



HILLINGDON
LONDON



Corporate Services and Partnerships Policy Overview Committee

Councillors on the Committee

Richard Lewis (Chairman)
Richard Mills (Vice-Chairman)
Robin Sansarpuri (Labour Lead)
Wayne Bridges
Tony Burles
Nick Denys
Narinder Garg
Raymond Graham
Carol Melvin

Date: THURSDAY, 8 JANUARY
2015

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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<http://modgov.hillingdon.gov.uk/ieListDocuments.aspx?CId=243&MId=2118&Ver=4>

Putting our residents first

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About this Committee

This Policy Overview Committee (POC) will undertake reviews in the areas covered by the Administration and Finance Directorates 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 and comment on budget and service plan proposals for the Administration and Finance Directorates.

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.

To perform the policy overview role outlined above in relation to the following matters:

1. Democratic Services
2. Localism
3. Central Services, incl. Human Resources, ICT, Communications & Legal Services
4. Capital programme, property, construction & facilities management
5. Financial Planning & Financial Services
6. Enforcement and anti-fraud activities
7. Procurement
8. Performance Improvement
9. Economic development & town centres and regeneration
10. Local commerce, employment, skills and job creation
11. Local Strategic Partnership and Sustainable Community Strategy;
12. Community engagement, partnerships and the voluntary sector
13. Equalities and Community Cohesion
14. Community Safety
15. Public Safety & Civil Protection
16. Energy use and carbon reduction
17. Health & Safety
18. Any functions not included within the remit of the other Policy Overview Committees
19. Cross-cutting reviews that cover the remit of other Committees

Agenda

CHAIRMAN'S ANNOUNCEMENTS

- 1 Apologies for Absence
- 2 Declarations of Interests
- 3 Minutes of Meeting held on 11 December 2014 **(Pages 1-4)**
- 4 Exclusion of Press and Public
To confirm the items of business marked Part I will be considered in public and that items marked Part II will be considered in private.
- 5 Budget Proposals Report for Administration & Finance Services 2015/16 **(Pages 5-20)**
- 6 Second Major Review - Corporate Fraud - Social Housing **(Pages 21-22)**
- 7 Suggested Recommendations of the Committee's review into the Council's Corporate Complaints Procedure
The Committee will be provided with an oral update on the suggested recommendations on this Committee's recent review.
- 8 Forward Plan **(Pages 23-28)**
- 9 Work Programme **(Pages 29-31)**

	<p style="text-align: center;">introduction of a two stage Corporate Complaints Procedure:-</p> <p>The advantages of this would be to reduce the chances of "complainant fatigue", the saving of officers' time (and cost) in the investigation complaints, particularly as evidence suggested that stage 2 responses were repetitious. Officers would be more focussed on resolution of complaints.</p> <p>A two stage process would be quicker in terms of resolving complaints, but this would be dependent on the timescale set for each stage. There were various examples of other London Boroughs that had moved to a two stage process and it would be useful for Members to consider the impact on the number of complaints these authorities had received.</p> <p>The Committee discussed the various options and it was agreed that the preferred option be further explored by officers and the suggested recommendations which would form part of this Committee's final report to Cabinet, be submitted to the next meeting of the Committee.</p> <p>RESOLVED –</p> <p>1. That the details contained in the report be noted and officers be asked to report the suggested recommendations of the review to the next meeting of the Committee.</p>	<p>Action By:</p> <p>Dan Kennedy / Ian Anderson / Khalid Ahmed</p>
<p>29.</p>	<p>SECOND MAJOR REVIEW - CORPORATE FRAUD - SOCIAL HOUSING</p> <p>The Committee was provided with a summary of the suggested topic for the Committee's second major review of the municipal year.</p> <p>Members were reminded that at their held on 26 June 2014, a suggestion of a review topic was made around the area of Enforcement and Anti-Fraud activities, and particularly a review around Public Sector Fraud in relation to social housing.</p> <p>The Committee was informed that the Audit Commission had reported that Public Sector Fraud had increased by 20% in the last two years. Areas of fraud took place in areas such as the sub-letting of Council homes, the abuse of the 'Single Person' Council Tax Discount etc.</p> <p>It was agreed that a draft scoping report, together with a presentation be given at the Committee's next meeting.</p> <p>RESOLVED –</p>	

