



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Councillors on the Committee

Richard Lewis (Chairman)
Michael White (Vice-Chairman)
Beulah East (Labour Lead)
Neil Fyfe
Raymond Graham
Shirley Harper-O'Neill
Richard Mills
Robin Sansarpuri

Date: WEDNESDAY, 18
JANUARY 2012

Time: 7.30 PM

Venue: COMMITTEE ROOM 5 -
CIVIC CENTRE, HIGH
STREET, UXBRIDGE UB8
1UW

**Meeting
Details:** Members of the Public and
Press are welcome to attend
this meeting

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further information.**

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This Agenda is available online at:

<http://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CId=243&MId=1102&Ver=4>

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INVESTOR IN PEOPLE

Useful information

Bus routes 427, U1, U3, U4 and U7 all stop at the Civic Centre. Uxbridge underground station, with the Piccadilly and Metropolitan lines, is a short walk away. Limited parking is available at the Civic Centre. For details on availability and how to book a parking space, please contact Democratic Services

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About this Committee

This Policy Overview Committee (POC) will undertake reviews in the areas covered by the Deputy Chief Executive's Office and Finance and Resources Directorate and can establish a working party (with another POC if desired) to undertake reviews if, for example, a topic is cross-cutting.

This Policy Overview Committee will consider performance reports and comment on budget and service plan proposals for the Deputy Chief Executive's Office and Finance and Resources Directorate.

The Cabinet Forward Plan is a standing item on the Committee's agenda.

The Committee will not consider call-ins of Executive decisions or investigate individual complaints about the Council's services.

Terms of Reference

The Constitution defines the terms of reference for Policy Overview Committees as:

1. To conduct reviews of policy, services or aspects of service which have either been referred by Cabinet, relate to the Cabinet Forward Plan, or have been chosen by the Committee according to the agreed criteria for selecting such reviews;
2. To monitor the performance of the Council services within their remit (including the management of finances and risk);
3. To comment on the proposed annual service and budget plans for the Council services within their remit before final approval by Cabinet and Council;
4. To consider the Forward Plan and comment as appropriate to the decision-maker on key decisions which relate to services within their remit (before they are taken by the Cabinet);

Policy Overview Committees will not investigate individual complaints.

This Committee performs the Policy Overview role in relation to the following services:

1. human resources and personnel service;
2. e-Government and ICT;
3. democratic services;
4. legal services;
5. the Council's property portfolio, including property and asset acquisition and disposal, and capital programme;
6. corporate finance, including:
 - a. development of a medium term budget strategy;
 - b. scrutiny of the Council's management of its resources;
 - c. reviewing the operation of the Council's financial rules making proposals to the Cabinet and/or Council for their development
7. the Council's overall performance and corporate improvement work particularly in relation to the Comprehensive Performance Assessment and Corporate Assessment;
8. economic development and single regeneration budget;

9. the Local Strategic Partnership and Community Strategy;
10. Local Area Agreement;
11. community partnerships and the Council's voluntary sector strategy;
12. corporate aspects of diversity & equalities policy;
13. Best Value;
14. any other cross-cutting portfolios that might be created and any functions not included within the remit of the other Policy Overview Committees.

Agenda

- 1 Apologies
- 2 Declarations of Interest
- 3 Minutes of meeting held on 19 December 2011 (**Pages 1-3**)
- 4 Exclusion of Press and Public
To confirm the items of business marked Part I will be considered in public and that the items marked Part II will be considered in private.
- 5 Budget Proposals Report for Central Services 2012/13 (**Pages 5-18**)
- 6 Voluntary Sector Core Grants 2012/13 (**Pages 19-24**)
- 7 Briefing Paper - Corporate Fraud Team (**Pages 25-32**)
- 8 Major Review - Operation and Function of the Hillingdon First Card - Background Report and Draft Scoping Report (**Pages 33-54**)
- 9 Work Programme 2011/12 (**Pages 55-58**)
- 10 Cabinet Forward Plan (**Pages 59-62**)

Minutes

Corporate Services and Partnerships
 Policy Overview Committee
 Monday 19 December 2011
 Meeting held at Committee Room 2 - Civic
 Centre, High Street, Uxbridge UB8 1UW



	<p>Members Present: Councillors Richard Lewis (Chairman), Beulah East, Neil Fyfe, Raymond Graham, Richard Mills, Robin Sansarpuri and Michael White.</p> <p>Apologies: Councillor Shirley Harper-O'Neill.</p> <p>Officers: Khalid Ahmed (Democratic Services Manager).</p>		
40.	<p>DECLARATIONS OF INTEREST</p> <p>Councillors Raymond Graham and Richard Lewis declared Personal Interests in Agenda Item 5 – First Major Review – Effectiveness of the Audit Committee and its Terms of Reference – Consideration of draft final report, as they were both Members of the Audit Committee. They both remained in the room and took part in discussions.</p>		
41.	<p>MINUTES OF THE MEETING HELD ON 10 NOVEMBER 2011</p> <p>Agreed as an accurate record.</p>		
42.	<p>EXCLUSION OF THE PRESS AND PUBLIC</p> <p>It was agreed that all items of business would be considered in public.</p>		
43.	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%; padding: 5px;"> <p>MAJOR REVIEW – EFFECTIVENESS OF THE AUDIT COMMITTEE AND ITS TERMS OF REFERENCE – CONSIDERATION OF DRAFT FINAL REPORT</p> <p>Consideration was given to a draft of the Committee's final report on their review into the effectiveness of the Audit Committee and its Terms of Reference.</p> <p>Discussion took place on the draft recommendations contained in the final report and the following issues were raised:</p> <ul style="list-style-type: none"> • In relation to Independent Members of the Audit Committee, discussion took place on the remuneration of Independent Members and Members were informed that there were differences in terms of payment for inner London Boroughs to outer London Boroughs. Hillingdon. The present Independent Chairman of this Council's </td> <td style="width: 20%; padding: 5px; vertical-align: top;"> <p>Action by:</p> </td> </tr> </table>	<p>MAJOR REVIEW – EFFECTIVENESS OF THE AUDIT COMMITTEE AND ITS TERMS OF REFERENCE – CONSIDERATION OF DRAFT FINAL REPORT</p> <p>Consideration was given to a draft of the Committee's final report on their review into the effectiveness of the Audit Committee and its Terms of Reference.</p> <p>Discussion took place on the draft recommendations contained in the final report and the following issues were raised:</p> <ul style="list-style-type: none"> • In relation to Independent Members of the Audit Committee, discussion took place on the remuneration of Independent Members and Members were informed that there were differences in terms of payment for inner London Boroughs to outer London Boroughs. Hillingdon. The present Independent Chairman of this Council's 	<p>Action by:</p>
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	<p>outlined above.</p> <p>2. That approval be given to the submission of the final report to the Cabinet for their consideration.</p> <p>3. That officers be asked to take forward the issues which were raised during discussions.</p>	<p>Khalid Ahmed</p> <p>Khalid Ahmed</p>
44.	<p>WORK PROGRAMME</p> <p>The Committee noted the work programme for the rest of the Municipal Year and noted that presentations would be heard on the work of the Corporate Fraud Team (January), the work of the Enforcement Team (February) and officers would be asked to provide information on the heating problems within the Civic Centre at the meeting in February.</p> <p>RESOLVED -</p> <p>1. That the report and updates be noted.</p>	
45.	<p>CABINET FORWARD PLAN</p> <p>Noted.</p>	
	<p>Meeting commenced at 6.00pm and closed at 7.00pm Next meeting: 18 January 2012 at 7.30pm</p>	

These are the minutes of the above meeting. For more information on any of the resolutions please contact Khalid Ahmed on 01895 250833. These minutes are circulated to Councillors, Officers, the Press and Members of the Public.

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BUDGET PROPOSALS REPORT FOR CENTRAL SERVICES 2012/13

Contact Officer: Paul Whaymand
Telephone: 01895 556074

REASON FOR ITEM

To comply with the Budget and Policy Framework procedure rules as part of the agreed consultation process for the General Fund revenue budget and capital programme for 2012/13, this report sets out the draft revenue budget and capital programme of the Central Services Group for 2012/13, along with indicative projections for the following two years. Following consideration by Cabinet on 15 December 2011, these proposals are now under consultation, and the proposals for each Group are being discussed at the January cycle of Policy Overview Committees.

Cabinet will next consider the budget proposals on 16 February 2012, and the report will include comments received from Policy Overview Committees. At the meeting on 16 February 2012 Cabinet will make recommendations to full Council regarding the budget and Council Tax levels for 2012/13. Full Council will meet to agree the budgets and Council Tax for 2012/13 on 23 February 2012.

The Committee needs to consider the budget proposals as they relate to Central Services, but within the corporate context and the constraints applying as a result of the aggregate financial position of the authority.

OPTIONS AVAILABLE TO THE COMMITTEE

It is recommended that the Committee notes the budget projections contained in the report and comments as appropriate on the combined budget proposals put forward by the Central Services Group, within the context of the corporate budgetary position.

INFORMATION

Background

1. As reported to Council in February 2011, the budget report for Council Tax setting for 2011/12 contained an initial savings requirement of £16.4m for 2012/13. The budget strategy developed in response to the CSR 2010, which is reliant on the HIP Business Improvement Delivery project, contained challenging savings targets totalling in excess of £60m over the subsequent four year period. In 2010/11 the Council delivered budgeted savings of around £15.6m in (£10.2m original savings target, increased to £15.6m to deal with in-year Government cuts). Significant progress has been made in terms of proposals to deliver an additional £26.2m savings in 2011/12, which are on track, as well as developing initial plans to deliver the £16.4m savings required in 2012/13. Alongside this, groups were also tasked

with reviewing all pressures and a review also commenced of all corporate pressures.

