

## **CABINET**

**Decision Notices and Minutes of a meeting of the Cabinet held on Tuesday, 24th November, 2009 at 5.00 p.m. at the Civic Offices, Telford**

**PUBLISHED ON MONDAY, 30<sup>th</sup> NOVEMBER, 2009**

**(DEADLINE FOR CALL-IN THURSDAY, 3<sup>rd</sup> DECEMBER, 2009)**

**PRESENT:** Councillors A.J. Eade (Leader and Chairman), S. Bentley, E.J. Carter, M.B. Hosken, S.M. Kelly, A. Lawrence and J.M. Seymour

**ALSO PRESENT:** Councillors R.K. Austin, G.M. Green and V.Tonks (Opposition Group Leaders)

### **CB-104                      MINUTES**

**RESOLVED** – that the minutes of the meeting of the Cabinet held on 10<sup>th</sup> November, 2009 be confirmed and signed by the Chairman.

### **CB-105                      APOLOGIES FOR ABSENCE**

Councillor S.P. Burrell

### **CB-106                      DECLARATIONS OF INTEREST**

None

### **CB-107                      REVIEW OF THE HOUSING ALLOCATIONS POLICY**

**Key decision** identified as **Review of the Council's Housing Allocations Scheme** in the Forward Plan published on 15<sup>th</sup> October 2009.

Councillor J.M Seymour, Cabinet Member for Adult & Consumer Protection, presented the report of the Head of Operations (Housing, Public Protection, Substance Misuse, Mental Health & Social Inclusion), which sought approval to the governance and project management arrangements, including timeframe, for reviewing the Council's Housing Allocations (Policy) Scheme

It was pointed out that, although the Council was a stock transfer authority, it remained a Local Housing Authority with a range of related duties and powers.

One of those duties involved having in place an approved and published housing allocations scheme for the Borough. Whilst there was an approved scheme in place it had not been reviewed since the phased introduction of choice based lettings nearly three years ago.

As a consequence, the existing housing allocations scheme was no longer 'fit for purpose'. Initial work had commenced to establish a project structure,

project plan, governance and reporting arrangements to enable a comprehensive review to be carried out.

The review had regard to housing needs of the Borough, the Council's current allocations scheme, the 'Choose Your Home' scheme administered by WHT, government guidance and best practice, and the views of stakeholders including service users and the public at large.

It was intended to have a new housing allocations policy for the Borough in place and fully operational by April 2010.

Members supported the report and hoped that local Parish Council initiatives of a similar nature could be also acknowledged with the scheme.

**RESOLVED** – that the approach recommended for review of the housing allocations scheme be endorsed, the proposed governance arrangements be approved, and the proposed project management arrangements be noted.

**CB-108      ADDING HOUSEHOLD BATTERIES AND LOW ENERGY LIGHT BULBS TO THE EXISTING KERBSIDE SERVICE**

**Key decision** identified as **Adding Household Batteries and Low Energy Light Bulbs to the Existing Kerbside Service** in the Forward Plan published on 15<sup>th</sup> October 2009.

Councillor S. Bentley, Cabinet Member for Environment, presented the report of the Head of Planning & Transport, which sought approval to add household batteries and low energy light bulbs to the existing kerbside recycling service.

Members were informed that the Waste Batteries and Accumulators Regulations 2009 came into force on 5<sup>th</sup> May 2009, with Section 4, portable batteries, taking effect from 1<sup>st</sup> February 2010. Manufacturers and importers of batteries would have to demonstrate that they were recycling a proportion of the amount of new batteries that they placed on the market each year. They would be able to meet their responsibilities by recycling themselves or funding compliance schemes operated by third parties that carried out the recycling on their behalf.

Consequently, the costs of recycling a proportion of household batteries would be absorbed by the manufacturers and importers of household batteries (as was the current case for low energy light bulbs). It was proposed that household batteries and low energy light bulbs should be added to the existing dry recyclable kerbside collection. Trials had confirmed that such kerbside collections were likely to generate the highest level of public participation.

Household batteries and low energy light bulbs would be gathered in separate bags labelled with the WRAP symbols by the householder and then placed into their existing red box for recycling. The batteries and light bulbs would

then be taken to the current bulking station by TWS along with the existing materials for recycling, using separate receptacles on the vehicles and transferred daily to the Halesfield recycling centre for storage until collection by the current reprocessor.

It was estimated that the Council would collect around 536,000 batteries per year from the kerbside which was equivalent to approximately 13.4 tonnes per year. As no trials had taken place for low energy light bulbs a tonnage calculation is not currently possible. It was proposed that changes take effect from March 2010 when the Government regulations were in force and kerbside vehicles were being replaced.

Reference was made to the debate at a recent Council meeting in June (minute 37) at which members supported the proposals.

**RESOLVED – that the addition of household batteries and low energy light bulbs to the existing kerbside recycling service be approved.**

**CB-109      STRENGTHENING THE RELATIONSHIP BETWEEN  
TELFORD & WREKIN COUNCIL AND TOWN & PARISH  
COUNCILS**

**Non Key decision**

Councillor S.M. Kelly, Cabinet Member for Policy, Performance & Partnership, presented the report of the Head of Policy, Performance & Partnership, which sought approval for the recommendations made to support the Parish Charter and strengthen the relationship between Telford & Wrekin Council and the Town and Parish Councils.

Following on from the adoption of the Parish Charter by both Telford & Wrekin Council and the Town and Parish Councils it had been recognised that several processes needed to be put in place to make sure the Charter was implemented, understood and adhered to.

The report outlined how the Council would hold itself to account through training and monitoring and performance managing. It also covered how Telford & Wrekin Council would strengthen its relationship with Town and Parish Councils through the Parish Forum, Locality Management and by improving communication.

The report finally looked at how Town and Parish Councils could be enabled to become more active through support of the Wrekin Area Committee, being able to speak at Plans Board and through working with Telford & Wrekin Council to jointly promote the contribution to Quality of Life.

It was suggested that the detail of the revised arrangements may be best discussed and analysed by the Parish Charter Monitoring Group.

**RESOLVED –**

- (a) That the arrangements for strengthening the relationship between Telford and Wrekin Council and the Town and Parish Councils be supported, in particular by raising awareness of the Charter amongst staff within Telford and Wrekin and amongst Town and Parish Councils.
- (b) That the Parish Charter be monitored through the Charter Review Group and Parishes Forum, along with an annual survey of Town and Parish Chairs and Clerks.
- (c) That the proposals to facilitate Town and Parish Councils to become more active be implemented, including consideration being given to revising the Council Constitution to enable Town and Parish Councils to speak at the Plans Board.

**CB- 110      EXCLUSION OF PRESS AND PUBLIC**

**RESOLVED** - that the press and public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

**CB-111      FINANCIAL MANAGEMENT SYSTEM PROCUREMENT**

**Key Decision** identified as **Capital Strategy and Capital Programme Decisions within the agreed Capital Programme** in the Forward Plan published on 15th October 2009.

Councillor A. Lawrence, Cabinet Member for Resources, presented the report of the Corporate Director: Resources which outlined proposals to grant delegated authority to the Head of Finance & Audit to award the contract for the replacement Financial Management System, after consultation with the Cabinet Member: Resources

The existing Financial Management System (OLAS) had been in place since 1994. The Council and the environment in which it operated had changed considerably since then and a project was underway to procure a replacement system which would meet the current and future financial management needs for the authority.

The project was in two phases: procurement and implementation. Officers were currently nearing the end of the procurement phase and it was anticipated that a preferred supplier would be selected in December.

A new system would support the restructuring of the finance function and its services as part of the overall organisational changes for the Council, which in turn would deliver savings and improved access to management information.

Delegated authority was requested for the Head of Finance & Audit to award the contract, following the EU tendering process after consultation with the Cabinet Member for Resources. That would ensure that there was no delay moving into the implementation phase and discussions could commence with the preferred supplier as soon as possible, as it was vital that the new system was in place for the start of the 2011/12 financial year.

**RESOLVED – that, delegated authority be granted to the Head of Finance & Audit to award the contract for the replacement Financial Management System, following the EU tendering process, after consultation with the Cabinet Member for Resources, and subject to ensuring adequate funding was in place.**

The meeting ended at 5.16 p.m.

**Signed for the purposes of the Decision Notices**

**Jonathan Eatough  
Head of Legal Services  
Date: 30<sup>th</sup> November 2009**

**Signed: .....**

**Date: .....**

# **TELFORD & WREKIN COUNCIL**

**CABINET - 8<sup>TH</sup> DECEMBER 2009**

**SERVICE & FINANCIAL PLANNING: 2010/11– 2012/13**

**REPORT OF THE CHIEF EXECUTIVE & CORPORATE DIRECTOR: RESOURCES**

## **1.0 PURPOSE**

To outline a Service & Financial Planning strategy for the period 2010/11-2012/13 including specific budget proposals for 2010/11.

## **2.0 RECOMMENDATION**

**Members are asked to approve the report's service and financial planning strategy proposals for consultation with the community.**

## **3.0 SUMMARY**

The report outlines the Service & Financial planning context in which decisions on the 2010/11 budget and medium term strategy will need to be taken. It highlights the wide variety of challenges facing the area, particularly the impacts of:

- The expected squeeze on public sector funding caused by the Government's escalating borrowing requirement and consequent uncertainties about the Council's financial position beyond the current three year grant settlement which covers the period until April 2011.
- The continuing recession which is impacting on the Council's income levels and has increased demand for a range of Council services.
- The need to move forward on a large number of major capital investment projects including the Borough Towns Initiative Sports and Learning Communities, the regeneration of former New Town Estates and the development of Telford Town Centre.
- The need to make new ongoing revenue investments to meet increasing demand for social services support for both Children & Families and Adults.

The Council is proposing a prudent strategy to ensure that we are as well placed as possible to meet the many uncertainties over coming years while continuing to cut the level of council tax increase and keeping major projects moving forward. The proposed significant capital investments by the Council will support the local economy both now and help to ensure the future prosperity of the area.

The Service & Financial medium term strategy proposed is to:

- Continue the existing strategy of year on year reductions in the level of council tax increase, with an increase of 1.9% in 2010/11 (equivalent to 31 pence per week for the average property), and ensuring that the Council continues to have one of the lowest levels of council tax in the Midlands.

- Maintain the existing strategy of using less than £1m pa balances as part of the funding for the ongoing net revenue budget.
- Build upon the existing 3 year capital investment programme.
- Approve new 2010/11 revenue investment in to services for Children & Families of £1.9m and in to Adult Social Services of £1.675m.
- Realise a main savings package of £4.59m and an additional £0.2m for Education services in 2010/11.
- Endorse the existing provision of £1m set aside from reserves for invest to save initiatives.
- Provide an increase in the contingency of £0.5m to cover social services pressures.

The Council will now embark on a consultation process, seeking views from all sections of the community on the specific proposals for 2010/11. We will also be seeking to actively engage with the community and to listen to views on what the Council's priorities should be for coming years. Final budget and council tax decisions will be taken on 23<sup>rd</sup> February 2010 by Cabinet and ultimately on 4<sup>th</sup> March 2010 by full Council.

## **4.0 STRATEGIC & POLICY CONTEXT**

### **4.1 Current Strategy**

In March 2009, the Council approved a 3-year Service & Financial Strategy which set out the guiding principles which would underpin our approach to managing our Budget, the priority policy objectives which would inform our funding decisions, and an outline investment and savings programme. This Strategy was informed by consultation with a wide range of local people and organisations.

**4.2** In putting in place this strategy, we were very clear that the Council was facing a difficult 3 years with many competing demands on our resources both to sustain current levels of service and to invest in new initiatives and projects for the future benefit of our community. We are also very aware of the many difficulties and pressures it has placed on the people, businesses and organisations in the Borough. Our approach has always been to review our corporate strategy on an annual basis and current events have only served to heighten the importance of this refresh process.

**4.3** Over the past few months, we have been reviewing, updating and refreshing our current strategy and policy framework. This has involved:

- Refocusing our priorities;
- Reviewing our current investment package in the light of our priorities and new or emerging pressures, challenges and service needs (see Section 4.4);
- Reviewing existing service budgets to identify opportunities to make significant efficiency and other cost savings to ensure that we will be able to invest in our priorities and minimise Council Tax increases as far as possible;
- Continuing work on a longer-term and more fundamental programme of reviews across the organisation to identify further savings and efficiencies.

#### **4.4 Current Issues and Challenges**

It is clear that there are two main issues, in budgetary terms, which need to be at the forefront of our policy agenda – care services for adults and children and the economic and housing downturn:

##### **- Care Services**

We identified ‘protecting and maintaining services for older people and vulnerable adults and children’ as a key priority policy objective in our 2009/10 Budget. This is an area where demographic pressures, the rising cost of care packages and the complexity of care packages place significant demands on our resources. These are also vital services where we, particularly in relation to safeguarding our most vulnerable children and adults, must be constantly vigilant. Following the tragic death of ‘Baby Peter’ and other recent cases, we have seen a significant increase in caseloads (and resulting financial pressures), particularly in Children’s Social Services.

##### **- Economic/Housing Downturn**

The current economic and housing downturn continues to be an issue of fundamental importance. The impacts of the downturn are wide across the community and our services and seem likely to manifest themselves for at least the remainder of our medium-term planning period. We examine the impacts on the Council itself in the ‘Financial Context’ section of this report. In terms of impacts in the community to date, issues include:

- Stagnant housing market as evidenced by a significant reduction in Local Land Searches enquiries due to a large extent on the restricted availability of mortgages;
- Limited new house building, delayed completion of existing building schemes, and little progression of new private and public development schemes;
- Over the last year (Sept 08-Sept 09) the borough’s unemployment rate (as measured by Job Seekers’ Allowance claimants) has risen from 2.6% to 4.8%, an increase of 2,198 people. Telford & Wrekin’s unemployment rate remains below that of the West Midlands (5.6%), but above the England rate (4.2%);
- Some increase in acquisitive crimes;
- Inward investment enquiries have reduced;
- Some increase in the number of Council tax and Housing Benefit applicants;
- Reductions by employers in investment in skills training.