	1. That the background information provided for this Committee's next review be noted.	
30.	CABINET FORWARD PLAN Noted.	
31.	WORK PROGRAMME Noted.	
	Meeting commenced at 7.30pm and closed at 8.00pm Next meeting: 8 January 2015 at 7.30pm	

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 ADMINISTRATION & FINANCE SERVICES 2015/16

**Contact Officer: Bharat Jashapara
Telephone: 01895 277762**

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, Housing Revenue Account budget and capital programme for 2015/16, this report sets out the draft revenue budget and capital programme of the Administration and Finance Group for 2015/16, along with indicative projections for the following four years. Following consideration by Cabinet on 18 December 2014, 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 12 February 2015, and the report will include comments received from Policy Overview Committees. At the meeting on 12 February 2015 Cabinet will make recommendations to full Council regarding the budget and Council Tax levels for 2015/16, who will meet to agree the budgets and Council Tax for 2015/16 on 26 February 2015.

The Committee needs to consider the budget proposals as they relate to Administration and Finance Group, 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 Administration and Finance Group, within the context of the corporate budgetary position.

INFORMATION

Background

1. The Council continues to operate within the constraints of Government's deficit reduction programme, which has seen a reduction of 37% (£58m) in central government funding since 2010/11 and all indications are that funding will continue to decline. As reported to Council in February 2014, indicative sums for 2015/16 have been published by DCLG and indicate a further 13.8% reduction in that one year alone. When combined with the broad range of demographic and other service pressures impacting upon the Council's finances, this requires the Council to continue to identify savings and efficiencies to protect services to residents.

2. Since February, groups have been developing savings proposals sufficient to manage the overall funding reduction and to manage any increased cost pressures within their services. In addition, a comprehensive review of the corporate elements of the budget has been undertaken, including funding, inflation and capital financing. During June and early July, and then again during September and October, a series of budget challenge sessions were held at officer level covering Administration, Finance, Residents Services, Adult Social Care, Children and Young People, the Capital Programme, the Housing Revenue Account and Corporate Budgets. Each session followed a similar format reviewing:
 - The 2013/14 outturn, particularly any ongoing issues arising.
 - The current position in 2014/15 - both monitoring and savings delivery.
 - Existing and emerging pressures which need to be addressed in the 2015/16 budget and forecasts for future years.
 - Progress on the development of savings proposals for 2015/16.
 - Identification of any potential growth or invest-to-save bids.
 - Capital programme requirements.
3. Alongside these budget challenge sessions, Finance Managers have been leading a number of reviews focused on understanding and simplifying the Council's base budget position in order to ensure that budgets are fully aligned with management responsibility and to improve transparency around the existing cost base. These reviews have removed a significant number of notional internal charges and centralised a number of externally-set levies, enabling operational managers to focus on controllable expenditure and accountants to reduce unnecessary reworking of data.
4. The budget report presented to Cabinet in December 2014 collated the output from work undertaken and presents a balanced draft budget for consideration by Cabinet in December and wider consultation during January, prior to the final budget for 2015/16 being approved by Cabinet and Council in February 2015. Alongside the 2015/16 position, the report also considered the financial outlook for the Medium Term which considers the likelihood of sustained reductions in funding over the period from 2016/17.

The Budget and Policy Framework Procedure Rules

1. The consultation on the budget proposals commenced on 19 December 2014 following decisions taken by Cabinet on 18 December 2014.
2. There will be a further consideration by Cabinet of the budget proposals on 12 February 2015, 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 26 February 2015, and if approved without further amendment they will be effective immediately.

Corporate Summary

3. 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.
4. The budget proposals included in this report represent Cabinet's budget strategy for 2015/16 and beyond. The revenue budget proposals have been developed to deliver a zero increase in Council Tax for 2015/16 whilst maintaining balances and reserves at well above the minimum recommended level. The final funding settlement for 2015/16 will not be available until late January / early February, and so the budget has therefore been drafted on the latest estimated position.
5. The principal challenge in delivering a balanced budget for 2015/16 is the development of significant savings, with the initial budget gap of £20,284k reported to Cabinet in February 2014 being managed through a drawdown of £5,000k from balances, £7,672k being secured by groups through savings and managed reductions in contingency and the balance being met through corporate and policy items such as the collection fund surpluses and capital financing costs.
6. The budget proposals presented to Cabinet in December are analysed below, with a reduction of £8,529k in funding - principally driven by reductions in government funding - and other budget movements resulting in £10,113k savings proposals. With £3,234k of this sum relating to the full year effect of previously agreed savings, £6,879k new proposals have been developed and outlined in the report to Cabinet.