2. The local Government Finance Settlement in 2010 was for 2 years, so large elements of the funding for 2012/13 were known at the start of the budget cycle. However, there were still a number of areas of uncertainty within the budget, some of which still remain, and recent funding consultations add further uncertainty going forward. In addition, there are some emerging demand led pressures have now been recognised in the draft budget. The net result of all these changes is that the estimated budget gap now stands at £17.8m.
3. The timetable for the development of the 2012/13 was brought forward significantly from previous years with work commencing as soon as the 2011/12 budget was agreed by Council in February (2011). Work on the development of savings proposals was integrated with service transformation work programmes and managed through the HIP Business Improvement Delivery (BID) programme. BID has continued to develop and evolve. The Deputy Chief Executive and Corporate Director of Planning, Environment, Education & Community Services (CE PEECS) has responsibility for the coordination and delivery of the total BID programme and ensures that there is a standardised approach taken across all groups and services. Group change boards, have now been established to manage the delivery of the programme within each group. This refreshed governance framework enabled significant early progress on both the delivery of a balanced 2011/12 budget position and the development of a balanced set of proposals for 2012/13. Challenge sessions were held with all groups during June to ensure their proposals were sufficiently robust and to discuss the service pressures in each area, both ongoing and emerging. As a result of this work the draft 2012/13 budget was comprehensively updated and a detailed set of proposals and supporting working papers provided to the Leader at the end of July (2011).
4. The structure of the report reflects the budget proposals reported to Cabinet on 15 December 2011, and sets out the aggregate corporate position, followed by Central Services' proposals extracted from the corporate budget.

The Budget and Policy Framework Procedure Rules

5. The consultation on the budget proposals commenced on 16 December 2011 following decisions taken by Cabinet on 15 December 2011.
6. There will be a further consideration by Cabinet of the budget proposals on 16 February 2012, including comments from Policy Overview Committees. These will be collated and reported back to Cabinet by the Corporate Services and Partnerships Policy Overview Committee. Council will be requested to approve the Cabinet's proposals on 23 February 2012, and if approved without further amendment they will be effective immediately.

Corporate Summary

7. While the focus of the discussion for the Policy Overview Committee should be the specific services within its remit, it is important that this discussion is conducted in the context of the overall corporate financial position.
8. The budget proposals included in this report represent Cabinet's budget strategy for 2012/13 and beyond. The revenue budget proposals have been developed to deliver a zero increase in Council Tax for 2012/13 whilst maintaining balances and reserves at well above £12m over the medium term.
9. The main challenge in delivering a balanced budget for 2012/13 is the development of significant savings of around £17.8m, on top of the £26.2m delivered in 2011/12. However, the Council's Business Improvement Delivery Programme is now well established and is driving the delivery of these savings. The month 7 budget monitoring for 2011/12 shows that good progress is being made in responding to this challenge; with the latest year end forecast showing a projected budget underspend of £2,349k and 94% of the 2011/12 savings being on track for delivery.
10. The final funding settlement for 2012/13 has not yet been announced and the budget has therefore been drafted on an estimated cut in funding of £9.2m, partially offset by a further central Government grant of £2.8m, enabling a freeze in Council Tax in 2012/13.
11. Detailed within the draft budget proposals, in addition to the £17.8m savings proposals are £5.1m of corporate increases, £5.4m of contingency provisions and service pressures and an allowance of £3.3m for inflation.
12. The development of savings proposals has continued to concentrate on more efficient service delivery methods, the rolling out of the new Council operating model, focusing on core services and by not creating new pressures by providing services that are no longer funded by Central Government.
13. The draft general fund capital programme for 2012/13 amounts to £204m over three years, with £111m of that investment focused on meeting demand for Primary School Places across the Borough. In addition this programme will enable completion of a number of major projects during 2012/13 including the South Ruislip and Hayes End Library Developments and a new Civic Amenity Site at New Years Green Lane.

Central Services Budget Proposals

Summary of Key Financial Issues

Corporate Services & Partnerships POC 18 January 2012
PART 1 – MEMBERS, PUBLIC & PRESS

14. The planned savings within Central Services are largely being achieved through service efficiencies without impacting on the level of service provided. The focus has been on re-prioritising activity and identifying areas of duplication and overlap and reengineering processes to eliminate. This has resulted in a number of major restructures and changes to the way services are delivered within central services.
15. Work on the 2012/13 savings proposals has been ongoing throughout 2011/12 and many of the proposals build further on reviews which were designed to meet the 2011/12 savings targets. As a result, many of the savings proposals have either been implemented already or are in the process of being implemented. This will also ensure that in 2012/13 we benefit from the full year effect of the savings.
16. A significant number of central services provide support functions and as such the demand on these services is driven by the front line services being supported. There is therefore a limit to the extent to which these support services can be reduced while also continuing to respond to the same level of service demand. This has been achieved to date through business process reengineering and other efficiency work and through prioritising activity on our core business. Continuing to make significant savings in future years will also rely on business process reengineering within the services we support and therefore reducing the demand on Central Services.

Group Revenue Budget 2012/13

17. The movement between the current year's budget and the draft budget requirement for 2012/13 is summarised in Table 1 below. Each of the lines in Table 1 is set out in the following sections and in Appendix A.

Table 1: Group Revenue Budget 2012/13

	Budget (£000s)
Budget 2011/12	23,034
Inflation	774
Corporate Items	0
Service Pressures	0
Priority Growth	0
Savings	-1,672
Other Adjustments	0
Draft Group Revenue Budget 2012/13	22,136

Development and Risk Contingency and Service pressures

18. The Development and Risk Contingency provides for resources within the revenue budget that are unallocated at the beginning of the year, but that can be applied to

issues as they arise during the year. The contingency is therefore used to budget for items where the probability or value of items is uncertain at the beginning of the year. The current draft Development and Risk Contingency includes items totalling £620k for 2012/13 for the Central Services Group.

19. Key items within this are:

- A provision of £400k for the Council's Liability for uninsured claims, where the Council has, under its current Insurance policy, agreed to fund the excess values, which in most cases stand at £100k. It is proposed that this contingency be set at the same level set in 2012/13 as the current financial year.
- A new provision of £220k for the Schools Payroll service, to cover fixed costs that cannot be reduced in the short term, which were previously funded by income from schools. The decision to pull out of this service was taken following the decision of a number of schools to move to alternative providers and an indication from others that they were likely to follow. A full review of the options open to the Council in relation to Payroll and transactional HR services is now being undertaken. This work is also considering opportunities that will arise when the contract for the current HR/Payroll system ends in August 2013.

Inflation

20. An increase of 1% to pension costs had been factored into inflation within Central Services and there also remains the possibility of a pay award being given to lower paid staff, so an increase of 0.25% has been allowed for this.
21. The Mayor of London announced a 7% inflationary increase in the concessionary fares levy, which makes up a large proportion of the inflation within Central Services.

Savings

22. The savings proposals contained within this draft budget have been developed through the HIP Business Improvement Delivery programme (BID), the Council's response to the projected budget savings requirement of around £65m over the next four year period.
23. Savings proposals currently developed total £17.8m for 2012/13 across the Council. The total savings figure for each group is net of the redundancy costs contained within their package of proposals. The savings included in the draft budget for Central Services total £1.672m and are included in Appendix A.
24. Human Resources have proposed savings totalling £523k, a large part of which has come from a review of the management structure of the Business Support Teams (which were managed by HR) and also through proposals to rationalise the delivery of training within the Council. The latter aims to review and reduce the amount of externally commissioned training by replacing it with internal delivery wherever

possible and also to provide an effective and efficient administrative and commissioning process for Learning & Development activities within the Council.

25. Savings from Finance and Procurement make up £524k of the target for Central Services. The savings have been achieved through a restructure of the Accounting, Procurement and Exchequer teams with the largest element coming from the Accounting restructure. The new Accounting structure has been designed to respond to the new Council Group structure (1 less Senior Finance Manager required), ensures that staff work at the level they are being paid and has moved transactional activity to a new shared service team. This has ensured that these changes have been achieved without any reduction in the level of financial support provided. This was important given the significant financial challenges the Council faces over the coming years.
26. Restructures have taken place in both the Performance and Partnerships teams. Performance staff within the Council were centralised in line with the Council's Operating Model, facilitating a restructure of the whole service. This generated significant savings of £360k. A review of the Partnership team structure generated savings of £86k, which was as a result of reducing management posts and reviewing the grades of the remaining posts.
27. Minor restructures are taking place across other services which, along with the full year effect of 2011/12 savings, make up the remainder of the savings for Central Services.

Fees and Charges

28. The Council is empowered to seek income from fees and charges to service users across a wide range of activities. Some of these fees and charges are set by the Government or other stakeholders, but many others are set at the discretion of the Council, based on Cabinet's recommendations.
29. The inflation assumption included in the budget does not take account of any increase in income from fees and charges. However, within their detailed savings proposals Groups will take account of any projected increases as was the case in 2011/12.
30. Schedules detailing the proposals relating to fees and charges for 2012/13 for the Central Services Group are attached at Appendix B. The only areas with external charges to the public are Corporate Communications who charge for advertising in Hillingdon People and the Registration of Births, Deaths and Marriages department within Democratic Services.
31. Charges for advertising in Team Hillingdon have not been increased this year due to concerns that, considering the economic climate, an increase to charges could act as a disincentive to local businesses to take out adverts.

32. The majority of charges within the Registration of Births, Deaths and Marriages service are statutory charges, over which we have no power to make any changes. The remainder of charges for non statutory services were reviewed and deemed to be at an appropriate level in light of increases to charges in 2011/12.

SUGGESTED COMMITTEE ACTIVITY

To consider the report and make comments on the detail.