In terms of our current strategy, we have put ourselves in a good position through the emphasis that we have already placed in our priorities on securing economic prosperity, increasing skills, regeneration and seeking to attract investment in the necessary infrastructure and facilities through planned and sustainable growth. The work that we are progressing in relation to strengthening our economic development capacity within the Council, progressing the development of the Town Centre and regeneration across the Borough and key targets in our Local Area Agreement (though many of these will prove even more challenging to achieve in the current conditions) are essential elements of delivering future success.

An issue which the Council has placed on our list of priorities is in relation to Housing. We are working closely with the Housing and Communities Agency, Registered Social Landlords and Advantage West Midlands to develop and seek resources for a package of both short and longer-term measures to stimulate and support the local housing

market (both public and private), address homelessness concerns and link more closely housing market development, growth and regeneration.

At this time, the public sector still has a crucial role to play in showing confidence, leadership and investment in the future of the area. Only in this way can we hope to protect, bolster and strengthen the local economy and place Telford & Wrekin in the best position possible to grow and prosper in the years ahead.

#### 4.5 Vision and Priorities Framework going forward

For any organisation to be effective and successful, it must ensure that its resources are planned and managed well. The Council's Service and Financial Planning process is the key way in which we bring together the community's needs and expectations and local, national and regional policy drivers alongside the resources that are available to us.

In looking to take stock of these issues/opportunities and consider and refresh our strategy, the Council's starting point is the Local Strategic Partnership's **Vision and Community Priorities** that have been developed in consultation with the community. Our overall Vision for the Telford & Wrekin community is of:

***"A successful, prosperous and healthy community which offers a good quality of life for all the people of Telford & Wrekin"***

Within this context, we have refocused our priorities based on where we believe that as a Council we need to make a positive difference and concentrate our resources. Our priorities moving forward are all about **delivering the transformation and improvement of the Borough**. Specific priority policy areas are proposed to be:

- **Housing, Regeneration and Prosperity**
- **Children and Young People**
- **Active Lifestyles –Leisure & Culture**
- **Supporting People**
- **Environment & Rural Area**
- **Community Protection and Cohesion**
- **An Efficient, Community-focused Council.**

#### 5.0 **FINANCIAL CONTEXT**

The Council has a gross annual revenue budget (including schools) of around £386m and a capital programme of just under £66m in the current year i.e. an organisation with a total turnover approaching £0.5bn a year. The net revenue budget for the current year stands at £124m after adjusting for specific government grants, charges for services, rents and investment income and this is funded as follows:

	£m
Gross Revenue Budget	386
Less : Specific grants and other income	166
<b>Net Budget</b> including Education	<b>220</b>
Less :Dedicated Schools' Grant	-96
<b>Net Budget</b>	<b>124</b>
Funded by-	
Revenue Support Grant/Business Rates	68
Council Tax and balances	56
	<b>124</b>

Around 75% of our net budget (including Education) is spent on Education and Social Services – just 25% on everything else the Council provides. Council Tax funds around 25% of the net budget and under 15% of gross revenue spending.

Council Tax levels for the Council's own services are currently around £826 for average properties (band B) and £1,065 including parish, police and fire spending. Band D equivalents are £1,078 and £1,391 respectively. Tax levels for the same services in the rest of Shropshire have risen significantly faster over the last 10 years than in Telford & Wrekin and now stand some £87 more at band D (for unitary services).

## **5.1 2009/10 Budget Strategy**

The current year's budget was based on funding from the second year of a 3 year Government grant settlement which was announced in December 2007 and covers the period 2008/09 - 2010/11.

The Council received a good grant settlement but even in 2010/11 will still be losing over £5m of its grant entitlement through the grant damping mechanism, a total loss of around £18m funding over the 3 years.

With greater grant certainty from this 3 year settlement the Council was able to agree a 3 year strategy including

- A significant revenue and capital investment package,
- A strategy of additional savings with a detailed package totalling £3.8m pa with a further £0.35m in Education services for 2009/10 with an outline target of at least £6.4m additional savings over the 2010/11 and 2011/12 period
- Use of £0.95m balances in 2009/10 with calls on balances kept below £1m in each of the following two years
- A 2009/10 Council Tax increase of 2.5% (a rise of just under 40 pence per week on the average bill for this Council's services) with a commitment to hold future increases at or below this level for the three year planning period, subject to the impact of the next three year grant settlement.

## **5.2 Medium Term Planning Context**

The outlook for public spending is very challenging. The Comprehensive Spending Review 2007 set public spending plans for the period 2008/09 to 2010/11. The next spending review will not now take place until after the General Election which could be as late as May/June 2010. However, regardless of the post Election political balance, UK public finances face a challenging time with stringent measures needed to stabilize the economy.

Although the April 2009 national Budget announced an increase in public sector spending by 0.7% in real terms from 2011/12 to 2012/13, the impact of the recession has led to higher benefit payments and increased debt interest which means that in reality most public services will face budget reductions.

The UK Budget deficit as a share of GDP in 2009/10 is the largest since the Second World War and despite talk about the green shoots of recovery the recession is likely

to be with us for some time. This view is supported by the Bank of England injecting more money directly into the economy through its quantitative easing programme and the recent Monetary Policy Committee comment that the recession is deeper than first thought.

The impact of the recession is placing greater demands on public services which place further pressure on Local Authority Budgets:

- rising unemployment increases demand for benefits and welfare services, homelessness services, social care and school places
- the historically low base rate of 0.5% impacts on investment returns; there are also fewer investment opportunities for Local Authorities as credit ratings have reduced for many organisations, following the collapse of the Icelandic banks
- property values have fallen considerably, giving lower than anticipated capital receipts to finance future capital programmes;
- the downturn in the housing market, with fewer houses being built, affects planning fees income
- Other Council income sources are also being affected (Section 106, Property Investment Portfolio rental, Land Charges and Leisure Services)

The Council also faces many other challenges including pressure on Childrens and Families budgets, the impact of an ageing population and uncertainties around the Single Status process and its impact on the pay bill.

Although 2010/11 is the final year of the existing three year grant settlement, at this stage the settlement remains provisional with final figures announced each year on the normal timescales. The provisional grant settlement for 2010/11 was announced on 26<sup>th</sup> November 2009 and was in line with earlier indications. The Chancellor's Pre Budget report is expected on 9<sup>th</sup> December 2009. Following this, implications of the pre-budget report on the Council will need to be assessed and built in to the medium term financial strategy.

However, despite these uncertainties, the Council must now review its current 3 year strategy and roll it forward to consider the period of the next 3 year grant settlement from 2011/12 to 2013/14. It is very difficult, at this stage, to make estimates over the level of resources that may be available to the Council from 2011/12 onwards. By way of illustration, a 1% reduction in RSG alone costs the Council over £0.7m. If RSG and other grants were cut by say 5% the Council would face a reduction in available resources of over £5m. Additionally as other public sector partners are also likely to face very challenging settlements it may be more difficult to attract funding from partners for joint projects. The Council will therefore have to be clear what its priorities are and take action at an early stage to be able to accommodate potentially significant reductions in revenue and capital resources which will not be clear for 2011/12 and 2012/13 until December 2010.

All this is against a background of relatively low existing council tax levels locally (the Council has the lowest level of council tax (at Band D) for unitary services in the Midlands) which brings challenges in balancing the priorities for supporting pressurised existing services such as Children's and Adults social services, alongside the additional funding requirements of the many new initiatives to boost the area including:-

- Borough Towns Initiative - Sport and Learning Communities
- Borough Towns Initiative – Local Centres
- Town Centre redevelopment
- Regenerating new town estates

During the period covered by this financial strategy the Council will undertake further significant capital investments which will impact on the overall revenue budget deficit. These include major investment in the Southwater area of Telford Town Centre, the Town Park and the development of replacement Civic Offices. Options are currently under consideration. These developments will be included in the investment package as the options are worked-up further and following separate reports to Cabinet.

The investment programme is now dependent on over £50m of capital receipts yet to be realised, before we include these schemes. This is a considerable exposure and represents a key risk, particularly in the current economic climate. This dependency will therefore be subject to close monitoring. Mitigation factors could include a combination of re-phasing some schemes or additional borrowing on a temporary or long term basis.

## 6.0 **SERVICE & FINANCIAL PLANNING STRATEGY**

### 6.1 **Guiding Principles**

Our current Strategy is based on a number of guiding principles, which have been endorsed by consultation with the community. These are:

- Spread resources fairly and openly across the Borough, whilst taking account of the needs of different areas;
- Seek to minimise the level of Council Tax increase, balanced against growing demands for Council services and protecting services from cuts;
- Maximise external investments e.g. Government grants, to create prosperity and success;
- Deliver savings and efficiency targets, as far as possible minimising the impact on the quality of services;
- Develop investment proposals that are based on and address the community's needs and priorities;
- Use limited amounts of the Council's balances to help minimise Council Tax increases and protect key services;
- Set aside some money to deal with any unforeseen circumstances caused by the current economic situation;
- Sell some of the Council's land and property to fund investment priorities if it is prudent to do so.

These guiding principles will remain broadly in place.

### 6.2 **Investments**

As mentioned above, we have developed our medium-term strategy based on a number of core guiding principles including – **Developing investment proposals that are based on and address the community's needs and priorities.**

As described in Section 4.5, we have identified some clear priorities where we feel the Council must focus its resources to improve quality of life and service delivery. Key investment proposals and how they link to our six service priorities are set out in the table below:

Priority	Investment Proposals (2010/11-2012/13)
Housing, Regeneration & Prosperity	<ul style="list-style-type: none"> <li>- £20m to fund key projects to deliver our Borough Towns Initiative (BTI) as part of the longer-term BTI programme.</li> <li>- Significant investment in the development of the Southwater area of Telford Town Centre</li> <li>- £11.015m to support the regeneration of former New Town Estates (Woodside, Brookside and Sutton Hill)</li> <li>- £13.747m for projects to enhance and support the provision of new transport and highway infrastructure in the Borough</li> <li>- £6.56m for housing supply and affordable housing</li> <li>- £1m for extra care housing</li> <li>- £76k revenue funding for initiatives to support people affected by the economic downturn</li> </ul>
Children and Young People	<ul style="list-style-type: none"> <li>- Additional £1.9m revenue funding for Children's Social Care Services in 2010/11 reducing to £1.3m by 2012/13 as early investments in preventative work take effect.</li> <li>- £117.772m over the next three years to support the Building Schools for the Future (BSF) project to modernise and improve the Borough's schools as part of the longer BSF programme which totals £240m.</li> </ul>
Active Lifestyles – Leisure & Culture	<ul style="list-style-type: none"> <li>- £500k to improve parks and play areas across the Borough</li> </ul>
Supporting People	<ul style="list-style-type: none"> <li>- Additional £1.675m revenue funding for Adult Social Care Services in 2010/11, a further £1.417m in 2012/13 and an additional £0.682m in 2012/13 (i.e. a total increase in the annual budget of £3.774m by 2012/13).</li> <li>- Permanent funding for the extension to concessionary travel arrangements piloted in 2009/10 costing £0.14m pa</li> <li>- £2.1m to support independent living through disabled facilities grant</li> </ul>
Environment & Rural Area	<ul style="list-style-type: none"> <li>- £6.25m for maintenance of roads and pavements including around £2.5m earmarked for rural areas.</li> <li>- £4.2m for changes to Community Recycling Centres (CRCs)</li> </ul>
Community Protection & Cohesion	<ul style="list-style-type: none"> <li>- £500k for replacement and/or provision of new street lights</li> </ul>

Another key focus for us will be to **engage and involve the community** more in decision-making - we want to work in partnership with the community by talking with not at local people.

We are for the first time proposing to set up a **Community Fund** (£150k revenue), which will be targeted at specific areas and/or demographic groups, prioritised by Cabinet to reflect local needs. The principle behind the 'Community Fund' is that people in these areas/groups, in conjunction with ward members and Town/Parish Councils, identify solutions to local issues and then prioritise which solutions are allocated resources from the 'Community Fund'. By giving people choice about investments at this very local level, we hope to be able to make a real difference 'on the ground'.

Underpinning our strategy is a continuing commitment that the Council will **allocate resources fairly and openly across the Borough**. We clearly cannot, however, invest in everything. We have therefore had to take decisions but we are still reviewing some issues and seeking community views about where extra resources need to be put.

### 6.3 Savings

A key element of our overall strategy framework is – **to deliver savings and efficiency targets, as far as possible minimising the impact on the quality of services**. Our general savings package for 2010/11 is £4.59m (with a further £0.2m from Education services) and further savings beyond 2010/11 will be required. A key element of our medium-term savings programme is a programme of major **service reviews**.

Two of the four service efficiency reviews being undertaken by our consultants, Northgate Kendric Ash (NKA), and the Council's Business Efficiency Team have now been completed, namely the Transport and Facilities Management (Catering and Cleaning) reviews. The Environmental Services Efficiency Review is largely completed as is the review of Leisure and Cultural Services.

The Transport review is now in the implementation stage. The recommendations for change have been endorsed by Cabinet. £1.2m net cashable savings are available over the next 3 years and almost £0.9m p.a. thereafter. NKA have been retained on a risk and reward basis to assist the council to realise the full savings on offer. Work is well underway on a full retender of all taxi, minibus and school bus contracts with the changes going live from 4th January 2010. Discussions are advanced with the Council for Voluntary Service around the provision of a voluntary driver scheme based around the rules of social kindness i.e. not for profit. Four linked business cases (Demand Responsive, Post 16 Travel, Travelink and Bus Subsidy) are currently being developed for consideration by Cabinet. Priority is being given to the Bus Subsidy Policy business case. The business case for Travel Link in particular will be informed by the consultation processes planned for December 2009 - February 2010.

The Facilities Management (Catering and Cleaning) Review has also now moved into the implementation stage. Cabinet agreed on 13th October 2009 to explore a shared service model for the catering and cleaning service whilst delivering an internal programme of efficiencies to the value of around £0.5m over the next 18 months, this benefit will accrue to school budgets. A project team is being assembled and work will commence from the start of December 2009.

The Environmental Services Review preliminary findings indicate that broadly the contract with Telford & Wrekin Services still represents value for money although there is some scope to make savings. The Leisure & Cultural Services Review is still being undertaken. This review is focussing on what scope there is for potential internal efficiencies.