Table 1: Headline Budget Movements

	£'000
Funding Sources	
Council Tax Receipts	104,196
Retained Business Rate Receipts	46,955
Central Government Grant	52,508
Total Resources	203,659
Budget Requirement 2014/15	212,188
Inflation	2,920
Corporate Items	(5,278)
Contingency	2,942
New Priority Growth	1,000
Savings	(10,113)
Budget Requirement 2015/16	203,659
Surplus / (Deficit)	0

7. 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. As previously noted, the Council's Business Improvement Delivery Programme is now well established and able to drive the delivery of these savings - evidenced by £13,407k of the £16,491k 2014/15 savings being either already banked or on track in Month 7 monitoring.

8. The draft general fund capital programme for the period 2015/16 – 2019/20 proposes significant capital investment of around £336,290k, including the continuation of the Primary schools capital programme, the development of a new Secondary Schools capital programme, the provision of a new landmark theatre and museum, investment in roads and pavements, as well as investment in new Youth Centres and improvement work associated with the borough's highways, environmental and recreational facilities.

ADMINISTRATION AND FINANCE GROUP BUDGET PROPOSALS

Summary of Key Financial Issues

9. The Administration and Finance Group have proposed savings totalling £1,521k for 2015/16. The savings are a combination of service efficiencies, additional income generation and retendering of contracts, therefore ensuring that the level of services provided are not affected. Of the total savings proposal, £140k relate to the full year effect of savings made in 2014/15.
10. A number of the 2015/16 savings relate to restructures within specific service areas and work has been undertaken during 2014/15 to ensure that these savings will provide a full year impact in 2015/16. The outcome of the retendering of the Revenues and Benefits Administration Contract will provide part year savings in 2015/16, with savings increasing in future years up to 2019/20. However, the renewed Banking and Merchant Services Contract will provide full year savings in 2014/15.
11. Administration and Finance Group have consistently provided savings through service efficiencies and will continue to explore ways to improve productivity in order to provide the most effective support to front line services.

Group Revenue Budget 2015/16

12. The movement between the current year's budget and the draft budget requirement for 2015/16 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 2015/16

	Administration Group £'000	Finance Group £'000	Total £'000
Budget Requirement 2014/15	11,987	13,443	25,430
Inflation	162	239	401
Corporate Items			
Contingency			
Priority Growth			
Savings	(595)	(926)	(1,521)
Other Virements			
Budget Requirement 2015/16	11,554	12,756	24,310

Development and Risk Contingency

13. 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 £400k for 2015/16 for the Administration and Finance Group.

14. This sum, as in previous years, represents a provision of £400k, which is proposed to be provided 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. The only exception to this relates to Public Liability where the excess stands at £250k.

Savings

15. The savings proposals contained within this draft budget have been developed through the HIP Business Improvement Delivery programme (BID), the Council's response to Central Government's austerity programme.

16. Savings proposals currently developed total £10,113k across the Council for 2015/16 including £3,234k of full year effects of prior year savings. The savings included in the

draft budget for the Administration and Finance Group total £1,521k and are shown in Appendix A.