BACKGROUND PAPERS

Medium Term Financial Forecast 2012/13 – 2014/15 – report to Cabinet 15 December 2011

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Ref	Description of proposal	2012/13 £000's	2013/14 £000's	2014/15 £000's
(1) Full Year Impact of 2011-12 Savings (No Changes)				
LS1	Full year impact of 2011/12 Savings - Review of Legal Services	-23	-23	-23
	Full year impact of 2011/12 saving - Credit Crunch Contingency not required	-75	-75	-75
(2) Full Year Impact of 2011-12 Savings (Revised)				
HRBS1	Review of Business Support HR related tasks to transfer from BSU teams to HR in line with the Council's operating model. This will reduce the work carried out in the teams and negates the need for a stand alone BSU management team.	-147	-168	-189
HR L&D1	L&D Rationalisation of Training To rationalise the delivery of training within the Council. To review and reduce the amount of training currently provided, replacing externally commissioned training where possible with internal delivery, preferably through bitesize sessions or e-learning if appropriate. In addition to provide an effective and efficient administrative and commissioning process for L&D activities within the Council.	-203	-228	-228
HR1	Restructure of HR Service A review of the structure of the HR Business Partners will take place in 2013/14, the timing of which is planned to ensure that the BID process is fully supported in 2012/13. It is anticipated that the structure will be reduced by one post.	0	-59	-59
HR3	Occupational Health & Safety This proposal will reduce the number of Health and Safety advisers in the team by 1.5 FTE while still ensuring efficient service provision. A further review of the business processes within the health and safety service will also be carried out.	-53	-53	-53
DS3	BID review of Democratic Services In 2010/11 the Electoral and Registration Services were reviewed as a part of the BID process and merged into a single team. In light of the Council's BID process and the need to ensure compliance with the overall operating model, it is now proposed to further review the structure of the team and their working processes, with a view to achieving further efficiencies and savings and potentially generating income.	-12	-32	-32
PP1	Review of Policy and Performance Services Following the centralisation of Performance and Intelligence teams, a major review was undertaken to align the business partner model to the needs and demands of the newly formed Council structure, establish resilience in key functions and to focus on performance improvement. The review has resulted in a significant reduction in grades and in overall head count.	-360	-427	-427
AE2	BID Review of Audit and Enforcement Service As part of a wider review of resources, efficiencies have been identified in the Visiting officers fraud team through the merging of two teams. There will also be a review of the schools audit function in light of the anticipated conversion of schools to Academy status with a view to reducing the fte of the schools' auditor in line with the reduced number of schools requiring to be audited.	-34	-34	-34
FS1	Revenues review - Restructuring of Debtors and Creditors functions Following the successful appointment of both the management and staffing structures in the Debtors and Creditors function, Phase 3 will commence at the end of the year with a view to questioning whether service provision is working efficiently, and to identify further savings which can be made. At this stage two further posts have been identified.	-60	-60	-60
FS2	BID Finance Review To review the structure of the Accounting Teams responding to the new Council structure, the implementation of a shared service function and the changes in the support requirements of schools. The £323k saving in 12/13 is in addition to the £184k delivered in 2011/12	-323	-443	-443

Ref	Description of proposal	2012/13 £000's	2013/14 £000's	2014/15 £000's
FS3	Review of Insurance Premiums and Provisions To complete a full review of all Insurance budgets in light of the new contract arrangements that started in December 2010, including a review of charges to schools and school academies. Using improved Management information, identify opportunities for investing in preventative work that could reduce the volume of claims in the future	-110	-160	-160
FS4	Audit Fees The Council currently employs Deloitte's as its External Auditors, within the framework agreed by the Audit Commission, which sets the level of fees that can be charged. The proposed demise of the Audit Commission will change the way in which the market can operate, which will provide the Council with an opportunity to potentially reduce its costs. It was originally thought that this arrangement would come into effect in 2012/13 but this has now been put back a year so indicative savings are now shown from 2013/14 onwards.	0	-50	-50
PCM2	BID Service Review - Following incorporation of I-Proc Team A review of the structure of the iProc team following their integration into the Procurement team and the go-live of the P2P project.	-31	-31	-31
(3) New 2012-13 Measures				
HR L&D2	Review of Social Worker Development Programme This proposal will replace the Social Worker degree programme with a Bursary scheme (thus reducing backfill costs).	-67	-104	-114
HR2	HR Revenues This saving will come from agreed revisions of the HR service to the HRA and any work will be absorbed by existing staff as required.	-53	-53	-53
PP3	Review of Partnership team structure Review will establish a more strategic approach to Economic Development and Regeneration and broader partnerships, bolster and support planning colleagues on town centres, regeneration (Hayes) and economic input to planning (e.g. S106, OLC). It will also ensure strategic approach across groups to engagement and support for voluntary sector. It will achieve this by reducing headcount (9 to 5.5) and make savings of at least £86k and applying the BID operating model, design principles: a flatter structure and review of grading.	-86	-86	-86
	London Boroughs Grant Scheme further reduction in contributions This proposal is for further savings in addition to those made in 2011/12 regarding payments on the London Borough Grant Scheme	-35	-97	-97
Total Central Services		-1,672	-2,183	-2,214

All prices are VAT inclusive

Type of Fee/Charge	Type	Current Charges Residents £	Current Charges Non-Residents £	Vat Status	Proposed New Charges Residents £	% Increase	Proposed New Charges Non Residents £	% Increase	Date of last change to charge	Effective Date
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Advertising charges in Hillingdon People

Full page	B	1,680.00	1,680.00	STD	1,680.00	0.00%	1,680.00	0.00%	01-Apr-11	01-Apr-12
Half page	B	960.00	960.00	STD	960.00	0.00%	960.00	0.00%	01-Apr-11	01-Apr-12
Quarter page	B	600.00	600.00	STD	600.00	0.00%	600.00	0.00%	01-Apr-11	01-Apr-12
Eighth page	B	300.00	300.00	STD	300.00	0.00%	300.00	0.00%	01-Apr-11	01-Apr-12
Display box	B	144.00	144.00	STD	144.00	0.00%	144.00	0.00%	01-Apr-11	01-Apr-12
Back page	B	1,920.00	1,920.00	STD	1,920.00	0.00%	1,920.00	0.00%	01-Apr-11	01-Apr-12
Inside front full page	B	1,800.00	1,800.00	STD	1,800.00	0.00%	1,800.00	0.00%	01-Apr-11	01-Apr-12
Inside front half page	B	1,020.00	1,020.00	STD	1,020.00	0.00%	1,020.00	0.00%	01-Apr-11	01-Apr-12

Court Summons

Council Tax	R	125.00	125.00	NB	125.00	0.00%	125.00	0.00%	01-Apr-11	01-Apr-12
NNDR	R	165.00	165.00	NB	165.00	0.00%	165.00	0.00%	01-Apr-11	01-Apr-12

Certificates purchased from the Registrar

Birth, Death and Stillbirth - Standard	M	3.50	3.50	NB	3.50	0.00%	3.50	0.00%	01-Apr-11	01-Apr-12
Birth and Stillbirth - Short	M	0.00	0.00	NB	0.00	0.00%	0.00	0.00%	01-Apr-11	01-Apr-12
Birth - Additional Short	M	3.50	3.50	NB	3.50	0.00%	3.50	0.00%	01-Apr-11	01-Apr-12
Marriage	M	3.50	3.50	NB	3.50	0.00%	3.50	0.00%	01-Apr-11	01-Apr-12

Certificates purchased from Registrar after time of initial registration

All	M	7.00	7.00	NB	7.00	0.00%	7.00	0.00%	01-Apr-11	01-Apr-12
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Type
 B = Business
 R = Residents
 M = Mixed

Vat status
 STD - Standard Rated
 EXP - Exempt
 NB - Non Business

All prices are VAT inclusive										
Type of Fee/Charge	Type	Current Charges Residents £	Current Charges Non-Residents £	Vat Status	Proposed New Charges Residents £	% Increase	Proposed New Charges Non Residents £	% Increase	Date of last change to charge	Effective Date

Certificates purchased from the Superintendent

Birth - Short	M	9.00	9.00	NB	9.00	0.00%	9.00	0.00%	01-Apr-11	01-Apr-12
Birth - Standard	M	9.00	9.00	NB	9.00	0.00%	9.00	0.00%	01-Apr-11	01-Apr-12
Death and Marriage	M	9.00	9.00	NB	9.00	0.00%	9.00	0.00%	01-Apr-11	01-Apr-12

Marriages/Civil Partnerships (Statutory fees)

Entry of each notice	M	33.50	33.50	NB	33.50	0.00%	33.50	0.00%	01-Apr-11	01-Apr-12
Basic ceremony/Schedule in Superintendent's Office	M	40.00	40.00	NB	40.00	0.00%	40.00	0.00%	01-Apr-11	01-Apr-12
Registrar's attendance at Registered Building	M	80.00	80.00	NB	80.00	0.00%	80.00	0.00%	01-Apr-11	01-Apr-12

Marriages/Civil Partnerships (Non - Statutory fees)

Silver ceremony in four seasons room (Mon-Thurs)	M	97.50	97.50	EXP	97.50	0.00%	97.50	0.00%	01-Apr-11	01-Apr-12
Silver ceremony in four seasons room (Fri-Sat)	M	102.50	102.50	EXP	102.50	0.00%	102.50	0.00%	01-Apr-11	01-Apr-12
Gold ceremony in four seasons room (Mon-Thurs)	M	154.00	154.00	EXP	154.00	0.00%	154.00	0.00%	01-Apr-11	01-Apr-12
Gold tier ceremony in four seasons room (Fri-Sat)	M	169.50	169.50	EXP	169.50	0.00%	169.50	0.00%	01-Apr-11	01-Apr-12
Ceremony at approved Premises (Mon - Thurs)	M	307.50	307.50	EXP	307.50	0.00%	307.50	0.00%	01-Apr-11	01-Apr-12
Ceremony at approved Premises (Fri-Sat)	M	410.00	410.00	EXP	410.00	0.00%	410.00	0.00%	01-Apr-11	01-Apr-12
Ceremony at approved Premises (Sun)	M	457.00	457.00	EXP	457.00	0.00%	457.00	0.00%	01-Apr-11	01-Apr-12

