommendations of the Independent Remuneration Panel and make recommendations to Council accordingly for the adoption of a new scheme.**

**2. Background Information**

- 2.1 A report was presented to this Committee on 5 June 2003, outlining the revised regulations that had come into force on 1 May in respect of Members' allowances. After carefully considering the implications, the Committee resolved:**
  - i) Subject to all its Members remaining willing and able to serve, the Independent Remuneration Panel established for the existing scheme continue in being in order to make recommendations in respect of the scheme of Members' allowances required under the Local Authorities (Members' Allowances) (England) Regulations 2003; and**
  - ii) The Members of the Panel receive a single allowance of £500 and the Authority meet the reasonable expenses of the Panel and of its members in performing their duties. The Panel consists of Mr Arthur Birkby (Runnymede Association of Voluntary Services), Mr Chris Fisher (Egham Residents' Association) and Mr Colin Tutt (Managing Director of Octagon Developments Ltd).**

**3. Report**

- 3.1 The Panel had a considerable amount of background information, together with comparative data and met formally on two occasions (11 July and 26 September) to consider revisions to the existing scheme and make appropriate recommendations.**
- 3.2 The Panel's report and recommendations are attached (Appendix E1), together with supporting papers. The recommendations can be identified in Annex F attached to Appendix E1, together with the remaining elements in paragraph 5 of their report. The local authority must have regard to the advice of the Independent Remuneration Panel before making a formal scheme.**
- 3.3 The 2003 Regulations place certain duties on local authorities in connection with publicising the recommendations made by the Independent Remuneration Panel, the scheme of allowances adopted and the actual allowances paid to Members in any given year. The Regulations also place the responsibility on the local authority to ensure that copies of the Independent Remuneration Panel's report and recommendations are available for inspection at the Council's principal offices at all reasonable times and publish a notice in at least one**

newspaper circulating the area. The subsequent guidance to the Regulations, issued jointly by the Office of the Deputy Prime Minister and the Inland Revenue, urges local authorities to publicise more widely the report from the Independent Remuneration Panel, the scheme of allowances and the sums paid to each Councillor with the suggestion that, where possible, this information be published on the Council's web site. Supporting information and explanations are also encouraged.

- 3.4 Amending Regulations came into force on 31 July and had the effect of extending the deadline by which new schemes must be in place to 31 December 2003. The Panel have therefore recommended that a new scheme should take effect from 31 December 2003.

4. Resource Implications

- 4.1 The budget for Members' allowances in the 2003/04 financial year is £103,600 (see the Budget Book, page 190).

- 4.2 Should the proposals of the Panel be accepted in their entirety, the increased costs of Members' and associated allowances will rise by £8,700 in the current year to £112,300 and by £35,500 to £139,100 in a full financial year. A supplementary revenue estimate will be required in the current financial year and appropriate budgetary provision made in subsequent years.

5. Summary

- 5.1 It is for the Committee to decide whether it wishes to accept the recommendations from the Independent Remuneration Panel in their entirety or, if not, what changes they would wish to see before any recommendation for a formal scheme is considered for approval by Council. Officers have framed the recommendations on the basis that they would be accepted in their entirety in the same way that the October 2001 recommendations of the Panel were adopted.

**OFFICERS' RECOMMENDATION that -**

- i) the report and recommendations of the Independent Remuneration Panel attached at Appendix E1 be approved;**
- ii) the Director of Administration and Leisure, in consultation with the Director of Finance, be instructed to draft a scheme based on the Panel's recommendations for approval by the Council at its next meeting.**
- iii) the new scheme commence from 31 December 2003, with the review mechanisms and uplifts as identified in the Panel's report;**
- iv) the scheme and uplift arrangements be formally reviewed in October 2006;**
- v) a supplementary revenue of £8,700 be approved to meet the financial consequences in the current financial year and appropriate budgetary provision be made in subsequent years; and**
- vi) the panel members be thanked for their deliberations in the matter.**

**(TO RECOMMEND)**

Background Papers

CEO's File Independent Remuneration Panel  
Local Authorities' (Members' Allowances) (England) Regulations 2003  
Statutory Instrument 2003/1692  
ODPM & Inland Revenue "Guidance on Consolidated Regulations for Local Authority Allowances - July 2003"  
Minutes of the Independent Remuneration Panel's Deliberations - 11 July and 26 September 2003

8. CORPORATE DOCUMENT MANAGEMENT SYSTEM - PROGRESS REPORT AND STAFFING (CEO)

1. Purpose of Report

1.1 **The purpose of this report is to update Members on progress with the implementation of the corporate Document Management System.**

2. Background Information

2.1 The Document Management System (DMS) programme represents a significant new investment in corporate infrastructure and technology that is expected to modernise the way that the Council delivers services to the community.