17. The majority of savings are new proposals for 2015/16, however, there are some smaller savings that are being delivered as the full year effect of savings agreed for the 2014/15 financial year. £38k further savings are being delivered in Administration as a result of the outsourcing of Occupational Health by Human Services and the review of the staffing structure in Legal Services, following the implementation of a new case management system.
18. The Finance Savings also include £102k for the full year effect of the savings agreed in the previous year. A review of the structure of Revenue and Benefits resulted in a £200k saving in 2014/15 and a further £102k for the full year impact in 2015/16. These savings have been achieved by the centralisation of Reconciliations, Systems Administration and General Administration functions and the Adult Social Care Financial Assessment Team.
19. The bulk of the savings within Administration are to be delivered through increased income from Legal Services, with £140k being delivered through higher rates charged for S106 agreements. There is also increased income of £40k anticipated in Registration Services from the introduction of additional services, such as extended hours of operation and the marketing of wedding packages. The other savings have been derived from a budget realignment exercise across the service, following a review of non salary expenditure on items such as printing, postage, data communications and computer licenses and a minor restructure in Human Resources.
20. Revenues and Benefits service area will deliver £646k worth of savings out of the total £926k savings proposed for Finance. The retender of the Revenues and Benefits Administration Contract has led to a saving of £261k for 2015/16 which increases over the life of the contract to £1,010k p.a. by 2019/20 (51% of the cost of the current service). There is a saving of £325k within Revenue and Benefits, which relates to re-aligning income budgets on various streams. Council Tax collection has steadily increased due to more effective use of resources and efficiency of processes. Better contract management has enabled collection rates to improve on overpaid Housing Benefits and also resulted in assessing benefits more accurately, which in turn, has resulted in a reduced risk of Local Authority error. A further saving of £60k will be delivered through the restructure of the corporate payments team, due to the implementation of automated processes for invoice payments.
21. The other savings within Finance will be delivered through restructures within Internal Audit and the Brokerage Team within Procurement, general re-alignment of budgets and the renewal of the Banking and Merchant Services Contract.

Fees and Charges

22. 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.

23. Schedules detailing the proposals relating to fees and charges for 2015/16 for the Finance and Administration Group are attached at Appendix B.

SUGGESTED COMMITTEE ACTIVITY

To consider whether there are suggestions or comments the Committee wish to make.

BACKGROUND PAPERS

Medium Term Financial Forecast 2015/16 - 2019/20 – report to Cabinet 18 December 2014

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General Fund - Administration Savings	Ref.	Net Variation from 2014/15 Budget				
		2015/16	2016/17	2017/18	2018/19	2019/20
Description		£(000s)	£(000s)	£(000s)	£(000s)	£(000s)
Full Year Effect of Prior Year Savings		(38)	(355)	(389)	(389)	(389)
<u>New Savings Proposals</u>						
<i>Budget Realignments</i>						
<i>Realignment of budgets within Human Resources, Democratic Service and Policy & Partnerships</i>	N/A	(103)	0	0	0	0
<i>Restructure of HR Policy & Employment Relations Function</i>						
<i>Deletion of the HR Employee Relation role facilitated through alternative approach to HR Policy formation and consultation.</i>	A1516-01	(34)	(34)	0	0	0
<i>Increased Income Generation in the Registration Service</i>						
<i>Primarily driven by an increase in services on offer, including extended hours of operation and marketing of wedding packages.</i>	A1516-02	(40)	0	0	0	0
<i>Increased Income Generation in the Legal Service</i>						
<i>To increase income for Legal Services arising from the drafting of Section 106 Planning Agreements.</i>	A1516-03	(140)	0	0	0	0
New Savings Proposals		(317)	(34)	0	0	0
Total Administration Savings		(355)	(389)	(389)	(389)	(389)

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General Fund - Finance Savings	Ref.	Net Variation from 2014/15 Budget				
		2015/16	2016/17	2017/18	2018/19	2019/20
Description		£(000s)	£(000s)	£(000s)	£(000s)	£(000s)
Full Year Effect of Prior Year Savings		(102)	(1,079)	(1,594)	(1,852)	(1,975)
<u>New Savings Proposals</u>						
<i>Reduction in External Audit Fees</i>						
<i>Further savings arising from the abolition of the Audit Commission.</i>	N/A	(42)	0	0	0	0
<i>Zero Based Review of Levies</i>						
<i>Realignment of budgets for levies payable to other public bodies, reflecting projected requirements in 2015/16</i>	N/A	(70)	0	0	0	0
<i>Brokerage Team Restructure</i>						
<i>To restructure the brokerage Team in line with the requirements of the Council's new Homecare contract delivery model</i>	F1516-01	(41)	0	0	0	0
<i>Withdrawal from West London Alliance (WLA) Procurement Hub</i>						
<i>The service provided by the WLA no longer meets the Council's requirements and is therefore to be terminated</i>	F1516-02	(30)	0	0	0	0
<i>Retender of Revenues & Benefits Administration Contract</i>						
<i>Following a competitive tendering exercise, the Council has secured savings on the new contract for administration of Revenue & Benefits which commences on 1 August 2015. Savings increase during the lifetime of the contract to £1,010k per annum (51% of the cost of the service)</i>	F1516-03	(261)	(360)	(208)	(123)	(58)
<i>Advanced Collections Income Module</i>						
<i>Implementation of the Oracle Advanced Collections Module will enable automation of aspects of the debt recovery process and reduce staffing requirements.</i>	F1516-04	(10)	(20)	0	0	0

