

NOTICE OF MEETING

East Pallant House East Pallant Chichester West Sussex PO19 1TY

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MEETING	OVERVIEW AND SCRUTINY COMMITTEE
DATE/TIME	Thursday 7 November 2013 at 10:00
VENUE	Committee Room One East Pallant House East Pallant Chichester West Sussex PO19 1TY
	Lisa Gallacher – Member Services Assistant Direct line: 01243 534684 E-mail: lgallacher@chichester.gov.uk

Wednesday 30 October 2013

PAUL E OVER
Executive Director of Support
Services and the Economy

AGENDA

There will be a pre-meeting briefing at 09:30 on the day of this meeting for the members of the Overview and Scrutiny Committee

This agenda should be retained for future reference with the minutes of this meeting

The venue for this meeting is on the lower ground floor of East Pallant House

PART I

1 **Chairman's Announcements**

Any apologies for absence that have been received will be noted at this point

2 **Approval of Minutes** (pages 1 to 9)

The Overview and Scrutiny Committee is requested to approve the minutes of its meeting on Thursday 5 September 2013

3 **Urgent Items**

The chairman will announce any urgent items that due to special circumstances are to be dealt with under agenda item 13 (b)

4 **Declarations of Interests**

These are to be made by members of the Overview and Scrutiny Committee or other Chichester District Council members present in respect of matters on the agenda for this meeting

5 **Public Question Time**

The procedure for submitting public questions in writing by no later than 12:00 on Wednesday 6 November 2013 is available upon request to Member Services (the contact details for which appear on the front page of this agenda)

6 **Review of Community Safety Partnership** [Chief Inspector Tanya Jones (Sussex Police), Ms Emily King (West Sussex Strategic Community Safety Partnership Coordinator, West Sussex County Council), Ms S Parkinson (Regeneration Co-ordinator, Hyde Plus), Mrs E Lintill (Cabinet Member for Leisure, Wellbeing and Community Services, Chair of Community Safety Partnership and representative on Sussex Police and Crime Panel), Mrs P Bushby (Community Interventions Manager) Mr S Hansford (Assistant Director Communities)] (pages 10 to 29)

*The Overview and Scrutiny Committee has a **statutory duty** to review the Community Safety Partnership (CSP) with the following objectives:*

- *To hold the CSP to account for its decision making*
- *To scrutinise the performance of the CSP*
- *To undertake policy reviews of specific community safety issues*

*The following **outcomes** should be achieved by the committee from undertaking this review:*

- *To have input into the strategic direction of the CSP next year*
- *To identify any areas of concern for further in-depth review*

7 **Council Tax Reduction Scheme** [Mrs L Rudziak (Assistant Director Revenues and Support Services)] (pages 30 to 81)

The Overview and Scrutiny Committee is requested to (1) Review the implementation of the 2013/14 scheme (2) Consider the effects of the current scheme on local residents and the changes made to the scheme for 2014/15 and (3) Make any recommendations to Cabinet.

- 8 **Voluntary and Community Services Task & Finish Group** [Mrs B Tinson (Chair of the Task and Finish Group) and Mr S Hansford (Assistant Director Communities)] (pages 82 to 115)

To consider the final report from this task and finish group.

- 9 **Corporate Plan Task and Finish Group** [Mrs P Dignum (Chair of the Task and Finish Group) and Mrs A Huggett (Assistant Corporate Policy Officer)] (pages 116 to 117)

To consider the final report from this task and finish group.

- 10 **Visit Chichester/Tourism Task and Finish Group** [Mr K Garraway (Assistant Director Economy)] (pages 118 to 120)

To consider and agree the attached scoping document for this review and to agree the membership and to propose and agree the Chairman.

- 11 **Overview and Scrutiny Work Programme 2013/14** [Mrs B Jones (Principal Scrutiny Officer)] (page 121)

To consider the items scheduled for the remainder of the year and make comments as appropriate. As there are no items for the January meeting (beyond the Budget Task & Finish Group feeding back their findings) it is suggested that this meeting be cancelled.

Budget Task & Finish Group

The three members of this Task and Finish Group (TFG) are Mr R J Hayes, Mr S Lloyd Williams and Mrs B Tinson. A meeting of the TFG will take place in early December 2013.

- 12 **Feedback from West Sussex County Council Select Committees**

Chichester District Council members who have been assigned to West Sussex County Council select committees have the opportunity to provide a précis on any meetings which they have attended. Members will be able to view these précis on the Members' Bulletin Board. The following meetings have taken place since the last Committee meeting:

(a) Children and Young People's Services Select Committee – Thursday 26 September and Thursday 24 October 2013

(b) Health and Adult Social Care Select Committee – Thursday 3 October 2013

(c) Environmental and Community Services Select Committee – Wednesday 25 September 2013

- 13 **Late Items**

(a) Items added to the agenda papers and made available for public inspection

(b) Items that the chairman has agreed should be taken as a matter of urgency by reason of special circumstances to be reported at the meeting

PART II

[Items for which the press and public are likely to be excluded]

The public and press may be excluded from the meeting during any item of business whenever it is likely that there would be disclosure of 'exempt information' as defined in section 100 I of and Schedule 12A to the Local Government Act 1972

NONE

NOTES

With the aim of reducing paper consumption, certain restrictions have been introduced on the distribution of paper copies of longer appendices to reports where those appendices are circulated separately from the agenda:

- (1) **Members of the Overview and Scrutiny Committee, the Cabinet and Senior Members** They receive paper copies of the separate appendices with their copy of the agenda
- (2) **Other Members of the Council** The appendices may be viewed via the Members Desktop and a paper copy will also be available for inspection in the Members Room at East Pallant House
- (3) **The Public and Press** The appendices relating to reports listed under Part I of the agenda which are not included with their copy of the agenda can be viewed as follows:
 - (a) on the Council's website at www.chichester.gov.uk select **Committee papers** from the **Quick links** menu in the bottom right-hand corner of the home page and on the **Committee papers** page that appears next select the link to **Overview and Scrutiny Committee – 7 November 2013** from the list of **current committee papers**
 - (b) at the main reception desk at East Pallant House Chichester or at the Council's Area Offices at Midhurst and Selsey
 - (c) by contacting Lisa Gallacher (Member Services Assistant) on 01243 534684 or lgallacher@chichester.gov.uk

MEMBERS

Mrs C M M Apel (Chairman)
Mr R J Hayes (Vice-Chairman)

Mr A D Chaplin	Mr H C Potter
Mrs P Dignum	Mr F Robertson
Mrs N Graves	Mrs J A E Tassell
Mrs E Hamilton	Mr N R D Thomas
Mr G H Hicks	Mrs B A Tinson
Mr S Lloyd-Williams	Mr M Woolley
Mr G V McAra	

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Minutes of a meeting of the **Overview and Scrutiny Committee** held in Committee Room 1 East Pallant House Chichester West Sussex on Thursday 5 September 2013 at 10:00

Members (15)

Mrs C M M Apel (Chairman)
Mr R J Hayes (Vice-Chairman)

Mrs P Dignum	Mr H C Potter
Mrs N Graves	Mr F Robertson
Mrs E Hamilton	Mr N R D Thomas
Mr G H Hicks	Mrs B A Tinson
Mr S Lloyd-Williams	Mr M Woolley
Mr G V McAra	

were present (13)

Overview and Scrutiny Members Absent

Mr A D Chaplin
Mrs J A E Tassell

Chichester District Council Members Present as Observers or Contributors

Mr M A Cullen
Mr A J French
Mrs C Purnell

Officers Present for All Agenda Items

Mrs L Gallacher – Member Services Assistant
Mrs B Jones – Principal Scrutiny Officer
Mr S Kane – Commissioning Manager

Outside Representatives Present for Specific Agenda Items

Agenda Item 6 – Visit Chichester

Dr A Clegg – Chairman Visit Chichester

147 Chairman's Announcements

Apologies for absence had been received from Mr Chaplin and Mrs Tassell.

148 Approval of Minutes

Mrs Dignum referred to minute 140 on page five bullet point two, and page six bullet point four referring to 'bedroom tax', and queried whether this was the correct terminology for the minutes. It was agreed the minutes would be amended to add inverted commas around the phrase 'bedroom tax'. Officers advised that welfare reforms would cut the amount of benefit that people can get if they were deemed to have a spare bedroom in their council or housing association home. This measure has applied to housing benefit claimants of working age from 1 April 2013.

Mrs Graves pointed out two minor typing errors in minute 140 on page seven and officers advised these would be corrected.

Mrs Jones advised that following the last meeting the Novium timeline of events had been circulated to committee members on 8 July 2013 by email. All of the recommendations from the committee to the Cabinet and Council had been approved, and the Housing Strategy had been recommended by Cabinet to Council at its meeting on 24 September 2013.

RESOLVED

That the minutes of the Overview and Scrutiny Committee's meeting on Thursday 13 June 2013 are approved subject to the amendments to minute 140 as indicated above.

Accordingly, Mrs Apel signed and dated the official version of the minutes.

149 Urgent Items

There were no urgent items to be considered at this meeting.

150 Declarations of Interest

Mrs Hamilton declared a personal interest in respect of agenda item 6 as an owner of bed and breakfast accommodation featured in the *Visit Chichester Holiday Guide 2013*.

151 Public Question Time

No public questions had been submitted for this meeting.

152 Visit Chichester

Prior to the meeting the committee had received the *Visit Chichester Destination Management Plan 2010-2015 (DMP)* and an economic impact summary containing the tourism key headline figures for the district in 2011 (copies attached to the official minutes). Dr Clegg had brought copies of the *Visit Chichester Holiday Guide* brochure and leaflet which he circulated at the start of the item (copies attached to the official minutes).

The committee received a PowerPoint presentation (copy attached to the official minutes) on Visit Chichester, during which members were able to ask questions.

The presentation was given by Dr Andrew Clegg of Visit Chichester who had become Chairman in June 2012. Mr P Over (Executive Director Support Services and the Economy and the Council's appointed representative on the Visit Chichester Board) was also present.

Dr Clegg began his presentation by providing some statistics on tourism in Chichester District from 2011 and highlighted that Chichester was very much a day trip visitor destination with 5.3 million day trips worth £179.1 million. He gave a brief history of Visit Chichester pre 2011 and explained that it was a private sector organisation that was reliant on the voluntary input of the Chairman and the Board. A marketing consultant had recently been appointed on a part time basis until December 2013. An Administration Manager/Consultant was also employed on a part time basis two days a week. Membership numbers had decreased by 12% between 2012 and 2013 which was concerning, although this was partially due to natural wastage. The organisation was very reliant upon expanding its membership. Dr Clegg advised that the South Downs National Park Authority (SDNPA) and Selsey Town Team had recently become members of the Board and he hoped that Midhurst and Petworth Town Councils would shortly join. He referred to the brochure and leaflet and said that the design and print function was currently with Starfish Design Agency. The same format of the Holiday Guide would be produced next year to maintain status quo and in 2015 it was likely the two guides would be consolidated and look completely different. A lot of work was taking place with members of the organisation to ensure that it was moving in the right direction. The objective was to make Visit Chichester a locally based operation and move the web and print function to Chichester from 2014 which would allow much more flexibility.

Dr Clegg explained the phases of the website with examples shown on the slides. The original website did not link to the strategic priorities and was not generating referrals. The online booking facility had also been lost and unfortunately, due to the high running costs, had not been reinstated. The new website became live in January 2013 and provided a platform for differentiating the district and was laid out in the distinct themes which made the district unique. Social media was being used as a tool to promote the organisation and a further challenge had been to consolidate the multiple Facebook accounts that had previously existed for Visit Chichester into one account. The August Spectacular competition had been a success offering six to eight prizes to attractions each week in August, and it was hoped to create something similar in the lead up to Christmas.

The key challenges of the organisation were:

- Operating within a narrow budget and a lack of resources to make an impact on the national stage
- Establishing who the visitors to the district are and what their needs are
- How to promote the Visit Chichester brand and allow the towns in the district to have their own identity to allow joined up thinking and promotion
- Producing an app of the Holiday Guide. However when students aged between 21 and 22 studying the tourism management degree were asked, they had shown a strong preference for a hard copy brochure instead of an app.
- Business engagement

Dr Clegg summarised his presentation by explaining the key priorities and opportunities for 2013/14 which were:

- Further developing phase two of the website. The Selsey Business Partnership had received funding to develop the Visit Selsey website and there was the option that this could be incorporated into the Visit Chichester website and that this element could be managed by Selsey Business Partnership. It was hoped that later Midhurst and Petworth could be included onto the website so that they

were all on the same platform.

- Developing the online booking system which would give the website a competitive edge, however discussions would first need to take place with Board members to determine if this was a cost effective proposal.
- The next series of the BBC 2 series Tudor Farm was to be filmed at the Weald and Downland Museum which would be a good marketing opportunity. In addition Green Tourism week in November and the Medmerry Managed Realignment Scheme, which was due to be completed this autumn, would provide further opportunities. The SDNPA had also indicated that they wanted to create a walking trail from Selsey to Petworth.
- Working with the City Centre Partnership (CCP) to create the online shopping directory which had been proposed but not yet implemented.
- Improving the signage in the city, some of which was out of date. However, as Visit Chichester did not own the signs, approval from the relevant authority would first need to be sought and Visit Chichester would project manage this initiative.
- Supporting small businesses in particular for new tourist accommodation as the quantity of accommodation needed to be increased throughout the district to improve tourism.
- Research for a tourism impact study was needed, however due to the lack of resources this wasn't currently an option. Visit Chichester had the energy and vision to move forward however lacked the resources to facilitate this.

Mr Over added that since the Council's decision to disinvest in tourism and the organisation no longer receiving any baseline funding, Visit Chichester had not been able to achieve as much as they would have liked. The Council's economic development team were able to assist Visit Chichester and it was priority 'A' in the Council's *Economic Strategy Action Plan* that was approved by Cabinet earlier this year. Grants and sponsorship could be sought to provide sources of funding and Mr Over had provided assistance on writing a bid to apply for grant funding. It was also proposed to investigate the potential for recruiting an apprentice or graduate for an internship to provide support to the organisation.

Dr Clegg and Mr Over answered member's questions on the following matters:

- Tourism South East (TSE) had changed in form and Dr Clegg advised that he intended to liaise with them to ascertain what support was available. Visit England and Arts Council England (ACE) had developed a cultural destination grant, where grants could be bid for, however currently resources were lacking to go through this bidding process. He listed the remaining members of the Visit Chichester Board, all of whom had day jobs and worked voluntarily for Visit Chichester. He added that if it wasn't for the funding from the Council the current website would not have been achievable.
- Resources were not available to measure targets to the level the organisation would like. Website hits were monitored as was PR coverage but Dr Clegg advised he would like to do more, in particular a tourism impact study. Regarding governance, Dr Clegg said this was an area for improvement. The governance of Visit Chichester was considered when the DMP was first written

when tourism was still part of the Council's remit, and this was used more as a thematic document. The key performance indicators were based on 2011 data and were monitored by one of the Board members. The Administration Manager was responsible for ensuring all governance information was relevant including the constitution, articles, lodging accounts and arranging director appointments.

- Members of Visit Chichester paid an annual fee to join and presently were the main source of income for the organisation. It was noted that this was not sustainable and Dr Clegg advised that the organisation was considering other forms of income streams. The organisation was considering options for grant funding and was in the process of applying to the Council for a grant to extend the new marketing consultant post to four days a week.
- It was observed that within the Holiday Guide there were only a small number of establishments that were disabled friendly. Dr Clegg advised that there was a need to ensure the district was accessible to all and this was something that the organisation was keen to promote and improve upon.
- Mrs Hamilton, as an owner of tourist accommodation, reported that she was aware fellow accommodation owners had felt that the Visit Chichester website was not well organised. She also asked whether the VCAS accreditation for tourist accommodation was still in place as this was much better value for tourist accommodation owners. Dr Clegg said that he hoped the redesigned website was easier for tourists to use. In response to a question about capacity of staff at the Novium to deal with TIC matters, Mr Over replied that he could investigate how much officer time was spent on tourist enquiries at the TIC and added that there were always at least two members of staff available to answer tourism telephone enquiries.
- In regards to signage, members pointed out that not only was this outdated, but some signs were not well maintained and did not promote a positive image of the city. Officers replied that there had been confusion over the ownership of these signs which was causing a delay in updating them. The emblem at the bottom was Chichester City Council however the CCP were responsible for some signs and were designing some new maps for the car parks. Discussions were in place between the Council and CCP regarding the remaining signage and an audit of signage in the city centre was to take place. It was noted that the various levels of local authority all had an interest in tourism and needed to work together to achieve the goal of new signage.
- Mr Potter advised that a Boxgrove community website was being set up by a local resident and that Singleton were beginning to do something similar for the Lavant Valley. Dr Clegg agreed that it would be sensible to have links to these websites on the Visit Chichester website. He informed members of the Visit York model which was a fantastic example of how successful the brand could be and this was the aim of Visit Chichester.
- In response to a question regarding whether Visit Chichester had considered producing a smaller brochure on activities to do, Dr Clegg replied it was currently a more viable option to have two brochures. They had considered producing one brochure and it was an issue of what was the most acceptable form of print.

- Mr French said he thought the idea of a graduate from the university was a logical idea and suggested that volunteers could also be sought to provide support. He advised members of a brilliant example of a website promoting Chichester designed by Ian Burt and it was suggested that Mr Thomas might also be able to provide some assistance to Visit Chichester in some way.
- In response to a question regarding total income, Dr Clegg replied that in the last 12 months this was £60,000. The cost of setting up the online booking would be £6,000- £7,000 initially followed by £3,500 a year thereafter. If this was implemented all tourist accommodation providers would need to use this otherwise it was not financially viable. This also depended on whether *Trip Advisor* did something similar, however Visit Chichester would have the benefit of local knowledge.
- Mr McAra proposed that a TFG be established to look at whether tourism should be put back into the Council's core services. This could also review the operation of tourist information services based at the Novium and the Novium operation itself which was not generating the predicted footfall. Mr Over replied that the role of Visit Chichester was to bring disparate organisations together and said that the district was getting coverage in national press and referred to the recent article in the *Telegraph* '36 hours in Chichester' (copies circulated at the meeting and attached to the official minutes).

Mrs Apel thanked Dr Clegg for the very informative presentation and his detailed replies to members' questions. The committee agreed they could now fully understand the challenges faced by Visit Chichester and agreed that a TFG should be set up to look at further ways the Council could assist the organisation. A copy of the slides would be circulated to members following this meeting.

RESOLVED

That a Task and Finish Group be established to review the ways in which the Council could assist Visit Chichester and to review the provision of current tourist information services at the Novium.

[Note: Mr McAra left the meeting following this item]

153 Sunday Car Parking Charges Review

The committee considered the agenda report and accompanying appendices (copies attached to the official minutes).

Mr K Garraway (Assistant Director Economy) presented the report and Mrs T Murphy (Parking Services Manager) was also in attendance. Mr Garraway informed the committee that Mrs Murphy had recently been appointed Parking Services Manager and she was already having a positive impact on the team.

Mr Garraway advised that a slight error had been identified in the footfall table in appendix two of the report, and the total variance figure should be amended to read 169,000. The figures indicated that the introduction of Sunday car parking charges had not deterred people visiting the city and there had not been any deflection of parking from off street to on street parking. Mrs Apel asked whether the profits from Sunday car parking charges could be invested into the operation of the CCTV service. Mr Garraway replied that it was a members' decision on how the money was spent. However, there was sufficient funding to continue the CCTV service for the next two years and officers

were investigating private sector contracts to provide the service at no cost to the Council. Chichester City Centre Partnership (CCP) was supporting the Council to win contracts. In response to a question regarding total Sunday pay and display income for 2012/13, Mr Garraway explained that the figure of £252,252 was purely income from the machines. The only additional staff cost was for the civil enforcement officers, however Sunday parking enforcement had already been introduced so essentially the service had not incurred additional staff costs.

Mr Hayes asked for an update on progress of the new machines at the New Park Centre car park. Mr Garraway replied that the electrical contractor was shortly to connect the meter and officers were meeting with them today to sign the contract. It was hoped that this would be fully operational in the next two weeks. In response to a question regarding the amount of income that had been lost whilst this car park was out of use, Mr Garraway replied that it was difficult to confirm, however no rental payment was currently being paid for renting the site. He advised he would inform members of the figure in due course.

In response to a question regarding whether Sunday car parking charges were being considered for rural car parks, Mr Garraway advised that this was not currently being pursued. The removal of free parking periods in the coastal and rural car parks needed to be reviewed initially and possibly after that this could be considered. It was however pointed out that two out of the three coastal car parks already charge on a Sunday during the tourist season. Cabinet had approved funding to convert Westgate and Avenue de Chartres car parks to pay on foot and a project plan was being completed. There were some issues to be resolved regarding out of hours support and officers would shortly be going out to tender with the aim of appointing a contractor before 31 March 2014.

Mr Robertson queried the information that officers had sent members some time ago, following his request for a breakdown of actual costs before the machines were installed in rural and coastal car parks. He felt the information showed excessive costs. Officers explained that under the new CIPFA accounting rules the Council needed to account for the full costs including on-costs such as managers' salaries. Mr Over referred Mr Robertson to the report to Cabinet when Sunday car parking charges was discussed which had included these costs.

RESOLVED

That the Overview and Scrutiny Committee note the findings of the Sunday Car Parking Charges Review.

154 Review of the Internal Lettings Agency (Homefinder)

The committee considered the agenda report and accompanying appendix (copy attached to the official minutes).