2.2 Full details of the procurement exercise for the system were reported to the Executive Committee on 7 February 2001. The Committee also approved the initial capital estimate provision of £815,000 and the anticipated revenue costs. The capital estimate allowed for the cost of hardware, software and for certain implementation costs. It was anticipated that the cost of service based equipment would be met through the normal hardware replacement programme provision.

2.3 Detailed discussion and updates have taken place in the Information Strategy Member Working Group.

3. Report

3.1 Phase 1 – Base System Installation

3.1.1 The Base System installation is complete. All of the outstanding issues relating to functionality have been resolved.

3.2 Phase 2 - Building Control

3.2.1 Completed Building Regulation Applications are scanned and indexed daily onto the Tower Repository. These services are being provided by 1.5 FTE (2 posts) who are working on temporary contracts.

3.2.2 Primary (first level) indexing is carried out in the scanning room followed by a series of quality checks prior to releasing the images to the live system. A software interface is being developed to enable secondary level indexing to be completed automatically via an overnight update from MVM's Panorama system to Tower's IDM product. This will remove the need for Technical Services Administration Staff to enter any further indexing and thereby achieve efficiency savings in terms of administrative resources.

3.3 Phase 3 – Technical Services, Revenues and Benefits and Land Charges

3.3.1 The programme for Phase 3 has targeted the resource dependant processes and documents to alleviate pressure on staff time. The core system has been standardised to facilitate rollout to the majority of departmental users without alteration.

3.3.2 Generic Workflows have been developed which are capable of handling the Council's key application and registration type processes. Officers are able to develop the workflows further in-house, to meet bespoke requirements but the workflow system currently represents an effective case management and workflow tool.

3.3.3 Phase 3 has seen a big step change in the use of the technology. Enhancements were made at this early stage to ensure simpler referencing conventions across the organisation and to allow workflow cases to be triggered directly from the point of scanning.

- 3.3.4 As outlined in paragraph 3.2.2 above, third party software links with Panorama, MVM (Planning and Building Control) and TLC, ESRI (Land Charges and GIS) are being further developed to enable automatic updating of indexing data overnight. Links with SX3 have also been developed in line with the other third party products but with the additional functionality which will allow the automatic suppression of the recovery processes upon receipt of documents into a relevant file, and the ability to call up filed documents from within an account in SX3.
- 3.3.5 The interfaces, whilst necessary to enhance service delivery for some of the high volume services within the Council, have proved difficult to implement. The third party software suppliers are reluctant to share access to their software and indeed some have their own proprietary DMS software to offer as well. This has caused lengthy delays and numerous technical difficulties to effect properly. This needs to be taken into account for interfaces required by departments in later phases.
- 3.3.6 Cardiff Teleform has been upgraded to Version 8 and is now web-enabled. This is being used to produce interactive forms, which allows residents access to the forms via the Web and the option to complete them by hand or online. Automatic recognition of data, i.e. optical character recognition (OCR) has improved and Officers now have the ability to capture data from written text in pre-prescribed fields or pre-printed address fields as well as using barcodes.
- 3.3.7 A specific example of the use of Cardiff Teleform (OCR product) and Staffware (workflow product) is the Council's Single Person Discount Form (used to review single occupancy to assess eligibility for Council Tax Discount). The form has been designed in Cardiff Teleform and once returned by the occupant is scanned in. Certain fields either trigger action for the Council Tax Officer or for the form to be archived with no further action required. This has saved a great deal of Officer time by filtering out those for filing and only presenting those requiring action (due to a change in circumstance) in the Officer's work tray.
- 3.3.8 In response to demand from residents and Members, Officers have developed an in-house procedure for putting planning application papers and initial plans onto the corporate website alongside the Weekly Planning List using the DMS software. Runnymede was the first Council in Surrey to achieve this. Officers are now capturing appendices to committee papers to facilitate Officers' and Members' access to the whole record electronically (where previously only the agendas have been available).
- 3.3.9 Access to Planning information on-line has been extremely valuable and staff have received numerous positive comments from applicants, developers, agents, and other interested parties welcoming and supporting this service. Website staff have been monitoring 'visits' to the Planning Applications section of the Runnymede Website, which has shown a dramatic, and sustained, increase.
- 3.3.10 The final element of Phase 3 has been the development work for the Borough Intelligence Model. Officers are making use of Cardiff Teleform to create an interactive form accessible to the public via the Council's Website. It allows them to report graffiti, or criminal damage observed in the Borough. The form is captured by the Document Management System and retained as an image while the contents of the form are passed as a data file to Safer Runnymede and to the SCADis software held by the Police as their 'Crime and Disorder' database. Further testing needs to be carried out before the system can be released onto the Website.