In addition to the work on service reviews, we will continue to:

- Assess service priorities against affordable resources
- Streamline service delivery/generate efficiency savings
- Review income generation and external funding opportunities
- Review Invest to Save opportunities
- Review our organisational structures

The proposed savings programme for 2010/11 is attached as Appendix 4 and as each year of additional savings at this level comes forward it will become more difficult to avoid an increase in service impacts.

## 6.4 Attracting External Funding & Investment

A key element of our overall strategy framework is to – **Maximise external investments e.g. Government grants, to create prosperity and success.** Like many other local authorities the Council has become increasingly dependent on the use of external funding to help deliver its objectives. Currently the Council has a variety of approaches to accessing external funding, reflecting different service needs and opportunities. Whilst the Council has had many successes in accessing external funding there is more that we could do to ensure that we access more external funding in future.

The current approach to accessing external funding makes it difficult to establish a central record of funding applications submitted to local, regional and national funders and there is no central record of successful bids, completed projects and benefits delivered to the community. The Council's investment to enhance the ERDF Package Management Team significantly increased the European Union investment in the Borough and demonstrated the importance and benefits derived through a co-ordinated approach including close working with funding partners. The work of the team is continuing in a revised capacity as it will now act as a Corporate Project Office & External Funding team.

The Corporate Project office will work across the Council to:

- maximise the Council's access to external funding through the development of a greater understanding of funding sources and the use of a new Grant Finder system
- eliminate the chasing of funds which potentially diverts the focus from the Council's identified priorities
- unify the bidding process and avoid wasted effort and duplication
- develop partnership working to support the accessing of funds and project delivery
- support project implementation

- ensure the impact of external funding is effectively tracked and measured through the new grant tracker system. This will enable detailed information to be provided on funding streams, partnership working, delivery of Council priorities and benefits to the community.

## 6.5 Asset Rationalisation & Disposal Programme

A key element of our overall strategy framework is to – **Sell some of the Council's land and property to fund investment priorities if it is prudent to do so.** Good asset management plays a role in delivering high quality public services; delivering efficiencies; and in creating a sense of place. Property & Design (P&D), working with service areas, will be challenging whether all Council Operational assets are required and also determine if they are fit for purpose to support the service that is being delivered. P&D have assessed whether the operational assets provide value for money to meet current needs by monitoring property performance. Following completion of a property review, an accommodation strategy will be developed providing direction and a context for future investment and disposal. Once the Council's strategy for asset rationalisation is clear a wider review with partner agencies will be implemented to ensure that properties throughout the whole public sector are used to their maximum. This approach will maximise the use of all public owned buildings resulting in further efficiency savings and supporting high quality service provision to the community across the public sector. There are a number of initiatives that support the Council's medium term investment package which are linked to asset rationalisation, they relate partly to the Borough Towns Initiative and the Telford Town Centre project. As previously mentioned, there is a considerable dependency built in to the Council's investment programme arising from the assumed value of capital receipts yet to be realised. Further information is included within the Council's 2010/11 Asset Management Plan.

## 6.6 Balances & Council Tax

The medium term financial strategy put forward **seeks to minimise the level of Council Tax increase but balancing that with meeting the growing demands on Council services and costs, and minimising service cuts.** It also proposes the adoption of a prudent strategy for the use of balances.

The 3 year strategy approved in March 2008 proposed keeping the use of balances for the general funding of ongoing revenue costs to below £1m pa, while the level of Council Tax increase was proposed to fall each year and be below 3.5% by 2010/11. However, the actual Council Tax increase in 2009/10 was already below this, at 2.5% and this therefore represents the ceiling for the Council Tax increase in 2010/11. It is now proposed that the level of Council Tax increase should be restricted to 1.9% for 2010/11 – almost half the level envisaged in March 2008. A 1.9% increase equates to 31 pence per week for the average property in the Borough (Band B) or 39 pence per week for a Band D property.

Council Tax in Telford & Wrekin in 2009/10 is the lowest in the Midlands region for the services this Council provides (£125 lower than the Midlands average at Band D in 2009/10). It is also significantly below the national average for other unitary authorities (£113 lower than the unitary authority average at Band D in 2009/10). With the level of increase proposed, we do not envisage any significant change in this position. A chart comparing the level of Council Tax increase in this area against the national average

for unitary services since the creation of Telford & Wrekin Council is attached as Appendix 5. The proposed increase of 1.9% for next year would continue the downward trend in the level of Council Tax increase.

Appendix 6 summarises the overall balances position of the Council after taking account of the various earmarked reserves and the risks faced by the Council. This shows around £5.7m available as part of medium term budget strategy considerations, including £1m already approved for use as an invest to save fund to help the current and future savings programme being developed.

One of our key budget principles is that we **set aside some money to deal with unforeseen circumstances caused by the current economic situation**. The considerable uncertainties faced next year will need to be allowed for in any strategy and an adequate contingency is therefore required. In 2009/10 the revenue contingency totals just under £1.6m but £1m of this was only funded on a one-off basis. Having a general contingency at this level has been necessary during the current year and represents around 1% of the net budget. It is therefore now proposed that the contingency should be built in at £1.596m on an ongoing basis. A contingency at this level will help us deal with unexpected variations or the financial implications of new legislation e.g. the proposals in the Queen's Speech to give free social care with effect from October 2010. The service and financial planning proposals put forward include significant investment in to both Children & Families and Adult Social Services. However, it is also proposed that an additional earmarked contingency of £0.5m is set aside specifically in case further unavoidable pressures arise in these services during 2010/11 but this amount will be held centrally in reserve, only being released following detailed analysis of any calls on it as it is hoped that the additional investment in these services will be sufficient to meet need. As no allowance has been made for any inflation or pay awards over the period 2010/11 – 2011/12 a further amount has been earmarked to offset known income shortfalls and contractually committed inflation. This is currently held centrally pending confirmation of the minimum amounts that will need to be allocated to services in order to achieve a realistic budget during these years.

## 6.7 Education Services

The Department for Children, Schools and Families (DCSF) announced a Dedicated Schools Grant (DSG) three year budget settlement for schools and further rationalisation of standards related grants in December 2007. Approximately 90% of DSG funding is delegated to schools with the remainder being retained for central expenditure on pupils relating, in the main, to Special Educational Needs (SEN) including behaviour and Early Years.

The table below sets out the average DSG per pupil increases nationally and for Telford and Wrekin for 2008-11

	2008/09 baseline per pupil £	Per Pupil Increase %	2009/10 baseline per pupil £	Per Pupil Increase %	2010/11 baseline per pupil £	Per Pupil Increase %
T & W	3910.83	4.3%	4051.55	3.6%	4219.45	4.1%
National	4065.90	4.6%	4217.71	3.7%	4398.02	4.3%

Per pupil allocations for Telford and Wrekin are 4% lower than the national average per pupil (£178.57 less per pupil in 2010/11).

To reflect cost pressures the DCSF has indicated that all schools will receive a minimum per pupil increase of 2.1% over the period 2008-11.

Included within the 'per pupil' sums shown in the table above is additional funding to meet the Government's priority of improving teaching and learning through an extended personalised curriculum for all pupils, however local authorities, in consultation with their School Forums, decide on the distribution of the whole of grant locally (subject to meeting the minimum funding requirement).

The final DSG settlement for each year depends on actual pupil numbers as at January of the prior financial year and are finally determined by June. However, authorities can plan ahead in the knowledge that they will receive a fixed sum for each pupil. In 2008-09 authorities were required to provide indicative budgets to schools for the following two years. In both 2008-09 and 2009-10 schools have experienced a significant impact on funding due to falling pupil numbers and this has resulted in a cumulative reduction in DSG of approximately £1.1m. This had a significant impact on funding for a number of our schools with falling rolls. The fall in pupil numbers also reduces the amount of funding available to meet the costs of 'Central' expenditure items. Work is currently being undertaken on estimating pupil numbers for 2010/11 and very early results are indicating a further loss of pupil numbers potentially resulting in around a £0.85m reduction on the current years DSG allocation for 2010/11. This may result in some schools with falling roll facing financial difficulties in managing their position especially those within the Secondary sector. Work is currently being undertaken within budget modelling to identify how this cumulative impact on specific sectors of Schools may be alleviated and the results will form part of the overall Education Budget Strategy.

In 2008 the DCSF announced a review of the formula for distributing the Dedicated Schools Grant. The aim of the review is to develop a single transparent formula that will be available for use in distributing DSG to local authorities from 2011 onwards. The proposals from this review will be consulted on in Spring 2010 and the broad decisions announced during Summer 2010, the full impact of these decisions locally will not be known until the School funding settlement in Autumn 2010.

The Facilities Management Review (see section 6.3) currently being undertaken is anticipated to deliver significant savings to schools once fully implemented (12-18 months). The costs of implementation; currently being identified will be set against these savings. Proposals for investing savings made will be brought forward during 2011 and form part of the education budget strategy for 2011/12. There will be a lead time between incurring project costs and savings materialising. It will therefore be necessary to set aside funding during 2010/11 to cover these costs.

The 2009-10 Education budget strategy was delivered by the rationalisation of grant usage and the development of a £0.35m savings programme in order to address a shortfall of £1.12m in funding. The latest view of the 2010/11 Education funding position is as follows:

## **Education Budget Overview 2010/11**

	<b>2010/11 £m</b>
Total Funding Available	(129.1)
Delegated to Schools	96.7
C&YP Base Budget	21.5
Grant Use	10.9
Pressures Base Budget	0.4
Loss of Area Based Grant	0.3
<b>Savings Package Required</b>	<b>0.7</b>

There are other potential pressures from inflationary increases falling on non-DSG funded areas which are being considered as part of the Council's overall Budget Strategy.

Education Budget Projections for 2010/11 highlight £0.7m of Pressures including

- Impact of more complex needs of pupils on a range of service areas including specialist education placements.
- Impact of falling pupil numbers on central budgets (loss of funding)
- Impact of reduction in Area Based Grants
- Reduction in real terms of other grants.

### **Education Budget Strategy**

The strategy to address the £0.7m shortfall includes substantial redirection of grants, development of a savings package and a review of the budget pressures to identify and develop appropriate options to negate identified pressures. Funding is being diverted away from universal preventative services in order to meet the increased cost of vulnerable, complex and acute services.

The savings package will be developed through a review of service delivery to ensure continuing efficient and effective use of resources to meet priorities identified within the Children and Young People's plan.

In summary the Education Strategy is set out below:

Element	2010/11 £m
Identified pressures/funding loss	0.7
Grant Increase not allocated	(0.5)
Savings package required	0.2

### **Other Funding Changes – Learning Skills Council Transfer**

In April 2010 functions currently undertaken by the Learning Skills Council (LSC) will be transferred to the newly created Skills Funding Agency and the Young People's Funding Agency as well as Local Authorities. It is expected that Telford and Wrekin will receive approximately £18.7 million which will be a combination of funding directly passported to New College, TCAT and other post-16 providers plus some targeted funding streams again for Post-16 providers. Staff will transfer from the LSC to the Council to undertake the transferred functions but information is still awaited on the level of funding to be transferred for these staff. Current projections anticipate no shortfall in funding arising from the staff transfer.

## **6.8 Overall Budget Strategy**

Detailed work on the 2010/11 base budget position has been completed giving a firmer view of next year and updating the forward projections for 2011/12 and 2012/13 as much as is possible with the significant uncertainties around the level and timing of future cuts in public sector funding. The financial model assumes at best a 5% real terms (3% cash) reduction in Revenue Support Grant and Specific Grants in 2011/12 and again in 2012/13 - if inflation is 2%. The alternative projections at the bottom of the table make alternative assumptions of a less severe adjustment in public sector funding of 3% real terms/1% cash grant cut in both years (scenario b) or an even harsher environment of 7% real terms/5% cash cuts in both years (scenario c). The weighting towards either alternative assumption from the main case is probably more towards scenario b at present.

	2010/11 £m	2011/12 £m	2012/13 £m
Net Base Budget – see Appendix 1	126.61	128.87	132.33
RSG and current council tax levels	(125.10)	(122.10)	(119.10)
Cumulative Base Deficit	1.51	6.77	13.23
Add: cumulative investment proposals above base position	4.19	6.10	7.40
Additional contingency	0.50	0.50	0.50
2010/11 Savings package	(4.59)	(4.59)	(4.59)
Offset by 2010/11 service review implementation costs	0.40	0.30	0.10
<b>Funding requirement</b>	<b>2.01</b>	<b>9.08</b>	<b>16.64</b>
Tax rise of 1.9% in 2010/11	(1.03)	(1.03)	(1.03)
Unfunded deficit requires use of Balances plus future council tax increases and savings programmes 11/12 and 12/13-size of shortfall varies with:-			
<b>Alternative Grant Assumptions :</b> a) <b>Main Assumption on which this table is based:</b> 5% real terms (3% cash- if 2% inflation) grant cut in year 2 and additional 5% in year 3	0.98	8.05	15.61
Scenario b) <b>Less harsh public spending cuts to protect slow recovery from the recession:</b> 3% real terms (1% cash) cut in grants in years 2 and 3	0.98	6.05	11.61
Scenario c) <b>Harsher cutbacks to sustain UK financial credibility by addressing ballooning public funding deficit:</b> 7% real terms(5% cash) cut in grants in years 2 and 3	0.98	10.05	19.61

Given the considerable uncertainty over grant levels after the current three year settlement period ends, it is not possible to indicate council tax increases for the years following 2010/11 at this stage. However, every effort will be made to continue the commitment to a downward trend in the level of Council tax increase.

**The overall strategy proposals are therefore to:**

- **Continue the existing strategy of year on year reductions in the level of council tax increase, with an increase of 1.9% in 2010/11 (equivalent to 31 pence per week for the average property), and ensuring that the Council continues to have one of the lowest levels of council tax in the Midlands.**
- **Maintain the existing strategy of using less than £1m pa balances as part of the funding for the ongoing net revenue budget.**
- **Build upon the existing 3 year capital investment programme.**
- **Approve new 2010/11 revenue investment in to services for Children & Families of £1.9m and in to Adult Social Services of £1.675m.**
- **Realise a main savings package of £4.59m and an additional £0.2m for Education services in 2010/11.**
- **Endorse the existing provision of £1m set aside from reserves for invest to save initiatives.**
- **Provide an increase in the contingency of £0.5m to cover social services pressures.**

## **7. NEXT STEPS-CONSULTATION & COMMUNICATION**

As in previous years, consulting and communicating with the community on our future plans will be a key part of the Budget process. As well as consulting on specific Budget proposals, we will also be seeking views on people's longer-term priorities, both in terms of day to day services and major projects.