Mr R Dunmall (Housing Operations Manager) presented the report. He advised that the Homefinder fee income differed from table five to table six in the appendix, as the figure in table five was the projected income taken again the Cabinet report of November 2011, where staff costs were not included as they were funded from other areas of the budget. The level of bad debt was lower than anticipated after the first year of operation and it was unlikely that the £105,000 set aside from commuted sums would be required; officers were reviewing alternative housing related uses for this money and a report would go to Cabinet with options. One option would be to retain 50% of the sum and use

the remaining 50% towards the equity loan scheme.

In response to a question regarding clarification on the cost of preventing homelessness and why this was based on 10 weeks, Mr Dunmall replied that it took up to 33 working days to make a decision on a homeless application. If a person was intentionally homeless it would take an additional 28 days to process, taking a total of 10 weeks. This would be the minimum length of time for a homeless person to spend in bed and breakfast accommodation. Research indicated that the average cost of preventing homelessness for 16-25 year olds was £9,493 a year. In response to a question regarding the uptake of the scheme Mr Dunmall advised that landlords had to let properties out at the local housing allowance rate and allow an 8% reduction for management costs, which meant landlords achieving a significantly lower return than if they were to rent privately. Most of the gold level properties were located in Selsey and the Manhood Peninsula with three in Hambrook, one in Fernhurst, one in Tangmere and a couple in Chichester.

The committee felt the Homefinder scheme was very worthwhile and agreed that it should be briefly reviewed again by the committee in one year.

RESOLVED

(a) That the Overview and Scrutiny Committee notes the outcomes and progress to date of the internal lettings agency.

(b) That the Overview and Scrutiny Committee carries out a further review of the internal lettings agency in a year's time.

RECOMMENDED TO THE CABINET

That the internal lettings agency be continued subject to a further review in 2015 after it has been running for three years.

155 Feedback from West Sussex County Council Select Committees

The following Select Committees had taken place since the last Overview and Scrutiny Committee:

- (a) Children and Young People's Services Select Committee – 19 June 2013
- (b) Health and Adult Social Care Select Committee – 26 June 2013
- (c) Environmental and Community Services Select Committee – 12 July 2013

The members assigned to those committees had provided a précis of the meeting which had been uploaded onto the Knowledge Hub on 4 September 2013.

156 Overview and Scrutiny Work Programme 2013/14

The annual work programme for the committee included two reviews to be carried out by way of task and finish groups (TFG's).

Voluntary and Community Services (VCS) Infrastructure Support Arrangements TFG

The Committee considered this scoping document (copy attached to the official minutes) and agreed to nominate the four members listed below.

RESOLVED

that the Overview and Scrutiny Committee appoints Mrs Apel, Mrs Tassell, Mr Thomas and Mrs Tinson to be its representatives with Mrs Tinson as Chairman.

Corporate Plan – Mid Year Progress Review TFG

The Committee considered this scoping document (copy attached to the official minutes) and agreed to nominate the four members listed below.

RESOLVED

that the Overview and Scrutiny Committee appoints Mrs Dignum, Mr Lloyd-Williams Mr McAra and non-scrutiny member Mr Cherry, to be its representatives with Mrs Dignum as Chairman.

Mrs Jones advised that there had been some changes to the committees work programme since the last meeting. Due to the full agenda for this meeting, it had been agreed that the review of outcomes of the Wellbeing Programme would be put onto the Knowledge Hub. This was added at the end of July for members to comment on; however there had been no comments or concerns on this item. The transition from development control to development management action plan, originally scheduled for the November committee, would be uploaded onto the Knowledge Hub for members to comment on, due to the full agenda for the November meeting of this committee. If concerns were raised, this could be brought back to a future meeting.

The tourism TFG agreed by the committee earlier in this meeting would need to be scoped and a document would be taken to the November committee for approval. Mr Kane advised that the committee would need to think carefully about what they wanted to be included in the scope of the TFG. Council voted two years ago to reduce the resources going into tourism and it was unlikely that the Council could significantly increase resources to it now, given that it was a discretionary service and the Council still needed to make significant savings. There were different ways that the Council could support Visit Chichester by directing them to funding sources available through the Council's grant scheme, WSCC funding and the Local Enterprise Partnership.

[Note The meeting ended at 12:31]

CHAIRMAN

Date _____

Agenda Item 6

CHICHESTER COMMUNITY SAFETY PARTNERSHIP

Background

Community Safety Partnerships (CSPs) were first established as statutory partnerships by sections 5 and 6 of the Crime and Disorder Act 1998. The act placed a statutory responsibility upon the Police and Local Authorities to cooperate and conduct an audit of crime and disorder in their district, consult the views of the public, and, to formulate and implement a strategy for the reduction of crime and disorder in the area.

Section 17 of the Crime and Disorder Act 1998 also created a duty for local authorities to consider the likely effect of the exercise of its functions on, and to do all that it reasonably can to prevent, crime and disorder in its area.

Subsequent amendments to the legislation added anti-social and other behaviour adversely affecting the local environment as well as the misuse of drugs, alcohol and other substances to the CSP's crime and disorder remit. The statutory membership of CSPs has also been extended and now covers District and County local authorities; Police; Fire; Health, and Probation Services – (Although Police Authorities were members the Police and Crime Commissioner is not a statutory member). There are 'co-operating bodies' such as Registered Social Landlords, Governing bodies of schools and universities, Drug and Alcohol Action Teams and Neighbourhood Watch.

The amendments also extended the powers of local authority Overview and Scrutiny Committees to encompass the work of CSPs, by holding the CSP to account for its decision making, scrutinising its performance and undertaking any policy reviews of specific community safety issues.

The Chichester District CSP

The full CSP meets quarterly and consists of the responsible authorities – Chichester District Council, West Sussex County Council, Sussex Police, West Sussex Fire and Rescue Service, West Sussex Primary Care Trust, the Probation Service and the West Sussex Drug and Alcohol Action Team. The CSP is also attended by representatives of other organisations such as the Magistrates Court, Neighbourhood Watch, Residential Social Landlords, the Council for Voluntary Services and Chichester Business Against Crime. The West Sussex County Council representatives act as a conduit to the other WSCC departments.

The CSP is chaired by the Council's Cabinet Member for Communities and Leisure who has responsibility for Community Safety.

The CSP owns and monitors the Partnership Plan and oversees delivery of the outcomes through its following structures:-

The full CSP ensures links to, and co-ordination with, other strategies and organisation's plans; agrees and reviews action plans and resource commitments.

The Strategy Group oversees the preparation of a Strategic Assessment, Partnership Plan and Budget and makes recommendations to the full CSP.

The Joint Action Group, (JAG) is the tactical response of the CSP. It devises a crime and incident control strategy; delivers and implements projects; maintains communication and consultation and responds to emerging priorities to support the Partnership Plan. It manages themed task groups which take forward specific work such as **Anti-Social Behaviour** including Public Place Violence Crime, the **Road Safety Advisory Group** - Road safety, Fire safety, Personal safety advice and the **Community Cohesion and Tension Monitoring** (shared with Arun DC) monitors racist, homophobic and discriminatory crimes, the Prevent Strategy and issues which may affect the cohesion and harmony of local communities.

West Sussex County Council Structures

The West Sussex Strategic Community Safety Partnership (WSSCSP) provides the county level response to its Crime and Disorder Act responsibilities. It provides overarching coordination, and strategic leadership for the efforts of individual CSPs through a Partnership Plan which sets out the strategic priorities for the county and the countywide projects that the partners have agreed to support. It is in the process of review and clarifying its structures and purpose. It is intended that WSSCSP retains the strategic overview, that an operational officer group oversees performance issues and that an elected members portfolio group considers local CSP collaboration and commissioning of projects which address common themes.

Through WSSCSP multi agency work a number of countywide projects are run and funded which relate to common issues such as the Worth Domestic Violence project; racist incident reporting and casework; and Op Crackdown tackling road safety issues.

The Police and Crime Commissioner

Police and Crime Commissioners (PCCs) were introduced in November 2012 as an elected person responsible for holding the Chief Constable of their police force to account for the full range of their responsibilities. They replaced the Police Authority. The PCC's basic duties include publishing a police and crime plan, setting the local policing objectives, setting the local precept and annual force budget in discussion with the Chief Constable. The PCC will also have power to appoint, suspend and dismiss the chief constable of their police force. The PCC will be provided a budget for staff and it is expected that they will take over the Police Authority advisory and support staff in the first instance.

The PCCs funding from the Home Office will include the Community Safety budget in 2014 which previously directly funded CSPs.

A Police and Crime Panel (PCP) comprising of representatives from each local authority in the force area will advise and scrutinise the work of the PCC. The Panel will have a range of powers to maintain a check on the performance of the PCC, including requiring the PCC or their staff to attend the panel; to respond in writing to a report from the PCP; to suspend the PCC in certain circumstances and to appoint an acting PCC; and will have the right of veto for the precept and Chief Constable appointment by a 2/3 majority. The panel will review the draft

police and crime plan; review the PCC's annual report and hold a public meeting to question the PCC about it.

The Strategic Assessment and Planning Process

The Crime and Disorder (Formulation and Implementation of Strategy) Regulations 2007 requires CSPs to:-

- Conduct a strategic assessment each year
- Prepare a partnership plan for the area
- Before the start of each year revise the partnership plan in the light of the
- the strategic assessment and progress against the existing plan

Following a detailed Strategic Assessment, a three year plan was devised and will be reviewed annually. Cuts in funding and the extension of funding arrangements for one year only then led to a detailed one year plan and budget in 2013/14, although the targets are scheduled over the three year period.

The Strategic Assessment for 2012-13 giving details of outcomes achieved against the plan is attached at Appendix 1. The Business Plan for 2013-2016 is attached as Appendix 2.

The Funding, Budgeting and Resourcing process

CSPs funding has changed a number of times. Most recently it was allocated on a population formula from the Community Safety allocation (not ring fenced) of the West Sussex Area Based Grant (ABG). In the last four financial years cuts to this funding have been made. Chichester CSP received £93,500 funding from ABG in 2009/10, whilst in 2013/14 the grant was £34,926. The 2013-14 Budget is attached at Appendix 3.

The funding still supports one part-time post hosted by the police coordinating early intervention into ASB issues. The full time officer support post which co-ordinated and delivered much of the planned activity had to be discontinued.

Performance Monitoring

Performance against the specific Partnership Plan priorities; targets; actions in the delivery plan and the overall crime context for the district are reported to the CSP on a quarterly basis for monitoring. The Joint Action Group receives and considers analysis of crime, ASB and fire incident data on a monthly basis identifying trends and hotspots and initiating partner response. It will also take forward actions which support and deliver the agreed CSP plan.

Chichester Community Safety Partnership Strategic Priorities for 2013-14 are as follows:

- Tackle Anti-Social Behaviour in particular repeat and vulnerable victims and places.
- Deliver a range of early interventions which support those families at risk of causing harm to their communities, and, which help tackle the barriers to reducing re-offending.
- Respond quickly and positively to predicted and emerging crime trends.
- Increase public reassurance and confidence, and address negative perceptions of Safety.

Operational priorities:-

- Burglary - Dwelling and OTD – particularly in Selsey and Chichester East.
- Motor Vehicle –Theft of And Damage to – particularly in Midhurst and City
- Cycle Theft – city centre
- Rural Crimes and issue specific to rural areas.
- ASB – implement ECINS case management and integrate performance measure around risk assessment/repeat victimisation – particular focus autumn and winter months
- Road Safety - monitor impact of ‘20 plenty’ speed limit implementation / further development and participation in Op Crackdown/support Community Speedwatch/deliver young driver skills courses
- Domestic Violence – awareness, support and advice to young people.
- Support to Think Family Expansion and Think Family Neighbourhoods projects

Community Consultation and Involvement

For the Strategic Assessment consultation surveys are undertaken to identify public perceptions of crime and anti social behaviour which helped shape the priorities and enable activity to be geographically targeted. This survey is conducted online and also at various events run by CDC and other partners and is attached at Appendix 4. This consultation is currently running and although response numbers are small to date, early indications are that the priorities we have identified are what the public want to see addressed and no changes are necessary.

Regular use of all types of media is used to promote key crime prevention messages and showcase the work being delivered by the CSP.

The Police have established a network of 24 Neighbourhood Management Panels (NMP) in wards across the district to consult on policing priorities and these are reported to the CSP and consulted for the strategic assessment priorities. ‘

Projects and Successes

The partners of Chichester District CSP have, collectively and individually, developed a range of initiatives to tackle specific aspects of crime and disorder. The partnership brings together opportunities to share resources and funding for these initiatives, and through working closely together ensure that shared outcomes are maximised. Some examples of these ongoing initiatives are:-

Keepsafe is a project funded by the CSP to provide free home security equipment and installations to identified vulnerable persons to combat burglary. Property marking kits have also been purchased and used to target homes in higher risk areas.

Safe Drive Stay Alive – a drama based road safety message is delivered by the Fire and Rescue Service to all 16-18 year olds through secondary schools in the district and is supported by partners.

A **Graffiti Removal Scheme** is operated by Chichester District Council and supported by partner funding. It provides a swift response to remove graffiti reported by the public or agencies and has made a significant impact in reducing public perceptions about anti social behaviour.

Operation Crackdown is a county wide scheme operated and funded in partnership to quickly remove Abandoned Vehicles reported by the public or agencies. The scheme has recently been extended to receive, collate and action reports of Anti-Social Driving through its public reporting line.

Cycle Marking Scheme the CSP identified that thefts of pedal cycles were increasing last year and have funded the purchase of security marking kits to deter theft. Members of the public have been able to have their cycles marked free at public events and over the year thefts of cycles declined.

Weeks of Action which target geographic areas with a range of multi-agency enforcement, environmental cleanups, education on crime and accident (fire vehicle and rail) have been developed which have crime reduction impacts. Consultation prior to and involvement of community groups and the parish or town council is encouraged to sustain their impact. These will play a key role in delivering some of the Think Family neighbourhood work.

Current Projects/ Activities

The multi-agency Joint Action Group (JAG) is the operational delivery mechanism for the CSP. The JAG meets monthly and currently has excellent representation at meetings from CSP partners. JAG sets out to deliver outcomes around the CSP priorities. Crime data is discussed, any emerging trends, patterns or risks are identified and a plan is drawn up to respond to these issues. Currently there are no specific crime trends but we continue to be proactive around cycle marking events and crime prevention advice for residents.

The JAG has a number of projects running which include the following:

Anti-human trafficking project to tackle both labour and sexual exploitation - a task and finish group has been set up and a mini project around the street community has been designed and will be delivered at the end of October.

Alcohol awareness for young people being delivered with Sussex Police around city centre parks to reduce Alcohol related ASB. This also links to the wider alcohol work being delivered by Health and wellbeing and public health. Around the "re-think your drink campaign" and the proposed alcohol diversion scheme.

Community tensions caused by students perpetrating ASB are on the rise and since September 2013 there have been an unprecedented number of complaints from residents. There are already agreed processes between us and the University and these have proved very effective in the past. There is good communication between the University and the landlords but only where they are registered with the University. In cases where they are not registered it is more difficult to identify who the students are and take the appropriate actions. There are a number of ways to expedite this process being explored and also plans to

encourage landlords to register with the University to ensure a good standard of accommodation is met.

Travellers have also been a focus for JAG with over 50 incursions since February. There has been a very joined up approach to the issues and apart from one family, the majority have been dealt with positively and with minimal impact. CDC has a protocol in place for Parish Councils and this has supported the work undertaken. ECINS (on line case management system) has been used to good effect to track the groups and there is good multi-agency buy in to support this work including from trading standards.

The Think Family Expansion project is supported by the JAG and partners have shown a willingness to engage with both aspects of the project. JAG will oversee the neighbourhood work in the Lower Super Output Areas identified in Selsey, Chichester East, Chichester West and Tangmere.

Appendix 1 – Strategic Assessment 2012/13

Appendix 2 – Business Plan 2013-2016

Appendix 3 – 2013/14 Budget

Appendix 4 – Consultation Nov 2013

A Strategic Assessment
Of
Crime, Disorder and Associated Issues



This Strategic Assessment was conducted in partnership with the responsible authorities of the Chichester District Community Safety Partnership and collated in January 2013 using calendar year 2012 figures, and was updated in April 2013 with end of performance year figures.

The crime and incident figures were supplied by Sussex Police
The statistical analysis of changes at ward level was conducted by the County Partnership Analysts.

Lead contact: Steve Hansford, Assistant Director Communities, Chichester District Council

All Crime Review - Trends and Performance.

Between January 2012 and December 2012 there were a total of 5587 crimes recorded in the Chichester District. In the corresponding period of January 2011 and December 2011 there were 5956, this represents a decrease of 369 crimes or – 6.2%. This compares favourably with a Sussex wide reduction over the same period of -3.6%. It is the 2nd largest reduction of the West Sussex districts (Arun 9.6%) and higher than our demographic neighbours of Horsham –6.1% and Mid Sussex +0.5%.

In the performance year 1st April 2012 – 31st March 2013 a total of 5445 crimes were recorded, a reduction of 408 on the previous performance year total of 5853, a reduction of 7%.

Volume Crime - In the January 2012 to December 2012 period Theft related crimes, Violent crime and Criminal damage remain the largest categories of crime committed.

Theft related crimes show a mixed picture – Vehicle crime reduced, theft ‘from’ by 133 crimes or –27% and theft ‘of’ by –9.0% whilst Theft of Pedal cycles increased by 7.9% with a significant peak in the summer months. Burglary from other than a dwelling reduced by 56 offences or -9.2% with only a small increase in the spring months whilst Burglary of a dwelling increased by 21 offences or + 10.1% but had seen a significant increase through the first half of the year peaking in April and August and reducing in the autumn quarter. Fraud offences increased though business crimes reduced. Both Personal and Business Robbery though low in number both decreased further.

Violent Crime though reduced by -6.1% has increased as a proportion of all crime at 19% of the total. More serious violence and public place violence both decreased.

Criminal Damage has seen significant decreases (particularly to buildings other than dwellings -20.3%) except in criminal damage to motor vehicles and is a lower proportion of all crime at 16%. seeing decreases in violent crime and criminal damage in this performance year these three area remain the largest volume crime types accounting for 72% of crime in this performance year. Arson was also down by 10%.

Performance year outturn commentary

Burglary Dwelling – the increase slowed towards year end and only increased by 5 (+2.3%) from 220 –225 after a more significant increase earlier in the year from April to August.

Burglary of buildings other than dwellings reduced by 22 crimes (-3.7%) from 590 to 568 despite an increase early in the year occurring from April to July.

Theft from Motor Vehicles saw a reduction of 20 (-4.9%) crimes from 408 to 388 but Theft of Motor Vehicles increased by 11 (+14.3) from 77 to 88 with more offences than the previous year in the winter months November to February.

Theft of Pedal Cycles was down from 205 to 198 being a reduction of 7 (-3.4%) despite a significant increase in October 2012.

Theft from shops was down in every month of the year which is a significant achievement in the current climate. The total of 435 offences was down by 102 (-19%) from 537 the previous year.

Criminal damage to Motor vehicles was up by 61 incidents (+17.6%) to 407 incidents all other criminal damage was down from 262 to 209 a reduction of 53 (-20%). Arson was down from 43 to 36 incidents , a reduction of 7 incidents (-16.3%) Violent Crime as a broad category was down by 133 (-11.6%) offences from 1147 to 1014, serious violence was up by 4 crimes. Violence against the Person Public Place was down by 55(-10.5%) from 522 to 467.

Particular Victim types

Business crime (where victim is a company) is down by -17%. Theft from a shop is down by -19%

Racist Crime (where crime considered to be of a racial motivation) is down slightly to 20, while racially aggravated crimes were down by almost 50% though very low in number at 4. There were no recorded Homophobic crimes or incidents during the year.

Domestic Abuse crimes actually fell by 10 (-2.8%) from 362 to 352 while Domestic Abuse incidents saw an increase of +39.6% up by 134 incidents from 338 to 472 for the year.

Sexual Offences and serious sexual incidents stayed the same as the previous year at 90 and 67 respectively.

Anti Social Behaviour incidents saw a significant decrease of almost 20% in 2012 (-19.6%) with 879 less incidents to a total of 3546. Over the performance year 1st April 2012 – 31st March 2013 the decrease continued in the last quarter to a total of 3148 incidents a reduction of 1347 incidents on the previous performance year, a reduction of 30%. The only months showing a higher level than the previous year were October, November, and December.

Geographic changes.

The table below shows crime by ward by crime type based on the 2012 calendar year figures. The second table which follows shows the changes in crime type by ward showing positive or negative changes across the wards of the district.

The crime distribution remains with the centres of population in the city wards of South, East and North, the south covering the main commercial and entertainment venues. However the city has also seen significant reductions in crime. The larger settlements of Selsey and Midhurst have the next highest numbers of crimes.

The key points from the changes in crime pattern are listed below the table for ease of reference, The figures suggest Midhurst saw the greatest increase, particularly in motor vehicle crime and theft other, the combined wards of Selsey saw the next biggest increase mainly in burglaries; and Chichester East, though seeing an overall decrease, saw increases in criminal damage and burglaries. These areas should be considered for targeted action.