Type
 B = Business
 R = Residents
 M = Mixed

Vat status
 STD - Standard Rated
 EXP - Exempt
 NB - Non Business

All prices are VAT inclusive										
Type of Fee/Charge	Type	Current Charges Residents £	Current Charges Non-Residents £	Vat Status	Proposed New Charges Residents £	% Increase	Proposed New Charges Non Residents £	% Increase	Date of last change to charge	Effective Date

Citizenship ceremony

Citizenship ceremony (Home Office set Fee)	M	80.00	80.00	NB	80.00	0.00%	80.00	0.00%	01-Apr-11	01-Apr-12
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Nationality Checking Service

Nationality Checking Service - Adults	M	60.00	60.00	STD	60.00	0.00%	60.00	0.00%	01-Apr-11	01-Apr-12
Nationality Checking Service - Children		30.00	30.00	STD	30.00	0.00%	30.00	0.00%		

Electoral

Registration confirmation letters	R	15.00	15.00	NB	15.00	0.00%	15.00	0.00%	01-Apr-11	01-Apr-12
Edited registers	B	30.00	30.00	NB	30.00	0.00%	30.00	0.00%	01-Apr-11	01-Apr-12
Credit reference agencies registers	B	500.00	500.00	NB	500.00	0.00%	500.00	0.00%	01-Apr-11	01-Apr-12

Certificate Priority Service

1 Hour	M	10.00	10.00	STD	10.00	0.00%	10.00	0.00%	01-Apr-11	01-Apr-12
24 Hour	M	5.00	5.00	STD	5.00	0.00%	5.00	0.00%	01-Apr-11	01-Apr-12

Renewal of Marriage Vows

Four Seasons	M	173.50	173.50	STD	173.50	0.00%	173.50	0.00%	01-Apr-11	01-Apr-12
Approved Premises	M	262.50	262.50	STD	262.50	0.00%	262.50	0.00%	01-Apr-11	01-Apr-12

Baby naming Ceremonies

Four Seasons	M	173.50	173.50	STD	173.50	0.00%	173.50	0.00%	01-Apr-11	01-Apr-12
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Citizenship ceremony

Individual Citizenship ceremony (cost in addition to statutory charge) - Midweek Charge	M	100.00	100.00	NB	100.00	0.00%	100.00	0.00%	01-Apr-11	01-Apr-12
Individual Citizenship ceremony (cost in addition to statutory charge) - Saturday Charge	M	125.00	125.00	NB	125.00	0.00%	125.00	0.00%	01-Apr-11	01-Apr-12

Type
 B = Business
 R = Residents
 M = Mixed

Vat status
 STD - Standard Rated
 EXP - Exempt
 NB - Non Business

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VOLUNTARY SECTOR CORE GRANTS 2012/13

**Contact Officer: Kevin Byrne
Telephone:01895 250665**

REASON FOR ITEM

At its meeting on 15th December the Cabinet considered the 2012/13 programme for voluntary sector core grants.

The report agreed an overall increase in grants for the 2012/13 financial year to local voluntary sector groups from £1,415,058 in 2011/12 to £1,815,058. This would result in increased provision of £400,000.

The Cabinet agreed that :

- 1. Subject to confirmation of the Council's 2012/13 budget, agrees the allocation of an additional £400,000 to support voluntary sector activity, with the focus on developing frontline services to residents.**
- 2. Agrees the overall allocation of grants to Voluntary Sector of up to £1,815,058 for the 2012/13 financial year and specific awards as set out in the schedule - Appendix A (totalling £1,449,058)**
- 3. That officers, in conjunction with the Cabinet Member for Improvement, Partnerships and Community Safety, develop proposals and report back to January 2012 Cabinet on the following issues:**
 - a. The creation of a new small grants development programme of £50k**
 - b. Proposals to improve services for victims of domestic violence.**
 - c. Develop a new approach to ensuring value for money and strengthening the outcomes for residents through an improved monitoring process.**
 - d. The level of funding to be offered to Hillingdon Association of Voluntary Services for the 2012/13 financial year**
 - e. Increased support for Age UK Hillingdon to meet the Councils priorities for older people.**
 - f. A bid from the Women's Royal Voluntary Service (WRVS) for funding towards a Dementia support initiative.**

OPTIONS AVAILABLE TO THE COMMITTEE

The Committee is requested to consider the 2012/13 programme for voluntary sector core grants, and comment as appropriate.

Background

1. The Council continues to be a long term financial supporter of the borough's voluntary sector and acknowledges the important role of the voluntary sector particularly in providing services that residents value. As such, the Council has committed significant levels of funding to a range of voluntary sector organisations based in the borough.

Corporate Services & Partnerships POC 18 January 2012
PART 1 – MEMBERS, PUBLIC & PRESS

2. In the current economic climate it remains vital that the Council seeks to maximise the benefits to residents from investment in Hillingdon's voluntary sector and to ensure value for money. The proposals strengthen Hillingdon's commitment to the voluntary sector in key areas and provide significant additional investment.

Use of Core Funding

3. In return for a contribution towards core costs, the Council expects organisations to secure funding from other sources. Some of the organisations that receive core funding also secure contracts and grants from Council service departments. The availability of core funding means that a larger proportion of any additional funding secured can be committed to delivering services, rather than being diverted to support organisational costs.
4. The amount organisations secure as a result of receiving core funding support varies between organisations and sometimes from year to year, depending on circumstances. In general, funding secured by groups is normally at least double that committed by the Council in core grants but some organisations secure considerably more.

2011/12 Financial Year

5. For the 2011/12 financial year, the Council acknowledged that a reduction in the level of funding it could commit to the borough's voluntary sector was necessary and savings from the Core grants budget were subsequently agreed. The Council has however, remained the cornerstone of support to many local organisations and for the 2011/12 financial year despite having to reduce support committed £1,415,058 to a total of 33 organisations.
6. The grants awarded by the Council continued to reflect the diversity and make up of community activity in the borough. The level of grants the Council administers also reflects the range of voluntary sector activity; with grants ranging from £750 to Hillingdon beekeepers to £280,000 to the Citizens Advice Bureau service.

2012/13 Financial Year

7. Hillingdon Council appreciates the value of the services the borough's voluntary sector brings to local communities and directly to residents. For 2012/13, as a result of a strong approach to financial management and drive for greater efficiency savings within Council operations, it is proposed to invest growth money in the voluntary sector core grants budget. Whilst some authorities are reducing or ceasing their core funding of grants to the voluntary sector, the London Borough of Hillingdon is proposing to make available an additional £400,000, to further support and develop services to residents. The effect of this increase is to take the budget available to support the work of the borough's voluntary sector to over £1.8million.

Additional funding

8. The Council is looking to maximise value for money through the strategic allocation of the new funds that its strong financial management approach has delivered. It will not therefore be allocating additional funding on an 'across the board' basis but will instead seek to focus and target resources to organisations and service areas where it believes additional investment is required.
9. Where the Council has chosen to invest additional funding in organisations it has taken into account a number of issues. In particular it has sought to target support organisations that deliver the following;
 - Direct services that residents value.
 - Services that directly or indirectly saves the Council from committing expenditure.
10. In recommending the level of funding for each organisation for 2012/13, the Council will be responding with some immediate increases in funding. As a result of the Council's transformation work in the areas of family intervention and priority to provide independence and support for older people, increases are recommended for Homestart, Age UK Hillingdon, Northwood live at home scheme and Shopmobility.

Additional new proposals – further report January 2012

11. Building on the principles of supporting the delivery of direct services, particularly those that directly or indirectly save the Council funding, recommendations will be presented to the Cabinet's January 2012 meeting, on the following:

Small grants development scheme

12. The Council recognises the difficulty for some groups to access relatively small amounts of funding to pump prime, develop or implement new initiatives. The Council is therefore looking to develop a small grants budget (of £50,000 per annum) to facilitate such initiatives.

Improving services for victims of domestic violence

13. The Council is keen to develop services to victims of domestic violence. It has received a range of requests from organisations looking to develop services to support residents who find themselves victims of domestic violence. Officers will work with the Council's Domestic Violence Strategic Coordinator to identify what the current gaps in provision are and how best to use some of the additional funding available to improve services to meet the need identified
14. Those organisations providing support to victims of domestic violence and who applied for funding under the 2012/13 grant round will be considered in this process. Recommendations on the provision of additional support for victims of domestic violence will be presented at the January 2012 Cabinet.

Hillingdon Association of Voluntary Services (HAVS)

15. The Council has recently commenced consultation with HAVS over the level of funding to be offered for the 2012/13 financial year. A more detail report and recommendations will be presented to January 2012 Cabinet.

Age UK Hillingdon

16. In line with the Council's priority to provide independence and support for older people an increase to Age UK Hillingdon is recommended. The increase formalises the funding within the core grant for the support the organisation provide to older residents experiencing financial difficulties due to the current economic climate. In addition to this support officers will discuss with Age UK other challenges currently facing older residents and ascertain whether there are initiatives that Age UK wish to propose to address these. The results of these discussions will form the basis of a report back to January Cabinet.

WRVS

17. A report on a bid from the WRVS to fund a Dementia support initiative will also be considered in January.

Improved monitoring and impact assessment

18. The Council is justifiably proud of its approach to financial management and securing value for money for residents. However, the Council still needs to make efficiency savings on a year by year basis and there is, therefore, no room for complacency. The challenge to make ongoing efficiency savings, to maximise the use of Council funding and to achieve value for money for our residents continues. The Council will be reviewing its monitoring arrangements and will look to introduce improved monitoring for the 2012/13 financial year so that value for money through grant-funded services, can be evidenced.
19. It is proposed to put in place strengthened accountability arrangements that enable the Council to better evaluate how effectively the funding it commits to the voluntary sector is being used and will, for example, include a requirement to provide the Council with monitoring information on a more regular basis.
20. Within the terms and conditions of grant funding, the Council will also be include provision which provide the right to undertake an audit of the funds it commits to voluntary groups.
21. These measures will serve to ensure that the Council continues to achieve maximum value from the funding it invests in the voluntary sector in a period where financial resources are scarce.