Our consultation plan, which is set out in Appendix 7, includes a postal survey of the Community Panel and meetings with a wide range of stakeholder groups. We will also consult with the cross party Value for Money Scrutiny Group at their meetings in December and January. Opposition Groups that wish to put forward alternative budget proposals should also consult with the Value for Money Scrutiny Group prior to the Cabinet's proposals being presented to full Council.

We are proposing a number of improvements to our consultation approach this year, including:

- Producing a Budget Overview – a short summary written in plain English and encouraging people to give their views in a variety of ways;
- Carrying out budget consultation jointly with key partners where appropriate, such as the Fire & Rescue Service
- Making consultation meetings more interactive.

In addition to consulting on the budget, it is vital that we proactively manage communication of the key elements of the Budget. Whilst consultation meetings will help with briefing the main stakeholder groups, a wider communication strategy will be implemented to ensure that the community are kept informed of our proposals and plans.

## **Timetable**

Key dates in the process are:

- Consultation after 8<sup>th</sup> December 2009 Cabinet up to mid February 2010.
- Final Budget proposals agreed by Cabinet 23<sup>rd</sup> February 2010 and recommended to Council.
- Budget Approved and Council Tax set by full Council on 4<sup>th</sup> March 2010.

## **8. OTHER IMPLICATIONS**

### **Equal Opportunities**

The Council has specific initiatives within its policy and financial plans to promote equal opportunities, which is at the heart of the Council's policies and will carry out a high level Equalities Impact Assessment of the Budget package.

### **Environmental Impact**

The allocation of resources takes specific account of environmental issues facing the Council, in the context of other pressures and priorities.

### **Links with Corporate Priorities and Risk**

The report sets the strategy framework which includes consideration of both community and corporate priorities and the corporate risk register.

### **Financial & Legal Comments**

Costs of the consultation exercises proposed to inform the process can be met from existing one-off resources this year.

This report forms part of the policy planning and budgetary framework that will result in the Council being required to set its budget and Council Tax levels by the March deadline laid down by the Government.

### **Ward Implications**

Borough Wide Strategy.

### **Background Papers**

Financial Planning Model, RSG Papers

**Report prepared by Ken Clarke, Head of Finance and Richard Partington, Head of Policy, Performance & Partnership**

## **TELFORD & WREKIN COUNCIL**

**CABINET - 8 DECEMBER 2009**

### **ADULT SOCIAL SERVICES PERFORMANCE RATING 2009**

#### **REPORT OF CORPORATE DIRECTOR – ADULTS AND COMMUNITY WELL-BEING**

## **1.0 PURPOSE**

- 1.1 To provide information on the outcome of the 2008/9 performance assessment and 2009 rating for adult social services, undertaken by the Care Quality Commission (CQC), and to report on progress, achievements and areas for continuing improvement.

## **2.0 RECOMMENDATIONS**

- 2.1 **That the awarding of the overall rating for the delivery of outcomes for adult social care of ‘excellently’, the highest possible, is welcomed.**
- 2.2 **The dedication and effort of staff in the Council and in partner agencies involved in delivering these key services to such a consistently high standard year on year is acknowledged.**
- 2.3 **That the achievements and areas for further improvement identified in the CQC Performance Assessment 2008/09 be noted.**

## **3.0 SUMMARY**

- 3.1 CQC (previously known as the Commission for Social Care Inspection prior to merger with the Health care Commission) undertakes a national programme of annual performance rating for adult social services authorities. The overall process is well established, and information is collected through a self assessment statement; performance indicators; and any inspections or monitoring visits. The outcome of the process is a letter and annual performance assessment, issued following the annual performance assessment meeting.
- 3.2 The grading system has, however, changed since last year and stars (the Council was previously a top rated three star authority) are no longer given. Instead the Council is graded over seven outcomes and then given an overall grade combined from the grades given for the individual outcomes. There are four ratings available - performing poorly, adequately, well or excellently.

- 3.3 This year, we have again achieved the highest possible overall rating of performing excellently. For the seven individual outcomes the council was graded as performing excellently in four and well in three.

#### **4.0 PREVIOUS MINUTES**

- 4.1 Cabinet 8 December 2008 Adult Social Services Performance & Star Rating 2008.

#### **5.0 INFORMATION**

- 5.1 The system of 'Star Rating' for social services authorities had been in place since 2002, and this resulted in an assessment for Telford & Wrekin of One Star. There was an improvement to Two Stars for 2003, 2004 & 2005. We achieved the highest rating of Three Stars in 2006, 2007 and 2008.
- 5.2 Star ratings are no longer used and instead the Council receives an overall rating of either poorly, adequately, well or excellently based on the grades given for seven individual outcomes. The assessment starts with an evaluation by CSCI based on our annual 'Self Assessment Statement' (SAS) which is submitted in May. This is an extensive document that covers all main areas of social services and includes our statements of progress and a wide range of financial and performance data. CSCI also considers the national performance indicators for our adult social services, and information gathered from inspections and monitoring visits.
- 5.3 All but one of the care services that the Council directly provides and which are subject to separate inspections have maintained their excellent ratings. The services inspected are intermediate care (to avoid unnecessary hospital admissions and support people following discharge); and learning disability services such as residential care at Carwood and Downing House, the Community Living service (supporting people in their own homes) & the Adult Placement Scheme. Downing House is currently graded as good. As a new service, following the rebuild, Downing House cannot receive an initial grading higher than good. It is currently completing its annual quality assurance assessment and we would anticipate an excellent rating as a result.
- 5.4 Following the Annual Performance Assessment meeting with CQC the performance rating that the council is performing excellently will be announced on 2 December.
- 5.5 The overall judgement of excellent for delivering outcomes is assessed over 7 areas for judgement and our rating on each is listed below:

Improved health and emotional well being	Excellently
Improved quality of life	Well
Making a positive contribution	Excellently
Increased choice and control	Excellently
Freedom from discrimination or harassment	Well
Economic well being	Well
Maintaining personal dignity and respect	Excellently

- 5.6 A commentary is also provided on two domains of Leadership and Commissioning and Use of Resources which are directly transferred to the Comprehensive Area Assessment.
- 5.7 The assessment is a reflection of the commitment and high standard of work of staff and the consistent quality of services that this has produced. This is a significant achievement given the challenges of increased referrals for service, the increasing complexity of care needs and associated budget pressures.
- 5.8 Much of what we have achieved is also in partnership with other parts of the Council and colleagues in the NHS, voluntary sector and independent service providers. As in other areas of the Council's services, the strength of local partnerships is a great asset and this has enabled positive and productive joint work, which CQC has continued to recognise.
- 5.9 The excellent rating of services is a significant achievement but it must also be recognised that there are still important areas of service that we will need to keep improving to meet some gaps and it is increasing difficult to provide for the significant increasing demand due to an ageing population and levels of disability, deprivation and social need.
- 5.10 CQC provides a summary of what the Council does well and what the Council needs to improve. This summary is attached at Appendix 1 and also includes the commentaries mentioned in para 5.7 above. An action plan is being implemented to maintain the areas of strength and address the areas for improvement.

## **6.0 EQUAL OPPORTUNITIES**

- 6.1 The CQC monitoring process includes evaluation of our performance for older people and vulnerable members of the community, to improve their quality of life and access to services. There are also specific questions in the SAS and as part of service inspections to ensure that the needs of black and ethnic minority communities and/or individuals are being addressed.

## **7.0 ENVIRONMENTAL IMPACT**

- 7.1 There are no direct implications for the Council's environmental policy arising from this report. However, the annual assessment of performance through CQC does include consideration of efficiency measures, which will have an indirect benefit to improving the environment.

## **8.0 LEGAL COMMENT**

- 8.1 There are no specific legal comments to make in addition to the information already contained within the body of this report.

## **9.0 LINKS WITH CORPORATE PRIORITIES**

- 9.1 The corporate objectives for promoting the interests of older and vulnerable people, and combating social exclusion are embedded within the principles of social

service, and are reflected as key elements in the Annual Performance Assessment and Star Rating.

## **10.0 OPPORTUNITIES AND RISKS**

- 10.1 The opportunities and risks associated with this report have been identified and assessed. Arrangements will be put in place to manage the risks and maximise the opportunities that have been identified. As the outcome of the performance assessment is very positive, it will provide opportunities for enhancing the reputation of the Council.

## **11.0 FINANCIAL IMPLICATIONS**

- 11.1 Although there are no direct financial implications arising from this report, the availability of resources for local authority social services is inevitably linked to performance judgements in which demographic growth and demand are a key factor.

## **12.0 WARD IMPLICATIONS**

- 12.1 This report relates to the whole of Telford & Wrekin, and does not contain information specific to individual wards.

## **13.0 BACKGROUND PAPERS**

- Self Assessment Statement – May 2009
- Performance Assessment Guide 2008/09 – CSCI

***Report prepared by Karen Kalinowski, Head of Performance & Standards,  
Tel: 01952 381011***

## **APPENDIX 1**

### **CSCI - ANNUAL PERFORMANCE ASSESSMENT 2008/09**

#### **Assessment of Leadership and Commissioning and use of resources**

##### **Leadership**

Political leadership in the council changed in May 2007, and the incoming administration has worked hard with managers to make social care a priority. The council is implementing a structured transformation programme responding to Putting People First that covers the whole service and has been designed jointly with Telford and Wrekin Primary Care Trust (the PCT) and other partners through the health and well-being partnership. Six work streams are engaging staff and partners in the statutory and voluntary sector in designing systems that will ensure people receive care that is personalised to their own needs. During 2008/09 the council has implemented a single point of contact for older people and adults with a physical disability; the trial is likely to be extended in the future.

The council has had some difficulties in recruiting social work staff which it links to general difficulties being experienced by all councils following the Baby P situation. It is tackling the problem by making improvements in the social work grading structure and through bursaries and sponsorship of social work students. Performance management arrangements are effective and utilise a range of performance measures in a 'balanced scorecard' to ensure that managers and staff throughout the organisation understand their contribution to delivering high-quality services.

The council supports the local involvement network (LINK) to facilitate the involvement of people who use services and their carers in the planning and development of services. The council and partners consider the joint strategic needs assessment (JSNA) to be a work in progress. The first draft has been built on by undertaking three in-depth analyses, one focusing on the needs of people with dementia and their carers. This 'deep dive' has been supported by a group of older people in Telford, who have gathered information on the experience of people with dementia in a report entitled 'Now You See Us...'

##### **Commissioning and use of resources**

Income and expenditure has been managed within budget in 2008/09, and there has been additional investment in social care services. The council has implemented a scheme to pay a quality premium to residential care providers of better services, and a planned review is being undertaken in 2009 with the provider association to consider its extension to domiciliary care. There has been good partnership working with the Care Quality Commission (CQC) (and its predecessor, CSCI), Shropshire Partners in Care (the care providers' association) and others to improve the quality of individual residential and domiciliary care services.

The council has long-standing joint commissioning arrangements with co-located commissioning teams and integrated management arrangements. Commissioning strategies have been revised, updated and agreed for older people services, learning disability and mental health. Commissioning activity around new models for dementia services is resulting in better outcomes for people with dementia and their carers. A major new commissioned residential dementia care service opened (Lightmoor View), and a large new extra care scheme will open in 2009. A former learning disability day centre reopened in rebuilt premises to provide a coordination resource centre for day support. The council will need to continue to work on ensuring that it is making best use of CQC information and is routinely purchasing services of good quality.

## **Summary of Performance**

Information and activities are widely available to help people to stay healthy. Very few people stay in hospital longer than is necessary. More people have received a review of their care needs in the year. There is good support for people with a learning disability to help them stay healthy. An innovative whole systems approach is being taken to tackling alcohol abuse. A wide range of services supported by grants are available to help people live in their own homes. The waiting time for major adaptations to people's homes has been reduced. Individualised support packages have been put into place to help people with complex needs to live in the community.

Telford and Wrekin benefits from the strong voluntary sector network coordinated by the council for voluntary service, and partnership boards exist for all areas of service, to enable people to contribute to the development of services for the future. Progress has been made on introducing an electronic records management system. More people are benefiting from individualised plans to help them achieve their goals, assessments are carried out without delay and care is delivered in a timely manner. The council is increasing the range of ways that it learns about improving practice, including case file audits and a joint approach to complaints with the PCT. The council has improved services to carers but there is room for further improvement. There was a reduction in the proportion of older people whose assessment was completed within a four-week time limit in the year, but overall performance was still good.

The council has been assessed as level three 'achieving', against the revised standards in the local government equalities scheme. Developments in the last year have included extension of the newcomers' strategy to welcome people from different cultures, reductions in the number of households in temporary accommodation, and work on increasing awareness about hate crime. The council has an effective partnership to provide advice on benefits, and has focused on the recently unemployed during the recession as well as an affordable warmth strategy aimed at reducing fuel poverty. More people with disabilities have been helped into work during the year, but more could be done in this area. The safeguarding board in Telford has increasingly focused on preventative work, and governance arrangements have been improved. Quality assurance procedures in safeguarding cases have been strengthened, and the council has improved its approach to learning from untoward incidents. The rate of council staff and workers in the independent sector who are trained in adult protection has increased. The safeguarding board needs to ensure all agencies are adequately staffed, and are committed and able to deliver their contribution to safeguarding processes.

## **Outcome 1: Improved health and well-being**

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The council is performing: **Excellently**

### **What the council does well.**

There is good information available to people in Telford about physical health and well-being and there has been increased participation in physical activity by people who use social care. There is a wide range of activities to encourage exercise and healthy eating, and the partnership has prioritised this as a local area agreement (LAA) target. Good partnership working around reducing delayed discharges from hospital has included joint work with Shropshire Council and the Shrewsbury and Telford Hospital NHS Trust, which provides acute hospitals in both council areas.