#### 4. Resource Implications

- 4.1 The Council gave approval for the implementation programme without setting specific targets for efficiency savings. However, it was always anticipated that some financial benefits should be realised as the programme was rolled out. As Officers have commenced the roll out of Phase 3 a number of potential savings have been apparent. These are departmentally based and individually appear to be minor. However, they are cumulative and as the implementation progresses throughout the organisation they will have a significant impact.

The table below identifies some of the potential savings.

Table 1 – Potential annual revenue savings identified to date

Micro Filming	£5,000
Pocket Files	£2,400
Printed Scrutiny Sheets	£200
Printed Labels	£780
File Copy Letters	£425
Register	£517
Applications Administration	£1,649
Internet Forms	£123
Agenda Preparation and Circulation	£4,000 - £6,000
Photo Copiers/ Copying	£1,263 - £1,560
E-Mail Consultations	£1,170
Printer	£1,200
<b>TOTAL</b>	<b>£18,727 - £21,024</b>

- 4.2 DMS currently operates with 2.5 FTE staff, including 1.5 FTE employed on temporary contracts. The project has demonstrated a good start and is already bringing benefits to staff in a variety of ways, as indicated in paragraphs 4.3 to 4.6.
- 4.3 The budgeted expenditure for microfilming 6 years of archive records for Building Control was estimated to be £63,000. The cost of capturing all these records as scanned images by the DMS staff equates to a salary cost of £27,500 (based on 1.5 FTE over a 15 month period). Whilst the microfilming budget has already been offered up as a saving this demonstrates the ability of the in-house team and the technology to achieve efficiency savings. There are also obvious quality enhancements from the use of scanned images compared to microfilm and the retrieval has been vastly improved.
- 4.4 The development of an interactive form for Council Tax to review eligibility of clients for Single Person Discount.
- 4.5 To assist the public in the collection of Borough-wide 'Crime and Disorder' data into a single point with the ability to share this with external agencies as part of a joint programme.
- 4.6 Table 2 summarises progress with the DMS Implementation to date

Table 2 – DMS Roll-Out

<b>PHASE 3</b>	
Building Control	All Archive files captured back to 1997. Live Running from September 2003
Development Control	Implementation re-scheduled for 2004 to allow Technical Services System Administrator to install Appeals and Enforcement Module onto MVM, Panorama.
Policy and Implementation	Live running from September 2003.
Building Services	Delayed implementation for four weeks due to installation of 'Estateman'. Implementation due November 2003.
Land Charges	TLC (ESRI) installed but reliant upon data from Panorama (MVM). Awaiting ESRI to re-design links from Tower to TLC (where previously set up for ARCLLC). Anticipated before December 2003.
Council Tax	Pilot running from September 2003. Awaiting SX3 to rectify issues with their element of interface with main 'i-world' product.

Benefits	Pilot running from October 2003. Awaiting SX3 to rectify issues with their element of interface with main 'i-world' product.
<b><u>PHASE 4</u></b>	
Committees	Due for completion by January 2004.
Property Services	Implementation planned for December 2003
Safer Runnymede	BIM Model completion end November 2003.
Leisure Services	Splash Scheme Pilot due for completion by January 2004.
<b><u>PHASE 5</u></b>	
Housing	January – June 2004
Community Services	January – June 2004
<b><u>PHASE 6</u></b>	
Development Control	Proposed implementation July – December 2004
Environmental Services	Proposed implementation July – December 2004
Chief Executives	Proposed implementation July – December 2004
Finance	Proposed implementation July – December 2004

4.7 This programme encompasses all Sections originally scheduled to take the Document Management System and leaves the Council with one calendar year to incorporate any additional areas and for overall programme evaluation before the Government's deadline of December 2005 to achieve the e-government targets.

