## <u>Minutes</u>

Corporate Services and Partnerships Policy Overview Committee Wednesday 18 January 2012 Meeting held at Committee Room 5 - Civic Centre, High Street, Uxbridge UB8 1UW



	<b>Members Present:</b> Councillors Richard Lewis (Chairman), Beulah East, Neil F Graham, Shirley Harper-O'Neill, Richard Mills and Michael White	
	Apologies: Councillor Robin Sansarpuri.	
	<b>Officers:</b> Fran Beasley (Deputy Chief Executive and Corporate Director for Services), Kevin Byrne (Head of Policy, Performance and Partne Coote (Corporate Fraud Investigations Manager), Ozan Hassan ( Focus Project Officer), Gemma McNamara (Principal Accountant (Head of Audit and Enforcement), Darryl Wallace (ICT Strategist Highways and Business Services), Paul Whaymand (Deputy Direc Finance) and Khalid Ahmed (Democratic Services Manager).	rships), Garry (Customer :), Helen Taylor – ICT,
46.	DECLARATIONS OF INTEREST	
	None.	
47.	MINUTES OF THE MEETING HELD ON 19 DECEMBER 2011	
	Agreed as an accurate record.	
48.	EXCLUSION OF THE PRESS AND PUBLIC	
	It was agreed that all items of business would be considered in p	ublic.
49.	BUDGET PROPOSALS REPORT FOR CENTRAL SERVICES 2012/13	Action by:
	The report set out the draft revenue budget and capital programme of Central Services Group for 2012/13, along with indicative projections for the following two years.	
	Members were informed that the Council was looking to make significant savings of £17.8m across the whole Council, with £1.672m of this from Central Services. The savings proposals contained within the draft budget have been developed through the HIP Business Improvement Delivery Programme (BID), which was the Council's response to the projected budget savings of around £65m over the next four years.	
	The Deputy Chief Executive informed Members that the	

	<ul> <li>planned savings within Central Services were largely being achieved through service efficiencies without impacting on front line services to residents. The focus had been on re-prioritising activity and identifying areas of duplication and overlap.</li> <li>Members were informed that the savings proposals for 2012/13 had been ongoing throughout this year, but with many of the savings proposals having already been implemented or were in the process of being so.</li> <li>Reference was made to Development and Risk Contingency and Service Pressures which currently totalled £620,000 and consisted of the following: <ul> <li>£400,000 for the Council's Liability for uninsured claims – Under the present insurance policy, the Council has agreed to fund the excess values (£100,000)</li> <li>A new provision of £220,000 for the Schools' Payroll Service – A number of schools had taken the decision to move to alternative payroll providers. A full review of the Payroll and transactional HR services would be taking place which would result in a reduced workforce</li> </ul> Members were informed that there were indicative budget proposals for 2013/14 but there would be a number of issues to factor into budgets; the transfer of public health responsibilities to local authorities and the Local Government Finance Bill. Members praised officers for the work which had been carried</li></ul>	Action By:
	<ul> <li>out in the preparation of the budget and the work which had been carried out in relation to efficiency savings which had had a minimal impact on front line services.</li> <li><b>RESOLVED -</b> <ol> <li>That the budget projections and the combined budget proposals put forward by the Central Services Group be noted and officers be congratulated for the work they had carried out in preparation of the budget.</li> </ol> </li> </ul>	Fran Beasley / Paul Whaymand
50.	<ul> <li>VOLUNTARY SECTOR CORE GRANTS 2012/13</li> <li>Members were provided with details of the voluntary sector core grants programme for 2012/13 which had been agreed by Cabinet at its meeting on 15 December 2011.</li> <li>A further report had been prepared for Cabinet on 26 January 2012. The proposals, subject to the agreement of the overall budget in February, were for a significant uplift in the overall core grants budget of £400,000 in 2012/13 to support frontline services in the voluntary sector. Proposals also included increasing support for some of the Borough's most vulnerable residents including victims of domestic violence, sufferers of</li> </ul>	

	<ul><li>dementia and older people. There was also a proposal for a new small grants programme.</li><li>Cabinet was also being recommended to agree a stronger approach to performance management of core grants including right of audit, to ensure value for money. A reduction in grant to Hillingdon Association of Voluntary Services was also proposed to enable greater focus on front line services.</li></ul>	Action By:
	Members congratulated officers on the work which had been carried out in relation to voluntary sector grants and it was noted that the increase in the level of grants showed this Council's commitment to the voluntary sector, at a time when many local authorities were cutting funding to the voluntary sector.	Kevin Byrne / Nigel Cramb
	RESOLVED -	
	1. That the information contained within the report and provided in the officer's update, be noted.	
51.	CORPORATE FRAUD TEAM	
	The Head of Audit and Enforcement and the Corporate Fraud Investigations Manager attended the meeting and provided Members with a presentation on the work of the Corporate Fraud Team.	
	Particular reference was made to the high profile work which had been carried out in relation to Blue Badge Checks and Housing tenancies. In relation to Housing tenancies, Members were informed that the Council had now reclaimed 22 properties from people who had been sub-letting Council property. This work was on-going and would ensure that the Council would save money and provide accommodation to residents and families with a genuine housing need.	
	Members congratulated officers on the performance of the Team which indicated that the London Borough of Hillingdon was at the forefront of tackling fraud.	Helen Taylor / Garry Coote
	RESOLVED -	
	1. That the information contained within the report and provided in the officer's presentation, be noted.	
52.	MAJOR REVIEW - OPERATION AND FUNCTION OF THE HILLINGDON FIRST CARD	
	Members were provided with a presentation from the ICT Strategist on the background to the Council's Hillingdon First Card scheme, which was this Committee's second major	