All Crime by Ward, 2012 Calendar Year													
Ward	Violent Crime	Sexual Offences	Robbery	Burglary Dwelling	Burglary Other	Theft Of Vehicle	Theft From Vehicle	Theft Other	Fraud & Forgery	Criminal Damage	Drugs	Other	Total
Bosham	20	1		13	14	4	9	35	7	19	5		127
Boxgrove	11			5	23	4	9	41	4	25	1		123
Bury	5	2		14	14		5	16	2	7			65
Chichester East	131	4	1	20	23	9	35	156	13	153	44	5	594
Chichester North	76	9	1	13	37	6	26	213	17	83	26	8	515
Chichester South	218	13		17	43	5	38	432	47	157	83	11	1,064
Chichester West	49	5	1	4	11	3	12	117	9	25	8	1	245
Donnington	9	1		5	2	2	2	18	6	12	1	1	59
Easebourne	12			1	15	2	4	36	15	16	2		103
East Wittering	33			6	15	2	4	38	5	32	1		136
Fernhurst	19	1		9	47		15	29	4	27	3		154
Fishbourne	13	1		1	8	1	9	13	1	15	4		66
Funtington	10			4	22		17	19	1	15	5	2	95
Harting	9			4	12	2	4	25	2	5		1	64
Lavant	5			2	8	2	7	16	2	3	10		55
Midhurst	49	2	2	10	23	1	32	111	5	72	17	3	327
North Mundham	45	2		9	18	3	18	55	7	16	6	1	180
Petworth	28			9	21	2	13	49	2	35	6	1	166
Plaistow	28			11	25	4	6	34	5	25	3	3	144
Rogate	4	1		4	19	2	4	28	4	6	2		74
Selsey North	73	3	1	10	37	6	14	81	7	60	16		308
Selsey South	32	1		10	23	5	15	75	7	36	5	2	211
Sidlesham	12			8	18	3	7	18	7	18	1		92
Southbourne	28	4	1	11	13	3	19	51	3	31	2		166
Stedham	3			6	18	2	3	26	2	10			70
Tangmere	13			2	2	3	9	18	12	23	3		85
West Wittering	16	2		12	22	2	3	57	4	13	5		136
Westbourne	13	1		1	4	2	4	47		17	2	1	92
Wisborough Green	9	1		7	8		4	18		8	4		59
Total	973	54	7	228	545	80	347	1,872	200	964	265	40	5,575

Change in Crime by Ward, 2011 to 2012													
Ward	Violent Crime	Sexual Offences	Robbery	Burglary Dwelling	Burglary Other	Theft Of Vehicle	Theft From Vehicle	Theft Other	Fraud & Forgery	Criminal Damage	Drugs	Other	Total
Bosham	10	0	0	4	-25	1	-9	-25	2	-7	1	0	-48
Boxgrove	2	-3	-1	1	-11	1	-5	-6	2	6	-6	0	-20
Bury	-19	1	0	9	-4	-1	-1	-4	0	1	-3	-1	-22
Chichester East	-9	-7	-1	9	9	4	13	-55	-17	39	12	-3	-6
Chichester North	-4	-1	1	5	-2	1	1	-78	3	12	8	5	-49
Chichester South	-25	-4	-7	11	-12	-3	-6	-49	-20	27	7	-4	-85
Chichester West	-6	-1	-1	0	2	2	-9	20	-8	-15	5	1	-10
Donnington	0	1	0	1	-12	1	-5	-9	-1	3	-2	-1	-24
Easebourne	3	0	0	-4	4	0	-2	4	-5	0	1	-1	0
East Wittering	-5	-4	0	-4	3	1	-8	-3	1	-1	-2	0	-22
Fernhurst	6	1	0	-3	20	-7	-6	-11	-1	-11	1	-1	-12
Fishbourne	2	-1	0	-4	-8	0	-11	-2	0	-4	3	0	-25
Funtington	-9	0	0	-4	9	-2	-7	-17	1	-1	2	2	-26
Harting	2	0	0	-1	-3	1	2	16	1	-3	0	1	16
Lavant	-9	-1	0	1	-9	2	-8	-3	0	-4	3	-2	-30
Midhurst	-15	1	1	4	1	-8	21	57	-1	8	1	1	71
North Mundham	8	-1	0	4	-12	0	3	-1	6	-13	-7	0	-13
Petworth	4	-2	-2	2	-8	0	-6	4	-3	3	-5	1	-12
Plaistow	17	-2	0	3	-10	2	-9	-14	3	7	3	1	1
Rogate	1	0	0	-1	-6	-8	-13	-23	1	-8	1	-1	-57
Selsey North	-2	-1	1	3	18	-4	-5	1	-1	-18	4	-1	-5
Selsey South	-2	0	0	0	17	4	-3	4	4	-4	-2	1	19
Sidlesham	3	-2	-1	1	-1	-2	1	-5	6	11	-2	0	9
Southbourne	-3	0	-1	-5	-10	-2	2	-6	-12	0	-7	0	-44
Stedham	1	0	0	-2	-1	2	-7	7	1	0	0	0	1
Tangmere	-9	-2	0	-1	-11	1	0	-18	3	-4	-2	0	-43
West Wittering	-3	2	-1	-6	4	-4	-18	-4	-4	-12	2	0	-44
Westbourne	-3	0	0	-4	-6	-2	-4	6	-3	0	-2	1	-17
Wisborough Green	2	1	0	1	-7	-2	-1	2	0	-3	2	0	-5
Total	-62	-25	-12	20	-71	-22	-100	-212	-42	9	16	-1	-502

Key Changes in Crime by Ward, 2011 to 2012

- Decrease of 44 Violent Crimes in Chichester city wards: North, East, South and West.
- Increase of 35 Burglary Other offences in Selsey, split between North & South wards.
- Increase of 25 Burglary Dwelling offences in Chichester East, North and South wards.
- Bosham saw a total decrease of 48 offences, with Burglary Other down 25 and Theft Other down 25 also.
- Increase of 78 Criminal Damage offences in Chichester East, North and South wards.
- Decrease of 182 Theft Other offences in Chichester East, North and South wards.
- Harting saw an increase of 16 offences, with Theft Other alone up 16 offences.
- Midhurst saw an increase of 71 total offences, with Theft Other up 57 offences and Theft From Vehicle up 21 offences
- Rogate saw a strong decrease of 57 total offences, with Theft From Vehicle down 13 and Theft Other down 23 offences
- Southbourne showed a decrease of 44 total offences, with Burglary Other down

10 and Fraud & Forgery down 12 offences.

- Tangmere saw a decrease of 43 total offences, with Burglary Other down 11 offences and Theft Other down 18 offences.
- West Wittering saw a decrease of 44 total offences, with Theft From Vehicle down 18 and Criminal Damage down 12 offences.

Findings of the 2011 Census (Extract of report by CDC Corporate Information Team)

- The population of Chichester District has grown from 106,450 in 2001 to 113,794 in 2011 which is an increase of 7,344 and 6.9%.
- The population is split between 54,401 males and 59,393 females, which equates to 47.8% males and 52.2% females.
- The largest age group in the district were people aged 45-59. Most notably, almost 1 in 4 people in the district are aged 65+ (24.4%) this is much higher than the national average (16.4%).
- The number of households in Chichester District has increased from 45,796 in 2001 to 49,848 in 2011; this is an increase of 4,052 and 8.8%.
- Almost one in three households in Chichester District is classified as single person occupancy. This is generally in line with county, regional and national averages. In terms of housing tenure, the highest increase by number from 2001 to 2011 was in “social rented: other”, which is defined as either a Housing Association or Registered Social Landlord.
- 93.01% of the District population are White British; this is the highest level in West Sussex. Chichester District has the lowest percentage of Black and Ethnic Minority residents in West Sussex with 6.99% (N.B new classifications of Census 2011 means that White Irish, White other and White Gypsy and Traveller are now Black and Ethnic Minorities.) This is lower than county, regional and national averages.
- Chichester District is in line with county averages for people unemployed aged 16-24. However, this is higher than regional and national averages.
- As at 2011, Chichester District has the highest number of full time students in West Sussex (6,266). This is reflective of the University and College being located within Chichester city and the increase in student numbers seen at both institutions over the last decade.

Risks and Pressures

Current issues

- New Police and Crime Commissioner in post and has published a Police and Crime Plan for 2013-14 (see Appendix 2)
- Chichester CSP budget will be significantly reduced from last year
- Pressure on both financial and human resources for CSP partners and on the personal finances of residents.
- Loss of dedicated CSP Partnership Support post

- Public Survey shows increase in concerns about road safety

New demands

- Wider financial and employment environment still difficult for many residents
- Change in welfare benefit system may see additional financial pressure on some residents
- New countywide projects to be supported – Think Family Expansion and Think Family Expansion Neighbourhoods.

PCC's Police and Crime Plan 2013/14

Crime & Community Safety

- Keeping Sussex a low crime area
- Commission sustainable preventative initiatives and reduce re-offending
- Tackle community priorities and their contributing factors (such as alcohol, drugs, Anti-Social Behaviour, Domestic Abuse and Road safety)

Victim Focus

- Improve the experience that victims and witnesses have of the criminal justice system
- Enhance, develop and commission initiatives to bring justice for victims
- Effective policing, responsive to the needs of victims and the vulnerable

Public Confidence

- Build trust in the police and criminal justice system
- Remove proceeds of crime from criminals and reinvest that money in our communities
- Encourage and develop volunteering to make us Safer in Sussex

Value for Money

- Reduce bureaucracy and waste across the criminal justice system
- Further collaboration & partnership working
- Efficient, effective and innovative commissioning of services and procurement of assets

Local Strategic Partnership Priorities

- Reducing Worklessness,
- Targeted support for Communities
- Ageing with Confidence alongside previous priorities of
- Supporting a vibrant third sector and
- Family Intervention.

Public Consultation Results

The results of a public survey conducted in 2012 asked residents about their concerns and what they thought should be the CSP priorities. The results show that the following issues are seen as public safety concerns.

2012		2011	
Rank	Issue and Percentage	Rank	Issue and Percentage
1	Road traffic collisions (46.9%)	1	Anti-social behaviour (45.2%)
2	Anti-social behaviour (41.3%)	2	Road traffic collisions (44.8%)
3	Under-age drinking (37.5%)	3	Under-age drinking (40.3%)
4	Cycle thefts (26.3%)	4	Burglary other than dwelling (35.6%)

According to survey respondents, road traffic collisions have become more of a problem since last year while anti-social behaviour has become slightly less. Cycling theft is a new issue added to the survey this year and is the 4th biggest issue in the district. Burglary other than dwelling, ranked 4th last year was selected by 26% of respondents and ranked 5th this year.

CSP activity overview

In operational terms, Police use of covert tracking and surveillance equipment (some purchased with CSP funds) and targeted intelligence led work has contributed to the reductions. This has been set against a backdrop of reorganisation, changes in management, and two concurrent major incident enquiries in the district.

In CSP activity terms the partnership lost its dedicated support during the autumn and the ASB coordinator has been provided by temporary cover during maternity leave. Crime prevention projects have been around rough sleeping in the city developing closer links with those working with night and day shelters to support specific case work interventions. Work with the Border Agency continued to focus on offending behaviour by EU nationals in breach of treaty rights and links have been made with 'Operation Accent' dealing with both offending and victimisation among migrant communities in Arun to target cross border work.

In the City the work of the Business Against Crime partnership has been strengthened by the Business Improvement District cooperation, and joint operations between Council and Police has ensured compliance on liquor licensed premises. The addition of the 'City Angels' project on Friday nights provided a calming and supporting presence and led to measurable reductions in public order related in the south of the city. The scheme was supported by funding from the CSP and Police has now extended to Saturday nights and is hoped to be a long term addition to work in the night time economy.

Youth Diversion activity has continued and early intervention work continued, a CSP funded scheme of outreach engagement and education with young people drinking alcohol in public places was launched during 2012 and is supported by Health and Well Being teams.

Two family interventions took place successfully reducing ASB and stabilising the family, the work was overtaken by the County Think family Expansion project which will become a future focus.

Cycle marking events were conducted to promote awareness and security mark cycles with kits purchased by the CSP funds. Operation Petra, a multi- agency

action, to promote safety and deter offending on public rail and bus routes expanded and now takes in adjoining districts and counties when it runs.

Fire Prevention work continued seeking to identify and engage vulnerable households – supplying smoke alarms and education about fire risk behaviours. Courses to improve the driving skills of at risk driver groups continue to be run.

IOM team has worked successfully with current cohort of offenders reducing their actual levels of offending against their predicted frequency.

Health work included misuse of alcohol and active lifestyles linking with diversion.

Conclusions and Recommendations

Overall it can be seen that there has been a continuation of the downward trend in both crime and ASB incidents in both calendar and performance year. It has to be said that this has been sustained in a still difficult financial climate.

It is recommended that the themed strategic priorities are continued for 2013/14 and that the operational priorities in the proposed action plan are agreed.

Chichester Community Safety Partnership Strategic Priorities 2013 -14

- Tackle Anti Social Behaviour in particular repeat and vulnerable victims and places.
- Deliver a range of early interventions which support those families at risk of causing harm to their communities, and, which help tackle the barriers to reducing re-offending.
- Respond quickly and positively to predicted and emerging crime trends.
- Increase public reassurance and confidence, and address negative perceptions of Safety.

Operational priorities:-

- Burglary - Dwelling and OTD – particularly in Selsey and Chichester East.
- Motor Vehicle –Theft of And Damage to – particularly in Midhurst and City
- Cycle Theft – city centre
- Rural Crimes and issue specific to rural areas.
- ASB – implement ECINS case management and integrate performance measure around risk assessment/repeat victimisation – particular focus autumn and winter months
- Road Safety - monitor impact of ‘20 plenty’ speed limit implementation / further development and participation in Op Crackdown/support Community Speedwatch/deliver young driver skills courses
- Domestic Violence – awareness, support and advice to young people.
- Support to Think Family Expansion and Think Family Neighbourhoods projects

Community Safety Partnership Performance Plan 2013-2016

Below you will find the priorities and identified outcomes and performance measures for the Chichester Community Safety Partnership for the next 3 years.

Priority 1 – Tackle antisocial behaviour in particular repeat and vulnerable victims and places			
	Lead agency/ Sub group	Objective	Benchmark
1.1	JAG	An increase in the number of reported incidents	484 DV incidents reported in rolling year 2013
1.2	JAG	To reduce ASB by tackling high volume reports of persons or venues	Reduce cases appearing on the police of top 10 persons/venues generating reports of ASB
Planned activities			
1.1 Engage with WORTH project to identify /produce appropriate material and promote/signpost services specifically for YPs (under 25 years old) in appropriate places – schools/college/UNI/NTE via Chibac and City Angels. Continue Cybersafe and anti-online bullying presentations through schools to raise awareness in parents			
1.2 Identify top 10 persons/venues generating reports of ASB via Police instigate problem solving analysis, visit and target hardening action to reduce/ remove from the list or reduce collective volume of top 10 – reviewed by JAG monthly			

Priority 2 – Deliver a range of early interventions which support those families at risk of causing harm to their communities, and which help tackle the barriers to reducing re-offending			
	Lead agency/ Sub group	Objective	Benchmark
2.1	MAPS Think Family	To work with families causing harm to communities per year	Tracking 15 families a quarter

2.2	Integrated Offender Management	ASB sub group	Reduction in reoffending in IOM cohort	Reduction in reoffending in IOM cohort	NI 18 Adult re-offending rates for those under probation supervision NI 30: Re-offending rate of prolific and priority offenders
2.3	Think Family Neighbourhoods	MAPS/ Selsey targeted support work group	To improve the quality of life in specific identified neighbourhoods	Reduction in crime and ASB reported in the identified areas	
2.4	ASB in public places, in particular young people and alcohol.	JAG	Reduction in overall ASB	Number of interventions in a year	

Planned Activities

- 2.1 Employment of key Think Family worker, MAPS identification and intervention, monitor and report progress on project targets for identification/ engagement / intervention and outcome.
- 2.2 IOM activity on 2013 cohort tracking progress of interventions- CSP funding for education and lifestyle interventions
- 2.3 Delivery of area specific action plans developed from area audits and stakeholder/ agency consultations
- 2.4 City Angels expansions; Alcohol diversion schemes funded for public place intervention@ 3 x target areas on term basis; Police Alcohol Education Diversion Scheme : development of projects with ROC

Priority 3 – Respond quickly and positively to predicted and emerging crime trends

	Lead agency/ Sub group	Objective	Performance/ Benchmark	Milestones	Year 1 Target	Year 2 target	Year 3 target
3.1	Dwelling Burglary in particular Distraction and Artifice Burglaries	JAG	To ensure Burglary Dwelling does not increase	Ensure that number of burglaries does not increase 675 over 3 years	Does not exceed 225 per year	225	225
3.2	Burglary Other Than Dwelling	JAG	To reduce incidents of Burglary OTD	Ensure that number of burglaries does not increase and seek to reduce.	No more than 570 reported burglaries in a year	570	570

3.3	Theft of/ from a Motor Vehicle	JAG	To reduce incidents of theft of/ and from motor vehicles	1710 Ensure that number of incidents does not increase and seek to reduce. 1155	1155	385	385	385
3.4	Theft of pedal cycle	JAG	To reduce the number of cycles being stolen	Ensure that number of cycles stolen does not increase and seek to reduce. 600	570	200	200	200
3.5	Criminal Damage	JAG	To reduce incidents of Criminal Damage	Ensure that number of incidents does not increase				
<p>Planned Activities</p> <p>3.1/2/3 Operation Castle - an initiative across the whole District utilising plain clothes Police patrols; use of ANPR; and intelligence led deployment of covert bait equipment aimed at catching criminals and reducing crime. Operation Limestone – dealing with cross border crimes. Operation Recovery – Identifying second hand dealers receiving stolen goods Promoting crime prevention messages; property marking and seasonal crime type campaigns to raise potential victims awareness of steps to reduce vulnerability</p> <p>3.4 Operation Velo – Bike marking at least 1x monthly deployment/ purchase of equipment 3.5 Operation Petra – run 3 x multi agency operations to reduce damage, crime and ASB on/at public transport venues. Monitor graffiti reports identify series /tags and apply restorative justice approaches and publicise outcomes</p>								

CSP priorities Spending Plan Proposal April 2013-14

Priority Key	Source	2013/14 allocation	Revised Allocation incl.underspends	
High	Community Safety Fund	£34,926.00		
Medium	Underspends			
Low	Other Funding			
Other funding	Total Com.Safety Funding Approved April...			
Priority	Proposed total allocation incl. underspends (excl.other funding)			
	Priority/Project Name	Proposed Allocation of 2013/14	Proposed Allocation of 2012/13 underspend	Revised 13/14 allocation including underspends
Tackle Anti Social Behaviour in particular repeat and vulnerable victims and places	Employment of ASB Coordinator	£10,000.00	£7,000	£17,000.00
	Targeted campaigns and driver education schemes to reduce KSI Road Traffic collisions and ASB driving	£1,000.00	£1,000.00	£2,000.00
	Contribution to ASB / Crime reduction activity by Warden Scheme	£5,000.00	£0.00	£5,000.00
	Think Family Neighbourhood plans	£2,000.00	£0.00	£2,000.00
	City Angels project	£500.00	£1,000.00	£1,500.00
Deliver a range of early interventions to support families at risk of causing harm to their communities and which help tackle the barriers to reducing re-offending	Integrated Offender mangement	£2,000.00	£3,000.00	£5,000.00
	Alcohol Diversion Scheme	£1,000.00	£3,000.00	£4,000.00
	Think Family expansion interventions	£2,000.00	£0.00	£2,000.00
	Domestic Violence Young People counselling / awareness	£1,000.00	£1,000.00	£2,000.00
	Integrated offender - active lifestyle interventions	£2,938.00	£0.00	£2,938.00
	Alcohol misuse awareness for young people	£14,528.00	£0.00	£14,528.00
Respond quickly and positively to predicted and merging crime trends	KeepSafe - scheme for Home Security Improvement	£1,500.00	£0.00	£1,500.00
	Purchase of Detection/Prevention equipment to tackle burglary Dwelling/OTD	£2,000.00	£3,000.00	£5,000.00
	OP Castle/OP Grouse	£1,000.00	£0.00	£1,000.00
	JAG Fund to target crime reduction activity to emerging and predicted trends in control strategy	£2,500.00	£2,000.00	£4,500.00
	Cycle Theft Prevention	£1,000.00	£0	£1,000.00
Increase public reassurance and confidence, and address negative perceptions of safety	Communication and publicity	£426.00	£297.00	£723.00
	Provision for costs of Domestic Homicide Review/s	£2,000.00		£2,000.00
	CS Total (ex other funding)	£34,926.00		
	CSP Total Allocation	£52,392	£21,297	£73,689.00
	2012/13 Underspend = £21,297	£73,689		

Chichester District Community Safety Partnership Consultation

The Community Safety Partnership (CSP) involves a number of different agencies including District and County Councils, Sussex Police, Probation and Health Services and the Fire Service. Current priorities include; Tackling ASB, Responding to emerging crime trends, Early intervention and Public reassurance and confidence. Listed overleaf is a list detailing the areas of work the CSP are involved in and would like to know how much of a priority you think they are in your area.

We would be grateful if you could fill in the below details to enable us to understand issues in your area.

Name:

Address:

Postcode:

If you would like to receive Community Safety news and Sussex Police Community Messaging via email, please enter your address below;

Email:

Community Safety Partnership Priorities

From reported crime and incidents, the CSP have been working towards these priorities for the district. To what extent do you feel these issues are a problem in your local area - within 10-15 mins walking distance of where you live?