There have been improvements in the proportion of people receiving a review, especially for people with a learning disability or mental health issues. Specialist support continues to be provided to people with a learning disability to ensure that they stay in the best possible health and are supported if they need hospital treatment. The partnership is working on end of life care and support, to ensure that people have choices and can retain their dignity as far as possible.

Access to intermediate care has improved. Work on healthy eating with the care providers' association has promoted healthy eating in care homes. The partnership is continuing to work to reduce falls in Telford, and evidence of impact is starting to emerge from statistical comparison. The partnership has taken a whole systems approach to tackling alcohol abuse. There are improved systems for supporting people to deal with alcohol abuse issues, and waiting lists of treatment have been eliminated. In a survey, young people reported less drinking behaviour. The council has made progress on establishment of services to help people with a personality disorder; staff training to deliver immediate improvement will be followed by commissioning of specialist Tier 4 services as part of a regional partnership.

### **What the council needs to improve.**

The council needs to continue to improve services to help people with addiction problems, including providing better support for offenders leaving prison, and reducing unplanned discharges from treatment.

## **Outcome 2: Improved quality of life**

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The council is performing: **Well**

### **What the council does well.**

Telford has a good record in helping people to live independently, and a wide range of services have been supported by grants to help people to manage in their own homes.

Grant funding has been used to initiate services, including services focused on black and minority ethnic communities, which are then continued using mainstream funding. The number of carers and older people in receipt of grant funded services has increased, and the council is doing more to follow up people who have been signposted to grant funded and other community based support services, to check they are happy with the support they received. People in Telford have had to wait for shorter times for major adaptations to their homes to enable them to live independently and the number of people who have been helped by major adaptations in the year has increased. The council is providing personalised specialist support to people with complex needs and in particular has focused on helping people with Asperger's syndrome to live independently.

The council is engaging the whole community in helping to improve the quality of life; an example of this is the positive work done with taxi drivers on improving the service they provide to disabled people. Care homes and domiciliary care agencies in Telford are better than the national average in meeting quality of life standards. The Carers' Contact Centre, funded by the council, has published a comprehensive carers' handbook to help people to organise their support in undertaking a caring role. A council residential home for people with a learning disability was reopened in June 2008, following extensive modernisation. No new extra care housing schemes became available in 2008/09, but a large scheme under development will result in 54 additional places in autumn 2009. In addition the council continues to develop small units of housing where people with learning disability and mental health problems can live with support. The council has undertaken research with people who use services and their carers to investigate how the benefits of assistive technology can be best used in supporting people with dementia, and there are plans to roll out more assistive technology in 2009/10. The council is working with the PCT to develop Tele-health support for people with acute respiratory conditions, and Telford is a pilot site in the West Midlands for testing the use of automated medication dispensers.

#### **What the council needs to improve.**

The numbers of people helped through intensive home care and intermediate care and households receiving 5 hours or more a week of home care have all reduced in the year. The council states this is because services have been focused on a smaller number of people who need higher levels of support. The council needs to ensure that all people who need support of this type are able to receive it.

#### **Outcome 3: Making a positive contribution**

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The council is performing:

**Excellently**

#### **What the council does well.**

People in Telford and Wrekin are able to contribute their views and develop services that support people through a strong voluntary sector network that is coordinated by the council for voluntary service (CVS). Consultation mechanisms are in place to engage with various groups, including partnership boards for adults with a learning disability, carers, senior citizens, and the Telford user group (TUG) to engage with people who use addiction

services. The council has a reader group which comments on and improves all publications.

During 2008/09 the council has put into practice a recommendation from a conference of advocacy groups to establish an advocacy forum to enable and support people to contribute to policy development. The council and CVS are working together to develop models for user-led organisations and linking these to the Putting People First programme to implement personalisation in social care in Telford and Wrekin. The council has an overall coordinating group to ensure that consultation is not duplicated, and that learning is shared from all consultation events in the area. The Moving Forward conference held during 2008/09 was designed to involve families of young people with a learning disability in understanding how policy changes and improvements in personalised support could help their young person to become independent.

### **What the council needs to improve.**

The council should continue to work on increasing participation so that people are empowered to take on leadership of services that they use.

### **Outcome 4: Increased choice and control**

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The council is performing: **Excellently**

### **What the council does well.**

Information technology support in the council has enabled progress with implementing the electronic social care record (ESCR), so that records will be easily accessed and people only have to tell their story once. More people who use services are being enabled to achieve their goals through person centred planning. Most people who need them have assessments carried out without delay, and when people need help the council's performance on the delivery of social care packages within time limits is good. Risk assessment procedures to support personalisation have been developed and tested in older people and physical disability services, and are soon to be extended to other service areas. Learning from complaints and safeguarding incidents is embedded within the council's procedures, and the council collaborates with the PCT and MH Foundation Trust to ensure the complaints about joint services are well coordinated. A case file audit policy has been implemented to quality assure work with people who use social care services.

More people were enabled to take control of their own care arrangements through direct payments during 2008/09, and the council is moving forward with arrangements to ensure that all people requiring services can plan these through a personalised route. Carers are always offered a separate assessment of their needs, and the council has made progress against the national indicator that measures the proportion of carers that have assessments and reviews of their needs. The council is implementing proposals for emergency support to carers, so that people can feel reassured that they will be able to cope in a crisis. Progress is being made in the health and well-being partnership towards implementing the aims of Putting People First. An access team has been established to

ensure people making contact with the council for the first time receive consistent and accurate advice and support. Work has continued with health partners to improve the intermediate care model, so that fewer people are admitted to hospital or long-term residential care. The council has good engagement with providers to help them to prepare for their role in delivery of increasingly personalised services. The health and well-being partnership is developing the workforce plan, including a training strategy to ensure that all workers in the field understand and can deliver the personalisation agenda

#### **What the council needs to improve.**

Performance on the assessment of older people within four weeks has dipped during the year. The council's performance on the assessment of people with mental health difficulties within a four-week time limit needs to be improved. Significant progress has been made, but further work is necessary, to ensure that carers receive a needs assessment or review and a specific carer's service, advice and information when needed.

### **Outcome 5: Freedom from discrimination and harassment**

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The council is performing: **Well**

#### **What the council does well.**

The council has achieved level three 'achieving', in a peer assessment against the revised standards in local government equalities scheme. The new carers' handbook helps to ensure that all communities are able to benefit from support. The council provides information to help people who fund their own care, and commissioners maintain a focus on ensuring that there are appropriate services available for people who fund their own care. There are effective working relationships with the PCT around continuing health care funding. The council has in place a newcomers' strategy to welcome people from different cultures to the town. The council has worked to achieve a significant reduction in the number of households in temporary accommodation. Work has continued on an inter-agency strategy for reducing hate crime in the borough, and increased awareness has led to more incidents being reported so that they can be dealt with. There has been improved staff attendance at core equality and diversity training across the council.

#### **What the council needs to improve.**

The council needs to continue to work towards achieving an 'excellent' rating when evaluated against the local government equalities framework.

### **Outcome 6: Economic well - being**

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The council is performing: **Well**

### **What the council does well.**

The council provides excellent support, advice and information on income and debt, through a partnership involving the Department for Work and Pensions, the Fair Share Credit Union and the Citizens Advice Bureau. The council and partners have responded to the recession by opening an additional advice facility called First Point, aimed at the recently unemployed or those who may be at risk. A multi-agency affordable warmth strategy is aimed at reducing fuel poverty and tackling health inequalities. There is a higher than average take-up rate of benefits from the independent living fund (ILF). There has been a significant increase in the number of people with a learning disability who are supported into employment and voluntary work. A social enterprise scheme has been set up at the Lakeside Coffee Shop which employs five people with a disability. In total 54 people who use social care services are employed and 84 have gone through a work placement in 2008/09. The council demonstrates a strong leadership role within the local business community around employment of people with a disability.

### **What the council needs to improve.**

The council needs to continue to work at increasing the rate of employment of people with a disability through a range of initiatives including developing social enterprise schemes and by modelling good employment practice within the business community.

### **Outcome 7: Maintaining personal dignity and respect**

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The council is performing: **Excellently**

### **What the council does well.**

The council has maintained some joint arrangements with Shropshire Council since local government reorganisation in 1998, including a joint adult safeguarding board. This facilitates engagement with organisations that work across both local authorities including West Mercia Police, the care home providers association (SPIC), the Shrewsbury and Telford Hospitals Trust and the South Staffordshire & Shropshire Mental Health Foundation NHS Trust. The council has worked with partners to build the strategic impact of the joint safeguarding adults' board, and to focus its work on prevention. Governance arrangements have been improved, and adult safeguarding, as well as child protection, is now included in Telford's corporate safeguarding group. A review of a sample of cases confirmed that thresholds for referral into safeguarding procedures were appropriate. A case file audit policy has been introduced and staff have been briefed on the implications of this. Records ensure that risk assessment and decision making is clear. A serious untoward incident policy has been introduced to ensure that there is effective learning from injuries and deaths.

An improved proportion of staff in adult social care had training to identify and assess risks to adults whose circumstances make them vulnerable. The proportion of staff in the independent sector that had training on protection of adults is good, as a result of collaborative work with Shropshire Partners in Care. The council increased staff resources

within the adult protection team and the PCT increased the budget for training. Shropshire and Telford Hospitals Trust has made a commitment to better training for its staff.

There has been an increase of about 30% in the rate of safeguarding referrals, which the council considers is most likely attributable to better information and publicity. The council considers this increase is the reason that the rate of completion of referrals fell slightly. The rate of safeguarding referrals which were about people who fund their own care suggests that publicity has successfully reached this group. The quality of protection and personal care in regulated homes in the area is high, and the quality premium scheme for residential care payments further emphasises safeguarding. A consistent pressure ulcer prevention and management policy has been introduced across the health and social care sector.

### **What the council needs to improve.**

Address with partners the shortfall in resourcing within West Mercia Police. Ensure that community mental health teams are fully engaged in the safeguarding agenda, as is the South Staffordshire & Shropshire NHS Mental Health Foundation Trust. The council should ensure that all commissioned residential and domiciliary care, particularly when this is from outside the council area, meets standards for the maintenance of personal dignity and respect.

## **TELFORD & WREKIN COUNCIL**

**CABINET – 8<sup>th</sup> DECEMBER 2009**

### **PLANNING OF SCHOOL PLACES: STIRCHLEY PRIMARY AND THREE OAKS PRIMARY SCHOOL FOUNDATION STATUS**

**REPORT OF CORPORATE DIRECTOR: CHILDREN AND YOUNG PEOPLE**

## **1 PURPOSE**

- 1.1 The purpose of this report is to feedback on formal consultation and to seek approval from the Cabinet to publish a statutory notice in relation to proposals to merge Stirchley Primary and Three Oaks Primary schools and designate the proposed new primary school as a Foundation School.

## **2 RECOMMENDATIONS**

**The Cabinet is recommended to:**

- 2.1 **Authorise the Corporate Director: Children and Young People, to publish a statutory notice in respect of a proposal to merge and co-locate Stirchley Primary and Three Oaks Primary maintained schools into a new Foundation primary school to open in September 2010.**
- 2.2 **Authorise the Head of Property & Design in consultation with the Head of BSF, Resources and Social Regeneration to negotiate the terms of the transfer of Land and Buildings to the new Foundation school and the Head of Legal Services to execute all necessary agreements and documentation relating thereto.**

## **3 SUMMARY**

- 3.1 Formal consultation has taken place regarding the proposal to merge the existing Stirchley Primary and Three Oaks Primary Schools. This process was completed by the end of the summer term 2009. Recent guidance from the Department for Children Schools and Families (DCSF), however, requires that Local Authorities (LA's) increase where possible the diversity of school provision within their area.
- 3.2 Further consultation has taken place with the headteachers, governing bodies and staff in relation to the acquisition of Foundation school status.

## **4 PREVIOUS MINUTES**

- 4.1 Cabinet 12<sup>th</sup> January 2009 Planning of Places – Stirchley Primary and Three Oaks Primary Schools.
- 4.2 Cabinet 21<sup>st</sup> July 2009 Planning of School Places - Stirchley Primary School and Three Oaks Primary School Trust Status

## **5 INFORMATION**

### **Background**

- 5.1 As part of the Councils proposals for creating a series of Sport & Learning Communities as part of the Borough Towns Initiative Cabinet approved proposals in October 2009 for the creation of a sports and learning community in Stirchley comprising a rebuilt secondary school (Lord Silkin), a new primary school (replacing Three Oaks and Stirchley Primary Schools) and range of sports and community facilities.
- 5.2 Cabinet approved a consultation over the merging of Three Oaks and Stirchley Primary Schools at their meeting of 21<sup>st</sup> July 2009. This consultation has now taken place and has met with overwhelming support with no objections expressed.
- 5.3 As a Foundation school, the school remains a Local Authority (LA) maintained school. It operates within the same framework as other maintained schools, teaching the National Curriculum, follows the School Admissions Code of Practice and is subject to inspection by Ofsted. Teaching staff will be employed under the terms of the School Teachers' Pay and Conditions Document. The LA will continue to fund the school on the same basis as all other LA schools and will retain its intervention powers if there are problems at the school.

## **6 EQUALITY AND DIVERSITY**

- 6.1 The proposals detailed in the recommendations to this report would help to promote the Council's equality commitment in terms of:
  - Reducing disparities in the current quality of both schools accommodation.
  - Provide better, up to date facilities which meet the requirements of the Disability Discrimination Act and opportunities for social inclusion through extended learning, lifelong learning and early years & childcare provision.
  - Ensuring sufficient quality places are available locally to the community within the Stirchley area.

- 6.2 The proposed transition to Foundation school status will not affect the schools approach to ensuring equality and diversity. The school will remain committed to providing quality teaching and learning to all diverse groups within its community.

## **7 ENVIRONMENTAL IMPACT**

- 7.1 All new buildings provided by funding from the Primary Capital Programme would be designed to the latest environmentally friendly and energy efficient standards and replace old outdated buildings which are energy inefficient.