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•	library system and dedicated card management system. Requests for new cards, replacement cards and to cancel cards were carried out via the CRM. This could be done by residents online themselves, through the contact centre by phone or when visiting a library. There was also a dedicated Card Management System called Smart Connect that issued the card numbers, card history, stored the encoding data and processed the 'hot-list' of cards reported lost/stolen. Other systems linked to the Card Management System and involved in the scheme were the leisure management system and the parking management system.	Action By:
Impleme	entation of the Scheme	
	The merging of Council Tax and Library records created an initial data set of 143,000 residents Advice had been given that the use of the full electoral register would breach the data protection act because most residents had opted not to allow the use of their information and details to be used for any other purpose Existing library membership number was switched by overnight interface on the library system to coincide with the delivery of the Card. This ensured the Cards would be recognised when presented at libraries The Council's card management system had a hot list of stolen / lost / cancelled cards that it communicated to the parking system which was communicated to each parking machine daily When a Card was used for a parking transaction, the place, date and time of its last use was written back to the Card to prevent more than one customer using it	
Card Us	age	
•	130,800 residents had presented their Hillingdon First Card to a card reader which represented two thirds of the adult population of the Borough 3,463,000 times a Card had been used for preferential parking rates at Council car parks 785,000 times a Card had been used in a library 154,000 times a Card had been used as a leisure card since April 2010 255,000 times a Card had been used to access civic amenity site	

Outcomes and Benefits to the Council	Action By:
<ul> <li>Outcomes and Benefits to the Council</li> <li>Local branding and sense of local identity</li> <li>Increased parking revenue (increase in usage among non-cardholders as well)</li> <li>Free Christmas Parking in Uxbridge for Card Holders (flexibility)</li> <li>Efficiencies through combining existing card schemes (Library + Leisure)</li> <li>Reduction in landfill waste</li> <li>Modernising access to Council services</li> <li>Solar powered parking equipment</li> <li>Improved quality of data for the Council's customer relationship management</li> <li>Scheme designed for resident self service online – low annual cost to run with few resources</li> <li>Supporting local businesses during difficult economic times</li> <li>Directory of 335 local business contacts that the Council could access</li> <li>Infrastructure in place to add more Council services and applications at low cost</li> </ul> Discussion took place on the draft scoping report of the review and possible areas which the review could look into. The Committee acknowledged that the Hillingdon First Card was introduced for Hillingdon residents and therefore there would not be scope for extending the Card to employees of those businesses in the Borough who were not residents and to those local businesses who were involved in the discount scheme. This was an area which Members agreed should be focused on. Reference was made to the businesses which were part of the scheme and a general discussion took place on the Borough. Reterence was made to the businesses which were part of the scheme and a general discussion took place on the Borough in the discount scheme. This was an area which Members agreed should be focused on. Reference was made to the businesses which were part of the scheme and a general discussion took place on the Borough's Industrial Estates broached the subject of business to business t	Action By:
local businesses. Other areas of interest that Members raised included looking at Insurance, car breakdown services, driving instructors, estate agents and whether any aspects of the Hillingdon First Card could be applied to these areas.	

<b>T</b> 1	Meeting commenced at 7.30pm and closed at 10.00pm Next meeting: 6 February 2012 at 7.30pm	
	Noted.	
54.	CABINET FORWARD PLAN	
	Noted.	
	Members would be contacted regarding a date change for the next meeting in February.	
53.	WORK PROGRAMME	
	<ol> <li>That a representative from Drek Associates and the Head of Corporate Communications within the Council be invited to the next witness session of the review.</li> </ol>	Khalid Ahmed / David Holdstock
	<ol> <li>That the information presented be noted and the draft scoping report be updated to reflect discussions.</li> </ol>	Khalid Ahmed
	RESOLVED -	
	For the next meeting of the Committee Members asked for a print out of the Hillingdon First webpages.	Khalid Ahmed
	Reference was made to the success of the Card in relation to residents' use in Council car parks and whether Brown Badge users could be worked into the scheme.	
	Members were informed that these areas could be explored with a representative from Drek Associates, who were commissioned to recruit business members to the scheme.	Action By:

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.