5. Resource Implications

5.1 The DMS Section currently comprises four staff:-

1. Programme Manager – overall management responsibility for team, programme implementation and project control.
2. DMS Supervisor – manages Scanning Room operation and supervision of Data Capture Staff.
3. Data Capture Assistant – full time.
4. Data Capture Assistant – part time (20 hours).

5.2 Staff have worked extremely diligently to resolve the diverse range of technical issues that have been presented during the system design and setup. Lengthy testing and quality checks have been conducted to ensure that both system security and accuracy remains paramount.

5.3 Runnymede is still the only Authority in the country to implement a corporate Document Management and Work Flow System and the Council is being consulted by a number of government agencies as leaders in this field.

5.4 The implementation is now well underway with a programme to deliver the system across the Council during the next 12-18 months as demonstrated in Table 2. However, it will not be possible to maintain the current service standards from within existing resources. The

current Data Capture Staff have the capacity to meet the demands of Phases 3 and 4 but from January 2004 the system will be rolled-out to Housing and Community Services. It is therefore necessary to address the contracts of the existing temporary staff and the additional resources needed. These will be evaluated in the Annual Personnel Report due for consideration by this Committee in January 2004.

- 5.5 In order to further develop Staffware (Workflow) and Cardiff Teleform (interactive forms) as part of the enhanced roll-out of DMS, Officers request Committee approval to provide £10,000 in 2003/04 and £10,000 in 2004/05 from the DMS capital budget. This will be used for consultancy and development work with the two software partners to optimise the work that will be undertaken in-house. It is considered prudent to purchase this training to retain the skills in-house.
- 5.6 It would be proposed to finance this capital expenditure from the IEG grant received from the Government, subject to confirmation that this funding will be made available again in 2004/05.
- 5.7 The capital project appraisal form is attached at Appendix 'F'.
6. UNISON Comments
- 6.1 UNISON has been consulted and has no comments to make on the proposals.

**OFFICERS' RECOMMENDATION that -**

**additional consultancy on Staffware and Cardiff Teleform be approved at a cost of £10,000 in 2003/04 and £10,000 in 2004/05, to be met from the capital budget for the Document Management System and financed from IEG grant.**

**(TO RESOLVE)**

Background Papers

None

9. COMPUTER SYSTEMS BACKUPS (CEO)

(Ref: Minutes of Corporate Management Committee, December 2002, page 812, para 468)

1. Purpose of Report

1.1 **The purpose of this report is to update Members on the issues surrounding the backup of the major computer servers and to recommend immediate changes to improve resilience.**

2. Background Information

2.1 As reported to this Committee in December 2002, the backing up of data is vital for the effective running of the Council's core applications and is increasingly in need of a less labour intensive, more efficient and foolproof method of operation.

2.2 The Council now operates 40 servers running Windows 2000 Server. 20 of these servers are backed up to tape every evening during the week so that in the event of a computer failure or the corruption of data the servers can be rebuilt with the minimal loss of data.

2.3 The software used to back up these servers is supplied as a standard part of the Windows operating system, NT Backup. While this program provides a satisfactory backup of individual servers it has limited functionality and is very weak in two important areas. Firstly in order to back up an Oracle or SQL server database the database itself has to be shut down and all the associated services stopped. This is termed a cold backup. It has to be timed to run when no vital updates are taking place on the database and disconnects any user still running a session on the application. Secondly each server has to be backed up individually and the backup tapes checked and managed from each server rather than from a central point.

### 3. Report

- 3.1 Specialist backup software is available that resolves both these problems. Working from a central console all the backups can be scheduled and their progress monitored. The contents of the tapes are indexed by the software making the identification of backed up files for retrieval a simple and efficient process. In addition, special agents running on database servers allow drives on these machines to be backed up without having to close down the database, allowing greater access time to the servers and avoiding the risk of users still connected to the server corrupting the data.
- 3.2 This software would make use of the existing tape library and tape drives and would not require a hardware upgrade to achieve the greater efficiencies.
- 3.3 The software proposed for this solution is Veritas NetBackup Business Server, one of the market leaders in the field for this scale of operation. This software is supplied as a central application and a number of clients loaded on individual servers. In addition agents can be purchased that allow the backing up of databases and Exchange without closing down services on the server.
- 3.4 It is proposed that an 8 licence version of the software be purchased. This will allow iWorld, Financials, Housing, DMS, GIS, TLC and Exchange to be backed up using these agents. The other servers can utilise the software by means of careful configuration.