General Fund - Finance Savings	Ref.	Net Variation from 2014/15 Budget				
		2015/16	2016/17	2017/18	2018/19	2019/20
Description		£(000s)	£(000s)	£(000s)	£(000s)	£(000s)
Restructure of Corporate Payments Team						
<i>Automation of accounts payable process will enable a restructure within the Corporate Payments Team.</i>	F1516-05	(60)	(75)	0	0	0
Realignment of Budgets within Revenues & Benefits						
<i>Realignment of budgets as a result of more effective use of resources and vigourous contract management</i>	F1516-06	(325)	0	0	0	0
Internal Audit Restructure						
<i>Reducing the Senior Internal Auditor overhead and generating greater sufficiently skilled resource for front line audit and consultancy work in the form of two Internal Auditor posts and a Trainee Auditor post</i>	F1516-07	(40)	0	0	0	0
Oracle Financials Upgrade and HR Migration						
<i>The upgrade of Oracle Financials and the move of Human Resources onto the same platform will enable delivery of efficiencies across both services as processes are streamlined and duplication is removed</i>	F1516-08	0	(60)	(50)	0	0
Renewal of Banking and Merchant Services Contract						
<i>Both contracts have been retendered and appointment of new suppliers from 1 April 2015 will secure savings</i>	F1516-09	(47)	0	0	0	0
New Savings Proposals		(926)	(515)	(258)	(123)	(58)
Total Finance Savings		(1,028)	(1,594)	(1,852)	(1,975)	(2,033)

Type of Fee / Charge	Type	Current Charge Residents £	Current Charge Non-Residents £	Vat Status	Proposed Charge Residents £	Increase %	Proposed Charge Non Residents £	Increase %	Date of last change to charge	Effective Date
1. Corporate Communications										
Advertising charges in Hillingdon People										
Full page	B	1,680.00	1,680.00	STD	1,680.00	---	1,680.00	---	01-Apr-11	N/A
Half page	B	960.00	960.00	STD	960.00	---	960.00	---	01-Apr-11	N/A
Quarter page	B	600.00	600.00	STD	600.00	---	600.00	---	01-Apr-11	N/A
Eighth page	B	300.00	300.00	STD	300.00	---	300.00	---	01-Apr-11	N/A
Display box	B	144.00	144.00	STD	144.00	---	144.00	---	01-Apr-11	N/A
Back page	B	1,920.00	1,920.00	STD	1,920.00	---	1,920.00	---	01-Apr-11	N/A
Inside front full page	B	1,800.00	1,800.00	STD	1,800.00	---	1,800.00	---	01-Apr-11	N/A
Inside front half page	B	1,020.00	1,020.00	STD	1,020.00	---	1,020.00	---	01-Apr-11	N/A
2. Revenues And Benefits										
Court Summons										
Council Tax	R	125.00	125.00	NB	125.00	---	125.00	---	01-Apr-11	N/A
NNDR	R	165.00	165.00	NB	165.00	---	165.00	---	01-Apr-11	N/A
3. Registrar										
Certificates purchased from the Registrar										
Birth, Death and Stillbirth - Standard	M	4.00	4.00	NB	4.00	---	4.00	---	01-Apr-12	N/A
Birth and Stillbirth - Short	M	N/A	N/A	NB	N/A	N/A	N/A	N/A	01-Apr-12	N/A
Birth - Additional Short	M	4.00	4.00	NB	4.00	---	4.00	---	01-Apr-12	N/A
Marriage	M	4.00	4.00	NB	4.00	---	4.00	---	01-Apr-12	N/A
Certificates purchased from Registrar after time of initial registration										
All	M	7.00	7.00	NB	7.00	---	7.00	---	01-Apr-12	N/A
Certificates purchased from the Superintendent										
Birth - Short	M	10.00	10.00	NB	10.00	---	10.00	---	01-Apr-12	N/A
Birth - Standard	M	10.00	10.00	NB	10.00	---	10.00	---	01-Apr-12	N/A
Death and Marriage	M	10.00	10.00	NB	10.00	---	10.00	---	01-Apr-12	N/A