BACKGROUND PAPERS

Corporate Services & Partnerships POC 18 January 2012
PART 1 – MEMBERS, PUBLIC & PRESS

Cabinet report of 15 December 2011 on Financial Support to Voluntary Organisations

Corporate Services & Partnerships POC 18 January 2012
PART 1 – MEMBERS, PUBLIC & PRESS

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BRIEFING PAPER - CORPORATE FRAUD TEAM

Contact Officer: Helen Taylor
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REASON FOR ITEM

At the November meeting of this Committee Officers were asked to provide a briefing paper on the Corporate Fraud Team.

OPTIONS AVAILABLE TO THE COMMITTEE

1. The Committee is asked to note the report and to raise any questions it has with the officers present, The Head of Audit and Enforcement and the Corporate Fraud Manager.
2. The Committee is asked to consider any further information or areas it may wish to raise with the officers.

INFORMATION

Background

1. Although the Committee asked for a paper on the Corporate Fraud Team, officers have interpreted this more widely and provided an overview of Corporate Fraud, which we believe gives a rounded view and a context in which to place the Corporate Fraud Team.
2. Until October 2010 fraud prevention and detection in Hillingdon was dealt with by two different departments; Benefit fraud was the responsibility of the Housing Benefit Fraud team, which reported to Adult Social Care Health and Housing. All other fraud prevention, detection and investigation both internal and external were the responsibility of the Head of Audit, who reported to the Director of Finance and resources. However, a protocol had been established between the two teams in 2006, which set out how the skills of the Benefit Fraud team could be utilised in the investigation of other types of fraud, especially prosecution.
3. As part of the BID process the Housing Benefit Fraud Team was moved in October 2010 to report directly to the Head of Audit and Enforcement, who was now under a direct reporting line to the Deputy Chief Executive - Central Services. This change allowed the formation of what is now the Corporate Fraud team.
4. The creation of the Corporate Fraud Team does not mean that they deal with all aspects of fraud, for example most prevention measures are still dealt with by Internal Audit. This is explained in more detail below.

Tackling Fraud - Prevention

5. Preventing fraud is not the role of the Corporate Fraud Team. Fraud Prevention is a corporate responsibility. Our corporate governance arrangements are a large part of prevention.
6. Policies and procedures set out how the council organises its affairs by providing clear guidance on who can make decisions and at what level. The foundation is Standing Orders and Financial Regulations.
7. Managers have to design procedures in their areas of responsibility so that they prevent and detect fraud. For example the basic purchase control of having different people ordering, approving, receiving and paying for goods ensures that any potential fraud requires the collusion of two or three people.
8. Other forms of prevention are designed to stop fraudsters getting into the council in the first place, for example recruitment checks on references, identity and CRB are all designed to make sure we get the right people from the start. Prevention extends to external fraud too so there is clear guidance for tendering and awarding contracts to make sure the process is fair and transparent.

Tackling Fraud - Detection

9. Detecting fraud is also a corporate responsibility. Managers should ensure that the controls they have put in place to prevent and detect fraud are operating as they intended. If they operate properly they should detect fraud at an early stage after it happens. For example bank reconciliations don't prevent fraud from taking place but they do detect unusual or unauthorised transactions in a timely manner.
10. The council's Whistleblowing policy is also a detect control. It gives assurance to staff that they will not be victimised if they bring legitimate concerns to the attention of management. Staff are often the first to notice things are going wrong, especially where they have concerns about colleagues.
11. Other detect controls are
 - Data matching
 - Programmes of examination in high risk areas.
 - Fraud hotline

Most of these activities are controlled by the Corporate Fraud and Audit teams working together.

Data Matching - National Fraud Initiative

12. Every two years the Audit Commission requests large sets of data from all local authorities, Health authorities, Pension awarding bodies and some other organisation. We send information on such things as Payroll, Pensions, Housing Benefit Claims, Council Tax Single Person Discounts, Creditors, Electoral register and Blue Badge holders.
13. Arranging to obtain and send the data matches is an Audit responsibility.
14. The Audit Commission matches our data to data from all other bodies and sends us lists of 'high risk' transactions. For example they may notify that someone who is working for another authority is claiming Housing Benefit at Hillingdon. This could be a legitimate, for example if the person is working 15 hours a week as a teaching assistant they may still be entitled to benefit. The Audit Commission gives an indication of how likely the match is to be suspect so that high risk matches can be dealt with first.
15. Making sure the matches are investigated is an audit responsibility but basic investigation is often the responsibility of different teams in the council. For example Payroll checks will sometimes reveal that an employee is working for more than one authority.
16. Audit regularly checks that the departments are clearing their high risk matches and investigate if they are not. Matches which look likely to be fraudulent are passed to the Corporate Fraud team for a more detailed examination.

Data Matching - DWP information

17. The DWP provide a Housing Benefit Matching Service (HBMS), where the DWP have matched data to other systems such as working tax credits. We ensure that the claimants have provided us with the correct information.

Examination of High risk areas

18. Within the Council we have a programme of high risk areas that we look at for detecting fraud. Some of this is driven by Internal Audit and some by the Corporate Fraud team. Some areas examined as part of the Internal Audit anti fraud programme include, Staff Expenses, Car Mileage claims, and honoraria payments.
19. More recently the programme of work in high risk areas has been extended to cover other issues. This year the Corporate Fraud Team has been carrying out checks on Blue Badges and Housing tenancies.
20. Blue Badge checks are carried out by the team to ensure that those using them have a legitimate reason for doing so. The checks are carried out in

conjunction with parking services and the police. The checks are well received by the public.

21. A project to check tenant information to that held by one of the big credit checking agencies has been ongoing this year. Where the tenancy data does not seem to match the reference agency's data, specialise officers visit the tenants. This project has the co-operation of housing and one of their staff is seconded to the Corporate Fraud team at the minute to help with the exercise.

Fraud hotline

22. The fraud hotline is a telephone number that can be used by the public and staff. It can be used to report benefit and other fraud. Benefit fraud is directed to the Corporate Fraud Team and other Fraud is directed to the Internal Audit Team who may direct it to Corporate Fraud if appropriate.

Investigating and Prosecuting Fraud

23. All benefit fraud investigation is carried out by the Corporate Fraud Team. Internal Fraud often has an element of joint working. The Audit team will carry out preliminary investigations to establish the facts and will often assist managers with evidence for disciplinary matters. If there is sufficient evidence to suggest that a criminal prosecution is appropriate all documents are handed over to the Fraud Team who will work on conducting a criminal investigation.
24. The Fraud Team are trained in Interviews under Caution and Police and Criminal Evidence Act (PACE) procedures and the taking of Witness Statements.
25. Obtaining information from banks for Benefit fraud is straightforward. We can obtain details straight from the bank under our own powers. However, if we suspected that a staff member was taking bribes then we need to request that the police obtain details of their bank accounts. We have to be able to satisfy the police that this is justified because they have to seek a court order. So far they have been more than happy to help us when we present a good case.
26. For most fraud we don't go through Crown Prosecution Service (CPS). We are a prosecuting authority in our own right we use our own in-house legal team. All final decisions on whether or not to prosecute are taken by the Legal Team so the division is the same as it would be in the case of the police and CPS, i.e. there is a separation between the investigation and prosecution arms.
27. The Fraud team present a complete case file to legal and that they review it and decide if there is enough evidence to justify a prosecution. They may ask us to get some additional information or if additional information is

available. So for us they perform the role of the CPS – making sure we have a good legal case before we go to court.

Achievement

28. The Corporate Fraud Team do work in specific areas and the achievements this year are outlined below.

Benefit Fraud

29. Joint working with the Department for Work and Pensions, UK Border Agency, Police and our internal legal team continues to be very good and effective. So far this year 75 cases have resulted in a sanction. These were 32 prosecutions, 28 cautions and 15 administrative penalties (fines)

Referrals

30. So far this year 907 referrals have been received and are being investigated. We take all referrals seriously and every piece of information is investigated. This could be as basic as an unannounced visit just to check on the accuracy of the information provided or, where there is more detail and we feel it is appropriate, a full criminal investigation.

Blue Badge Checks

31. Officers carry out random spot checks on a monthly basis. So far 203 badges have been inspected and as a result, 44 badges have been seized. The majority of these have been used by other members of the family/third parties and warning notices have been issued to the badge holders.
32. Seven cases are under criminal investigation and we have a case in court this month.
33. Officers of the team recently appeared in a Panorama programme called; “Britain on the Fiddle“. Their work in this area was filmed for the programme.

Sub-lets

34. Sub-letting of council house properties is a major problem in London. In Hillingdon our Blow the whistle on Housing Cheats publicity campaign has generated 46 referrals. These referrals have been investigated and we have reclaimed twelve properties.
35. We are currently working with Experian (credit reference agency) to cross-match our Housing Tenancy records to try to identify possible sub-lets. So far we have managed to reclaim five properties.

36. As a result of our sub let investigations seventeen properties have been offered to residents with a genuine housing need

Identity Fraud

37. Hillingdon has taken the lead on this type of investigation through a co-operative framework with our Local Police Force, Department for Work and Pensions and UK Border Agency. As a result of this close liaison we have had ten successful prosecutions resulting in prison sentences. Our work in this area has attracted good publicity and Hillingdon recently featured in the TV programme Fake Britain and a Panorama Special “ Britain on the Fiddle “; where members of the team were filmed working in a joint partnership operation.

38. Few other Local Authorities have the mechanisms in place to deal with such cases. As with all our fraud cases, our internal Legal Team have been instrumental in managing the prosecution of these cases.

Visits

39. Visiting Officers form part of the Corporate Fraud team. The majority of the visits are in relation to Council Tax inspections which ensure that the Council maximises its income and maintains an up to date data base. So far this year 8031 visits have been carried out.

40. There are a considerable number of new developments under way in Hillingdon and it is essential that we maintain the visits programmes to ensure that our tax base is accurate. This will be even more important when the pooling of Uniform Business Rates is abolished because Hillingdon will be dependent on accurate records to ensure that it maximises income.