### 4. Council Policy

- 4.1 These proposals support the Council's policies of delivering services and information to the public in the most cost effective and secure way possible. The Implementing Electronic Government (IEG) agenda requires the securing of data wherever possible so that accurate up-to-date information is always available.

### 5. Resource Implications

- 5.1 The cost of the software, including installation, configuration and staff training is as follows:

Software	
Veritas NetBackup Business Server includes 8 clients)	£2,400
Veritas NetBackup Business Server Database Oracle Agent (x4)	£3,000
Veritas NetBackup Business Server Database SQL Agent (x2)	£1,500
Veritas NetBackup Business Server Database Exchange Agent (x1)	£ 750
Installation	£4,000
Training	£1,500
Miscellaneous (Media Kit, barcodes etc)	£ 950
Total	£14,100

- 5.2 The annual running costs of this solution would be £5,000. This would provide round the clock support and two days on site consultancy per annum. Revenue costs in the current financial year can be met through savings in IT budgets. The financial forecast, however, contains no provision for this additional revenue expenditure in subsequent years.
- 5.3 The capital project appraisal form is attached at Appendix 'G'.

### 6. Legal Implications

- 6.1 Under the provisions of the Data Protection Act 1998 the Council has an obligation to ensure that personal data is held securely.

#### **OFFICERS' RECOMMENDATION that -**

- i) **Veritas NetBackup Business Server with 8 clients and 7 agents as specified above be purchased for a sum not exceeding £14,100;**
- ii) **provision be made for the annual maintenance and support of this software of £5,000; and**

- iii) **the capital expenditure be met from the General Information Technology provision in the capital programme and funded from IEG grant.**

**(TO RESOLVE)**

Background Papers

None.

10. TELEPHONE SWITCHBOARD UPGRADE (CEO)

1. Purpose of Report

- 1.1 **The purpose of this report is to seek approval for the upgrade of the telephone switchboard.**

2 Background Information

- 2.1 In 1996 the ageing PBX (Private Branch Exchange or private telephone switchboard) supplied by BT was replaced with a digital switchboard from Alcatel. This was part of a major upgrade to the voice and data facilities in the Civic Offices. The Alcatel 4400 used by the Council runs a version of Unix which is periodically upgraded by the Company. Version 1 of this operating system was installed initially and this was upgraded to Version 3 in 1999 when the depot was made part of the Civic Offices Switchboard and a data link was established, both services sharing the same leased line.

- 2.2 Version 3 is considerably out of date with the latest release of the operating system now being Version 5. Moving to this release is now needed if any substantive changes are to be made to any of the facilities offered by the switch.

3. Report

- 3.1 An upgrade to Version 5 will allow call centre facilities for the Benefits and Council Tax sections, better directory facilities that will allow switchboard operators to more easily forward calls to external agencies, more comprehensive accounting facilities and permit the latest software to be run on the voice switch so that trials can take place of software that will be used in the new Civic Offices. These enhancements are set out in more detail below.

- 3.2 The provision of call centre facilities refer to the installation of handsets in the Benefits and Council Tax sections that can be managed to control their access to the public. The supervisor of a section with these facilities can both monitor the use of each handset and ensure that its usage follows pre-programmed rules. Thus, for instance, calls can be queued and distributed fairly to staff and staff can be given time to complete their case notes before the phone is available for the next call (wrap up time). The need for these facilities has been identified in the Benefits and Council Tax sections in order to improve BVPI scores in this work area.

- 3.3 The implementation of a more comprehensive telephone directory would enable the storage not only of the details of extensions directly connected to the switch, but also of external telephone numbers. Increasingly staff on the switchboard are forwarding calls to other agencies who are actually responsible for handling a request for service received by the Runnymede switchboard or who work in partnership with Runnymede in delivering the service or package of services. With the limitations inherent in the present directory there is a time wasting procedure involving reference to externally held information held in paper form or on the Council Intranet. Alcatel can supply a directory that will solve this problem at no additional cost to the Council. In addition it is proposed that an accounting package be adopted that will not only facilitate better monitoring of traffic through the switch and allocation of costs based on usage but will permit implementation of least cost routing (using the cheapest supplier of lines for any individual call). Allocation of costs will be increasingly relevant as the Council works more closely with others in the Surrey Partnership, passing clients on to other members.