Type of Fee / Charge	Type	Current Charge Residents £	Current Charge Non-Residents £	Vat Status	Proposed Charge Residents £	Increase %	Proposed Charge Non Residents £	Increase %	Date of last change to charge	Effective Date
Marriages/Civil Partnerships (Statutory fees)										
Entry of each notice	M	35.00	35.00	NB	35.00	---	35.00	---	01-Apr-12	N/A
Basic ceremony/Schedule in Superintendent's Office	M	45.00	45.00	NB	45.00	---	45.00	---	01-Apr-12	N/A
Registrar's attendance at Registered Building	M	84.00	84.00	NB	84.00	---	84.00	---	01-Apr-12	N/A
Marriages/Civil Partnerships (Non - Statutory fees)										
Marriage Fee in four seasons room (Mon-Thurs)	M	154.00	154.00	EXP	158.00	2.60%	158.00	2.60%	01-Apr-11	01-Jan-15
Marriage Fee in four seasons room (Fri-Sat)	M	169.50	169.50	EXP	173.50	2.36%	173.50	2.36%	01-Apr-11	01-Jan-15
Marriage Fee in four seasons room (Out of Hours)	M	New	New	EXP	350.00	N/A	350.00	N/A	N/A	01-Jan-15
Ceremony at approved Premises (Mon - Thurs)	M	307.50	307.50	EXP	350.00	13.82%	350.00	13.82%	01-Apr-11	01-Jan-15
Ceremony at approved Premises (Fri-Sat)	M	410.00	410.00	EXP	450.00	9.76%	450.00	9.76%	01-Apr-11	01-Jan-15
Ceremony at approved Premises (Sun)	M	457.00	457.00	EXP	475.00	3.94%	475.00	3.94%	01-Apr-11	01-Jan-15
Ceremony at approved Premises (Out of Hours)	M	New	New	EXP	750.00	N/A	750.00	N/A	N/A	01-Jan-15

Type of Fee / Charge	Type	Current Charge Residents £	Current Charge Non-Residents £	Vat Status	Proposed Charge Residents £	Increase %	Proposed Charge 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	---	80.00	---	01-Apr-11	N/A
Nationality Checking Service										
Nationality Checking Service - Adults	M	60.00	60.00	STD	60.00	---	60.00	---	01-Apr-11	N/A
Nationality Checking Service - Children	M	30.00	30.00	STD	30.00	---	30.00	---	01-Apr-11	N/A
Electoral										
Registration confirmation letters	R	15.00	15.00	NB	15.00	---	15.00	---	01-Apr-11	N/A
Edited registers	B	30.00	30.00	NB	30.00	---	30.00	---	01-Apr-11	N/A
Credit reference agencies registers	B	500.00	500.00	NB	500.00	---	500.00	---	01-Apr-11	N/A
Settlement Checking Service										
Settlement Checking Service	R	New	New	NB	90.00	N/A	90.00	N/A	N/A	01-Jan-15
Certificate Priority Service										
1 Hour	M	10.00	10.00	STD	25.00	150.00%	25.00	150.00%	01-Apr-11	01-Jan-15
24 Hour	M	5.00	5.00	STD	10.00	100.00%	10.00	100.00%	01-Apr-11	01-Jan-15
Renewal of Marriage Vows										
Four Seasons	M	173.50	173.50	STD	173.50	---	173.50	---	01-Apr-11	N/A
Approved Premises	M	262.50	262.50	STD	262.50	---	262.50	---	01-Apr-11	N/A
Baby naming Ceremonies										
Four Seasons	M	173.50	173.50	STD	173.50	---	173.50	---	01-Apr-11	N/A

Type of Fee / Charge	Type	Current Charge Residents £	Current Charge Non-Residents £	Vat Status	Proposed Charge Residents £	Increase %	Proposed Charge Non Residents £	Increase %	Date of last change to charge	Effective Date
Citizenship ceremony										
Individual Citizenship ceremony (cost in addition to statutory charge) - Midweek Charge	M	100.00	100.00	NB	100.00	---	100.00	---	01-Apr-11	N/A
Individual Citizenship ceremony (cost in addition to statutory charge) - Saturday Charge	M	125.00	125.00	NB	125.00	---	125.00	---	01-Apr-11	N/A

Agenda Item 6

SECOND MAJOR REVIEW - CORPORATE FRAUD - SOCIAL HOUSING

Contact Officers: Khalid Ahmed
Telephone: 01895 250833

REASON FOR ITEM

To agree on a draft scoping report for the review into Social Housing Fraud.