41. Visiting Officers also visit householders to check on Housing and Council tax Benefit claims as part of our fraud detection and prevention measures. So far 406 such visits have been carried out this year. Visiting officers also undertake tenancy visits on behalf of A2 Dominion Housing Association. These are combined with benefits visits and are therefore at marginal cost to Hillingdon and we receive a small amount of income from the A2 for carrying out this work on their behalf.

Recovering monies - sanctions

42. In the current year, the team have raised debts amounting to £393,683 and so far £79,267 has been collected. In a further 25 cases, where those identified as falsely claiming are still on benefits, we have arrangements to deduct penalties from their benefits. These figures are not included in the sums quoted above.

43. In addition there are sometimes cases where we do not proceed to section or prosecution but where claimants agree to pay back monies. In general these are people with excess capital. Sometimes the money is returned to the service or to the DWP, depending on the nature of the offence. In the current year about £150,000 has been recovered in this manner.

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BACKGROUND REPORT – REVIEW ON THE OPERATION AND FUNCTION OF THE HILLINGDON FIRST CARD

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01895 250833

REASON FOR ITEM

To provide the Committee with a comprehensive background to the Council's Hillingdon First card scheme for the Committee's second major review into the operation and function of the Hillingdon First Card.

Attached to this report is a draft scoping report for Members to consider and discuss. **(Appendix A)** together with a copy of the Hillingdon First Survey – February 2010 **(Appendix B)**.

OPTIONS AVAILABLE TO THE COMMITTEE

The information contained in the report will provide Members with background information for their review.

INFORMATION

What is HillingdonFirst?

1. HillingdonFirst offers residents preferential rates at council parking and leisure facilities, access to libraries and the council's waste centre, and discounts at participating businesses.
2. HillingdonFirst is the most extensive multi-application local authority smartcard in the UK.

Who is HillingdonFirst for?

3. Cards are available to all Hillingdon residents aged 18 and over, although drivers who are 17 years old can also request a card.

Why introduce HillingdonFirst?

4. HillingdonFirst was implemented to:
 - Increase resident's satisfaction and sense of 'belonging' within the local community
 - Give privileged rates to local residents for parking and leisure services
 - Help promote local business during a difficult economic time

- Promote 'well being' through increases in leisure facility and library usage
 - Modernise and improve access to Council services
5. The tag line for the card is 'First for residents, first for businesses, first for Hillingdon. This clearly states the purpose of the card and helped to reinforce the ethos behind its implementation.

How does the scheme operate?

6. The HillingdonFirst card is a MiFare 4K Classic contact-less multi-application smartcard. It has a small chip, segregated into pre-defined sections or 'applications'.
7. The card chip contains data in each section that allows access to a service. For example the parking section application communicates with the parking machine, via the card reader, to authenticate access to the HillingdonFirst tariff.
8. The card is known as a 'contact-less' card, as the chip is not visible and can be held in proximity to a card reader.
9. HillingdonFirst cards are inter-operable with other Local Authority cards, as they are encoded to a Local Authority Smartcard Standards e-Organisation profile.
10. Overall scheme management is carried out using the ONYX Customer Relationship Management (CRM) system. This system has an interface with the library system and dedicated card management system.
11. Requests for new cards, replacement cards and to cancel cards are all done via the CRM; either by residents themselves online, through the contact centre by phone or visiting a library.
12. There is also a dedicated Card Management System called Smart Connect that issues the card numbers, card history, stores the encoding data and processes the 'hot-list' of cards reported lost/stolen.
13. Other systems linked to the Card Management System and involved in the scheme are the leisure management system and the parking management system.

How many residents use HillingdonFirst?

14. 129,000 residents have presented their HillingdonFirst card to a card reader. This represents approximately two thirds of the adult population. Some more residents may have only used their card for discounts at local businesses where the cards are not read by a card reader.

How many times has a card been used for each service?

Service	Number of Times Card Presented
Parking Machines	3,463,000
Libraries	751,000
Civic Amenity Site	241,000
GLL Leisure Centres	140,000
Fusion Lifestyle Leisure Centre	6,000
Total	4,601,000

How many businesses are in the scheme?

15. There are 335 businesses participating to offer resident card holders a discount.

Has HillindonFirst been recognised externally as a good scheme?

16. HillingdonFirst has won and been shortlisted for several awards:

- LGC ICT Initiative of the Year Award 2010
- British Parking Association Innovation Award
- Government to Citizen Award 2010
- UK Ceed National e-Wellbeing Award

SUGGESTED COMMITTEE ACTIVITY

The Committee is asked to consider the background information provided to enable the scoping report of the review to be formulated. Additional information can be requested to help Members with their review.

BACKGROUND PAPERS

HillingdonFirst Survey – February 2010

HillingdonFirst Infrastructure Diagram 5th May 2010

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HILLINGDON

LONDON

Corporate Services & Partnerships Policy Overview Committee Review Scoping Report 2011/12

OBJECTIVE

OPERATION AND FUNCTION OF THE HILLINGDON FIRST CARD

Aim of review

To review the operation and function of the Hillingdon First Card and to look at other possible enhancements / additions to the successful card.

Terms of Reference

- To examine the operation of the Hillingdon First Card since it was launched in June 2009.
- To review the services which the card is used for and to analyse data on usage of the card.
- To examine the possible expansion of the card into other areas, particularly in relation to businesses
- To investigate the uses of other multi-application local authority smart cards and whether there were any uses which Hillingdon could consider
- To explore with the Borough's Chambers of Commerce, local businesses, residents' groups, national companies and public utilities how the Hillingdon First Card could be used to help local businesses and residents during these difficult economic times
- To consider the feasibility of the use of the Hillingdon First Card for non-resident business employees in the Borough
- To review the publicity for the Hillingdon First Card, particularly in relation to local businesses who provide discounts
- To explore with the business sector the concept of a business to business card which could provide discounts for businesses
- To look at further ways of modernising and improving access to Council services

DRAFT – APPENDIX A

- To make recommendations to Cabinet based on the outcome of this review with the proviso that any proposals maintain the simple card administration and avoid any additional capital expenditure

Reasons for the review

The Hillingdon First residents' card was launched in June 2009 and the card gives residents of the Borough preferential rates for Council parking and leisure facilities, access to libraries and the Council's Civic Amenity sites and offers discounts in local participating businesses.

From December 2009 to February 2010 a survey of residents was carried out which looked at how residents used the card and what they liked and did not like about the scheme. The findings of the survey were that overall residents liked the Hillingdon First Card, with the Council being praised for listening and looking after residents. However there were comments that there were not enough businesses involved in the scheme.

In addition during a previous review carried out by this Committee in 2010 on New Business Start Ups and Business Support on Industrial Estates a suggestion was made about Hillingdon Businesses offering discounts to each other which may help the business community during the present difficult economic times. This review could investigate the feasibility of this.

A review could use the data received from this survey of residents as a starting point to look at the operation of the Hillingdon First card and look at other potential uses of the card, particularly in relation to the business sector.

With the present economic climate it would also be beneficial to explore any possible measures which could be introduced with the Hillingdon First Card which could provide further help to both residents and to local businesses.

In carrying out the review, it is advised that any recommendations to Cabinet for any enhancements / additions to the card, should be at no extra cost to the Council and involve no additional costs to the administration of the card itself. In addition, any possible enhancements / additions should not involve any cash handling due to security issues.

Supporting the Cabinet & Council's policies and objectives

The purpose of the card is 'First for residents, first for business, first for Hillingdon' which is central to this Council's mission statement of "putting our residents first".

INFORMATION AND ANALYSIS

Key Issues

Corporate Services & Partnerships POC 18 January 2012
PART 1 – MEMBERS, PUBLIC & PRESS

DRAFT – APPENDIX A

- To examine how the Hillingdon First card works and to look at its present functions.
- To examine the data on the usage of the cards for the various services it is used for.
- To look at other possible uses of the card which would benefit both residents and local businesses which would be at no extra cost to the Council
- To look at the feasibility of people who work in the Bough but who are not residents of the Borough being able to use the Hillingdon First Card
- To seek the views of the Business sector through the Chambers of Commerce and Hillingdon businesses on how the card could be further promoted to businesses to provide rewards and discounts to residents.
- To look at other ways the Council could engage with businesses to promote the take-up of the card discount scheme
- To investigate whether national companies and public utilities would be willing to participate in the Hillingdon First card in relation to providing discounts.
- To review the publicity and promotion of the Hillingdon First card and to consider other possible areas for publicising the card.
- To examine other similar schemes which are operated by other local authorities and whether there were other uses of the card which could be explored.
- To explore the concept of business to business discounts and whether this could be an option for the card

Remit - who / what is this review covering?

The review will be looking at the operation of the Hillingdon First Card and look at other potential uses of the card, particularly in relation to the business sector. The review will look at usage figures since 2009 and with evidence from a variety of sources, will explore other areas / services which the card could offer to residents and businesses.

The review will cover the operation of the Card, the promotion and publicity for the Card, the views of the Chambers of Commerce, of local businesses in the Borough, national companies within the Borough and look at the operation of other similar local authority smart card.

The review falls within the remit of the Cabinet Member for Improvement, Partnerships and Community Safety portfolio.

Connected work (recently completed, planned or ongoing)

Hillingdon First Survey – February 2010

Key information required

Statistics on the usage figures of the Card for each service offered
Details of Businesses who are registered to provide discount and data on the success of this

Corporate Services & Partnerships POC 18 January 2012
PART 1 – MEMBERS, PUBLIC & PRESS

DRAFT – APPENDIX A

Surveys of other local authorities who operate similar smart cards to Hillingdon's scheme

Information on the promotion of the Card

The feasibility of a "business to business" discount card

EVIDENCE & ENQUIRY

Witnesses

Hillingdon First Project Manager – LBH

Representative from Corporate Communications – LBH

Representative from another local authority with a similar privilege card scheme to Hillingdon

Representatives from Chambers of Commerce, local businesses, national companies and public utilities

SEGRO representative

Representative from Economic Development Team

Representatives from Residents' Groups

Intelligence

Are there existing surveys, intelligence or feedback from service users or residents that can be used? (Seek advice from Customer Engagement Team / Policy Team).