3.4 Finally, a number of new facilities have become available on the Alcatel 4400 switch that could be of benefit at a new Civic Offices facility. Alcatel, in conjunction with Cisco, has offered to facilitate a free trial of these improvements. The information gained would benefit the Council in two ways, in allowing staff to become familiar with the new functionality and assessing its potential within the organisation and in assisting the Council in deciding whether to change telephone suppliers when the relocation takes place. Again, an upgrade of the operating system is necessary for these trials to take place.

4. Council Policy

4.1 These proposals support the Council's objective of presenting an efficient professional face to the public and minimising the length of time a person telephoning the Council spends in being connected to the correct member of staff, either in Runnymede or in another more appropriate agency.

5. Resource Implications

5.1 The cost of this software, including installation, configuration and staff training is as follows:

Description	Qty	Price
Upgrade the existing 4400 to latest level	1	£8,422
5 seat Alcatel OmniTouch contact centre	1	4,193
4760 management station inc. accounting and directory package	1	5,241
Installation of Operating System		3,000
Installation of other software		2,750
Training		2,095
<b>Total</b>		<b>£25,701</b>
Support Mon-Fri 09.00-17.00 4hr response		£1,995

5.2 The capital expenditure can be funded from the general information technology provision and financed from the Implementing Electronic Government (IEG) Grant provided by the Office of the Deputy Prime Minister.

5.3 No provision was made in the financial forecast for the additional annual revenue costs of £1,995, although the expenditure in the current year can be met from savings in IT budgets.

5.4 The capital project appraisal form is attached at Appendix 'H'.

**OFFICERS' RECOMMENDATION that -**

- i) the Alcatel 4400 Voice Switch be upgraded for a sum not exceeding £25,701;**
- ii) provision be made for the annual maintenance and support of this software of £1,995; and**
- iii) the capital expenditure be met from the General Information Technology provision and financed from IEG grant.**

**(TO RESOLVE)**

Background Papers

None

11. WEBSITE CONTENT MANAGEMENT (CEO)

1. Purpose of Report

1.1 The purpose of this report is to identify the means to automate the management and updating of the Council's Web sites and provide powerful but simple to use search facilities for the sites.

## 2. Background Information

- 2.1 The Council runs four Web sites, all of which serve different audiences. The Internet site gives the public access to information on the Runnymede area and Council services, the Intranet provides the same information to Council staff and in addition has information relevant to the provision of services by the Council, the Extranet for Surrey provides the same information for viewing by staff in other local authorities in Surrey but excludes areas that are only appropriate for viewing by Runnymede staff and, finally, the Councillors Extranet includes similar information to the Intranet with the addition of information, such as Part II Agenda items, that is confidential.
- 2.2 These sites use the same core of information and are developed centrally, the appropriate information being deployed to each of the sites. At present this work is carried out by a small team of three part-time Web developers who create the pages and load much of the data onto the sites. Some data is stored in an SQL Server database but this is at present fairly limited in terms of the total content of the site. This approach was appropriate when the amount of information on the sites was limited but as the Implementing Electronic Government (IEG) Agenda progresses it is not the most effective method of maintaining the sites.

## 3. Report

- 3.1 Keeping the site up to date and developing its use through these manual techniques is producing a number of areas of concern that need addressing:
- i) Feeding a large proportion of content update through a central team will soon make this a bottle-neck in keeping information on the site up-to-date, especially as the number of staff in the team has been reduced in the past year. It is essential that responsibility for the day to day maintenance of information on the sites be devolved to end user sections who are familiar and up-to-date with the changes taking place to the information shown.
  - ii) Changes made to content on the site are at present not self documenting, which makes areas of the site in need of updating difficult to identify. On two occasions external bodies have criticised the Internet site for containing out of date information. As day to day maintenance of the content of the site is devolved then updates must be done in such a way that fully documents version control and tracking changes.
  - iii) There is a lack of a comprehensive search facility on the site. This would facilitate the finding of information on the site, especially for new users who are not familiar with the way information is laid out.
  - iv) The site is not optimised for use by the disabled.