<u>Crime Issues</u>	A very big problem	A fairly big problem	Not a very big problem	Not a problem at all	No opinion
Criminal Damage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dwelling burglary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Burglary other than dwelling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theft from motor vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cycle Thefts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Personal safety</u>					
Accidental fire deaths	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road traffic collisions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Domestic Abuse and Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Disorder</u>					
Anti-social behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Underage drinking of alcohol	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other issues in your area you feel should be a priority for the CSP?

- 1)
- 2)
- 3)

Local Council Tax Reduction Scheme – project evaluation report & proposals for the 2014/15 scheme

1. Contacts

Louise Rudziak, Assistant Director Revenues and Support Services

Tel: 01243 521064

Email: lrudziak@chichester.gov.uk

2. Recommendations

The Overview and Scrutiny Committee is requested to:

- 1) Review the implementation of the 2013/14 scheme**
- 2) Consider the effects of the current scheme on local residents and the changes made to the scheme for 2014/15**
- 3) Make any recommendations to Cabinet.**

3. Background & project planning

- 3.1 The Welfare Reform Act and Local Government Finance Acts of 2012 abolished the national Council Tax Benefit Scheme and put in place a framework for Local Authorities to create their own local Council Tax Reduction Schemes from 1 April 2013.
- 3.2 The Government legislated that people of pensionable age continue to receive support based on national rules (prescribed regulations), so the scheme only applied to working age claimants.
- 3.3 The introduction of a local Council Tax Reduction Scheme meant a switch from a fully centrally funded scheme to a system of central grants which were approximately equal to 90% of the cost. At the same time some technical reforms to Council Tax were introduced from April 2013. Local Authorities were given freedoms to increase Council Tax for second homes and for some empty properties that were previously exempt. The Council used these freedoms in order to mitigate the funding shortfall generated by the introduction of local Council Tax reduction. This enabled the Council to proceed with planning a Council Tax reduction scheme that ensured that no existing Council Tax Benefit claimant would be worse off.
- 3.4 In order to assess the level of potential savings that could be achieved by altering some aspects of how claims could be calculated financial modelling software was purchased from Northgate Information systems. The results of various options were considered and formed the basis of the scheme design.

3.5 Selected officers across the Revenues and Benefits Division were formed into a project group which met regularly to design and implement a scheme with the following aims:

- To meet the needs of the local community
- To protect the most vulnerable and low income households in the district
- To include work incentives to encourage people back to work

3.6 Government required each authority to have their 2013/14 scheme in place by 31 January 2013, in order to meet this tight timescale the following implementation timetable was adopted:-

Major precept authorities' consultation	April/May 2012
Financial modelling on scheme options	May/June 2012
Draft scheme design	May/June 2012
Council approval for consultation	17 July 2012
Stakeholder and public consultation exercise	17 August to 14 September
Parish Council meeting	23 August 2012
Forum consultations	July to September 2012
Review consultation responses	October 2012
Equalities impact assessment	October 2012
Final scheme design	October 2012
Taxbase calculations	November 2012
Cabinet approval of scheme design	4 December 2012
Cabinet approval of changes to discounts	4 December 2012
Council approval of scheme design	11 December 2012
Scheme published	31 January 2013
Software updates	February 2013
Annual Council Tax billing	March 2013
Scheme live	1 April 2013

4. **Consultation exercise**

4.1 Following the scheme design and draft scheme approval a period of stakeholder and public consultation was undertaken. At the same time the public were also asked to respond to the proposed technical changes to Council Tax. Due to the time restrictions to deliver the final scheme the consultation period could only be for 4 weeks from 17 August to 14 September 2012.

4.2 The Executive summary of the consultation exercise is attached at appendix 1.

5. **Equalities Impact Assessment**

5.1 The equalities impact assessment is attached at appendix 2.

6. **Final scheme changes**

6.1 The 2013/14 scheme was largely based on the previous Council Tax benefit scheme with some minor amendments including:-

- Simplification of the start date of an application

- The need for claimants to claim directly from the council
- No new claims for second adult rebate from 1 April 2013 and the withdrawal of claims from 1 April 2014
- Introduction of a minimum amount of £1 per week entitlement, any reduction calculated at less than £1 per week is disregarded
- Continued to disregard war widows, widowers and war disablement pensions in all calculations of income
- A general policy of recovering all overpayments (with the provision of remittal in exceptional circumstances)
- Taking telephone and online claims

7. Software changes

- 7.1 Software companies, including Northgate Information Systems, were under pressure to deliver software capable of accommodating a large number of scheme changes required by authorities across the country in a very short timescale. The final delivery of software incorporating scheme changes was delivered in January 2013.
- 7.2 The new software has been designed to be flexible to enable authorities to implement various claim calculations to suit their own schemes and whilst it remains an integral part of the core Revenues and Benefits system it is completely stand alone in terms of parameter set up etc.
- 7.3 Parameters were set up in accordance with the new scheme design and a comprehensive testing plan undertaken to ensure the expected results were delivered.
- 7.4 Testing was completed in time for the annual Council Tax billing processes which included the first Council tax reduction calculations

8. Impact of the scheme

- 8.1 The way in which entitlement has been calculated in the new scheme remained in line with the previous council tax benefit scheme and therefore minimised impact on claimants.
- 8.2 There has been no change to the collection rate this year.
- 8.3 There has, however, been an increase in the number of benefit enquiries this year which are attributed to all the Welfare Reform Act changes that affected a large number of people earlier this year.
- 8.4 The introduction of the scheme had an impact on tax base, and therefore, the Parish Councils. The government gave a grant to Local Authorities which they could pass on to the Parish Councils to compensate them for the loss in tax raising capacity. The Council decided to pass this grant on in full to the parishes and allocated it in such a way that where a parish had a net loss in tax base after both the Council Tax reduction scheme and the technical changes to Council Tax had been taken into account the amount would be equivalent to their financial loss. In this way Parish Councils could deduct the

amount of the grant from their budget requirements before setting their precept which mitigated the need for them to effectively set a higher Council Tax.

9. **2014/15 scheme**

- 9.1 The project group reconvened in May 2013 to start planning the 2014/15 scheme.
- 9.2 Meetings have been held with WSCC and other districts in West Sussex to consider a joint scheme across the whole of West Sussex however at this point this is not viable as the financial pressures and demographic of the districts is not uniform. We have, however, set up a framework scheme where parameters can be changed to reflect local circumstances.
- 9.3 Cabinet approval in July 2013 authorised officers to draft a scheme for 2014/15 based on the 2013/14 scheme with some minor technical changes:-
 - Continue to disregard war widows, widowers and war disablement pensions in all calculations of income
 - Cease second adult rebate claims from 31 March 2014
 - Uprate certain allowances and deductions in line with the annual DWP (Department for Work and Pensions) Housing Benefit uprating figures to keep both schemes in line. This will ease administration and be easier for claimants to understand as allowances and deduction figures used in the calculation of both housing benefit and council tax reduction will be the same.
 - Consider how Universal Credit payments will be accounted for in the calculation of Council Tax reduction. As part of wider welfare reforms the Government is introducing Universal Credit which will merge six different benefits some claimants currently receive. Currently not all of these benefits are included as income when the Council decides whether a person is entitled to a reduction in their Council Tax under the Council Tax Reduction scheme. When Universal Credit is introduced it will be necessary to decide the way Council Tax Reduction is calculated for this group and presently not enough information is known for this decision to be made.
- 9.4 A draft 2014/15 scheme has been attached at appendix 3.
- 9.5 Major precepting authorities have been consulted on the proposals and a public and stakeholder consultation period is due to end on 20 October 2013.
- 9.6 The consultation results will be analysed and recommendations presented to Cabinet for approval at council in December 2013.

10. **Assessment of the success of the project**

- 10.1 The project has been very successful as it delivered a complex project against very demanding timescales.
- 10.2 The year one impact on claimants, the Council, other major precepting authorities and Parishes has been minimised by the use of the Council Tax freedoms to raise enough additional Council Tax to cover the cost of the scheme. Additional grant was allocated in such a way as to negate any need for Parishes to increase their precepts.

10.3 There has been no reduction in recovery rates in Council Tax as the scheme maintained current levels of reduction.

10.4 The project itself was fully funded by Government grant which covered all costs associated with upgrades in software, updated documentation, and consultation costs.

11. **Appendices**

- Appendix 1 Council Tax Reduction Consultation Executive Summary (2013/14)
- Appendix 2 Equalities Impact Assessment (2013/14)
- Appendix 3 Draft 2014/15 scheme

Council Tax Surveys – autumn 2012

Summary of results

Introduction

The council conducted 2 related public consultations in autumn 2012:

- Local Council Tax Support Scheme (Council tax benefit replacement)
- Proposed changes to Council Tax exemptions and discounts on empty properties

Why we consulted

From 1 April 2013, Council Tax Benefit in its current form will no longer exist. Instead, each local council will operate a local Council Tax Support scheme to support pensioners, low income and vulnerable households with the payment of their Council Tax. The Government has decided that all current Council Tax Benefit recipients who are pensioners must be fully protected from the changes and will therefore continue to receive the same level of support under the new scheme. The amount of financial grant from the Government to fund the scheme is also being reduced by approximately 10 per cent.

The Government has also introduced some changes to Council Tax from April 2013. From this date councils are able to change the levels of discounts for empty and second homes and for some properties that would currently be regarded as exempt.

How we consulted

Both surveys were available online at www.chichester.gov.uk/consultations Paper copies were provided on request.

We promoted the surveys using various methods including:-

- Articles in Chichester Observer
- Article in Initiatives magazine (delivered to every household in district)
- Article on local radio
- Articles on Chichester District Council website
- E-mail newsletters
- Facebook
- Twitter
- Posters and postcards in East Pallant House
- Posters and postcards in leisure centres, area offices, libraries and doctor surgeries across the district
- Postcards distributed at local events and by Community Wardens across the district
- Contact with West Sussex County Council E-panel
- Contact with local stakeholders, housing associations and landlords
- Contact with local charitable and voluntary sector groups
- Meetings with parish councillors
- Postcards enclosed with all Council Tax bills and benefits correspondence sent out during consultation period
- Letters to all second home owners who lived outside of the Chichester District area
- Article in District Council team brief
- Article on District Council internal website

We received 664 responses to the consultations.

Survey results

Local Council Tax Support scheme.

- 84.8% agreed with the main aim of the scheme: supporting low income households in the district with payment of their council tax. Agreement with this was higher among current claimants of Council Tax Benefit (CTB) and much lower among those who said they had 2nd homes in the district.
- 73.3% agreed that extra income from reducing some Council Tax discount and exemptions should be used to make up the reduction in government funding. Agreement with this was much lower among 2nd home owners.
- 85.6% agreed with the principle of focussing proposed changes on simplifying administrative processes. Some respondents expressed concern that simplification did not encourage fraudulent claims.
- 88.2% agreed eligibility for support should be based on a person's income and savings. Some respondents considered savings should not be included.
- 81.5% agreed there were enough different options in the new scheme on how to make a claim.
- 72.4% agreed that war widows/widowers pensions and war disablement pensions should be disregarded as income when assessing a claim.
- 67.1% agreed that a minimum level of Council tax support should be introduced. Of these, 72.4% considered £1 per week should be the minimum level.
- 67.7% agreed that no new second adult rebate claims should be accepted after 1 April 2013. There was more support for this among 2nd home owners and much less from current CTB claimants.
- 85.7% agreed that overpayments of Council tax Support should be recovered. Some respondents felt that different policies should apply dependent on how the overpayment has occurred.
- 71.4% agreed that, as a work incentive, the extended payment period should continue to be awarded to unemployed claimants who find work. Of these 37.3% considered the existing 4 week period should remain and 30.1% considered 8 weeks to be more appropriate.

Local Council Tax Support scheme - future proposals

The survey also included some proposals for saving money in the future. Whilst these proposals do not form part of the 2013/14 scheme approved by the Council they may be considered if the scheme needs to be revised in future years.

- 67.2% agreed with the principle of reducing the maximum eligible support to 80% of the Council Tax bill. Agreement with this principle was much higher among 2nd home owners and much lower among current CTB claimants.
- 64.2% agreed with the principle of restricting the level of support to people living in higher band properties. Of these, 45.6% considered restrictions should be set at the rate for a Band D property.
- 44.5% agreed that the current savings limit of £16,000, to be eligible to make a claim, was set at the right level. However 33% considered this was too high.
- 61.8% agreed that disabled people should be protected from any reduction in their level of support. 51.2% agreed that carers should have this protection and 54.6% agreed that people working but on a low income should have it.
- 71.3% agreed that second adult rebate should be discontinued completely from 1 April 2014.

- 62.2% agreed that current rate of non-dependent deductions should be increased. Respondents were asked what they should be increased by and 10% was the most popular answer. Agreement with this proposal was much higher among those currently paying council tax but not claiming CTB but much lower among those with a current CTB claim.
- 66.7% agreed that the income disregard for people who are working but on a low income should be increased. Of these, many favoured a £10 per week disregard for single person and between £21 and £50 per week for a couple.

Many respondents gave suggestions for improvements to the administration of the scheme and cost savings. These included ensuring fraud and abuse of the system were prevented.

Proposed changes to Council tax exemptions and discounts on empty properties

- 56% of respondents who occupy their home in the district agreed that we should use additional income from reducing discounts and exemptions to fund the Council Tax Support scheme. However agreement with this was much lower among those respondents who owned second homes.
- 58.9% agreed that properties requiring or undergoing major work or structural alterations should continue to be exempt from charges for up to 12 months.
- 55.6% considered vacant properties (where no one lives and which are substantially unfurnished) should continue to be exempt from charges for up to 6 months. 72.2% felt that properties in this class should be liable for some Council tax and 40.8% of these felt that a 50% reduction was more appropriate.
- 82.1% agreed that banks and building societies should be liable for the Council Tax on repossessed properties.
- 73.8% agreed that an empty homes premium should be introduced for properties that have been empty and unfurnished for 2 years and more. Of these 50.3% considered a 50% premium to be fair, however some respondents considered premiums should be determined on an individual case basis.

Responses to the survey suggested that there was some confusion among respondents about which council tax discounts they were currently receiving in respect of their second homes. The proposals for changes to council tax discounts and exemptions do not include any changes to exemptions awarded to properties in any of the following categories:

- Those with restricted occupancy; including those holiday homes subject to planning restrictions meaning they cannot be lived in for 4 months of the year. These properties are not liable for council tax during the period they cannot be occupied.
- Unoccupied property awaiting probate or letters of administration. This includes properties where the previous occupant has passed away. These properties are exempt from council tax until probate has been granted and for up to 6 months thereafter.
- Properties empty because the owner has moved into a residential home or hospital to receive residential care are also exempt.

Next steps

The draft Local Council Tax Support Scheme and proposed changes to council tax discounts and exemptions was considered by the Council on 11 December 2012. The results of the consultation were also presented and discussed by Councillors. The Council decided to adopt the draft scheme and implement the proposed changes to council tax discounts and exemptions.

You can find out more about the changes to council tax discounts and exemptions by visiting the 'Council Tax Changes' page at www.chichester.gov.uk/counciltax We have produced an information sheet giving details of what the new Local Council Tax Support scheme will mean for those receiving council tax benefit. You can find out more or see a copy of the leaflet by visiting the 'Changes to Benefits' page at www.chichester.gov.uk/benefits

For further information about this survey please contact Jenny Westbrook or Rachel Lord in the Corporate Information Team on 01243 534623. Alternatively email rlord@chichester.gov.uk or jwestbrook@chichester.gov.uk

Chichester District Council
Equalities Impact Assessment Local Council Tax Support Scheme
Effective for the period 1 April 2013 to 31 March 2014

Equality Impact Assessment

Author/editor/assessor	Project Leader – Louise Rudziak (Assistant Director for Revenues and Support Services) Impact Assessor – Christine Christie (Revenues and Performance Manager)				
Partners/decision makers/implementers, etc.	Council Tax Support project team – to develop and design the scheme/s Corporate Information Team – to provide demographic profile at ward level, to advise and assist on consultation process Members – Decision making Extensive consultation will be carried out with relevant parties and will include: <ul style="list-style-type: none"> • County Council • Police Authority • Parish Councils • Various partners and stakeholders for example RSL's, private landlords, local advice/voluntary groups, national advice/voluntary groups and staff administering the scheme • The community including council tax benefit recipients and taxpayers –through consultation 				
Start date	The assessment process started in February 2012 when the Revenues Services Manager briefed Members on the anticipated changes.				
End date	Milestones that will influence impact assessment <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Milestones</td> <td></td> </tr> <tr> <td>10 August 2012</td> <td>Initial impact assessment of draft scheme in preparation for consultation</td> </tr> </table>	Milestones		10 August 2012	Initial impact assessment of draft scheme in preparation for consultation
Milestones					
10 August 2012	Initial impact assessment of draft scheme in preparation for consultation				

	<p>with all of the stakeholders and interested parties.</p> <p>17 August 2012 Consider impact of the feedback from consultation with major precepting authorities</p> <p>31 August 2012 Consider impact of consultation with Parish Councils.</p> <p>12 October 2012 Consider the impact of any amendments to the scheme identified through the stakeholder and interested parties consultation.</p> <p>Mid October Prepare results of impact assessment for consideration by Cabinet on 4 December 2012</p>
<p>Relevance</p>	<p>With effect from 1 April 2013 the national Council Tax Benefit scheme will be superseded by local Council Tax Support schemes. Schemes may be in line with the current Council Tax Benefit or may be locally designed. The Department for Communities and Local Government (DCLG) have defined the process by which this must be carried out and there is a deadline for any scheme to be adopted by an authority of 31 January 2013. The process to be undertaken to adopt a local scheme (whether or not that scheme is identical to the national scheme) requires the following:-</p> <ul style="list-style-type: none"> • Consultation with major precepting authorities • Publication of a draft scheme • Consultation with other affected parties • Adoption of the scheme <p>Under the existing Council Tax Benefit Scheme the Council generally receives 100% subsidy from the Government for the amount of Council Tax Benefit paid to claimants. Following the 2010 spending review support for Council Tax will be localised from April 2013 and expenditure reduced by 10%. The Government has stated that pensioner claimants shall be protected from the effects of any changes by a national framework that addresses eligibility and amounts. Consequently it will be necessary to meet the funding cut by changing the</p>

	<p>existing scheme for working age claimants or by finding the savings elsewhere to fund the CTS scheme.</p> <p>See below for assessment of duties under the Equalities Act 2010.</p>
Policy Aims	<p>To design and adopt a Local CTS Scheme which complies with legislation and is delivered within the prescribed time limits and financial constraints having due regard for the guidance issued by DCLG.</p> <p>DCLG has issued detailed guidance in respect of vulnerable people with particular duties in the following areas;</p> <ul style="list-style-type: none"> • General Equality Duty under the Equality Act 2010 • Duty to mitigate the effects of child poverty under the Child Poverty Act 2010 • The nations obligations as set out in the Armed Forces Covenant • Results of consultation with precepting authorities • Results of stakeholder and public consultation
Evidence gaps	<p>This proposal is for year one of the scheme the aim is that the amount of support existing claimants receive will remain unchanged (subject to changes in their circumstances). This will be reviewed in future years and impact assessments will be carried out for any proposed changes.</p>
Involvement and consultation	<p><u>Major precepting authorities</u></p> <p>West Sussex County Council The Sussex Police Authority</p> <p>Consultation ran between 20 July 2012 and 10 August</p> <p>Responses received 6 August 2012</p> <p><u>Parish Councils</u></p>

	<p>Consulted with Parish Councils by holding seminars and seeking feedback.</p> <p>Feedback has been received through the public consultation</p> <p><u>Stakeholders and interested parties</u></p> <p>Consultation ran between 17 August 2012 and 14 September 2012</p> <p>Officers of Chichester District Council (CDC) felt that all residents could be considered as 'likely to have an interest in the operation of the scheme'. A consultation was therefore planned that would be open for all district residents to have their say about our draft scheme.</p> <p>Articles to let people know about the survey were published in the Chichester Observer, our email newsletter, Initiatives magazine, on our website and intranet and on our Facebook and Twitter accounts. Posters and postcards inviting people to complete the survey online, or request a paper copy, were printed and distributed at local events (including the Get Active Festival), via Community Wardens, our area offices and leisure centres and in libraries and doctors surgeries across the district. Postcards were also included in all council tax bills sent out during the consultation period. A link to the survey was also sent to all members of the West Sussex County Council E-panel who had a connection to Chichester district and all ex-members of our Exchange panel who had agreed to take part in future consultations. The Assistant Director of Revenues and Support Services also gave a presentation on the proposed changes to Parish Councils during the consultation period. The response numbers indicate that our extensive publicity was successful.</p> <p>Responses received are detailed in the consultation document Council Tax – Local Council Tax Support Scheme – Final Report.</p>
<p>What is the actual/likely impact?</p>	<p>Changes have been kept to a minimum in order that the amount of support existing claimants receive will remain be based on the current scheme (subject to amended figures).</p> <p>See below for detailed assessment of anticipated impact.</p>
<p>Address the impact</p>	<p>In order to mitigate the impact it is proposed to design a CTS based on the existing Council Tax Benefit scheme with minor adjustments including some to simplify administration. The</p>