## **8 LEGAL COMMENT**

- 8.1 Changes to school organisation are governed by the requirements of the Education and Inspections Act 2006 and Guidance published by the Department for Children Schools and Families [DCSF].
- 8.2 The Local Authority is required to follow the statutory requirements in the Education and Inspections Act 2006 with reference to consultation.
- 8.3 The Local Authority has obtained consent from the Secretary of State to publish the proposals for a new school without running a competition pursuant to section 10 of the Education Act 2006.
- 8.4 Any decision, following consultation, to merge schools and to establish a new school requires the publication of a statutory notice which must stand for a 6 week period. Following the notice period ultimate decision making passes to the independent Schools Adjudicator who may accept, reject or seek to amend the Foundation School Proposal.
- 8.5 The freehold land and buildings which are occupied by the primary school will be transferred in accordance with the DCSF Guidance for the Transfer and Disposal of School Land in England from the Local Authority to the newly created Foundation Primary School on the implementation of the acquisition of the Foundation for nil consideration by virtue of the Education and Inspections Act 2006. The land and buildings will be held by the Foundation. Should this role cease the land and assets will revert to the Local Authority.
- 8.6 From the date of implementation, the governing body will become the employer of staff within the School. The School Organisation (Prescribed Alterations to Maintained School)(England) Regulations 2007 (paragraphs 29-32 of Schedule 1) provide for all rights, powers, duties and responsibilities in relation to the employment of staff to transfer from the local authority to the governing body of the Foundation School.
- 8.7 It is expected that the governing body of the Foundation School will honour the outcome of Job Evaluation for all support staff on NJC terms and conditions.

## **9 LINKS WITH CORPORATE PRIORITIES**

9.1 The specific proposals will all significantly contribute to the realisation of the Council's Community Priorities with particular emphasis in respect of:

- Transforming Telford & Wrekin;
- Giving Children & Young People the Best Possible Start in their lives;
- Maintaining a High Quality, Attractive and Sustainable Environment;
- Strengthening the Local Economy & the Skills of Local People.

## **10. OPPORTUNITIES AND RISKS**

10.1 The opportunities and risks associated with this proposal have been identified and assessed. Arrangements will be put in place to manage the risks and maximise the opportunities that have been identified.

## **11 FINANCIAL IMPLICATIONS**

11.1 The funding for the new school will be met from the Primary Capital Programme recently confirmed by DCSF following evaluation of the Authorities Primary Capital Strategy. The interim accommodation requirements e.g. temporary classbases will be met from capital receipts from the overall Borough Towns Initiative Sport and Learning Communities (BTISLC) Project.

11.2 Ongoing revenue savings will be realised through the merger of two primary schools into one single school due to the associated reduction in headteacher post, administration costs, repairs and maintenance on old buildings, utility services etc. These savings will be reinvested into all schools.

### **11.3 Foundation School Status**

The school will remain a maintained school funded by the LA and therefore the only significant financial implication for the LA is that an 80% mandatory charity National Non – Domestic Rate relief is applicable to the Foundation school. When reflected in the schools' funding formula, this will release an amount of funding to be reinvested in all schools. The ownership of the land will transfer to the Foundation school governors once the application process has been completed. In this case the school is due to relocate as part of plans for Borough Towns Initiative Sport and Learning Communities. The current site will then revert back to Council ownership, and the new site will transfer to the respective Foundation school governing body.

## **12     WARD IMPLICATIONS**

12.1    The site is located within the Nedge Ward.

**Ward Members     Councillor Yvonne Hicks  
                         Councillor Ute Sambrook  
                         Councillor Richard Tyler**

## **13     BACKGROUND PAPERS**

- Building Schools for the Future – Strategy for Change Part 1 and 2
- Building Schools for the Future – Outline Business Case
- Children & Young People Asset Management Plan
- Every Child Matters: Primary Capital Programme Prospectus (March 2006)
- Telford & Wrekin Primary Strategy for Change (Resubmission March 2009)

**Report prepared by:**

**Clive Jones, Head of BSF, Resources and Social Regeneration**

**Tel: (01952) 380900**

**TELFORD & WREKIN COUNCIL**

**CABINET - 8 DECEMBER 2009**

**SINGLE EARLY YEARS FUNDING FORMULA**

**REPORT OF THE HEAD OF BSF, RESOURCES & SOCIAL REGENERATION**

**1. PURPOSE**

- 1.1 From April 2010, all relevant Local Authorities are required by the government to introduce a single local formula for funding early year's provision in schools and the Private, Voluntary and Independent (PVI) sector. This report describes Telford & Wrekin's proposal and the process followed to arrive at the formula.

**2. RECOMMENDATION**

- 2.1 That the single early years funding formula described in this report, for implementation from 1 April 2010, be approved.

**3. SUMMARY**

- 3.1 Around £4.5m of Telford and Wrekin's Dedicated Schools Grant (DSG) is currently (2009/10) allocated to schools and PVIs to provide education and childcare for 3 and 4 year olds, for up to 12.5 hours per week. Telford and Wrekin is also a pathfinder for an additional 2.5 hours per week free provision, which is funded from the Standards Fund. The funding for the core 12.5 hours is distributed to schools and PVIs using different allocation methods.
- 3.2 In order to ensure that all providers are equally able to provide high quality provision to children, the DCSF requires all LAs to introduce a single funding formula for schools and PVIs from 1 April 2010.
- 3.3 A working group has been set up to address this issue. Schools and PVIs have been consulted upon the group's proposals.
- 3.4 The resulting formula proposal consists of:
- a single hourly rate for all providers;
  - a deprivation supplement (based on tax credit data);

- an additional lump sum for standalone nursery schools (to recognise the unavoidable extra costs of running these schools);

- protection for financial year 2010/11 only. This ensures that no setting gains or loses more than 5% compared to the funding they would have received under the previous formula.

#### **4. PREVIOUS MINUTES**

4.1 Not Applicable.

#### **5. INFORMATION**

##### **5.1 Background**

5.1.1 Nursery education (3 and 4 year old children) in Telford & Wrekin is provided by the following:

- 2 maintained nursery schools, of which 1 has Children's Centre designation;
- 22 nursery classes in maintained primary schools;
- 64 PVI providers, of which 10 have Children's Centre designation;
- 1 LA managed Children's Centre;
- 11 (PVI) network childminders.

5.1.2 These providers are funded by the Authority to provide up to 15 hours of free education and childcare to 3 and 4 year olds. Like most other Local Authorities, the funding is currently distributed to schools and PVIs using completely different allocation methods.

5.1.3 Schools receive funding as part of their overall fair funding formula. This is based on many different factors including an annual count of pupil numbers, the size of the school's premises, etc.

5.1.4 PVIs receive funding based on termly censuses measuring the hours attended by 3 and 4 year olds. Each hour is funded at an hourly rate, currently (2009/10) £3.37.

5.1.5 In order to ensure that all providers are equally able to provide high quality provision to children, the DCSF requires all LAs to introduce a single funding formula for all schools and PVIs from 1 April 2010.

5.1.6 A working group, consisting of Headteachers, PVI representatives and LA officers was set up in 2008 to formulate Telford and Wrekin's proposals.

5.1.7 All affected schools and PVIs were invited to face to face meetings in July 2009. These were supplemented by an electronic (e-mail) consultation in September 2009.

## **5.2 Proposed Formula**

### **5.2.1 The resulting formula consists of:**

- funding based on termly counts of number of hours attendance by children;
- a single hourly rate of £3.27 for all providers;
- an additional lump sum for standalone nursery schools (to recognise the unavoidable extra costs of running these schools);
- a deprivation supplement in addition to the core hourly rate, amounting to 5% of total funding (around £0.18 per hour), distributed to settings based on tax credit data;
- protection for 2010/11 only, which ensures that no setting gains or loses more than 5% compared to the funding they would have received under the previous formula. In practice this is only likely to apply to schools, as the results of the formula mean that PVIs will be funded at similar levels to now.

### **5.2.2 The formula is intended to be:**

- fair and consistent to all providers;
- easy to understand and administer;
- meet DCSF requirements (see section 5.3 below);
- ensure reasonable stability of funding for providers in 2010/11.

### **5.2.3 The formula is also intended to ensure that all settings remain financially viable, as long as they admit sufficient children to justify their provision. Section 7 of the Childcare Act 2006 contains a 'sufficiency' duty for Local Authorities, to secure a free minimum amount of early learning and care for all 3 and 4 year olds whose parents want it. In order to meet this duty, the Local Authority is able to provide additional 'sustainability' funding to settings where necessary. However it is intended that the formula, by being fair to all, minimises this need.**

## **5.3 DCSF Requirements**

### **5.3.1 Whilst each LA is developing its own local formula, there are DCSF requirements which all LAs formulas must meet, as follows:**

- funding for all settings must be based on termly counts of actual hours of attendance by children;

- the funding formula must include a factor for deprivation

5.3.2 The proposed formula for Telford and Wrekin meets these criteria.

#### **5.4 Equality and Diversity**

5.4.1 By ensuring that:

- funding is provided on a fair and transparent basis to all early years settings; and

- 5% of funding is distributed based on deprivation;

the proposed formula promotes equality of access to early years provision for all children in Telford and Wrekin.

#### **5.5 Environmental Impact**

5.5.1 The proposal does not have any environmental implications.

#### **5.6 Legal Comment**

5.6.1 The proposal has been developed to meet the DCSF's requirements, which will be contained within the proposed amendments to the current national school finance regulations. These are planned to go through Parliament by the end of the calendar year.

#### **5.7 Links with Corporate Priorities**

5.7.1 By ensuring that all early years providers are appropriately funded, the proposal contributes to the corporate priority of giving children and young people the best possible start in their lives.

#### **5.8 Opportunities and Risks**

5.8.1 In proposing this decision, the Corporate Risk Management Methodology has been complied with. This approach is not intended to eliminate risks but to identify the risks and manage them. However not all risks can be managed all of the time and some risks may not have been identified.

5.8.2 The following key risks and opportunities associated with this decision have been identified and assessed and arrangements will be put in place to manage them (overleaf).

<b>Risk</b>	<b>Action</b>
<p>Settings are inadequately funded, leading to poor quality education and care or the removal of provision for children, if settings become financially unviable.</p>	<p>The proposed formula ensures funds follow the child, and also has 1 year protection to ensure that providers have time to adjust to funding changes.</p> <p>Additional costs of nursery schools are recognised by an additional lump sum.</p> <p>As part of the consultation with maintained schools it has been made clear that once protection ceases (i.e. from 2011) early years funding will be based purely on termly attendance of pupils. Therefore individual schools could see significant reductions in funding if their nursery classes are substantially below capacity (there could also be significant increases for individual schools if they are full or close to capacity).</p> <p>The proposed system is similar to existing arrangements for PVIs, so there should be a minimal degree of turbulence in this sector.</p>
<p>Government regulations are not complied with.</p>	<p>The proposed formula meets all DCSF requirements.</p>
<b>Opportunity</b>	<b>Action</b>
<p>Available funding is directed in a fairer way.</p>	<p>Under the proposed formula, there is consistent funding for children in all settings.</p>
<p>To make the system of funding more transparent and understandable.</p>	<p>The proposed formula is straightforward, particularly compared to existing arrangements for funding school nursery provision.</p>

## **5.9 Financial Implications**

- 5.9.1 The financial implications of the proposal have been modelled. Actual costs will depend upon the number of children in settings during 2010/11, but based on available information it is estimated that the new formula will cost around 1% more than the existing funding arrangements in 2010/11 (i.e. around £45,000) and around 2% more in 2011/12 onwards (i.e. around £90,000), once the one year protection arrangements cease to operate.
- 5.9.2 These financial implications have been discussed with the Schools Forum and will be funded from within the Dedicated Schools Grant.

## **6. WARD IMPLICATIONS**

- 6.1 Early years provision exists in all areas of the Authority and therefore the proposals have District wide implications.

## **7. BACKGROUND PAPERS**

'Implementing the early years single funding formula – Practice Guidance July 2009' (DCSF)  
Minutes of Schools Forum, 20 May 2009  
Minutes of meetings of Early Years Single Funding Formula Working Group meetings

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**Tel: 01952 383756**

## **TELFORD & WREKIN COUNCIL**

**CABINET – 8<sup>th</sup> DECEMBER 2009**

### **THE DESIGN AND PHASE 1 SERVICES TO BE PROVIDED IN THE NEW ONE STOP SHOP AT CIVIC OFFICES**

#### **REPORT OF HEAD OF CUSTOMER SERVICES & BUSINESS TRANSFORMATION**

#### **1. Purpose**

- 1.1 To note the design of the One Stop Shop and the services that will be provided.
- 1.2 To secure approval to continue funding for the Citizens Advice Bureau (CAB) to provide a debt and welfare advice service at the One Stop Shop.

#### **2. Recommendations**

- 2.1 **To endorse the new open plan design of the One Stop Shop (see Appendix A);**
- 2.2 **To note the services that will be delivered in Phase 1 of the One Stop Shop when it opens in March 2010 (see Appendix B);**
- 2.3 **That, in line with the requirements of health and safety in an open plan office and given that all other forms of payment will still be accepted at Civic Offices, the facility to make cash payments at Civic Offices be discontinued;**
- 2.4 **To provide £76k funding to the CAB for a further 12 months to enable them to provide a debt and welfare advice service at the One Stop Shop;**
- 2.5 **That the affordability of continuing to fund a CAB presence within the One Stop Shop beyond March 2011 should be considered as part of the budget strategy for 2010/11.**

#### **3. Summary**

- 3.1 The creation of the One Stop Shop at Civic Offices, and the associated funding, was agreed by Cabinet on 21<sup>st</sup> July 2009. This development is one of the key building blocks of the organisation's vision to achieve 'One Council, One Team, One Vision'. The changes we are making and particularly the introduction of the new one stop shop will make it easier for our customers to do business with us. Our aim is to resolve as many enquiries at the first port of call as possible and to avoid passing customers from pillar to post. During the coming year we will also be exploring how we can provide more joined up services from our other customer access points such as our libraries and leisure centres as well as major improvements to the council's website.
- 3.2 We are aiming for the One Stop Shop to be open on 1<sup>st</sup> March 2010. It will be located on the ground floor of Civic Offices.