## 4. Proposal

- 4.1 These four objectives can be addressed by the adoption of content management software.
- 4.2 In order to produce a detailed specification of the content management system required it is proposed that consultancy be purchased that will look at the Council's current information held on the web sites, the requirements outlined above and to scope the work required to produce a content management solution. The amount of work estimated for this task is 5 days at a cost of £6,000.
- 4.3 This work and the purchase and implementation of the content management system is an essential stepping stone to achieving the Councils IEG objectives. Revenue expenditure of this nature cannot be financed from the IEG grant, which is only available to finance capital expenditure. It is therefore proposed to utilise the Leaders provision for Position Statement initiatives.
- 4.4 Before the detailed specification is complete it is difficult to estimate the total cost of the project, but it is anticipated it will be in the order of £15,000 for licensing fees and £50,000 for

installation, configuration, training and other set up costs. This would be an appropriate use for IEG funding and so would be financed from that source.

**OFFICERS' RECOMMENDATION that -**

- i) consultancy up to the value of £6,000 be purchased in order to produce a detailed specification of the content management system required by the Council; and**
- ii) this expenditure be met from the provision for Leaders Position Statement initiatives.**

**(TO RESOLVE)**

Background Papers

None.

12. COMPUTER CONSUMABLES (CEO)

1. Purpose of Report

- 1.1 **The purpose of this report is to seek a supplementary estimate in respect of the computer consumables budget in order to keep pace with the increasing amount of equipment in use and the increasing cost of certain items.**

2. Background Information

- 2.1 During the past three years the number of Personal Computers in use by Council staff has doubled as a result of implementing the policy of providing each member of staff with a PC with access to e-mail and the Intranet as well as their operational systems.
- 2.2 This has resulted in a large increase in the amount of computer consumables required by staff. This is particularly true in the case of printing where the consumption of toner has increased. There is also a move towards more printing in colour which adds to the cost of each sheet. Also, staff are making more effective use of the software on their computers and many areas of, for instance, the Administration and Leisure Services Department, are moving into poster and leaflet production. An increasing amount of printing can now be carried out in-house instead of being sent out to printers.
- 2.3 The cost of backup tapes has also dramatically increased as the Council has moved from 4mm DAT tapes to DLT tapes and now to LTO tapes. While the unit cost of these items is decreasing year on year the tapes required by each new technology is much higher. For instance DAT tapes currently cost approximately £8, DLT tapes £20 and LTO tapes £55. Tapes have a recommended number of times that they should be used and, as the value of the data they contain far outweighs the cost of the tapes, they are always renewed on schedule.
- 2.4 The budget to purchase these consumables is managed centrally. It has over this period been increased by the amount of inflation and last year was supplemented with a virement from an underspend under another IT budget head. However, this year a supplementary estimate of £10,000 is required to prevent printers running out of toner and tapes not being renewed. The approved savings target in the financial forecast should be increased by £10,000 to pay for this additional expenditure.

**OFFICERS' RECOMMENDATION that -**

- i) a supplementary estimate of £10,000 be approved to meet the increased cost of computer consumables; and**
- ii) the savings target in the financial forecast be increased by £10,000 to pay for this additional expenditure.**

**(TO RESOLVE)**

Background Papers

None.

13. REFERENCES FROM OTHER COMMITTEES/REVIEW BOARD

a) PLANNING COMMITTEE - 15 OCTOBER 2003

Local Development Framework - Staffing Implications

1. At its meeting on 15 October 2003, the Planning Committee considered the staffing resources required to secure the production of the Local Development Framework (LDF).
2. The Policy and Implementation section is currently allocating more than 1.35fte (the Best Value estimate on Local Plan preparation), to meet the requirements of the new procedures associated with the LDF and the sustainability audit. This has been achieved by increasing the Environmental Policy Officer (EPO) to a full post. Planning Development Grant monies have funded this 0.5fte increase. The Section has also been assisted on Development Plan work on a 0.5fte basis and associated with the work on the Surrey Structure Plan Housing Capacity Study. Revenue monies have funded this staff resource.
3. To assist with the increased requirement of the LDF the Planning Committee approved the following :-
  - i) the EPO post be maintained as a full-time post for 2 years subject to further Planning Delivery Grant monies becoming available from April 2004; and
  - ii) the 0.5fte post be retained and also funded by the Planning Delivery Grant (PDG) monies for the period to March 2006.
4. The additional cost for each post is in the region of £13,000 (including on-costs).
5. The Office of the Deputy Prime Minister (ODPM) has already provided Planning Delivery Grant (PDG) money for the financial year 2003/04 of £139,000. The allocation of these monies was agreed on 3 April 2003 (at Corporate Management Committee) and it is anticipated that £105,000 will be committed by 31 March 2004. There was also £10,000 set aside for consultants to assist with work on the Local Plan, but it is recommended that this work now be undertaken by the Planning Policy and Implementation Section. This and the remaining £24,000 can be carried over to the next financial year.
6. The ODPM wrote to Local Authorities in April 2003 indicating that the PDG for subsequent years will be confirmed in early 2004 and set out the details for the period to March 2006. The Committee are advised that the letter said that the PDG should also be directed towards enabling the implementation of the new LDF.
7. The Planning Committee proposed that the monies remaining for 2003/04 be available to extend the current post arrangements until March 2005. Upon receipt of details of the February 2004 settlement, arrangements can be made to extend the contracts for the period to March 2006.