	<p>amount of support claimants receive will be based on the current scheme (subject to amended figures). The impact on working age claimants including families, working people, the vulnerable groups and the groups with protected characteristics will therefore be negligible because their entitlement to support will continue at current levels (subject to amended figures).</p> <p>It is acknowledged that the DCLG has issued guidance for local authorities setting out the key considerations that they expect to be taken into account when designing schemes for working age applicants to support work incentives. The proposed CTS will continue with the current taper of 20% and earnings disregards but may enhance existing work incentives by:-</p> <ul style="list-style-type: none"> • increasing Extended Payments from 4 to 8 weeks • endeavouring to ensure that in-work applications are processed before the Extended Payments has ended (subject to the necessary information being provided) • for those people who are considering taking up work we will provide a service to provisionally assess the amount of CTS they might expect to receive before taking the job <p>See below for detailed assessment of anticipated impact of the proposed administrative changes.</p>
Monitoring and review	<p>The amount of support existing claimants receive will be based on the current scheme (subject to amended figures). However the impact on working age claimants including families, working people, the vulnerable groups and the groups with protected characteristics will be reviewed starting in April 2013 and the results of the review will be used to inform any changes to the scheme from April 2014.</p>
Action Plan	<p>See separate document x/drive/CTS/CTS project plan document</p>
Decision making and quality control	<p>Cabinet 4th December Full Council 11 December Monitoring will commence in 2013-14</p>

Analysis of impact on those affected

<p>Financial impact on services of maintaining CTS at current levels</p>	<p>Positive</p> <p>Chichester District Council is committed to delivering high quality service to our residents but is mindful of the Government's commitment to tackling the budget deficit which has resulted in reduced local government financial settlements for the next few years. Simplification of administration of proposed CTS should reduce the costs.</p>	<p>Negative</p> <p>There will be a financial impact on the major precepting authorities of any level of support provided through the CTS scheme which cannot be met by additional income raised through the changes to council tax discounts, exemptions on some empty and second homes.</p> <p>Funding any shortfall may result in a reduction in services which could have a negative impact on the local economy, and services for example local planning, and environmental health services.</p> <p>2013 Uprating will increase spend by rate of inflation as at September 2013.</p>
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<p>Impact on vulnerable groups</p> <p>Pension age claimants</p>	<p>Positive</p> <p>The Government is committed to protecting pensioners on low incomes and does not want to see this group</p>	<p>Negative</p> <p>2013 Uprating will increase spend by rate of inflation as at September 2013.</p>
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	disadvantaged by this reform. Regulations to protect pensioners will be contained in the Prescribed Requirements Regulations. CDC's draft scheme for 2013-14 will maintain current levels of support for these groups of working age claimants subject to changes in circumstances. If a claimant in this group finds work their out of work CTS entitlement will run of for four weeks. CDC wishes to protect working age claimants currently in receipt of war widows, war widowers or war disablement pensions and intends to continue its local decision to disregard these types of income in full when calculating entitlement under CTS. CDC's draft scheme for 2013-14 will maintain current levels of support for working age claimants in this group subject to changes in circumstances.	Approximately 50% of CDC's caseload are claims in this group which mean that the budget reduction is equal to 20% for working age claimants. 2013 Uprating will increase spend by rate of inflation as at September 2013. It is unlikely that the funding shortfall can be met in future years without impacting on services elsewhere in the council.
Working age claimants Single person household Couple no children Couple children Lone parent families Disabled working age claimant		
War Widows and War Pensioners		2013 Uprating will increase spend by rate of inflation as at September 2013. It is unlikely that the funding shortfall can be met in future years without impacting on services elsewhere in the council.
Pregnancy and maternity		2013 Uprating will increase spend by rate of inflation as at September 2013. It is unlikely that the funding shortfall can be met in future years without impacting on services elsewhere in the council.
Race	The scheme does not treat people in these groups differently. Facilities are available for those who whom English is not their first language The scheme does not treat people in these groups differently.	
Gender	The scheme does not treat people in these groups differently.	
Sexual orientation	The scheme does not treat people in	

	these groups differently.
Religious beliefs	The scheme does not treat people in these groups differently.

Direct impact of proposed changes on working age claimants

Change	Group	Positive	Negative
Deciding the start date of an application has been simplified	Working age claimants Single person household Couple no children Couple children Lone parent families Disabled working age claimant War Widows and War Pensioners Pregnancy and maternity	This change will not impact on those claimants who deal with their claim in a timely manner. Provision has been made for the claim to start from and earlier date if requested provided the request is reasonable and received within a reasonable time. Will simplify administration thus reducing costs.	
The only way of claiming will be directly to the Council	Working age claimants Single person household Couple no children Couple children Lone parent families Disabled working age claimant War Widows and War Pensioners Pregnancy and maternity	To minimise any adverse effects of this the Council may choose to treat a claim as being made earlier where a claimant can demonstrate that they have made enquiries earlier via a third party such as the DWP	Under the existing CTB rules the Council accepts applications from the DWP. Under the new CTS scheme the only way of claiming will be directly to the Council.
Second Adult Rebate to be phased out	Working age claimants Single person household Couple no children Couple children Lone parent families	People who are receiving this type of CTB on the 31 st March 2013 be transitionally protected for one year. This means that for 2013/2014 this group will not	Second Adult Rebate will be phased out with the introduction of CTS from April 2014. A small group whose

	<p>Disabled working age claimant War Widows and War Pensioners Pregnancy and maternity</p> <p>Working age claimants Single person household Couple no children Couple children Lone parent families Disabled working age claimant War Widows and War Pensioners Pregnancy and maternity</p> <p>War Widows and War Pensioners</p>	<p>suffer any financial loss.</p> <p>Will reduce administration costs which can be used to support other areas of the scheme.</p> <p>The national CTB scheme allows Councils to take local decisions regarding the extent to which war widows/widowers and war disablement pensions are taken into account when calculating entitlement. The Council will continue to completely disregard these pensions when calculating a claimant's income. This recognises that this group require special consideration as described in the Armed Forces Covenant.</p> <p>There will still be flexibility in exceptional circumstances not to pursue a debt.</p>	<p>entitlement ceases in year one will not receive any further transitional protection.</p> <p>A minimum weekly amount of CTS be introduced for all claims from 1st April 2013. As a guide there are currently 19 CTB claims for people of working age being paid under £1.00 per week.</p>
<p>Introduction of a weekly minimum amount for all claims</p>			
<p>Local support for war widows & widowers, and war disabled claimants</p>			
<p>A general policy of recovering all overpayments</p>	<p>Working age claimants Single person household Couple no children Couple children Lone parent families Disabled working age claimant</p>		<p>Under CTB there were some circumstances where overpayments were not recovered from the claimant, however, due to the transfer</p>

	War Widows and War Pensioners Pregnancy and maternity		from central to local funding in the interests of local taxpayers it is intended to have a general approach of recovering all overpayments.
Continued payment of CTS for 4 weeks after starting work for the long term unemployed	Working age claimants Single person household Couple no children Couple children Lone parent families Disabled working age claimant War Widows and War Pensioners Pregnancy and maternity	Under CTB payment was continued for 4 weeks under the Extended Payments rules when a long term unemployed claimant started work. This scheme proposes to maintain this protection in order to support claimants who are long term unemployed back into work.	
Taking telephone claims	Working age claimants Single person household Couple no children Couple children Lone parent families Disabled working age claimant War Widows and War Pensioners Pregnancy and maternity	To make it easier for people to claim CTS it is our intention to take claims over the telephone.	Claimants may have to still sign a document to confirm the information used to calculate entitlement is correct.

Results of public and stakeholder consultation

Results	Conclusion	Respondents' general comments	Address comments
84.8% of respondents agreed with the main aim of the draft scheme; to provide help with council tax bills	Majority of respondents are in favour of this proposal. General comments are	That CDC takes care when defining vulnerability	Vulnerable groups have been identified and an impact assessment has been carried out.

for the lowest income and most vulnerable households in the district	addressed to the right.		That CDC should introduce stricter eligibility criteria or more checks for fraud	Current eligibility criteria and fraud checks are based on national CTB scheme. This area will be carried forward for consideration in future reviews.
85.6% of respondents agreed with the principle of focusing proposed changes on simplifying administrative processes rather than reducing the level of support people receive.	Majority of respondents are in favour of this proposal. General comments are addressed to the right.		That any simplification does not leave room for fraud	The proposed changes are as stringent as the current CTB scheme. This comment will inform the review in year one.
			That CTB should be reduced as well as simplifying administration	To be addressed in future reviews.
			That the process should remain clear and simple to the applicant	Improved support through telephone applications. The aim of the proposed scheme is to simplify where appropriate however reviews will continue to ensure that simplification is successful.
88.2% of respondents agreed that decisions on who is eligible for CTS should be based on a person's income and savings	Majority of respondents are in favour of this proposal. General comments are addressed to the right.		That it is unfair to take a person's savings into account when deciding eligibility for CTS	A tariff income from savings is used in the calculation of CTS.
			Some support for the means test to include outgoings	This would not be equitable. Those who have been prudent would be disadvantaged.

			Some support for increased inspections to reduce number of inaccurate claims	A risk based approach through matching and profiling will be more efficient and will reduce administration costs.
			Some support for a review of tariff income	Proposed scheme aims to ensure that existing claimants are no worse off in year one. This comment will be carried forward for consideration in future reviews.
81.5% of respondents agreed that there are enough options available for making a CTS application	Majority of respondents are in favour of this proposal. General comments are addressed to the right.		Significant support for personal assistance when completing a claim form	Already in place and will be enhanced by the ability to make a telephone claim.
			Some concern that a complex scheme leads to fraud and error	Scheme has been simplified and robust fraud procedures are already in place.
72.4% of respondents agreed that war widow/widowers pensions and war disablement pensions should be ignored when calculating entitlement to CTS	Majority of respondents are in favour of this proposal. General comments are addressed to the right.		Some comment that all income should be taken into account when calculating CTS	The council recognises that this group require special consideration as described in the Armed Forces Covenant.
67.1% of respondents agreed that a minimum level of CTS should be introduced.	Majority of respondents are in favour of this proposal. General comments are addressed to the right.		Some debate about the minimum level	Respondents were divided as to a suitable minimum level. This proposal will not have a significant impact on administration with £52.00 being the largest possible impact on an individual claimant.
			Some respondents felt that there should not be a minimum award and that CTS entitlement should be paid whatever the weekly level	No claimant will be more than £52.00 per year worse off.
			A few respondents were concerned	This group are already paying

			with the cost effectiveness of such a measure	council tax and this proposal would result in a small increase in their charge.
67.7% of respondents agreed that no new second adult rebate claims should be accepted from 1 st April 2013.	Majority of respondents are in favour of this proposal. General comments are addressed to the right.	Majority of respondents are in favour of this proposal. General comments are addressed to the right.	A view that vulnerability of the second adult should be considered	The second adult is not the claimant or the person liable for Council Tax. The main CTS scheme is designed to ensure that all of those claimants with limited means are given the opportunity to apply and that their entitlement is calculated in accordance with the scheme.
85.7% of respondents agreed that all overpayments of CTS should be recovered	Majority of respondents are in favour of this proposal. General comments are addressed to the right.	Majority of respondents are in favour of this proposal. General comments are addressed to the right.	Support for overpayment policy to consider the reason for the O/P when deciding whether to recover it.	Scheme has a provision for flexibility where exceptional circumstances apply.
			Some respondents took the view that it is the council's responsibility to ensure that O/P's do not occur in the first place.	The council is proactive in this area through, risk assessing caseload, data matching and advertising the claimant's responsibility to notify changes.
71.4% of respondents agreed that the extended payment period should be given to unemployed CTS claimants who find work as a work incentive	Majority of respondents are in favour of this proposal. General comments are addressed to the right.	Majority of respondents are in favour of this proposal. General comments are addressed to the right.	Respondents felt that claimants who are available for work but do not seek it should have further sanctions imposed on them	This has not been proposed in the current scheme but will be carried forward for consideration in future reviews.
			Some respondents felt that incentives should be designed to encourage long term work	This has not been proposed in the current scheme but will be carried forward for consideration in future reviews.
			A few respondents felt that the period should be even more generous	This has not been proposed in the current scheme but will be carried forward for consideration in future reviews.
73.3% of respondents agreed that	Majority of respondents are in	Majority of respondents are in	Mixed response to the question of	<i>This should be considered in</i>

<p>extra income from reducing Council Tax discounts and exemptions should be used to help make up for the reduction in funding from Government.</p>	<p>favour of this proposal. General comments are addressed to the right.</p>	<p>reduced discounts and exemptions being used to help make up for the reduction. Those affected by the reduction in Council Tax discounts and exemptions tended to disagree with this proposal.</p>	<p><i>conjunction with the Council Tax Discounts and Exemptions survey.</i></p>
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Summary of impact assessment results

The impact on working age claimants including families, working people, the vulnerable groups and the groups with protected characteristics is negligible because their entitlement will be based on the current scheme (subject to amended figures). Where there is likely to be an impact measures have been put into place in order to mitigate the impact where exceptional circumstances are present. It is acknowledged that the DCLG has issued guidance for local authorities setting out the key considerations that they expect to be taken into account when designing schemes for working age applicants to support work incentives. The Council is keen to encourage people back into work so the proposed CTS will continue with the current taper of 20% and earnings disregards but will enhance existing work incentives through :-

- Extended Payments
- endeavouring to ensure that in-work applications are processed before the Extended Payments has ended (subject to the necessary information being provided)
- for those people who are considering taking up work we will provide a service to provisionally assess the amount of CTS they might expect to receive before taking the job

The results of the major precepting authorities and public and stakeholder consultation has been considered through this impact assessment and any factors that have not been fully addressed will be carried forward for further consideration in future reviews of the CTS scheme.



CHICHESTER DISTRICT COUNCIL

Local Council Tax Reduction Scheme

April 2014 to March 2015

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In April 2013 the national Council Tax Benefit (CTB) scheme which helped to assist people on low incomes pay their council tax was replaced by localised support schemes defined by each local Council. This document provides an overview of Chichester District Council's scheme, which is called the Council Tax Reduction Scheme (CTR). More detailed rules can be found in the Council Tax Reduction Scheme Rules, a link to which is included in this document in appendix 1.

As was the case last year local CTR schemes will only apply to working age people and the Government will specify how pensioner claims are to be calculated. Pensioner claims will continue to be calculated in accordance with the Council Tax Reduction Schemes (Prescribed Requirements Scheme) Regulations, referred to in these rules as the Prescribed Requirements Regulations.

The Local Government Finance Act 2012 gives the Council the freedom to develop its own scheme for people of working age giving consideration to the needs of its residents. The Council have produced the rules for their scheme for working age people, these are referred to in this document as Council Tax Reduction Scheme rules (CTR rules).

While no major changes are being recommended to the current scheme from April 2014, the council is proposing:

- **withdrawal of the second adult rebate. This type of reduction applies when the person liable to pay the Council Tax has a second adult living with them, who is not their partner and that person is on a low income or certain benefits. Note: no new claimants were accepted from April 2013; and**
- **that the personal allowance, additional premiums and deductions used when calculating Council Tax Reduction are uprated in line with inflation.**

This ensures that residents of the District continue to remain largely unaffected by the introduction of local schemes in comparison to the previous national Council Tax Benefit Scheme that was in operation until the 31st March 2013. This proposed scheme is applicable from the 1st April 2014 to 31st March 2015, although the Council may choose to extend it further.

From the 1st April 2013 the Council no longer accepted new claims for second adult rebate for working age people. As planned the Council will end all claims for this type of council tax reduction on the 31st March 2014, although this will only affect a very small number of claims. This type of reduction will remain payable to pension age claimants and these claims will be calculated in accordance with the Prescribed Requirements Regulations.

This scheme will continue to protect working age and pension age claimants who are in receipt of war widows, war widowers or war disablement pensions. As in previous years the Council's CTR scheme will disregard these incomes in full when calculating entitlement under CTR rules. Incentives to work will also remain in a number of ways: through its series of earned income disregards, the taper for removing support and extended payments for those entering work. The Council is keen to encourage people back into work so the proposed CTR scheme will continue with these incentives.

As part of wider welfare reforms the Government are currently introducing Universal Credit. This will be rolled out nationally from October 2013. Universal Credit will merge six different benefits some claimants currently receive. At the moment not all of these benefits are included as income when the Council decide whether a person is entitled to a reduction in their Council Tax under the CTR scheme. When Universal Credit is introduced within the District the way CTR is calculated for this group of people will need to be decided. However currently not enough information is known for this decision to be made, therefore this decision will be deferred until further information about Universal Credit is available.

The Equality Act 2010 imposes a general duty to have due regard to advancing equality of opportunity and of eliminating discrimination. Chichester District Council is firmly committed to providing and promoting equality for its community and the scheme has been compiled having regard to all of the guidance issued by the Department for Communities and Local Government.

1.0 Reduction for different classes

1.1 CTR schemes must state the classes of person who are to be entitled to a reduction under the scheme and the reduction to which persons in each class are entitled. Chichester District Council will have five classes of person. Three classes for people considered to be of pension age and two classes for those of working age.

1.2 Pensioners

The Prescribed Requirements Regulations define who is considered to be a pensioner and who is not. Claimants considered to be pensioners will fall into one of three pensioner classes as detailed below. The level of CTR to which they will be entitled is then calculated in accordance with the Prescribed Requirements Regulations.

- Class A: Pensioners whose income is less than the applicable amount.
- Class B: Pensioners whose income is greater than the applicable amount.
- Class C: Alternative maximum council tax reduction.

The Prescribed Requirements Regulations will be used to determine both the level of CTR that is awarded and how the CTR award is calculated for each of these classes, with the exception of the treatment of War Pensions. The national CTB scheme allowed Councils to take local decisions regarding the extent to which war widows/widowers and war disablement pensions are taken into account when calculating entitlement. The Council will continue to completely disregard these pensions when calculating a claimant's income.

1.3 Working Age

Persons who are resident in Great Britain (or treated as resident), and have not yet reached state pension credit age, fall into one of two working age classes, which are described below. As for pensioner claims The Prescribed Requirements Regulations determine matters that must be included in CTR schemes for people of working age. However these Regulations do not specify the level of support for this group of people or how CTR awards must be calculated. Entitlement for these classes will be calculated with reference to the local CTR scheme rules. As with pensioner claims the Local CTR scheme will continue to fully disregard war widows/widowers and war disablement pensions in the calculation of entitlement to CTR.

1.4 Working Age Class D

The claimant must

- Be a person who has not yet attained the qualifying age for state pension credit
- Be a person whose partner has not yet attained the qualifying age for state pension credit, except where the claimant is in receipt of income support, income based job seekers allowance or income based employment and support allowance
- Be liable to pay Council Tax in respect of a dwelling in which they are resident
- Be a person in receipt of Income Support, income based Job Seekers Allowance; income related Employment and Support Allowance or be a person whose income is below their living allowance as calculated in the means test that applies to those in Working Age Class E
- Not have capital in excess of £16,000
- Have made an application for CTR and provided the necessary information and evidence to support that application
- Not be a member of a prescribed group excluded from support, such as a person from abroad

1.5 Working Age Class E

The claimant must

- Be a person who has not yet attained the qualifying age for state pension credit
- Be a person whose partner has not yet attained the qualifying age for state pension credit
- Be liable to pay Council Tax in respect of a dwelling in which they are resident
- Be a person not in Working Age Class D and whose income is more than their applicable amount
- Not have capital in excess of £16,000
- Have made an application for CTR and provided the necessary

information and evidence to support that application

- Not be a member of a prescribed group exempted from support such as a person from abroad

2.0 Excluded Groups

2.1 Persons from abroad

Foreign nationals with limited immigration status and non-economically active European Economic Area individuals who are not exercising European Union treaty rights will continue to be excluded from CTR. The Prescribed Requirements Regulations define those persons excluded from CTR.

The exceptions to exclusions for persons from abroad will also remain and be prescribed by the Secretary of State. This will allow those who have recognised refugee status, humanitarian protection, discretionary leave or exceptional leave to remain granted outside the immigration rules and who are exempt from the existing habitual residency test to apply for CTR as long their status has not been revoked.

2.2 Students

Persons who are full time students will be excluded from entitlement to CTR, except for those entitled to Income Support or Employment Support Allowance (income related). Part time students and claimants who have a partner who is a student may apply. The CTR scheme details which students are excluded and how student income is assessed for those students that are entitled to support.

3.0 Who can claim Council Tax Reduction

- 3.1 CTR may only be claimed where the claimant is resident in and liable to pay Council Tax for a property. Where there is more than one resident the liable person is the one with the greatest legal interest in the dwelling. For example if a resident home owner has a lodger the home owner is liable not the lodger.
- 3.2 When considering who is liable the Council will have regard to all the residents of a property. The liable person or persons will then be determined using the hierarchy of liability as set out below. Where more than one person is considered to be liable for Council Tax (other than a couple) CTR will be based on their proportion of the charge as determined by the Council (see figure 1 below).

Figure 1: Calculation of proportion of Council Tax liability

Claimant A shares a property with a friend, they rent the property from a non-resident private landlord they each pay half the rent.

Claimant A's CTR will be based on 50% of the Council Tax charge.

3.3 Hierarchy of Council Tax liability

The person liable to pay the bill is normally the person or persons who reside in the dwelling as their sole or main home and who fits the description nearest the top of the following list:-

- Residents who have a freehold interest in the property, i.e. owner occupiers
- Residents who have a leasehold interest in the property, i.e. leaseholders
- Residents who are statutory or secure tenants i.e. rent payers
- Residents who have a contractual licence to occupy the property i.e. occupants of tied cottages
- Residents with no legal interest in the property

3.4 Persons who are temporarily absent from the dwelling may, in some circumstances, continue to be eligible for CTR in accordance with The Prescribed Requirements Regulations.