*There should also be reference made to relevant literature and websites for background reading for Members. **TBC***

Consultation and Communications

Survey / questionnaire to local businesses

Lines of enquiry

1. **TBC**

PROPOSALS

*Are there any early ideas or recommendations emerging from the Committee to meet the objective of this review? This section will, of course, be fleshed out in more detail towards the end of the review. **TBC***

LOGISTICS

Proposed timeframe & milestones

Meeting Date *	Action	Purpose / Outcome
18 January 2012	Agree Scoping Report and presentation on the Operation and Function of the HillingdonFirst Card	Information and analysis
8 February 2012	Witness Session 1	Evidence & enquiry
14 March 2012	Witness session 2	Evidence & enquiry
18 April 2012	Witness session 3 or Draft Final Report	Evidence & Enquiry and consideration of initial recommendations

** Specific meetings can be shortened or extended to suit the review topic and needs of the Committee*

Risk assessment

There are no high risk factors that have been identified which might hinder the success of the review.

Equality Implications

The Council has a public duty to eliminate discrimination, advance equality of opportunity and foster good relations across protected characteristics according to the Equality Act 2010. Our aim is to improve and enrich the quality of life of those living and working within this diverse borough. Where it is relevant, an impact assessment will be carried out as part of this review to ensure we consider all of our residents' needs.

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Hillingdon First Survey

Report & Results from consultation with residents

February 2010



HILLINGDON
LONDON



INVESTOR IN PEOPLE

www.hillingdon.gov.uk

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- **Introduction**
- **Aims**
- **Method**
- **Main findings**
- **Summary**
- **Recommendations**
- **Results**
- **Summary of comments received**

Introduction

Background

The council launched the Hillingdon First residents' card in June 2009, giving residents preferential parking rates and discounts in local shops. It also acts as their library card, allows them entry to the Civic Amenity sites and, in 2010, will offer preferential rates at council leisure facilities.

A survey of residents was carried out from December 2009 to February 2010; the research will provide the council with information about how residents use their card and what they like or don't like about the scheme. It will also tell us the main reasons why some residents are not using their card.

This report presents the findings of the research.

Aims

The main aim of this consultation was to find out:

- If residents have received their card and are using it;
- How often residents use their card and what for;
- Why residents do not use their card;
- What residents like/dislike about the scheme;
- Where residents get their information about the scheme.

Method

Peer Researchers were used to carry out face to face interviews with residents in Northwood, Ruislip, Uxbridge, West Drayton, Yiewsley and Hayes. They also visited the Cabinet Question Time events at Ruislip High School and the Civic Centre. The research took place from December 2009 to February 2010.

Main findings

A total of 479 questionnaires were completed. The main findings are:

- When shown a card, 97% recognised the card as their Hillingdon First card.
- 94% said they had received their card.
- 42% had seen the posters across the borough publicising the scheme.
- 80% said they had used their card, and 61% use it at least once a week.
- 84% use the card for parking, 70% use it as their library card.
- 72% had received their Hillingdon First directory, and of those, 71% said they found it useful.
- 32% said they get information about the scheme from Hillingdon People.

Summary

The findings from this survey show that residents like the Hillingdon First scheme, with many praising the council for listening to and looking after residents.

Residents find it convenient to have everything on one card.

It shows that the publicity for the card was effective, as there is high awareness of the scheme. 42% of residents we spoke to said they recognised the posters on the J C Decaux boards and about a third had seen articles in Hillingdon People. Hillingdon People is the preferred choice when it comes to residents getting their information about the scheme.

More than half the residents we spoke to use their card more than once a week (61%) and of those, 84% use it when parking.

A third of those who responded would like to be informed when new services join the scheme, preferably through an online bulletin.

There is some concern among a few residents that the card is used to track their movements, and some are worried about data protection.

The main reasons why residents do not use their card seems to be that they forget to take it with them, or they are not certain where to use the card. Residents also seem to think that if they don't drive or use the library there is no reason for them to use their card.

Recommendations

Our recommendations are:

1. To encourage shops/businesses to display the publicity material more prominently so that residents can easily see where the card is accepted.
2. To consider regular updates, available on the website and Hillingdon People, to alert residents to new services that have joined the scheme, as well as reminding them where they can use their card.

Results

Q1. Do you know what this card is? (Peer Researchers showed residents a sample Hillingdon First card)

Yes	97%
No	2%

Q2. Have you received your HF card?

Yes	94%
No	5%

Q3. If not, do you know you can order a card ...?

Online	2%
Via the contact centre	1%
Don't want one	2%

Q4. Which of the following publicity material have you seen about the scheme?

Posters	42%
Hillingdon People	27%
HF Directory	22%
Buses	18%
Website	9%
None	4%

Q5. Have you used your card?

Yes	80%
No	13%

Q6. If yes, what have you used it for?

Parking	84%
Libraries	70%
Shopping	27%
CA sites	14%

Q7. How often do you use your card?

More than once a week	18%
Weekly	43%
More than once a month	9%
Monthly	14%
Rarely	2%

Q8. If you don't use your card, please tell us why that is.

Comments included:

- Too busy
- Keep leaving it at home
- Not sure how to
- Not got a card
- Don't trust the scheme
- Don't know what shops accept them & don't want to be embarrassed when I ask
- Have not looked where I can use it
- Just got card
- Ordered it in August but hasn't been delivered
- No opportunity yet but might use it in travel co-op
- Haven't applied yet - husband has
- Been in hospital, do not drive
- Not enough local shops offer discounts with it and I don't drive
- Nobody seems to accept it
- don't drive, don't use library, didn't know you could use it in shops
- Too busy in personal life to notice it. Put it to one side and left it there
- No need to yet (30 minutes free parking is sufficient so far)
- Pointless waste of money

Q9. Have you got a HF directory, or seen one?

Yes	72%
No	17%

Q10. Do you find it useful?

Yes	71%
No	25%

Q11. What do you like about the scheme?

Comments included:

- Everything, very happy
- They listened, acted & put something in place for us
- I feel that the council is looking after its residents
- The council is looking after its people
- Useful information
- One card for all services
- Good information about local community
- Free access to Harefield CA site

The full list of comments is at the end of this report.

Q12. What don't you like about the scheme?

Comments included:

- Data protection
- Too few places to shop
- Bad for non-residents who work here
- Need more shops involved
- Not enough of Hillingdon's business included
- Don't want personal details stored in card or people knowing where I go or what I do
- Discounts aren't real but for publicity purposes only (they're nominal). Not enough shops offer discounts. Discriminates against people who live & work in Northwood but are in Three Rivers Council
- It doesn't offer discount in main high street stores
- Card interferes with Oyster card

The full list of comments is at the end of this report.

Q13. Where do you get information about the scheme from?

Hillingdon People	32%
Website	20%
Other	15%
Other:	
<ul style="list-style-type: none">• Publicity material & word of mouth/Leaflet that arrived with the card• Word of mouth• Family/friends	

Q14. Would you like to ...?

	Yes	No
Be informed when new services sign up	30%	46%
Receive a monthly update	25%	50%

Q15. If yes, to either of the above, how would you prefer to get this information?

	Be informed	Monthly update
Online	42%	49%
Hillingdon People	18%	24%
Other	27%	21%
Other: <ul style="list-style-type: none">• Public meetings• Quarterly updates• Email• Post• In the libraries		

Q16. Where else would you like to use the card?

Residents would like more local shops and businesses to be included in the scheme, eg cafes. (See attached for complete list)

Equalities

Gender	Male	32%
	Female	59%
Age	Under 16	0.2%
	16-24	4%
	25-34	9%
	35-44	15%
	45-54	18%
	55-64	17%
	65-74	19%
	75+	4%
Do you consider yourself to be disabled	Yes	5%
	No	80%

What ethnic group do you belong to?	White	British	64%
		Irish	4%
		Other (English)	0.2%
	Asian/Asian British	Indian	6%
		Pakistani	2%
		Bangladeshi	0%
		Tamil	0%
		Other (Sikh)	0.6%
	Black/Black British	Caribbean	4%
		African	2%
		Somali	0.6%
		Other	0%
	Chinese/other ethnic group	Chinese	0.2%
		Other	0%
	Mixed group	White & Black Caribbean	2%
		White & Black African	0%
		White & Black Asian	0%
		Other	0%
Other European/white background	Turkish Italian	0.4%	

What do you like about the HF scheme?

- I feel that the council is looking after its residents
- Parking scheme good idea. Good publicity for local businesses
- It's nice that the residents get some priority
- Very impressed with the council, they actually listen
- That the council listens to residents and wants to help
- Really helps the residents
- The council is looking after its people
- The council has delivered its promise to listen to residents
- A council that listens and executes promises. Well Done!
- Nice to see a council listening to residents and putting them first
- They listened, acted & put something in place for us.
- Good for residents
- Truly visionary - putting something back
- Every little helps when you're a pensioner
- You actually get something back as a tax payer
- Parking & Tip
- Discounts for residents
- Seems like a good idea
- Parking discounts, like it as library card
- If it saves me money on parking I like it
- As library card, for discounts in shops
- Useful, saves looking around other places, keep business local, useful for elderly
- A good quick guide
- It's nice to get discounts
- Everything on one card
- Efficient card - tidy, handy
- Handier to have one card - saves messing around
- Looking after residents & used for civic amenities
- Excellent.
- Well done
- Outstanding job
- Good thing.
- Everything
- Lots of relevant info
- It's all great
- Lots of phone numbers / useful information
- Good information about local community
- Harefield dump being free for residents
- Access to libraries
- Money saver
- Got 20% off a meal at Twin Boys in Ruislip Manor
- Gives residents incentives to stay local. Council recognises taxpayers & gives back

What don't you like about the HF scheme?