- 3.3 Initially, the One Stop Shop will be open: Monday, Tuesday, Wednesday, Friday 8:30 am to 6:00 pm; Thursday 8:30 am to 8:00 pm; Saturday 9:00 am to 1:00 pm. This will be reviewed on an ongoing basis, to ensure that, subject to affordability, the service meets the needs of our customers.
- 3.4 In addition to Council services, the following partners will also provide a service at the One Stop Shop: CAB; PCT; Princes Trust; Employment Link; A4U; Shropshire County Training. A full list of individual services that will be provided at the One Stop Shop is detailed in **Appendix B**. This builds on the success of First Point Telford, our credit crunch advice centre, which since its opening has helped 4615 customers.
- 3.5 Customer numbers clearly show that the presence of CAB has been critical to the success of First Point Telford with CAB equating to 35% of the visitors to First Point (**See statistics in Appendix C**). CAB have stated that their continued ability to provide this service at the One Stop Shop is wholly dependent on the Council continuing the additional funding of £76K that they were granted to be able to participate at First Point Telford.
- 3.6 The objective is also to set up a one stop service in advance of a new civic office allowing new ways of working to be fully developed and tested and then migrated into a new civic office development.

#### **4. FACILITIES IN THE ONE STOP SHOP**

- 4.1 The One Stop Shop will be open outside traditional opening hours and will be open until 1:00 pm on Saturday's and 8:00pm on Thursday's.
- 4.2 The design that has been developed for the One Stop Shop, as shown in **Appendix A** will provide the following features to maximise service delivery:
- 4.2.1 Twelve customer service booths, supplemented with five interview booths, for more confidential discussions as required.
- 4.2.2 Dedicated areas for CAB and PCT, recognising the higher frequency of confidential enquiries that they will receive from customers. The PCT will have a consulting room, where they can provide health and well being advice e.g. healthy heart, healthy eating etc.
- 4.2.3 A new customer reception point, for all visitors to Civic Offices, with dedicated waiting areas for business customers and visitors to the One Stop Shop. The design will address the current issues that are created by business customers waiting to be collected from Reception, in terms of crowding near the current reception desk.
- 4.2.4 A customer service professional "walking the floor", to help customers and business visitors access the services available in the most efficient manner. This will be supported by a ticketing system that will manage the customer flow through the One Stop Shop and maximise the resources that are available, whilst keeping waiting times to a minimum.
- 4.2.5 A customer information area, that will provide information through plasma screens and interactive touch screen information booths. In addition, there will be public access PC's for customers to access jobs, welfare, debt information etc.

- 4.2.6 A customer waiting area, that will provide activities for children, that meet H&S requirements, whilst their parents are at the One Stop Shop.
- 4.2.7 A sound proof interview room (PACE Room) for formal interviews under caution, that are required during formal investigations e.g. investigations for suspected benefit fraud.
- 4.2.8 The One Stop Shop will also provide a public toilet and water coolers for refreshments.

## **5. Cash Collection Services At The One Stop Shop**

- 5.1 To create an open, friendly and engaging service, in line with best practice in similar one stop shops, the One Stop Shop is open plan with no use of security screens. To ensure the health and safety of everyone that uses the One Stop Shop, there will not be a facility for customers to make payments in cash in the open plan environment.
- 5.2 There are many alternative methods of payment available for the 2000 customers who made a cash payment at Civic Offices in 2008, including: cheque and debit credit card payments at the One Stop Shop; 37 Allpay payment points across the Borough (See **Appendix D**): Online payments via the Council's website: telephone payments that are available 24/7: Direct Debit payments.
- 5.3 This change in service will be supported by an extensive and effective communications plan that would run for at least three months prior to the opening of the One Stop Shop, to ensure that customers had sufficient time, and information, to switch to an alternative method of payment.
- 5.4 There are many council's that have taken the step to remove cash handling and have said that informing customers in advance has been the key to success and a smooth transition.
- 5.5 A survey of 153 customers that currently use the cash office at Civic Offices to make cash payments was completed and headline figures included:
- Over 86% of customers were paying council tax or housing benefit overpayments, which can be paid by all of the alternative payment options.
  - Significant numbers of customers, which varied for each alternative payment option, were not aware of the alternative options for making payments.
  - 18% of customers immediately signed up for a card to pay at a local Paypoint.

## **6. Future Developments Of The One Stop Shop**

- 6.1 As front line service delivery of key customer services are migrated to the Corporate Contact Centre, those services will also be made available through the One Stop Shop. A report is currently being drafted that will set out proposals for migrating services to the Contact Centre, based on the successful migration of Revenues & Benefits and Environmental Maintenance services.
- 6.2 A number of customers currently find themselves being passed from Darby House to Civic Offices to access services. The One Stop Shop will offer the opportunity to explore the possibility of closing Darby House as a customer access point and this will be explored as Phase 2 of this project, commencing in April, post go live of the One Stop Shop.

- 6.3 The review of Darby House reception, in Phase 2, will also provide the opportunity to review the acceptance of cash payments at that facility. By considering this issue in Phase 2, it will give us the opportunity to ensure that we fully consider the requirements of the customers and customer groups that currently make cash payments at Darby House reception.

## **7. GENERAL INFORMATION**

### **7.1 Equality & Diversity**

- 7.1.1 An equality impact assessment (EIA) has been undertaken which concluded that, based on the alternative payment methods available and that the Contact Centre will still accept cheques, debit and credit card payments, there are no equalities issues to be addressed by the decision to withdraw the service to accept cash payments in the One Stop Shop.
- 7.1.2 The EIA has been critiqued by members of the Portfolio Equalities Group and agreed by the Head Of Customer Services and Business Transformation. The EIA will be presented to the Portfolio Equalities Group, chaired by the Corporate Director: Resources, on 23<sup>rd</sup> November 2009 for final authorisation.

### **7.2 Legal Comment**

- 7.2.1 There are no direct legal implications arising from this report.

### **7.3 Links with Corporate Priorities**

- 7.3.1 The development of a One Stop Shop, is particularly aligned to the priority for a Modern, Effective Council.

### **7.4 Opportunities & Risks**

- 7.4.1 The opportunities and risks associated with the creation of a One Stop Shop have been identified and actions put in place to mitigate any perceived risks during its development.

### **7.5 Financial Implications**

- 7.5.1 The capital programme for 2009/10 includes an allocation of £160k for the creation of a One Stop Shop.
- 7.5.2 The total additional ongoing revenue cost of the basic One Stop Shop facility is £42k. Within the current budget strategy for 2009/10 provision of £20k has been made for ongoing revenue costs of the One Stop Shop, this does not meet the all of the ongoing revenue costs leaving £22k unfunded for the basic provision. It will be possible to find this from savings in closing the customer access at Darby House from 2011/12 onwards and in the interim from savings identified from within the customer services budgets linked to the removal of cash handling in the new development.
- 7.5.3 For 2009/10 there would be a part year impact of the revenue costs above and these are likely to be covered by one off money set aside for the Advice Centre.
- 7.5.4 In addition to the costs of the basic provision outlined above, a further £76k is required for the CAB to provide a debt and welfare service at the One Stop Shop for a further

twelve months. Funding for this has not been identified beyond 2009/10 in the current budget strategy.

- 7.5.5 With the withdrawal of the service to accept cash payments there will no longer be a requirement for Security Plus to collect income from Civic Offices. In 2008/09 the cost of this was £6.5k and this was funded from budgets held by Customer Services. The equivalent budget has been set at £8.2k for 2009/10 and will need to be redirected to cover the additional costs associated with customers using alternative payment methods. It is estimated that these costs will be in the region of £7k.

## **7.6 Ward Implications**

- 7.6.1 Borough wide implications.

## **7.7 Background Papers.**

- 7.7.1 Customer Services Strategy.
- 7.7.2 Cabinet Report – ‘Credit Crunch’ Advice Centre, Telford Town Centre
- 7.7.3 Response To Scrutiny Report – Review Of First Point Telford
- 7.7.5 Cabinet Report – Creation Of A One Stop Shop

**One Stop Shop Design – See attachment in PDF**

## Initial Services To Be Provided At The One Stop Shop

Service Provider	Services on offer
CAB  (subject to £76K ongoing funding post March 2010)	<ul style="list-style-type: none"> <li>• Welfare benefits</li> <li>• Specialist Debt management</li> <li>• Employment issues</li> <li>• Housing</li> <li>• Relationship issues</li> <li>• Consumer advice</li> <li>• Immigration and nationality issues.</li> <li>• Dealing with redundancy and reduced working hours</li> <li>• Case work for customers with complex issues</li> </ul>
Anti Social Behaviour Reporting	<ul style="list-style-type: none"> <li>• Accumulation Of Refuse</li> <li>• Noise Pollution</li> <li>• Pollution</li> <li>• Abandoned Vehicles</li> <li>• Nuisance Dogs</li> <li>• Fly Tipping</li> <li>• Graffiti</li> <li>• Vandalism</li> <li>• Nuisance Neighbours</li> <li>• Nuisance – Rowdy Behaviour/Street Drinking</li> <li>• Nuisance – Drugs Misuse</li> <li>• Needles Collection</li> </ul>
Environmental Maintenance	<ul style="list-style-type: none"> <li>• Refuse Collection</li> <li>• Bulk Refuse Collection</li> <li>• Pest Control</li> <li>• Recycling Collection</li> <li>• Road Sweeping</li> <li>• Litter</li> <li>• Grounds Maintenance – Grass/Hedges/Shrubs</li> <li>• Street Furniture/Fencing</li> <li>• Waste Management Permits</li> </ul>
Street Scene	<ul style="list-style-type: none"> <li>• Potholes</li> <li>• Drainage</li> <li>• Street Lighting</li> <li>• Gritting</li> <li>• Road/Footpath Maintenance</li> <li>• Highway Signage</li> </ul>
Benefits	<ul style="list-style-type: none"> <li>• Council tax benefit</li> <li>• Housing benefit</li> <li>• Local Housing allowance</li> <li>• Free school meals</li> <li>• Blue Badge Parking Permits</li> <li>• Carers Allowance</li> </ul>
Council Tax	<ul style="list-style-type: none"> <li>• Council Tax Arrears</li> </ul>
Housing Advice & Affordable Warmth	<ul style="list-style-type: none"> <li>• Energy Efficiency Advice</li> <li>• Cavity wall and loft insulation</li> <li>• Boiler repairs and replacement (if broken)</li> <li>• Heating systems</li> <li>• Access to grants and other funds</li> <li>• Free, independent housing advice on tenants issues</li> <li>• Prevention of homelessness</li> <li>• Housing options, including access to bond and rent deposit schemes.</li> <li>• Advice on private renting</li> <li>• Women's refuge</li> </ul>
Next Steps Community Training	<ul style="list-style-type: none"> <li>• Careers advice and information</li> <li>• Completing job applications forms and CV writing</li> </ul>

	<ul style="list-style-type: none"> <li>• Local courses</li> <li>• Interview skills</li> <li>• English, maths and computing skills</li> <li>• Career change/ voluntary work</li> </ul>
Shropshire County Training	<ul style="list-style-type: none"> <li>• Through close links Learning Skills Councils, Jobcentre Plus, Business Link and Connexions, providing funding and placements for training and development.</li> <li>• Job Retraining</li> <li>• Accessing training for disabled people accessing work</li> <li>• Pathways – helps people with health benefits back into work</li> <li>• Routeways – helps people with benefits back into work</li> <li>• NVQ placements</li> </ul>
A4U	<ul style="list-style-type: none"> <li>• Free and confidential advice and impartial information, advice and support for people with disabilities</li> <li>• Enable people with disabilities to maximise their choices</li> <li>• Access to work for people with disabilities</li> </ul>
Princes Trust	<ul style="list-style-type: none"> <li>• Giving practical and financial support to young people to fulfil their potential.</li> <li>• Help for young people to develop key skills, motivation and confidence to move into work.</li> </ul>
Employment Link	<ul style="list-style-type: none"> <li>• Empowers individuals with mental health and disability issues to access and retain paid employment.</li> <li>• Assist with the completion of application forms, job coaching, aid/adaptations.</li> </ul>
Family Information Service	<p>Is a free and confidential service providing impartial information advice and guidance on services for families in Telford and Wrekin, including;</p> <ul style="list-style-type: none"> <li>• Childcare</li> <li>• Education</li> <li>• Youth services</li> <li>• Children's services</li> <li>• Parenting support</li> <li>• Tax credits</li> <li>• Holiday play scheme</li> <li>• Family learning opportunities</li> <li>• Recreation facilities</li> <li>• Free early years provision</li> <li>• Support for children with special needs and / or disabilities</li> </ul>
Customer Feedback	<ul style="list-style-type: none"> <li>• Complaints</li> <li>• Compliments</li> <li>• Comments/Suggestions</li> </ul>
Legal Services	<ul style="list-style-type: none"> <li>• Land Charge Searches</li> </ul>
Leisure Services	<ul style="list-style-type: none"> <li>• Leisure &amp; theatre bookings</li> </ul>
PCT	<ul style="list-style-type: none"> <li>• Health &amp; Well Being Clinics e.g. Healthy Heart</li> <li>• Information Services</li> </ul>
Registration Services	<ul style="list-style-type: none"> <li>• Registration of births and marriages.</li> </ul>

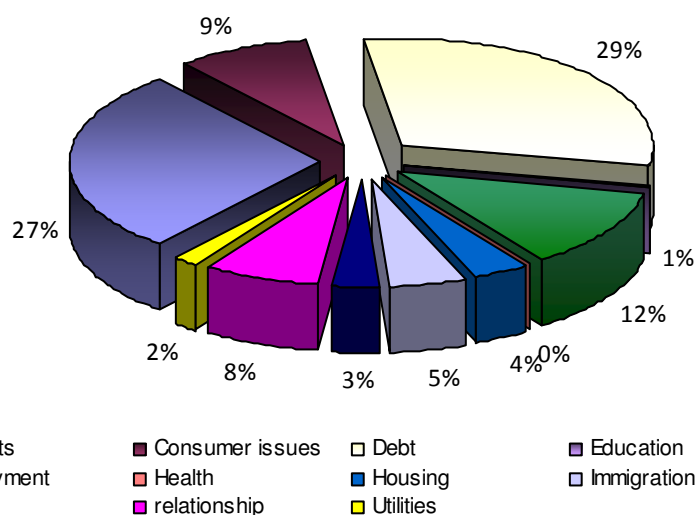
**Other potential services to be included over time might include:-**