3.5 Persons who are absent from Great Britain will not be eligible to claim CTR in accordance with The Prescribed Requirements Regulations.

4.0 How to apply for Council Tax Reduction

4.1 It is intended that applications for CTR must be made in writing, online via the Council's website, or by telephone. In some cases a claimant will need to complete a further application form. An application made in writing must be made on an approved form, provided free of charge by the Council on request. This is in accordance with The Prescribed Requirements Regulations. The CTR scheme rules give further details.

5.0 The calculation of a reduction

5.1 CTR for pensioners will be calculated in accordance with The Prescribed Requirements Regulations. CTR for persons who fall into one of the two working age classes will be calculated as described below.

5.2 Working Age Class D

A maximum reduction of 100% of the charge will be awarded for claimants in Working Age Class D. The charge is the annual Council Tax calculated pro rata where a claimant is not liable for a full financial year (and to exclude any brought forward arrears) minus any other discount which may apply such as single residency discount.

The CTR reduction will be subject to a deduction for any non-dependants in the household. Non-dependants are other adults living with the claimant on a non-commercial basis e.g. adult sons or daughters, relatives or friends. .

The calculation for this class is detailed in the CTR scheme rules for those claimants falling into Class D: Persons who are not pensioners whose income is less than the applicable amount.

5.3 Working Age Class E

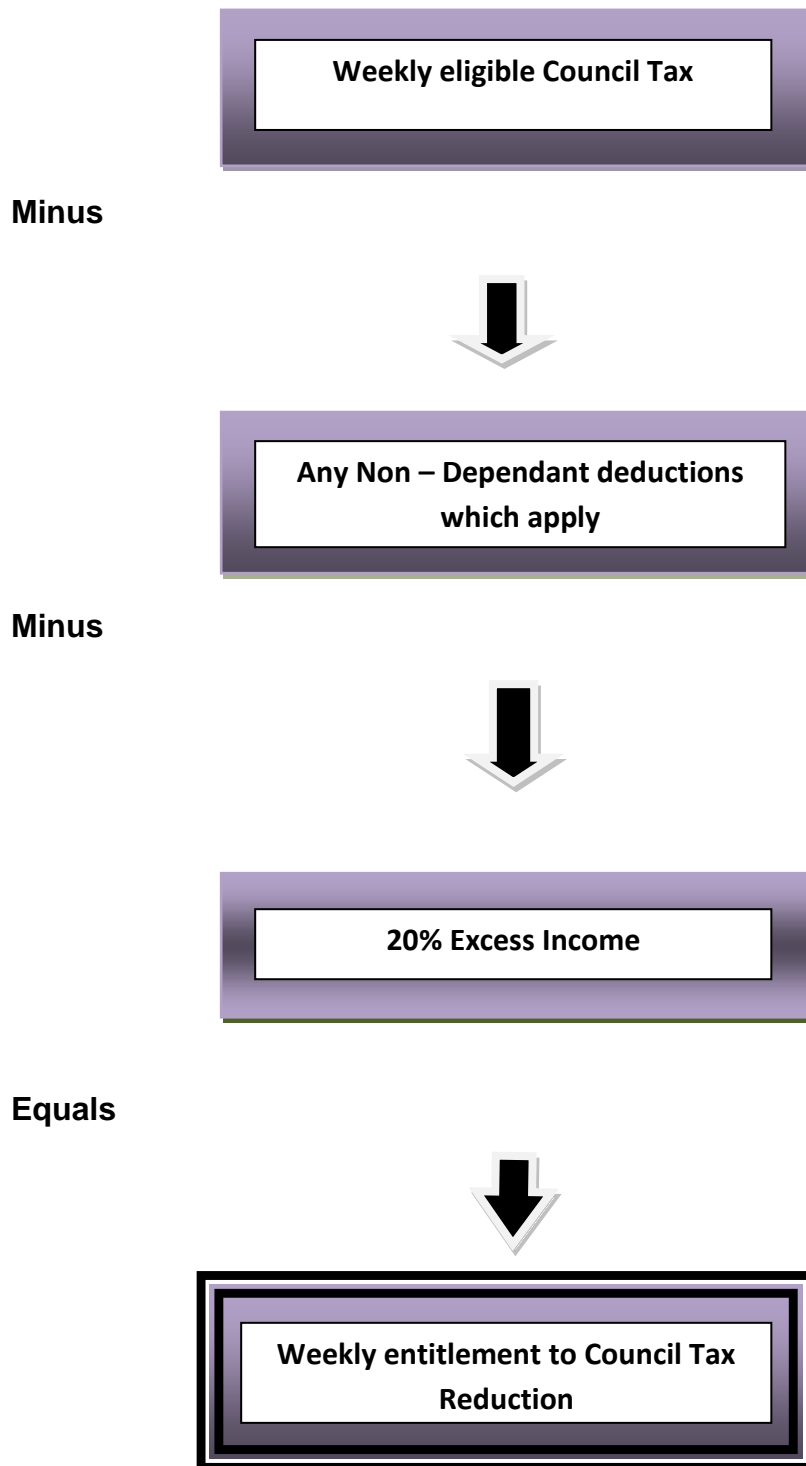
Claimants in Class E will be means tested for CTR. The amount of reduction will be calculated by comparing the claimant's income to their calculated applicable amount and applying a 20% taper to the income above the applicable amount, referred to as excess income.

The calculation for this class is detailed in the CTR scheme rules for those

claimants falling into Class E: Persons who are not pensioners whose income is greater than the applicable amount.

The amount of CTR will be subject to non-dependant deductions and dependant on the level of excess income. The following diagram and explanations give more detail about how the amount of CTR is calculated for this class of claimant.

Figure 2: CTR Calculation for Working Age Class E



5.4 Weekly eligible council tax

CTR is calculated on a weekly basis therefore eligible Council Tax is calculated as follows

- Start with the annual Council Tax due on the home
- If the claimant is entitled to a disability reduction on their Council Tax bill, use the council tax figure after that reduction has been made
- If the claimant is entitled to a discount, use the Council Tax figure after that discount has been made
- Apportion the result if the claimant is a joint occupier (see figure 1)
- Convert it to a weekly figure by dividing by 365 (or 366 in a leap year) and multiplying by 7. For figures which do not relate to a whole year divide by the number of days covered by the charge and multiply by 7

5.6 Non-dependant deductions

CTR is reduced for each non-dependant normally living in the claimant's household. Non-dependants are other adults living in the claimant's household on a non-commercial basis, typically adult sons, adult daughters, other relatives or friends.

Further details about when a non-dependant deduction applies, the amounts of non-dependant deductions and rules about when no deduction is made can be found in the CTR scheme rules.

If the amount of non-dependant deductions exceeds the eligible council tax the claimant will not qualify for CTR.

5.7 Excess income

Excess income is income which exceeds the calculated applicable amount.

If the claimant (and their partner's) income is less than their applicable amount they will be considered to be a person falling into Working Age Class D and therefore entitled to a maximum CTR reduction.

If a claimant's income is more than their applicable amount the difference between their income and applicable amount will be referred to as excess income. A taper of 20% will be applied to this excess income. It is deemed that

a person can afford to pay 20% of their excess income towards the cost of their Council Tax; therefore;

- if 20% of the excess income figure is more than their eligible weekly Council Tax they will not be entitled to CTR
- if 20% of excess income is less than the eligible Council Tax (net of any non-dependant deduction) the CTR award will be the eligible council tax minus 20% of excess income

Applicable amount and income are explained in more detail in the following parts.

Figure 3: Example excess income calculation

Claimant A is a single person with a applicable amount of £71.00 per week and income of £104 per week.

Claimant A's excess income is £104 minus £71 which equals £33 per week.

Of this excess 20% is treated as an amount that a person can use to pay their Council Tax - 20% of £33 equals £6.60.

Claimant A's weekly eligible Council Tax is £14.20 per week. Therefore they would be entitled to CTR of £7.60 (£14.20 - £6.60).

5.8 Applicable amount

The applicable amount is the figure used in calculating CTR to reflect the basic living needs of the claimant and household (excluding non-dependants). This is made up of personal allowances and additional amounts (premiums) for special circumstances, such as disability, if applicable.

The CTR scheme rules detail how a claimant's applicable amount is calculated.

5.9 Income and capital

All sources of income and capital of the claimant and partner are included in the means test. However some types of income are disregarded wholly or in part.

Examples of the types of income and capital to be **included** are;-

- Earnings, pensions and tax credits
- Other state benefits such as jobseekers allowance and maternity

allowance

- Savings and investments including property
- Trust funds and other awards for personal injury

The Council will decide what is treated as income and capital and for what period. Further details on how income and capital are calculated and any disregarded sums can be found in the CTR scheme rules.

Claimants who fall into Working Age Class E will have their income and capital calculated for CTR as described below.

5.10 Income

The income of a claimant and partner if applicable shall be calculated on a weekly basis by:-

- Calculating the amount which is likely to be the average weekly income
- Adding any weekly tariff income from capital (see below)
- Deducting any allowable child care costs
- Deducting any earned income disregards which may apply

5.11 Capital

A claimant's capital is first assessed under the rules described by the CTR scheme rules, and then taken into account as a weekly tariff income from capital.

- If capital exceeds £16,000 the claimant is not entitled to CTR
- The first £6,000 is completely ignored
- The remainder up to £16,000 is treated as generating a tariff income

Tariff income is assessed as follows

- From the total amount of assessed capital deduct £6,000
- Divide the remainder by 250
- If the result is not an exact multiple of £1, round the figure up to

the next whole £1. This is the claimant's weekly tariff income

Figure 4: Example of a tariff income calculation

Claimant A has £7,500 in her savings account, £1,000 in her current account and shares valued at £500. This means that she has assessed capital of £9,000 of this £6,000 is deducted as the disregarded amount. This leaves £3,000 and tariff income is calculated as below;-

£3,000 divided by 250 = £12

This means that the claimant will be treated as having £12 per week as income from capital.

5.12 Minimum amount

A minimum amount of CTR will be applied for working age claims. The minimum amount applied will be £1.00 per week. For claimants determined to be entitled to CTR under £1.00 per week no CTR will be awarded.

6.0 When entitlement begins

6.1 As a general rule entitlement to CTR will begin on the date that the application is made or treated as made as determined by the Council. The Council may choose to treat a claim as being made earlier where a claimant can demonstrate that they have made enquiries earlier via a third party such as the Department for Work and Pensions. The Prescribed Requirements Regulations determine certain circumstances when a claim must be treated as made earlier.

6.2 The earliest date that entitlement to CTR can begin is 6 months before an application is received. If a person has delayed making an application and they can demonstrate that they had continuous good cause for doing so, for example serious illness prevented them from making a claim, they may make a request that their claim be backdated. The Council will decide whether a claim may be backdated. The following rules will apply

- Requests must be made in writing; this may be on the application form or later
- CTR may not be backdated more than six months before the date of the written request.

Backdated claims will be decided with regard to the CTR scheme rules.

7.0 Extended payments

- 7.1** Extended payments of CTR are awarded to assist long term unemployed claimants or their partner when they find work. Extended payments can be awarded for a period of 4 weeks to any claimant who has been out of work for 26 weeks who starts work, with an expectation that the work will have a duration of 5 weeks or more.

A claimant is entitled to an extended payment if they meet the conditions set out in the I CTR scheme rules (appendix 1).

8.0 Notification of decisions

- 8.1** In accordance with the Prescribed Requirements Regulations the claimant will be notified of the award of CTR by decision letter within 14 days or as soon as possible. This will advise the claimant how much CTR has been awarded as a reduction against their Council Tax liability. As a minimum the notice will contain the following:

- The amount of CTR that has been awarded
- What the claimant needs to do if they want a further explanation of the decision or if they think the decision is wrong
- Details of the requirement to report a change of circumstances

9.0 Payment of Council Tax Reduction

- 9.1** CTR is awarded as a reduction to the claimant's Council Tax account. If there remains a residual liability it will be billed as Council Tax due. If a claimant has made payments of Council Tax and therefore the award of CTR results in a credit on the account it will be processed as if it was excess Council Tax paid.

10.0 Changes of circumstance

- 10.1** If at any time between the making of a claim and a decision being made on it, or during an award of CTR, there is a change of circumstances which would affect the calculation the claimant or their partner, or their representative, has a duty to notify the Council. The Prescribed Requirement Regulations (Schedule 8, Part 2, Regulation 9) defines a claimant's duty to notify a change in their circumstances. This applies to both pensioner and working age claims.

Claimants must notify any changes in their circumstances which may affect the award of CTR and can notify the Council in advance if details of a future

change are known.

The matters to be notified include, but are not limited to;-

- changes in household composition
- changes in income
- changes in capital
- change of address

10.2 Notification may be; -

- in writing
- by telephone
- by email or webform

10.3 Changes in circumstance which alter the amount of CTR paid shall take effect from the Monday following the date of change, even if it happened in the past. Annual uprating of DWP benefits will be effective from the 1st April in the financial year to which they occur.

10.4 The Council will terminate CTR where entitlement ends, the claimant withdraws their claim, or if any of the following circumstances apply:

- There are doubts as to whether the conditions of entitlement to CTR are fulfilled and the claimant has failed to provide the relevant information requested by the Council
- The Council is considering whether to change the decision and the claimant has failed to provide the relevant information requested by the Council
- The Council considers that too much CTR is being paid and the claimant has failed to provide the relevant information requested by the Council

10.5 The date of termination will be decided by the Council, based on the information held. Generally a claim will end on the date of the change that resulted in the end of entitlement, or the date of withdrawal. Where a doubt arises over entitlement or where further information is requested the date of termination will be determined based on the information received. If no information is received the date of termination will be decided by the Council based on the information that it has available.

- 10.6** For changes in circumstances that result in an increase in the amount of CTR awarded, the increased amount will reduce the amount of Council Tax due. For changes in circumstances that reduce the amount of CTR that is awarded, the reduced amount will increase the amount of Council Tax that is due. In both cases a revised bill will be issued detailing the amount of Council Tax that is due, this will be accompanied by decision letters advising how the change has been calculated. The Council will follow its collection and recovery procedures when collecting any revised amounts due. However consideration will be given to those who are vulnerable and experiencing financial difficulty, particularly where it has been determined that there is an increase in the amount of Council Tax due.
- 10.7** For pensioner claims the effective date of change will be determined with reference to the Prescribed Requirements Regulations (Part 8).
- 10.8** Where a decision is made in respect of a change in circumstances which results in an increase in the amount of Council Tax that is due, the Council may in exceptional circumstances decide not to recover an amount of Council Tax due. Such decisions will be made with reference to the Council's Discretionary Recovery Policy which can be found in appendix 3. This policy applies to both working age and pension age claims.

11.0 Evidence & required information

11.1 In accordance with the Prescribed Requirements Regulations (Schedule 8, Part 2, Regulation 7) an application for CTR must be supported by such information or evidence as is reasonably required to enable entitlement to be determined. Examples are:

- proof of earnings such as wage slips or self-employed accounts
- bank statements and share certificates

In all cases evidence of the claimant (and any partner's) national insurance number must be provided.

11.2 Claims will be reviewed in accordance with the Councils policy.

11.3 If a claimant has a change in their circumstances during the course of the award they will be required to notify the Council and provide evidence of the change.

12.0 Appeals

- 12.1** A claimant may, at any time, put in writing a request to the Council to review his entitlement to CTR, or the amount of any reduction to CTR, outside of the provisions for appeals detailed below. A written explanation will be sent within 14 days or as soon as possible.
- 12.2** In accordance with the Prescribed Requirements Regulations (Schedule 7, Part 2) a claimant, or a person acting on their behalf, who is aggrieved by a decision made under the scheme may formally appeal against it. This appeal should be in writing to the Council and should state the grounds on which it is made.
- 12.3** The Council will consider the appeal and notify the claimant in writing of the outcome, the reasons for the decision and any steps that have been taken to deal with the grievance. If the appellant remains dissatisfied, or a response has not been given within a period of two months from the date of the written appeal, the claimant may appeal directly to the Valuation Tribunal for England.
- 12.4** Appeals against decisions made using the Council's Discretionary Recovery Policy will be considered with reference to the Council's Policy, which can be found in appendix 3 of this document.

13.0 Fraud

- 13.1** If a claimant dishonestly makes a false statement or fails to disclose information he is under a legal duty to disclose with intention to make a gain, or cause a loss to another, he may be guilty of a criminal offence.¹
- 13.2** The Council reserves the right to investigate and prosecute potential offences committed by any claimant/recipient of its scheme. It may do so instead of, or as well as, seeking any civil action open to it.

14.0 Work incentives

- 14.1** The Council is keen to encourage people back into work so the CTR scheme will continue with the current taper of 20% and earned income disregards but will enhance existing work incentives by:-
- endeavouring to ensure that in-work applications are processed before the Extended Payment period has ended (subject to the

¹ The Fraud Act 2006

necessary information being provided)

- for those people who are considering taking up work we will provide a service to provisionally assess the amount of CTR they might expect to receive before taking the job

15.0 Changes to the scheme

- 15.1** The Local Government Finance Act 2012 stipulates that for each financial year each billing authority must consider whether to revise its scheme or replace it with another scheme. The authority must make any revision to its scheme, or any replacement scheme, no later than 31 January in the financial year preceding that for which the revision or replacement scheme is to have effect. The Secretary of State may amend this date.
- 15.2** If any revision to a scheme, or any replacement scheme, has the effect of reducing or removing a reduction to which any class of persons is entitled, the revision or replacement must include such transitional provision relating to that reduction or removal as the Council thinks fit.

	Appendices	Page
1	Local CTR scheme rules 2014 – 2015	
2	Prescribed Requirements Regulations 2012	
3	Discretionary recovery policy April 2014	
4	Worked examples of CTR calculations	

Appendix 1

Chichester District Council's Council Tax Reduction Scheme Rules 1st April 2014 to 31st March 2015.

These rules are currently in draft stage and will be published and agreed later this year. A copy of the draft CTR scheme rules can be found on our website.

<http://www.chichester.gov.uk/index.cfm?articleid=21320>

Appendix 2

The Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012

http://www.legislation.gov.uk/uksi/2012/2885/pdfs/uksi_20122885_en.pdf

Appendix 3 Discretionary Recovery Policy

In certain limited circumstances the scheme provides discretion for the Council to decide not to recover an increase in Council Tax resulting from a change in CTR. These decisions should remain unfettered by laid down policy and each case should be considered on its own merits.

However in order to promote fairness and a consistent approach this policy seeks to define the process of determining an application, under this discretion, who will be involved in the decision making process and any subsequent appeals process and what factors may be considered when decision making.

An amount of Council Tax can be considered for write off if the Council uses its discretion and decides not to recover it. The Council may use its discretion from the outset when the increased amount of Council Tax is decided, based on information that it has, or may use its discretion later at the request of the claimant or the claimant's representative. These types of write off are called discretionary write offs.

Increased Council Tax that arose as a consequence of fraud (that is where fraud has been sanctioned) will not be considered for write off.

The usual scenarios for considering an amount for a discretionary write off will be on financial or hardship grounds. However the medical condition of the claimant or family may be relevant and should also be recorded to assist the decision making process.

Discretion is not prescriptive and there are no rules or examples that can be given. Each case must be decided on its merits.

However the following situations may be relevant when considering write off.

- financial hardship
- terminal illness
- senility or learning disabilities
- severe medical conditions
- health and welfare
- the circumstances of the overpayment
- all other relevant factors

Financial hardship

In order to establish if the claimant is suffering financial hardship it is advisable to do an income and needs comparison and possibly interview the claimant.

Hardship is proven when the income, minus priority debts, gives a figure below the applicable amount. Priority debts include

- rent, council tax, utilities (the on-going amount plus any agreed arrangements to settle arrears).
- fines
- medical expenses, although these are not priority debts as such, if it can be shown that the claimant has high prescription or travel costs to hospital, or special dietary needs which must be maintained for health reasons, all relating to long term illness, then they may be considered priority debts.

Other factors considered in this scenario might be (this list is not prescriptive)

- the health of the claimant and members of the household
- any savings the claimant has
- the level of disposable income in comparison to a person on a passported benefit such as IS/JSA(IB)/ESA(IB)
- whether they have tried to make an arrangement for minimum repayments
- whether they have any priority debts, see above
- whether a non-dependant can contribute to other household expenses
- writing off part of the overpayment rather than all of it
- whether the claimant has contacted their other creditors to reduce payments in order to repay this debt
- the cause of the increased Council Tax liability

The decision not to recover an amount of Council Tax is an exceptional step and needs the claimant's cooperation to prove hardship e.g. providing utility bills, rent statements etc. If the claimant is not prepared to provide such details the Council may decide to pursue recovery action.

If hardship can be proved the Council may consider the liability for a discretionary write off and the claimant will be notified of the decision.

In cases of possible hardship it may be prudent to advise the claimant to contact their local Citizens Advice Bureau (CAB) for financial advice.

The cause of the overpayment

If increased liability arose as a consequence of an official error by the Council consideration will be given to whether the amount should be recovered from the person to whom it was paid. This may be the only factor considered or it may be combined with other relevant factors such as financial hardship or health.

In identifying the cause of an adjustment to a persons Council Tax liability the appropriate consideration is what is the substantial cause of the increased charge viewed in a common sense way. The claimant or a third party can only 'cause' an adjustment if they intentionally or unintentionally misrepresent, or fail to disclose a material fact.

If there is more than one cause of an adjustment, these must be separated out. In such cases the two (or more causes), periods and amounts must be separately identified, and separate decisions made about whether the amount will be recovered.