OPTIONS OPEN TO THE COMMITTEE

- 1. The Committee is asked to receive a presentation from the Corporate Fraud Investigation Manager and make comment on the draft scoping report which will put forward an effective plan for the review. The draft scoping report will be provided to Members before the meeting.**

BACKGROUND

1. At the last meeting of the Committee held on 11 December 2014, approval was given to this Committee's next review topic on Social Housing Fraud. For this meeting a draft scoping report will be developed, and a presentation will be given by the Corporate Fraud Investigation Manager.
2. **Social Housing Fraud** relates to the abuse of the allocation and occupancy of a Council owned property. Offenders may either be sub-letting their property, living elsewhere or claiming to be homeless when they are not. Therefore the tenure or homelessness application is fraudulent and the registered tenant or applicant does not have a genuine housing need.
3. The Audit Commission, in their report 'Protecting the Public Purse 2014' estimated that nationally it costs Councils on average £18,000 a year for each family placed in temporary accommodation.
4. In October 2013 the Government passed legislation to criminalise sub-letting fraud. On conviction, tenancy fraudsters face up to two years in prison or a fine. Hillingdon will use these powers to prosecute suitable cases. Blow the whistle on Housing Cheats posters appear in every issue of Hillingdon People, this helps to generate calls to our fraud hotline, and all referrals are fully investigated.

Progress to date

5. The Social Housing Fraud Project commenced in October 2010 and was initially targeted at registered Council tenants who were either sub-letting the property or were not resident and properties were empty. Since the commencement of the project 168 properties have been recovered and re-let to people with genuine housing need.
6. From April to November 2014 applying the Audit Commission 'Protecting the Public Purse' guidelines equates to a saving of £684,000 in Hillingdon through the detection of housing tenancy fraud and the recovery of 38 properties.
7. Officers are currently working with a credit reference agency (Experian) to data match all Hillingdon's housing tenancy records with credit reference data. These matches will identify if tenants are linked to another address other than their council property, if they

have a mortgage for a different address or if there are people other than the registered tenants living at the property. Results from this exercise should take effect from April 2015.

8. Also from August 2014 Corporate Fraud Officers have been working with Housing Needs reception staff to carry out enhanced checks and verification of people's homeless status. This work has ensured resources are only allocated to residents with a genuine housing need.
9. Currently 3 cases are being reviewed for possible prosecution. The first case relates to false address details claiming 10 year residency. The second case concerns a housing applicant presenting a false earnings document to attempt to represent economic independence, which is one of the criteria to be eligible for housing. The third case relates to a person in temporary accommodation signing the bed and breakfast register on a daily basis to confirm their residency when they were not actually occupying the accommodation.
10. Examples of combating social housing fraud are publicised in Hillingdon People. These articles often describe the improved quality of life for Hillingdon residents who have been allocated the tenancy of a recovered property. This generates positive feedback from residents and encourages reporting of suspected social housing fraud. To increase awareness of social housing fraud with residents the Corporate Fraud Investigation Team will be promoting their work at residents meetings from January 2015.

Agenda Item 8

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'.
2. The Forward Plan attached has not been updated since the last meeting of the Committee held on 26 June. However, an updated version of the Forward Plan published on 15 July will be distributed on the evening of the POC meeting.

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 Decision Further information

Ward(s)

Council Departments: RS = Residents Services CYPs =Children and Young People's Services ASCS= Adult Social Care Services AD = Administration FD= Finance

Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Private decision?
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Ref Decision Further information

Council Departments: RS = Residents Services CYPs =Children and Young People's Services ASCS= Adult Social Care Services AD = Administration FD= Finance

Cabinet meeting - 22 January 2015

Ref	Decision	Further information	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Private decision?
49	Town Centre Improvement Schemes and Crossrail update	Cabinet will receive an update on the Borough's popular and successful Town Centre Improvement Schemes along with associated improvements from the Crossrail project, nearing completion across the Hayes/West Drayton corridor.	Various		Cllr Douglas Mills	RS - Jales Tippell / Helena Webster	Various stakeholders		

Ref Decision Further information

Ward(s)