Stores/businesses

- too few places to shop
- need more shops involved
- nothing except not enough shops included in the scheme
- no discount in main stores
- not enough of Hillingdon's business included
- book shop in Northwood - have to spend too much before you get discount
- could be extended to a few more retailers

Scheme

- data protection
- don't want personal details stored in card or people knowing where I go or what I do
- more bureaucracy for parking
- just another initiative
- seems like just another card
- not enough discount
- discounts are rubbish
- complicated
- not clear where you use it
- want more discounts
- un-organised
- lack of information
- too much to read
- discounts only on certain days & in certain shops
- doesn't always work in parking lot
- not enough info about where it can be used (Not enough shops offer local discount)
- Discounts too small. More variety of shops, machines a nuisance

Non-residents

- bad for non-residents who work here
- no good to loyal non-residents
- only for residents
- discounts aren't real but for publicity purposes only (they're nominal). Not enough shops offer discounts. Discriminates against people who live & work in Northwood but are in Three Rivers Council
- biased - discriminates against Eastbury Road residents

Where else would you like to use the card?

- Local shops
- more local shops like Ruislip giving discount
- More shops in Northwood
- The Bowls club
- online & the Chimes
- in most retail outlets
- all over Uxbridge / Hillingdon
- gym, car garage, more shops
- Chimes parking
- Gym, Tesco, Chimes, main stores Debenhams
- pubs
- supermarkets
- leisure centres, swimming pools, cinemas
- Waitrose, Costa Coffee, Starbucks, local cafes, Boots, Northwood Cards.
- local hairdressers
- NHS
- Local newsagents
- Mainstream shops
- swimming, leisure centres
- Local hairdressers
- golf courses
- hospital car parks
- 5% off council tax
- DIY shops

Other comments:

- Bigger stickers on shop windows
- More updates to residents on local shops
- Some shops have stopped giving discount
- Problems with knowing who is in the scheme/who has withdrawn

Negative comments

- Nothing - no advantage
- Theoretically discounts for residents. Nothing in practical terms
- Neither here nor there
- Data protection - don't want personal details stored in card or people knowing where I go or what I do
- Discounts are rubbish
- How much is it costing?
- Card interferes with Oyster card

Agenda Item 9

WORK PROGRAMME 2011/12

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

This report is to enable the Committee to review meeting dates and forward plans. This is a standard item at the end of the agenda.

OPTIONS AVAILABLE TO THE COMMITTEE

1. To confirm dates for meetings
2. To make suggestions for future working practices and/or reviews.

INFORMATION

All meetings to start at 7.30pm except where stated

Members should note that the meeting in February has been brought forward from 21 February to 8 February 2012.

Meetings	Room
9 June 2011	CR 5
21 July 2011 (7.00pm)	CR 5
13 September 2011	CR 5
20 October 2011	CR 4
10 November 2011	CR 5
19 December 2011	CR 2
18 January 2012	CR 5
8 February 2012	To be confirmed
14 March 2012	CR 5
18 April 2012	CR 5

Corporate Services & Partnerships Policy Overview Committee

2011/12 DRAFT Work Programme

Meeting Date	Item
9 June 2011	Corporate Services & Partnerships Policy Overview Committee Review Topics 2011/12
	Work programme for 2010/11
	Cabinet Forward Plan

21 July 2011	First Major Review in 2010/11 Effectiveness of the Audit Committee and its Terms of Reference - Scoping Report
	The Compact and Third Sector Commissioning
	Procurement
	Budget Planning Report for Central Services
	Recent Power Cut in the Civic Centre
	Work Programme
	Cabinet Forward Plan

13 September 2011	First Major Review in 2011/12 - Effectiveness of the Audit Committee and its Terms of Reference Witness Session 1
	Cabinet Forward Plan
	Work Programme

20 October 2011	First Major Review in 2011/12 – Effectiveness of the Audit Committee and its Terms of Reference Witness Session 2
	Presentation on Procurement
	Report back on the generator testing after the recent power cut in the Civic Centre

	Report back on the implementation of the recommendations of the Personal Safety Review
	Cabinet Forward Plan
	Work Programme
10 November 2011	First Major Review in 2011/12 – Effectiveness of the Audit Committee and its Terms of Reference
	Witness Session 3
	Consideration of topics for 2 nd Major Review
	Cabinet Forward Plan
	Work Programme
19 December 2011	First Major Review in 2011/12 – Effectiveness of the Audit Committee and its Terms of Reference
	Draft Final Report
	Cabinet Forward Plan
	Work Programme
18 January 2012	Budget Proposals Report for Central Services
	Voluntary Sector grants
	Second Major Review in 2011/12 – Draft Scoping Report – Operation and Function of Hillingdon First Card
	Corporate Fraud - Briefing
	Cabinet Forward Plan
	Work Programme
8 February 2012	Second Major Review in 2011/12 – Operation and Function of Hillingdon First Card
	Witness Session 1
	Consideration of all POC comments on Budget proposals
	Enforcement - Presentation
	Heating Problems within the Civic Centre - Briefing

	Cabinet Forward Plan
	Work Programme

14 March 2012	Second Major Review in 2011/12 – Witness Session 2
	Cabinet Forward Plan
	Work Programme

18 April 2012	Second Major Review in 2011/12 – Witness Session 3 or Draft Final Report
	Cabinet Forward Plan
	Work Programme

Cabinet Forward Plan

Contact Officer: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

The Committee is required to consider the Forward Plan and provide Cabinet with any comments it wishes to make before the decision is taken.

OPTIONS OPEN TO THE COMMITTEE

1. Decide to comment on any items coming before Cabinet
2. Decide not to comment on any items coming before Cabinet

INFORMATION

1. The Forward Plan is updated on the 15th of each month. An edited version to include only items relevant to the Committee's remit is attached below. The full version can be found on the front page of the 'Members' Desk' under 'Useful Links'.

SUGGESTED COMMITTEE ACTIVITY

1. Members decide whether to examine any of the reports listed on the Forward Plan at a future meeting.

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Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
Cabinet - 26 January 2012									
731	London Housing Consortium	Cabinet will consider a review the Council's membership of the Consortium.	N/A		Cllr Philip Corthorne	CS - Raj Alagh / Lloyd White			NEW
730	Financial Support to Voluntary Organisations	Cabinet will receive a further report on the level of financial support to certain voluntary organisations for the 2012/13 financial year.	Various		Councillor Douglas Mills	CS - Nigel Cramb	Corporate Services & Partnerships POC		NEW
702	National Non-Domestic Rates - Guidelines for Granting Discretionary Rate Relief	Cabinet will be asked to amend the current guidelines for granting such rate relief, which have been in operation since 1996 and need to be	N/A		Cllr Jonathan Bianco	CS - Rob Smith			
Cabinet - 16 February 2012									
647 b	The Council's Budget Medium Term Financial Forecast 2012/13 - 2015/16	This report will set out the Medium Term Financial Forecast (MTFF), which includes the proposed General Fund reserve budget and capital programme for 2012/13, along with indicative projections for the following three years.	All	#####	Cllr Jonathan Bianco	CS- Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with		
701	Supply of Smart Cards and the provision of Bureau Services - contract extension	Cabinet will be asked to extend a contract for 2 years for the supply of Smart Cards and the provision of bureau services in connection with the	N/A		Cllr Jonathan Bianco / Cllr Scott	PEECS - Steve Palmer	Corporate Procurement		
700	SAN Storage Support Contract	Following a procurement exercise, this report to Cabinet will seek the award of a Storage Area Network (SAN) support contract. The current contract expires	N/A		Cllr Jonathan Bianco / Cllr Scott	PEECS - Steve Palmer	Corporate Procurement		
691	Broadband and Internet Service Provision Contract	Following a procurement exercise, Cabinet will be asked to agree the contract for Broadband and Internet Service provision for the Council for a period of 4 years from 1st July 2012.	N/A		Cllr Jonathan Bianco / Cllr Scott Seaman-Digby	PEECS - Steve Palmer	Corporate Procurement & current and future broadband and ISP providers		
685	Award of Contract for the collection, counting and banking of cash and cheques from all necessary LBH sites as required	Cabinet will be asked to make a decision following the tendering process for this service. It will include all Council sites and activities ranging from parking services to libraries and the Civic Centre.	N/A		Cllr Jonathan Bianco and Cllr Douglas Mills	CS - Annette Reeves	Corporate Procurement		NEW
Cabinet Member Decisions - February 2012									

Ref	Report Title	Advance information	Ward(s)	Report to Full Council	Cabinet Member(s) Responsible	Officer Contact	Consultation	Background Documents	NEW ITEM
ASCH&H = Adult Social Care, Health & Housing; DCEO = Deputy Chief Executive's Office; E&CS = Education & Children's Services; F&R = Finance & Resources; PE&CS = Planning, Environment & Community Services									
674	Appointment of supplier for the provision of translation, interpretation and alternative communication services	This report will seek Cabinet approval following the outcome of the tender exercise to provide the council's translation, interpretation and alternative communication services.	All		Cllr Scott Seaman-Digby	CS - David Holdstock	Corporate Procurement		
Cabinet - 29 March 2012									
709	Equality and Diversity Policy	This updated policy will be presented to Cabinet for approval, outlining the Council's responsibilities under the new Equality Act 2010 and setting out the Council's equality objectives as part of meeting our statutory duties.	All		Cllr Douglas Mills	CS - Vicky Trott	Internal Groups	Opportunity for all - Equal Opportunities Policy, Equality in Employment, Equality Act 2010	NEW
Cabinet - 26 April 2012									
SI	Monthly Council Budget - monitoring report	The Cabinet receives a monthly report setting out in detail the council's revenue and capital position.	All		Cllr Jonathan Bianco	CS - Paul Whaymand			
SI	Reports from Policy Overview Committees	Major Policy Review recommendations for consideration by the Cabinet as and when completed.	TBC		as appropriate	Democratic Services			