An official error is a mistake, whether in the form of an act or omission, made by the Council, or someone on their behalf (such as a contractor or housing association that verifies claims on the Council's behalf).

Applications should

- Generally be in writing by letter or email from the claimant or representative
- Give reasons for the application
- Provide evidence of the personal circumstances that have led to the application
- Provide details of any special, exceptional or extenuating circumstances why the overpayment should not be recovered.
- Applications may also be made by a senior officer of the Council where there is evidence that the claimant may not be able to make an application themselves due to ill health or vulnerability.

Decision making

- A Senior Benefits Officer will determine the facts of the case and will confirm whether the decision resulting in the billable amount is correct, they will also consider whether all appropriate discounts have been awarded.
- The Benefits Manager will consider the case and decide whether any part of the liability should be written off.

Appeal process

- In the case of an appeal against a decision the case will be reconsidered by the Senior Benefits Officer to see whether any additional information has been provided that may change the decision. If the decision is unchanged, the case will be passed to the Assistant Director of Revenues & Support Services for her consideration.
- If the claimant still wishes to appeal the case will be considered by a panel of members.

Appendix 4 Worked examples of CTR calculations

Example 1 Single claimant on a passport benefit (Income Support, income based Jobs Seekers Allowance, income related Employment and Support Allowance)

A claimant has no dependants: she lives alone.

The claimant is entitled to a passport benefit so falls into Working Age Class D.

The Council Tax charge on her home would be £20 per week apart from the fact that she qualifies for a 25% Council Tax discount, which reduces her Council Tax liability to £15 per week. (Yearly charge less discounts divided by 365 x 7)

Eligible Council Tax liability £15 per week

Weekly Council Tax Support £15 per week

Example 2 Couple not on a passport benefit with no capital

A couple have no dependants or non-dependants living with them. They are not on Jobseekers Allowance (income based), Employment Support Allowance (Income Related) or Guarantee Credit. They have no capital.

Their joint weekly income exceeds their applicable amount by £20 so they fall into Working Age Class E. Their eligible Council Tax liability is £22.56 per week.

Eligible Council Tax liability	£22.56 per week
Minus 20% of excess income (20% x £20)	£4.00 per week
Weekly Council Tax Reduction	£18.56 per week

Example 3 Single claimant on Income Support with an adult son living with her

A lone parent is on Income Support. Her Council Tax liability is £19 per week. Her 26 year old son lives with her. He earns £420 per week gross for a 35 hour week.

Claimants on Income Support get maximum benefit (Working Age class D), which in this case involves a non-dependant deduction. The son is in remunerative work with gross income of at least £401 per week, so the highest level of deduction applies.

Eligible Council Tax Liability	£19.00 per week
Minus non-dependant deduction	£ 10.95 per week
Weekly Council Tax Reduction	£ 8.05 per week

The son in the example above loses his job and starts receiving Income Support.

The calculation is as above, except that now there is no non-dependant deduction.

Eligible Council Tax Liability	£19.00 per week
Weekly Council Tax Reduction	£19.00 per week

Example 4 Couple with a child. One partner working.

A couple live with their 15 year old son.

One of the couple works full time and earns is £218.69 (net) per week. They also get £54 per week Child Tax Credit £20.80 per week Child Benefit and £47 per week Working Tax Credits Their total weekly income is £340.49 per week. They have no capital.

Their Council Tax liability is £28.48 per week. (Yearly Council Tax charge less any discount divided by 365 multiplied by 7)

Weekly Income		Applicable Amount	
Wage income after deductions for Tax, National Insurance, Pension contributions	£218.69	Couple	£112.55
Working Tax Credit	£47.00	Family Premium	£17.40
Child Tax Credit	£54.00	Dependant Child under 16	£65.62
Child Benefit	£20.80	Total Applicable Amount	£195.57
Total Income	£340.49		
Less Disregarded Income			
Earnings Disregard	£27.10		
Child Benefit	£20.80		
Income for CTR purposes	£292.59		

Excess income = 292.59 – 195.57 = £97.02*

Where the claimant has no excess income the full weekly Council Tax charge will be paid by CTR. In this example, however, the claimants have an excess income of £97.02, therefore 20% of the excess income will be deducted from the weekly Council Tax liability to calculate weekly CTR entitlement.

Eligible Council Tax Liability £ 28.48 per week
 Less 20% of excess income £ 19.40 (£97.02* x 20%)
Weekly Council Tax Reduction £ 9.08

Chichester District Council

OVERVIEW AND SCRUTINY COMMITTEE

7 November 2013

Report from the Voluntary & Community Services Task & Finish Group

1. **Contacts**

Mrs B Tinson, Chairman of the Voluntary & Community Services Task & Finish Group

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2. **Executive Summary**

The Council has had an historic grant funding relationship with the Chichester Council for Voluntary Service (CVS) which offers advice and support to voluntary and community groups. The current funding agreement expires on 31 March 2014. Consideration of the renewal of arrangements has been reviewed by a Task and Finish Group considering the service, the changes it has undergone and the future requirements and expectations. The Overview and Scrutiny Committee is asked to consider the Task & Finish Group's findings and recommendations.

3. **Recommendations**

The Overview and Scrutiny Committee is requested to consider the findings from the Task & Finish Group and to resolve that:

- 1) The current Service Level agreement with Voluntary & Community Action Chichester District (VCACD) for development support to community and voluntary groups satisfactorily includes the National Association of Voluntary and Community Action (NAVCA) performance standards and the outcomes set out in the West Sussex County Council (WSCC) agreement.**
- 2) Voluntary Action Arun & Chichester (VAAC)'s performance against the current Service Level Agreement (SLA) 2011-2013 has been of a high standard, exceeding the level of service in respect of some of the outcomes.**
- 3) The Chichester Community Development Trust (CCDT) evaluation of VAAC's service delivery is accepted as an independent and robust review, confirming the value received by the Council in exchange for its grant to VAAC and identifying areas for the service's improvement and development in future years.**
- 4) If this infrastructure support service was not available there would be a significant impact on voluntary and community services in the district.**
- 5) That the current service has been specifically developed and tailored to the needs of local voluntary and community groups in the Chichester area.**

The Overview and Scrutiny Committee is asked to recommend to Cabinet that:

- 1) An infrastructure support service for the voluntary and community sector in Chichester is re-commissioned, by providing a grant of £42,400 per annum to VAAC for a period of two years from 1 April 2014 to 30 March 2016.**
- 2) The proposed specification of expected outcomes of a development and support service for the voluntary and community sector in Chichester be agreed.**
- 3) That VAAC be requested to provide specific monitoring reports against the grant award conditions in the Chichester area on a quarterly basis.**
- 4) That VAAC be requested to implement the recommendations in the evaluation (Appendix 4).**

4. Terms of Reference

4.1 This Task and Finish Group was established by the Overview & Scrutiny Committee to examine the specification and methodology for commissioning infrastructure support for the voluntary sector in Chichester with the methodology being:

- To review local consultation with the voluntary sector organisations about the support they wish to see
- To review national research and NAVCA performance standards and WSCC agreement specification.
- To review proposed service specification.
- To review proposed procurement method.

4.2 The agreed outcome of this review is evaluate the existing service in order to provide a sustainable and effective support service to the voluntary sector in Chichester.

4.3 This review was carried out over three meetings in September and October 2013. Members involved in this review were Mrs C Apel, Mrs J Tassell, Mr N Thomas and Mrs B Tinson (Chairman).

5. Background

5.1 The Council's historic relationship has been through grant funding VCACD to provide:

- a development service for third sector organisations, charities and voluntary groups
- a Volunteer Centre and dedicated co-ordinators to support volunteering
- a resource library and equipment loan

5.2 In April 2011 the Council negotiated an SLA with VCACD which specified the services the Council required as part of this grant funding and the outcomes to be achieved. This agreement expires in March 2014. Our current contribution is £41,700 (£29,600 + £12,100 per year 2011/12 to 2013/14).

- 5.3 Financial pressures in November 2011 necessitated a merger between VCACD and the equivalent organisation in the Arun district - Arun Community & Voluntary Services - to form VAAC and the organisation is now accommodated in premises in Arun district. Since the merger VAAC has been working towards aligning the service and support they provide to voluntary sector organisations.
- 5.4 WSCC also provides grant funding to these organisations. In early 2013 WSCC reviewed its funding arrangements across the county and developed a funding agreement with all districts and boroughs in West Sussex to deliver these services but with flexibility to allow local variations in commissioning according to needs in the district. WSCC aim was to provide an equalisation of their support across the county and a period of stability for Councils for Voluntary Service (CVS) organisations to standardise performance against the agreed outcomes. The funding was rationalised to a per capita basis, which in effect meant that Chichester achieved slightly more than in previous years due to a rural element as it is more costly to deliver services in rural areas. The three year WSCC agreement with the Council expires in March 2016. The amount of this funding is £33,815 in 2013/14, £34,647 in 2014/15 and £35,478 in 2015/16 – a total three year funding amount of £103,940.
- 5.5 Due to the existing CDC grant funding agreement with VAAC expiring on 31/3/14 and the alignment of desired outcomes, the first year of WSCC funding was passported to VAAC.
- 5.6 The Council now needs to consider further provision of third sector support services for a period of two years from April 2014 to March 2016 to bring us in line with the expiry of the WSCC agreement and funding, as there is no confirmation that WSCC funding will continue post 2016.
- 5.7 A consultant, CCDT, was engaged to carry out an independent evaluation of VAAC's delivery of services against the Council's agreement and outcomes and to consider any areas of development when advising on any needed in a specification for a future service. A consultation was carried out with service users, both members and non-members to evaluate the service received and to engage sector users and non-users on their views of current and future service needs.

6.0 Findings of the Task and Finish Group

6.1 Performance standards:

- 5.1.1 The group reviewed the national performance standards for local support and development organisations delivering services to local voluntary organisations and community groups, produced by the NAVCA. The group was satisfied that these national standards are covered adequately in the contract between WSCC and the Council and in the SLA which the Council has agreed with VAAC.
- 5.1.2 The group requested that these standards and outcomes are set out clearly in the new specification being developed for future delivery of services.

6.2 **VAAC Performance against current funding agreement:**

- 6.2.1 Evidence was heard from two voluntary sector organisations – Sammy Community Transport Ltd and Transition Chichester - and members were able to question them on the service provided to them by VAAC.
- 6.2.2 The group heard that most fledgling voluntary organisations struggle without the advice and support given them by VAAC. VAAC works with the organisation to establish needs and the support required. Regular networking and skills sharing events are arranged by VAAC which encourages joint working and sharing information and users found this particularly useful. Communication is good with a regular e-bulletin advising of the latest initiatives and events.
- 6.2.3 VAAC's Fundraising Hub had been used by both organisations. A voluntary fundraiser was allocated to the organisation with help given in identifying funding sources and in writing bids.
- 6.2.4 Assistance with developing appropriate policies and procedures and advice on governance arrangements was very useful, as was the resource centre. Restructuring, financial and human resource advice was provided - on tax affairs; help with designing work packages and job specifications and interview processes. VAAC had also found both organisations volunteers.
- 6.2.5 The task and finish group considered an evaluation of the service delivery of VAAC and a presentation by the consultant, CCDT. This presentation is attached as Appendix 1.
- 6.2.6 The group was satisfied that there had been no diminution in services following the merger of VCACD and Arun VCS and the consequent move of the organisation to the Arun district. Services had been revised to provide more telephone contact and more outreach work to the more rural parts of the Chichester district and this was found to be working well. Members were satisfied that VAAC is delivering against the SLA, that national standards are covered, and that service users are receiving a good service and are satisfied.
- 6.2.7 VAAC accounts have been checked and no irregularities found.

6.3 **Options for future delivery**

- 6.3.1 Areas for improvement or development were identified in the evaluation report, attached at Appendix 2, and these areas, which primarily related to raising awareness of their services, will be picked up in the specification of future service delivery.
- 6.3.2 This new specification will be based on the NAVCA standards and cross referenced and matched against the WSCC outcomes, the Council's SLA with VAAC and include evaluation findings of areas for development. The draft specification, attached at Appendix 4, is a generic document, capable of being used for tendering purposes if required.

- 6.3.3 The evaluation also includes recommendations to VAAC around marketing and branding and targeting specific under-represented groups and campaign education work. These recommendations are attached at Appendix 3.
- 6.3.4 Members were satisfied that the Council has carried out an independent and robust evaluation of VAAC which underpins this review.
- 6.3.5 Members suggested that VAAC should be asked to explore if they could support some of the areas which organisations find it difficult to undertake in recruiting and supporting volunteers, such as recruitment, training and Disclosure and Barring Service (DBS) checking on behalf of local organisations. It was though acknowledged that CDC could not offer further funding for such work.

6.4 Procurement options

6.4.1 The proposed combined grant funding from WSCC and the Council to VAAC totals approximately £77,000 per annum, (CDC = £42,400 and WSCC= 34,647) therefore it exceeds the £50,000 contract threshold in the Constitution which requires at least four contractors to be invited to tender or to use an appropriate framework agreement.

6.4.2 However, the Constitution goes on to state that consent may be given for standing orders to be set aside in the following circumstances:

“*6.2 The work to be executed or the goods or materials or services to be supplied:-

- are to be undertaken by a contractor or supplier with particular expertise. This must be approved by the appropriate Chief Officer and reported to the next meeting of the Cabinet.
- for other reasons where there would be no genuine competition.

*6.2.1 In the case of all contracts estimated to exceed £50,000 in value or amount, the justification to waive the need to obtain tenders must be subject to an internal review and approval by the Section 151 Officer and the Monitoring Officer, before authority not to obtain tenders is sought from Cabinet, prior to the award of the contract.’

6.4.3 Advice was received from procurement officers about the need for transparency regarding the way in which the service was re-commissioned and the need to demonstrate value for money. Essentially the choice of securing this service would be through a grant with conditions which specify and monitor the service outcomes expected or by tendering and contracting the service against a very detailed service specification.

6.4.4 It was considered that there were no organisations offering a similar service based in Arun or Chichester. Other Councils for Voluntary Services do exist in other local authority areas, funded by their local authority, which offer support to voluntary sector groups in their area, however they would not have the existing capacity to deliver a service outside their area. Whether other groups based outside West Sussex would consider offering a service in such

circumstances would only be known through an advertising process. This would however have the potential to require a time consuming and resource expensive tendering exercise, not just for CDC but for the existing voluntary sector provider. It could also lead to a period of service disruption.

6.4.5 The group considered that the service being provided is a unique specialised local service, based on their knowledge of local groups and their needs; and, the expertise in the development of advice and networks relative to the local area and needs. Further that their ability to meet those needs has been subject to a rigorous evaluation and the service provided has been found to be of a high standard, exceeding the level of service specified. They also felt that due to other fund raising and project activities carried out by VAAC they could evidence the provision of other/additional services beyond that specified and funded by CDC and thus a high level of value for money was being achieved.

6.4.6 WSCC have been kept informed of the scrutiny process undertaken and the findings and are happy with the recommendations proposed.

6.4.7 As a result, the group considered that Cabinet should be asked to set aside standing orders on service procurement in these circumstances to allow the service to be re-commissioned from VAAC and a grant of £42,400 per annum be allocated for the period from 1 April 2014 to 30 March 2016. This sum reflects the sum currently in the Communities Team grants base budget for this year and consolidates anticipated inflationary increases.

6.4.7 Arun District Council needs to commission these services at the same time for a similar two year period until March 2016. Arun DC's Cabinet has recently agreed to carry out a joint commissioning exercise with Chichester District Council to seek the best solution for a cost effective voluntary and community sector support and development service across the districts of Arun and Chichester for an initial period of two years subject to satisfactory service reviews.

7.0 **Resource and legal implications**

If the grant route is pursued there will be no significant resourcing or legal implications as a result of this re-commissioning exercise.

8.0 **Alternatives that have been considered**

Alternatives to re-commissioning these services are considered in the report above. The other alternative is to cease funding VAAC completely, but this would cause a valuable service to support the voluntary and community sector to cease and create an expectation and demand on the council to deliver that service. Additionally without support some groups' delivery services to vulnerable residents may not be able to continue service without such support.

9.0 **Consultation**

As a result of this review, we have consulted with users of VAAC's services, and with the consultant engaged to carry out the evaluation of the performance and

service delivery VAAC.

10.0 Community Impact and Corporate Risks

There would be significant impact to the community and small community groups if this funding was to cease. There are no corporate risks as the Council currently undertakes a monitoring role to ensure outcomes are being met and this would continue. However there could be reputational risk and a demand for services should the council cease to fund such a service.

11.0 Other implications

Are there any implications for the following?		
	Yes	No
Crime & Disorder:		x
Climate Change:		x
Human Rights and Equality Impact:		x
Safeguarding		x

12.0 Appendices

Appendix 1: CCDT presentation

Appendix 2: Areas for improvement/development (pg 19 CCDT evaluation report)

Appendix 3: Recommendations (pg 35 CCDT evaluation report)

Appendix 4: Draft specification



Evaluation on the service delivery of
Voluntary Action Arun and Chichester (VAAC)

Clare de Bathe
Trust Director

Appendix 1

Introduction

- August 2013 – Chichester Community Development Trust successfully tenders for evaluation work
- VAAC (Voluntary Action Arun and Chichester)
 - are a registered charity and company limited by guarantee
 - VAAC is core Funded by Arun DC, Chichester DC and West Sussex County Councils
- VAAC has a core offer:
 - Development service for third sector organisations, charities and voluntary groups
 - Volunteer Centre and dedicated Coordinators to support volunteering
 - Resource library and equipment loan

Evaluation Objectives

- Engage with users of the current service and evaluate the service received
- Engage users / non users in the sector and ascertain views of their needs
- Engage current and potential users and ascertain views about access to such a service
- Engage appropriate commissioning bodies about views on future specification of service
- Review current SLA and service specification against findings

Methodology

- Quantitative research - use of survey
- Qualitative research – provide supporting evidence
 - case studies
 - desk research
 - contract review
- Who:
 - Members
 - Non-Members
 - Stakeholders
- How:
 - On-line survey
 - Telephone interviews
 - Face to face visits
 - Focus Groups

Methodology

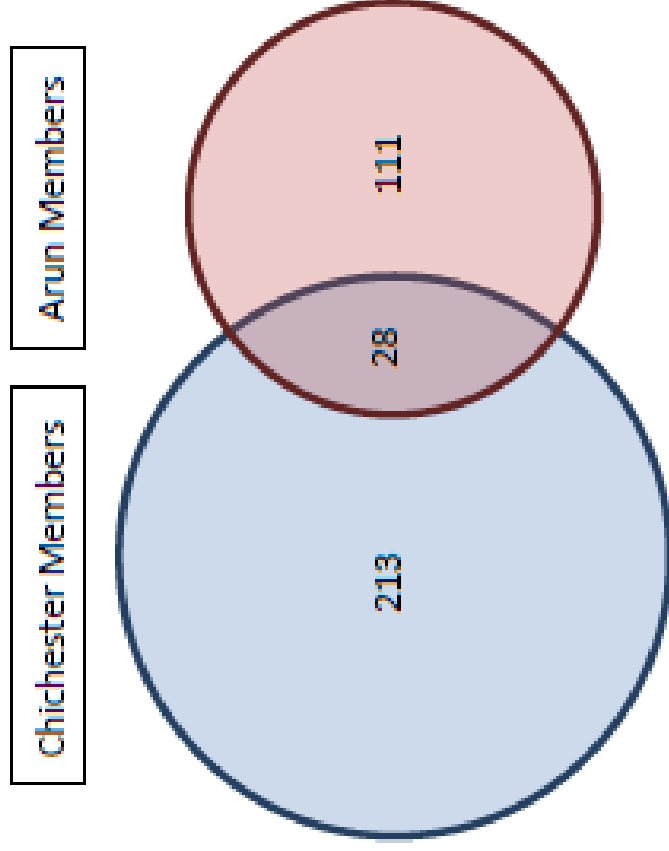
- NAVCA standards (National Association of Voluntary and Community Action)
- Review against current contract and specification
- Rounded and balanced view

Specific services outlined in the SLA to be provided in the Chichester District include:

- Providing specialist expertise, information and support to enable local people to develop the skills they need to run successful organisations and groups
- Spreading good practice, preventing duplication of effort and supporting joint working
- Helping groups to find funding and make effective use of resources
- Promoting equality and diversity by fostering a wide understanding of the needs of disadvantaged and underrepresented groups
- Making sure policy makers understand the needs of local voluntary and community groups
- Helping public bodies to engage effectively with local VCOs
- Providing a forum for local voluntary organisations and community groups
- Encouraging more people to volunteer and get involved in voluntary and community action

Membership

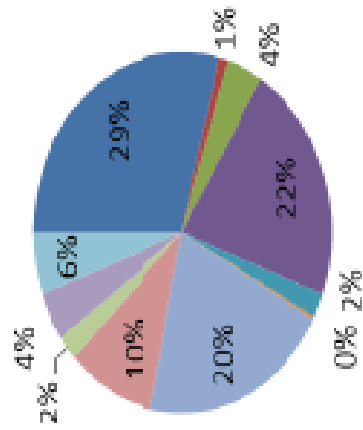
- As of 31st August 2013 VAAC has a total membership of 296 voluntary and community groups.
- 213 (72%) are members based in the Chichester District
- 111 (38%) based in the Arun District.