Council Departments: RS = Residents Services CYPs =Children and Young People's Services ASCS= Adult Social Care Services AD = Administration FD= Finance

Cabinet meeting - 12 February 2015

Ref	Decision	Further information	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Private decision?
038b	The Council's Budget - Medium Term Financial Forecast 2015/16 - 2018/19 BUDGET & POLICY FRAMEWORK	Following consultation, this report will set out the Cabinet's proposals for the Medium Term Financial Forecast (MTFF), which includes the draft General Fund reserve budget and capital programme for 2015/16 for consultation, along with indicative projections for the following three years. This will also include the HRA rents for consideration. Subject to Cabinet's decision, the budget will then be referred to Full Council for approval.	All	19 February 2015 (reserve date 26 February 2015)	Cllr Ray Puddifoot MBE & Cllr Jonathan Bianco	FD - Paul Whaymand	Public consultation through the Policy Overview Committee process and statutory consultation with businesses & ratepayers		
010	Oracle HR & Payroll 'Phase 2' Planning	In April 2014, Cabinet approved the 'phase 1' implementation of Oracle HR and Payroll, which enabled integration with the Oracle Financials system. In this original report it was noted that a second paper would be presented to outlying the proposed 'phase 2' implementation of a Performance and Learning Management system. This paper will outline recommendations following the project scoping for the 'phase 2' of the HR & Payroll system project.	N/A		Cllr Ray Puddifoot MBE & Cllr Scott Seaman-Digby	AD - Mike Talbot	Corporate consultees	Def	Private (3)

Ref Decision Further information

Ward(s)

Council Departments: RS = Residents Services CYPs =Children and Young People's Services ASCS= Adult Social Care Services AD = Administration FD= Finance

Cabinet meeting - 19 March 2015

Ref	Decision	Further information	Ward(s)	Final decision by Full Council	Cabinet Member(s) Responsible	Officer Contact for further information	Consultation on the decision	NEW ITEM	Private decision?
057	Update on the Borough's environmental, commercial, cultural and leisure initiatives	Cabinet will receive an information report, detailing the benefits to residents, businesses and communities during 2013/14 from Hillingdon's popular external funding initiatives, e.g. Chrysalis, Shop Front Grants, Ward Budgets, Sports Fund.	All		Cllr Douglas Mills	RS/AD - Jales Tippell / James Rodger / Mark Braddock		NEW	
034	Single software solution to automate the Accounts Payable process in Oracle E-Business Suite	Cabinet approval will be sought to appoint a provider for the Single software solution to automate the Accounts Payable process in Oracle E-Business Suite.	All		Cllr Jonathan Bianco	FD - Victoria Coady	Corporate Procurement	NEW	Private (3)
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Agenda Item 9

WORK PROGRAMME 2014/15

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

Meetings	Room
26 June 2014	CR 6
16 July 2014	CR 5
16 September 2014	CR 4
29 October 2014	CR 4
11 December 2014	CR 4
8 January 2015	CR 5
3 February 2015	CR 5
12 March 2015	CR 6
28 April 2015	CR 5

Corporate Services & Partnerships Policy Overview Committee

2014/15 DRAFT Work Programme

Meeting Date	Item
26 June 2014	Corporate Services & Partnerships Policy Overview Committee Possible Review Topics 2014/15
	Work programme for 2014/15
	Cabinet Forward Plan
16 July 2014	Budget Planning Report for Administration and Finance Directorates
	Scoping Report for next Major Review and presentation
	Work Programme
	Cabinet Forward Plan
16 September 2014	Major Review - Witness Session
	Cabinet Forward Plan
	Work Programme
29 October 2014	Major Review - Witness Session and consideration of draft recommendations
	Single Meeting Review - Members Enquiries
	Cabinet Forward Plan
	Work Programme
11 December 2014	Major Review -Consideration of recommendation
	Second Review Topic - To agree
	Cabinet Forward Plan
	Work Programme
8 January 2015	Budget Proposals Report for 2015/16
	Second Review - Scoping Report and Witness Session

	Major Review -Consideration of recommendations
	Cabinet Forward Plan
	Work Programme

3 February 2015	Witness Session for Second Review
	Single Meeting Review
	Cabinet Forward Plan
	Work Programme

12 March 2015	Witness Session for Second Review
	Cabinet Forward Plan
	Work Programme

29 April 2014	Cabinet Forward Plan
	Work Programme

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