- Planning
- Environmental Health
- Adult & Child Care assessment of needs
- Concessionary pass travel/Timetable information etc

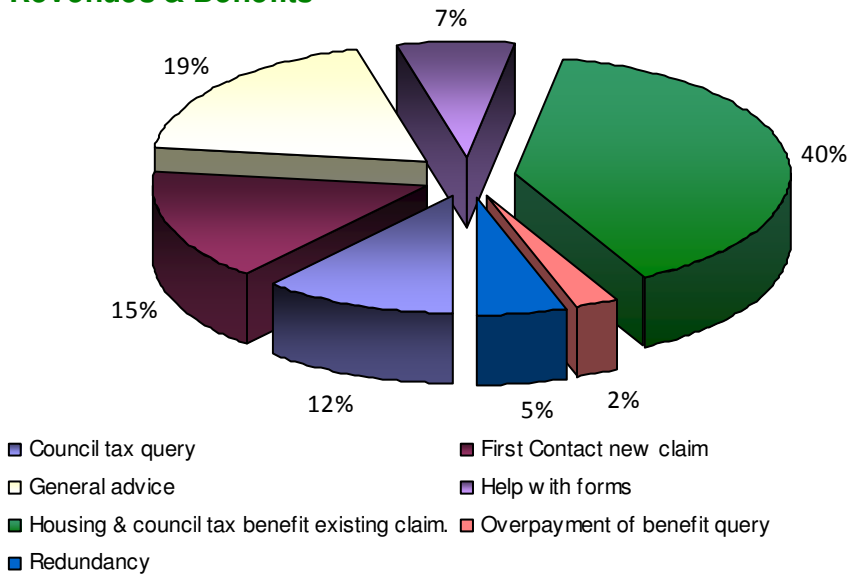
## First Point Telford Visitor Analysis

Service Area	YTD
Revenues & benefits	843
CAB case worker	1633
Family information service	4
Shropshire training	817
Community Learning	359
Housing Advice	156
Affordable warmth	92
Reception	643
Princes Trust	16
A4U	45
Employment Link	7
<b>Total Visitors</b>	<b>4615</b>

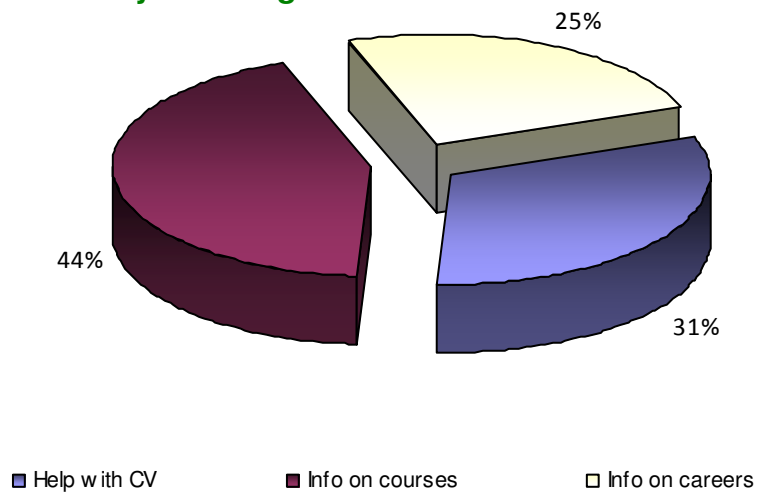
### Citizens Advice Bureau



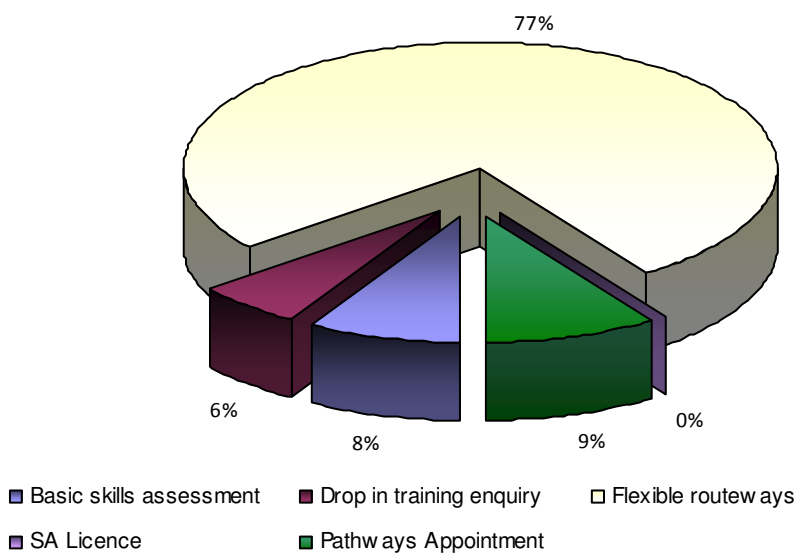
## Revenues & Benefits



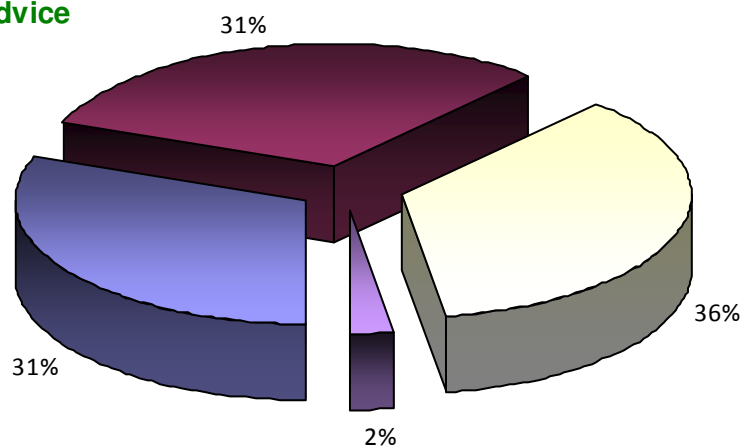
## Community Learning



## Shropshire County Training

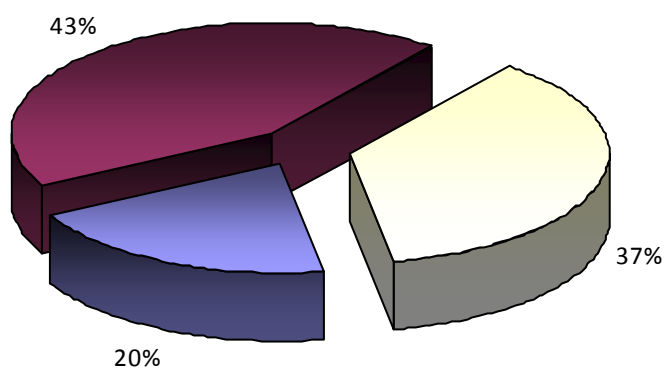


## Housing Advice



■ Homeless ■ Landlord dispute □ Looking for private let ■ Repossession of home

## Affordable Warmth



■ Boiler Grant info ■ General advice ref bills □ Social Tariff

## Allpay Payment Locations

Location	Address		
Admaston Stores	6 Sutton Road	Admaston	TF 5 0AY
The Booze Stop	49 Dawley Road	Arleston	TF 1 2HW
One Stop Dawley Road	3 - 5 Dawley Road	Arleston	TF 1 2HW
Brookside Supermarket	201 Brookside Centre	Burford	TF 3 1LP
Eyton Stores	18 Eyton Road	Dawley	TF 4 2DN
Londis	24 Finger Road	Dawley	TF 4 3LB
The Co-Op Group	16 Wrekin Drive	Donnington	TF 2 8DP
Texaco	Haybridge Road Estate	Hadley	TF 1 2FG
Hadley Park Stores	149 Hadley Park Road	Hadley Leegomery	TF 1 6QF
Ketley News	10 Copperbeech Road	Ketley	TF 1 5BQ
Top Shop Convenience	Fourth Avenue	Ketley Bank	TF 2 0AS
Thresher	30 Queen Street	Madeley	TF 7 4BL
Somerfield	5-6 Russell Square	Madeley	TF 7 5BB
Mc Colls	3-4 Russell Square	Madeley	TF 7 5BB
Hill Top News	Ironbridge Road	Madeley	TF 7 5HU
Gills Food & Wine	30 Park Street	Madeley	TF 7 5LD
Mound Way Service Station	Parkway	Madeley	TF 7 5RQ
Spar Malinslee	The Malinslee Centre	Malinslee	TF 3 2HZ
R & B Stores	44 Alma Avenue	Malinslee	TF 4 2DZ
Muxton Price Point	3-5 Fieldhouse Drive	Muxton	TF 2 8JQ
Gill Brothers	9 Oxford Street	Oakengates	TF 2 6AA
Value Newsagents	31 Market Street	Oakengates	TF 2 6EL
Spar Prorslee	Unit 1B Catcombe Way	Priorslee	TF 2 9GZ
Randlay Store	The Randlay Centre	Randlay Centre	TF 3 2LH
Somerfield Store	Grange Avenue	Stirchley	TF 3 1ET
Sutton Hill Supermarket	102 Southgate	Sutton Hill	TF 7 4HG
Arden News	163 Wrekin Walk	Town Centre	TF 3 4BA
One Stop	111 Trench Road	Trench	TF 2 7DP
Waters Uptons Stores	Upton Stones	Waters Upton	TF 6 6NL
Austins News	45 High Street	Wellington	TF 1 1JW
Topshop	1-2 New Road	Wrockwardine Wood	TF 2 7AB
Downmead Stores	11 Downmead	Hollinswood	TF 3 2EW
The Co-Op Group	12 Bradford Street	Shifnal	TF11 8AT
Newport Post Office	64a High Street	Newport	TF10 7BA
Springfield Stores	1 Station Terrace	Newport	TF10 7EX
Costcutter	5 Salters Lane	Newport	TF10 7PD
Somerfield	High Street	Newport	TF10 7SJ
Broseley News	81-82 High Street	Broseley	TF12 5ET
Weekly Shop	17 Elizabeth Crescent	Broseley	TF12 5PH

See Supporting Map of all of the above attached.



## **TELFORD & WREKIN COUNCIL**

**CABINET – 8 DECEMBER 2009**

### **DELEGATED POWERS FOR PUBLIC PROTECTION STAFF**

#### **REPORT OF THE HEAD OF PREVENTION AND PROTECTION**

#### **1.0 PURPOSE**

To seek approval to delegate powers as described at Appendix 1 to staff within the public protection service area. This is required to enable the post holders to carry out their duties on behalf of the Council.

#### **2.0 RECOMMENDATIONS**

- 2.1 That the scheme of additional delegation at Appendix 1 be approved.**

#### **3.0 SUMMARY**

- 3.1 Public Protection enforcement staff require delegated authority to act on behalf of the Council.
- 3.2 The power to carry out certain duties is delegated to the post and the individual officers are authorised to carry out the duties.
- 3.3 The powers enable staff to enter premises and to carry out enforcement action.

#### **4.0 PREVIOUS MINUTES**

None

#### **5.0 INFORMATION**

- 5.1 All enforcement officers in Public Protection have powers delegated to them either by Council or Cabinet according to which body is responsible for the function. The delegated powers are noted in the constitution in the Local Government Act 2000, Local Government Act 1972, section 100 g (2) list - Responsibility for Functions List of Powers Exercisable by Officers of the Borough of Telford and Wrekin under Council Functions or Cabinet Functions.
- 5.2 Powers under the relevant Acts are delegated to the post or posts.

- 5.3 Individual officers are authorised, by the Council, to carry out the delegated powers. The process allows the officers to deliver the councils statutory duties at the most appropriate level.
- 5.4 The delegations deal with such matters as:
- Power to seek information,
  - power of entry,
  - power to take samples,
  - power to serve legal notices including fixed penalty notices
  - power to authorise works carried out in default of notices and to
  - approve permits and authorisations.
- 5.5 Powers delegated to existing and any new posts require Members' approval. In addition there is a need to accommodate the requirements of new legislation.
- 5.6 This report seeks Members' approval in respect of Cabinet functions for the updating of powers to posts as outlined in the attached appendix.

## **6.0 BACKGROUND**

- 6.1 Without the delegated powers and the authorisation to use them public protection staff cannot carry out their day to day activities.
- 6.2 It is important that staff are empowered at the appropriate level and the decision as to competency rests with the Public Protection Business Manager.
- 6.3 When cases are taken to court it is becoming increasingly common for defence teams to question the officers delegated powers and their authorisation. To accommodate this, officers within Public Protection and Legal Services now, as part of the review of evidence, check that the appropriate delegations and authorisations are in place.
- 6.4 It is anticipated that further proposed changes to the list will follow a similar format as and when required.

## **7.0 EQUAL OPPORTUNITIES**

Not Applicable

## **8.0 ENVIRONMENTAL IMPACT**

No such implications

## **9.0 LEGAL COMMENT**

To enable officers to be authorised in writing to exercise certain statutory powers and carry out certain statutory functions there must be a relevant delegated authority. This report seeks delegated authority in respect of all functions under the specified legislation set out in the appendix to this report.

The exercising of the listed functions are not matters reserved to the Council and therefore are Cabinet functions.

## **10.0 LINKS WITH CORPORATE PRIORITIES**

None.

## **11.0 FINANCIAL IMPLICATIONS**

No direct financial implications arise as a result of the additional delegations.

## **12.0 WARD IMPLICATIONS**

District Wide Implications.

## **13.0 BACKGROUND PAPERS**

Local Government Act 2000, Local Government Act 1972, Section 100g(2)  
Responsibility for functions list of powers exercisable by officers of the  
Borough of Telford and Wrekin Cabinet Functions

**Report prepared by Ian Mercer, Business Manager Public Protection**  
**Tel: 01952 381805**

## Appendix 1

### Proposed additions to the Local Government Act 2000, Local Government Act 1972 section 100G(2) list

Function and Statutory Power	Delegation of Functions
Power to serve warning notices, fixed penalty notices and related functions relating to night time noise from domestic and licensed premises (except authority to prosecute) – Noise Act 1996	Public Protection Business Manager Environmental Health Team Leader Environmental Health Officer Enforcement Officer (with or without prefix) Senior Project Officer
Authority to prosecute – Noise Act 1996	Head of Operations Public Protection Business Manager