**PLANNING COMMITTEE RECOMMENDATION that -**

**the use of Planning Delivery Grant as proposed be approved.**

**(TO RESOLVE)**

Background Papers

None

b) REVIEW BOARD - 9 OCTOBER 2003

Task Group on Net Revenue Reduction Targets

1. When considering the Council's progress in achieving its net revenue reduction targets, the Review Board, at its meeting on 9 October 2003, noted that for 2004/05, £650,000 of savings had been found which amounted to £350,000 less than the £1 million target. £155,000 of additional savings were also needed to compensate for new initiatives required by the Government. These targets meant that difficult decisions would have to be made.
2. The Board discussed how further net reductions could be achieved. It was suggested that there may not be much scope for efficiency savings and that service reductions in discretionary spend may be appropriate, perhaps through combining existing services, e.g. it may be possible to combine health centre, community centre and day centre functions in the same building in some cases. Discretionary spending accounted for 48% of total spend – a large proportion. Reducing the discretionary spend would, however, impact particularly upon the elderly. Statutory spending could be curtailed, but could not be dispensed with altogether. There was a possibility that the Government might introduce capping of Council Tax in the future and people on fixed incomes in particular may find increases in Council Tax difficult to pay.
3. Other potential courses of action to make up the shortfall included disposing of more capital assets, or increasing the Council's various charges, and it was noted that parking charges had already been increased. The Board suggested that the possibility of further hiring out of buildings in the evenings should be explored. This already formed part of Council policy as the draft Leader's Position Statement at paragraph 3.4.2.2 of the Housing and Community Services section stated that at the Day Centres, the Council would try to reduce net costs by increasing usage for other revenue generating activities at times of low demand. Another area that might be looked at was decreasing the levels of various provisions made in the budget. The Board agreed that the timing and need for the Civic Offices re-provision should be re-assessed in view of its significant impact on the Financial Forecast. (Any action on this point should also be referred to the Economic Development Committee). The Board recommended that a Task Group be set up to consider possible further net reductions.
4. This Committee is asked to consider the Board's recommendations as set out below.

**REVIEW BOARD RECOMMENDATION that -**

**a Task Group be set up under the direction of the Leader of the Council to look at ways of achieving savings and in particular;**

**(a) to consider whether:-**

- i) some existing services can be combined;**
- ii) discretionary spending can be reduced and, if so, in what areas of spend;**
- iii) spending on statutory services can be reduced, and, if so, in what areas of spend; and**

**(b) to review the provision of the new Civic Offices and to consider whether any savings can be made on this project.**

**(TO RESOLVE)**

Background Papers

None

14. EXCLUSION OF PRESS AND PUBLIC

**OFFICERS' RECOMMENDATION that -**

**the press and public be excluded from the meeting during discussion of the following reports under Section 100A(4) of the Local Government Act 1972 on the grounds that the reports in question would be likely to involve disclosure of exempt information of the description specified in paragraphs 1, 7 and 8 of Part I of Schedule 12A of the Act.**

**(TO RESOLVE)**

**PART II**

**Matters involving Exempt or Confidential Information in respect of which reports have not been made available for public inspection**

<b>a) <u>Exempt Information</u></b>	<b><u>Para</u></b>
15. REVIEW OF STAFF TERMS AND CONDITIONS	7 and 8
16. APPOINTMENT OF SUPERNUMERARY POST	1

**b) Confidential Information**

(No reports to be considered under this heading)