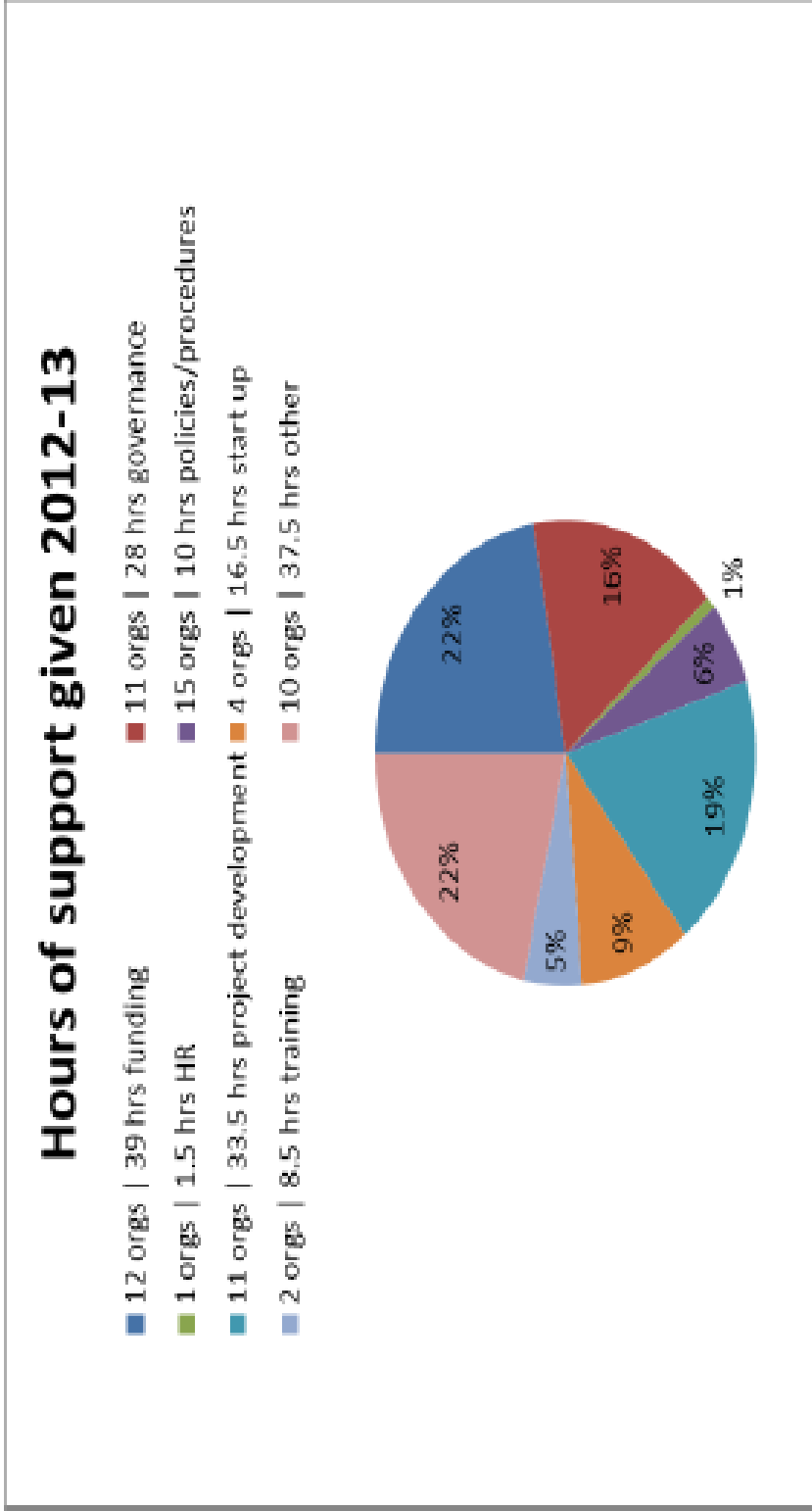
During 2012/13 - 68 member orgs were supported

Hours of support given 2012-13

- 13 orgs | 60 hrs tunding
- 4 orgs | 8 hrs crisis resolution
- 3 orgs | 4.5hrs HR
- 15 orgs | 42 hrs policies/procedures
- 2 orgs | 4.5 hrs start up
- 6 orgs | 11.5 hrs other
- 1 org | 2 hrs compact issue
- 13 orgs | 45 hrs governance
- 1 org | 0.5 hrs marketing
- 8 orgs | 20 hrs project development
- 2 orgs | 9 hrs training



During 2012/13 - 66 Non member orgs were supported



Performance to Specification and NAVCA standards

- Evidence collected and evaluated shows that the current specification (2011-14) has been achieved and delivered and members are satisfied with the service.
- If the service was not available there would be a significant impact on the Voluntary and Community sector in the district.

● Some comments:

- *“We would not be here. Without the aid and support of VAAC, we would have disbanded in 2007 due to lack of funding and appropriate policies and procedures”*
- *“If VAAC did not exist, we would not exist at all. They have been extremely supportive every step of the way”*
- *“There is no equivalent local organisation that we as a not-for profit organisation could receive advice and support. Their advice is always timely, honest and professional”*

Member satisfaction

- The overall feedback on the service was positive
- Very few negative comments were expressed moderated by a generally positive view of the organisation and service delivery.
- Appreciative of the overall quality of service provided, in particular:
 - the level of support
 - the effectiveness of this support
 - the services offered

Most Important Member services

- advice and support
- finding and supporting volunteers
- fundraising support
- networking and partnership opportunities
- Equipment loan was the least important

Most Important Non Member services

- Fundraising support by far the most valuable
- However, most non members were unaware of VAAC and the services they provide.

Value Added services

- £29,600 funds the core offer included in the specification and Service Level Agreement.
- VAAC delivers a number of projects and services funded through SLAs and contracts, external funding and ‘paid for’ social enterprise/entrepreneurial projects/services.
 - The Fundraising Hub - £958,524 raised from 57 applications for 27 orgs
 - Skillshare – extends Volunteer Centre services
 - In future – The Finance Hub

Recommendations

- Roll out Marketing and Branding increasing visibility and awareness across all areas of the district to increase membership.
- Raising the profile of the service would:
 - increase local knowledge about groups and services
 - enhance existing networking opportunities
 - extend their support and expertise to more organisations
 - run a specific campaign aimed at recruiting sports groups and delivering a programme of support
- One to one, face to face meetings should be held with the minority of members who still believe the organisation is not visible in Chichester.
- Education work on new campaigns including Summer of Giving should be undertaken to manage members expectations

Conclusions

- Specification achieved and delivered
- Members are satisfied with the service
- Since the merger, VAAC has made progress and improvements to its service
- Very few negative comments
- Value being added through new projects and services

Thank you

Clare de Bathe

Trust Director
Chichester Community Development Trust
clare@chichestercdt.org.uk

Appendix 2

Areas for Improvement/Development

During the evaluation of the service against NAVCA standards the following areas have been identified for improvement/development:

Know more about needs in the communities in their area

- Work to recruit new members from underrepresented groups
- Achieve target increase in new members from sectors not currently participating

Statutory organisations and funders of the local voluntary and community sector are informed about changing needs in the local community

- Increase visibility across the district
- Assess needs of non-members and un active members

Increase the knowledge, skills and qualifications in their workforce

- Undertake current Training Needs Analysis (TNA) of member and non-member organisations to identify need/shortfalls

Have access to a range of funding sources

- Review Summer of Giving campaign and offer feedback to members on successes and areas of development

Make better use of resources by sharing good practice, expertise and/or equipment, premises etc. where possible

- Equipment loan was not ranked highly as an important service to members or non-members. When talking to members and non-members this was due to the distance involved in collecting/returning equipment to the Arun offices. A store of equipment could be based in the Chichester District.

Provides representatives from a wide range of voluntary organisations and community groups for planning and policy-making bodies

- Assess needs of non-members and un active members
- Work to recruit new members from underrepresented groups
- Achieve target increase in new members from sectors not currently participating

9. Recommendations

Overwhelmingly, groups and organisations that have received support from VAAC have benefited from their intervention and guidance. The outcomes, changes, benefits and learning that were intended to come about as a result of the merger have been demonstrated, evidenced and achieved. The overall performance is to a high standard with all targets met and with high levels of satisfaction. The following recommendations have been identified throughout the evaluation work:

- Work should be continued in rolling out the Marketing and Branding, in particular during the outreach services increasing visibility and awareness across all areas of the district
- A marketing campaign should be rolled out and publicity increased to attract new members from those areas not currently participating. Several organisations contacted had never heard of VAAC and were keen to obtain more information
- Raising the profile of the service would: increase local knowledge about groups and services, enhance existing networking opportunities and extend their support and expertise to more organisations that would benefit. This includes local resident's associations and the numerous parent and toddler groups in the district. Representation from sporting groups on the membership database are low and a specific campaign should be aimed at recruiting these groups and delivering a programme of support
- One to one, face to face meetings should be held with the minority of members who still believe the organisation is not visible in Chichester. This would offer an opportunity for VAAC to demonstrate and deliver their message without any risk of the key messages being diluted or misrepresented
- Education work on new campaigns including Summer of Giving should be undertaken to manage members expectations

Specification for the Delivery of Voluntary and Community Services in Chichester District

1. Introduction and Overview

Chichester District Council recognises the value to all the community of a vibrant and successful voluntary sector. The Council recognises that the voluntary sector is composed of a large number of organisations, who are providing important services and are committed to ensuring that the servicing of the organisational and development needs of the local voluntary sector is adequately resourced. In particular they recognise their needs in relation to:

- Development and capacity building
- Recruitment of, and support for, volunteers
- Training and development of staff and volunteers
- Finding funding, increasing their sustainability and diversification of income
- Management, leadership and strategic planning
- Communications and the provision of Information
- Advocacy and advice

2. Aims and Objectives of the Specification

The Council expects that the provider will subscribe to the aims of the National Association for Voluntary and Community Action (NAVCA), delivering the standard core service functions to organisations that include:

1. Support
2. Development
3. Liaison
4. Representation
5. Strategic Partnership Work

2.1 The specification aims to:

- Provide effective management, leadership and strategic planning for the community and voluntary sector
- Offer an outreach service that maximises the skills and capacities, commitment and experience of community organisations in the District
- Ensure the provision of quality information and advice for local organisations and where appropriate an ability to advocate on their behalf

- Ensure that members and non-members are regularly consulted with to identify their training needs, and provides quality training that matches those needs
- Achieves an increase in volunteering in the district by developing placement opportunities, recruiting volunteers and ensuring good volunteering practices

3. Service Specification

3.1 Advice and Enablement

To provide support, training and advice to member and non-member groups and organisations that have the potential to succeed and grow. To strengthen voluntary and community representation in the district and to promote other formal and informal relationships:

Outcome	Minimum requirements	Performance measures
Recruit new, start up and established groups and organisations as members	<ul style="list-style-type: none"> ▪ Identification of non-members and underrepresented areas ▪ Marketing strategy developed to increase the number of members ▪ Feedback sought from members and non-members and levels of satisfaction recorded 	<ul style="list-style-type: none"> a) The number of initial enquiries b) The number of new members supported c) Membership by breakdown of location
Deliver 1:1 support to organisations in line with their action plan	<ul style="list-style-type: none"> ▪ Deliver a programme of 1:1 outreach support as part of each action plan, for members and non-members including: <ul style="list-style-type: none"> ○ Business development and planning advice ○ Access to financial advice ○ Personal development and mentoring ▪ Monitor and review the planning and delivery of 1:1 support by requesting feedback ▪ Provide one-off ad hoc support for members and non-members in response to immediate needs and maintain records of one-off support provided 	<ul style="list-style-type: none"> d) The number of organisations supported each year e) The number of positive feedback collected f) The number of types of support provided g) The number of hours of support delivered
Increase the amount of support offered to voluntary organisations and groups in the District	<ul style="list-style-type: none"> ▪ Tailored events/courses to meet relevant local requirements ▪ Provision of networking and partnership opportunities 	<ul style="list-style-type: none"> h) The range of types of support provided i) The number of hours of support delivered j) Positive testimonials/case studies reported

Ensure diversity of members and target membership from underrepresented groups/area/locations	<ul style="list-style-type: none"> Monitoring and evaluation of members in terms of size of organisation and area of delivery to ensure membership reflects the voluntary, community and faith sectors in the District 	<ul style="list-style-type: none"> The number of sectors represented The number of members recruited from underrepresented geographic locations
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3.2 Information and Communication

To provide better mechanisms for user involvement in planning services and improved awareness to policy makers of gaps in services:

Outcome	Minimum requirements	Performance measures
To support and promote the growth of the wider community sector	<ul style="list-style-type: none"> To facilitate community forums and networks and to encourage partnerships and co-operation within the sector To stimulate community involvement and activity Providing focused support to start up, existing and established groups and organisations 	<ul style="list-style-type: none"> Providing feedback to the sector at forums (number or examples) Providing regular (monthly/weekly) feedback through e-bulletins and newsletters The types of support provided (range/number) The number of hours of support delivered
The maintenance of database of local organisations and groups and the services they provide within the District	<ul style="list-style-type: none"> Creation and maintenance of database of members and non-members Development of a directory of local organisations with clear categories of each organisation/service to be used as a key resource for the sector, which is regularly reviewed and maintained Record of support and type of support given is recorded for members and non-members 	<ul style="list-style-type: none"> The types of support provided (range/number) The number of hours of support delivered Database created and maintained (annual refreshment)
To support other community sector organisations and operate as a platform for community activity	<ul style="list-style-type: none"> Maintain an up to date list of key strategic partnerships boards and sub-groups and ensure these are attended Increase communication and working with other CVS' within West Sussex 	<ul style="list-style-type: none"> Providing feedback to the sector at forums (number or examples) Providing regular (monthly/weekly) information and feedback through e-bulletins and newsletters
Develop representation of the sector at key strategic partnership boards and sub-groups	<ul style="list-style-type: none"> Identify opportunities to build relationships with additional strategic bodies to ensure broad representation of the sector, e.g Jobcentre Plus, National Charities and Housing associations 	<ul style="list-style-type: none"> The number of new partnerships agreed

3.3 Training

To provide, broker and signpost appropriate training and development opportunities to member and non-member organisations:

Outcome	Minimum requirements	Performance measures
To increase skills, knowledge and qualifications within the sector	<ul style="list-style-type: none"> ▪ Tailored events/courses to meet relevant local requirements ▪ Provision of quality training opportunities delivered 	<ul style="list-style-type: none"> a) The number of training sessions delivered b) The level of attendance at training sessions
To measure the impact of training on organisations	<ul style="list-style-type: none"> ▪ Consult with attendees to measure what has been learned and the impact on them/ their organisation 	<ul style="list-style-type: none"> c) Analysis of feedback received d) Distance travelled of organisation/individual¹

3.4 Volunteering

To coordinate volunteering opportunities matching opportunities with those looking to volunteer:

Outcomes	Minimum requirements	Performance measures
Volunteering opportunities are increased	<ul style="list-style-type: none"> ▪ Opportunities advertised ▪ Help and support for volunteers to find/access opportunities ▪ Support to organisations with opportunities to fill them 	<ul style="list-style-type: none"> a) The number of volunteering opportunities available b) The number of volunteers recruited c) Increase each year of organisations and groups with volunteering opportunities d) Estimated value (monetary) of volunteering per quarter
The profile of volunteering is raised	<ul style="list-style-type: none"> ▪ Promote volunteering and its benefits to organisations and groups ▪ Ensure a regular outreach presence available ▪ Link to local education providers to promote and encourage volunteering for students and pupils ▪ The development of pathways for potential volunteers into employment and/or training 	<ul style="list-style-type: none"> e) The number of volunteering events held per year f) The number of volunteer outreach sessions delivered per year

¹ The progress made as a result of attending the training/activity by the individual or organisation

3.5 Financial Matters

To provide organisations with advice and support on financial management, procedures and increasing their financial sustainability, by providing support and advice on good governance, business planning and fundraising:

Outcome	Minimum requirements	Performance measures
<p>Providing organisations with access to training and guidance so that they can demonstrate improved financial systems and procedures</p>	<ul style="list-style-type: none"> ▪ Delivery of one to one support and advice ▪ Sharing of knowledge and best practice ▪ Training delivered and attended 	<ul style="list-style-type: none"> a) The number of hours of support to groups b) The number of training/awareness sessions/briefings/newsletters
<p>Providing advice and support on fundraising and resources that will support organisations</p>	<ul style="list-style-type: none"> ▪ Proactively identifying funding opportunities and matching them to individual organisations and encouraging partnerships and consortia as appropriate 	<ul style="list-style-type: none"> c) The value of increased revenue and additional funding secured as a direct result of the packages of support developed and offered
<p>Development of stronger business links to encourage potential joint working, sponsorship of community initiatives and local projects</p>	<ul style="list-style-type: none"> ▪ Evidence of support to develop innovation on external funding, looking at new commissioning models and Social investment 	<ul style="list-style-type: none"> d) The value of increased revenue and additional funding secured as a direct result of the packages of support developed and offered
<p>Promotion of utilising resources and sharing of resources in particular sharing of back office functions and expertise</p>	<ul style="list-style-type: none"> ▪ Evidence of supported organisations making more efficient use of available local resources and partnership working to include ways of adopting ways of sharing resources 	<ul style="list-style-type: none"> e) The number of hours of support to groups f) The number of training/awareness sessions/briefings/newsletters

3.6 The Compact

To play an active part in the development and operation of local working agreements in particular the promotion and awareness raising of the West Sussex Compact:

Outcome	Minimum requirements	Performance measures
Local groups and organisations benefit from working agreements and protocols	<ul style="list-style-type: none"> ▪ Increase in membership of the Compact ▪ Members and non-members understand the purpose of the Compact and its anticipated benefits 	<ul style="list-style-type: none"> a) The number of organisations signed to the Compact b) The number of awareness raising sessions/campaigns delivered

3.7 Quality and Good practice

To develop, implement, and evidence good practice models on a range of issues including equalities, quality assurance and service models and business practices which could be promoted and shared across the sector:

Outcome	Minimum requirements	Performance measures
Organisations are supported to evaluate and measure their work through relevant Quality Assurance systems and outcome models	<ul style="list-style-type: none"> ▪ Evidence of support given to organisations to demonstrate they have an improved ability to assess, monitor and evaluate their work to demonstrate the difference they are making 	<ul style="list-style-type: none"> a) The number of awareness raising sessions/campaigns delivered b) The number of organisations supported

4. Performance Measures and Monitoring

Quarterly meetings with contract representatives will be held and the production of Quarterly reports on progress towards outcomes and monitoring data submitted one week in advance of scheduled meetings. At each Quarterly meeting, contract representatives will provide X case studies (group, organisation or illustrate good practice/innovative work). An end of year report to be submitted annually including progress to targets.

5. Contract Period and Payment Terms

The contract shall be for an initial period of two years commencing on 1st April 2014 with the option for Chichester District Council, to extend the contract period for an additional period or periods subject to annual reviews and to the availability of funding.

6. Quality Assurance

There is an expectation that the provider will be working towards a Quality Assurance framework such as PQASSO² or the Matrix quality standard³ and within an equal opportunities and safeguarding framework.

Effective monitoring of the nature and quality of services will be provided by keeping electronic and where appropriate paper records of work undertaken. Consultation with service users including feedback surveys/evaluations from members and non-members, partners and stakeholders will be undertaken to measure effectiveness and impact.

The provider will ensure a quality approach to its delivery, operation and service provision to include:

- Health and Safety. Will comply at all times with the requirements of the Health and Safety at Work Act 1974 and will consult with staff and volunteers to provide a safe working environment and systems, with regard to the needs of people with disabilities. Will ensure that any vehicles used to convey passengers satisfy legal safety standards.
- Data Protection. Co-operation with the Council's Monitoring and Evaluation Procedures to ensure that systems exist at all times to maintain the integrity and confidentiality of all information held or known in respect of its past or present service users and of any other information which can be supplied if requested and it shall fully implement those systems to ensure that such integrity and confidentiality is maintained.
- Equal Opportunities. Operating an equal opportunities policy in the recruitment, retention, training and development of staff and regularly review this and measure performance.
- Personnel Management. To have in place policies on personnel matters for both staff and volunteers including appropriate arrangements for recruitment, checks (DBS) for suitability and are open to inspection by the Council. To provide the District council with details of all relevant staff vacancies and changes. To ensure that all staff/volunteers working with vulnerable people (i.e. the elderly, children) have been DBS checked and ensure that "child protection" procedures are adopted in all recruitment processes.
- Financial Management. Pursue a sustainable financial strategy and model good governance. Ensure the necessary arrangements exist for the effective management of all revenue finance. Submit Annual Reports of profit and loss, balance sheets and Audited Accounts to the Council within 6 months of the end of each financial year. Allow reasonable inspection of financial records and minute books by officers of the Council if

² Practical Quality Assurance System for Small Organisations is a performance evaluation system and quality mark for charitable organisations in the UK. Evaluations use a system of peer review between small charities

³ Quality standard for organisations to assess and measure their advice and support service

requested, with adequate notice in writing. Acknowledge the Council's financial support in the Annual Accounts. Avoid incurring financial or other obligations that are unable to be met by it. Ensure that all necessary accounting arrangements exist to distinguish between the providers own funds and any funds held for, or behalf of service users if the need arises.

- Complaints Procedures. The provider will have an established Complaints Policy and Procedure, and shall promote the procedure to all service users, members and non-members and in default thereof shall accept the Council's Complaint Procedure. The provider will record the nature of complaints received, how complaints were investigated and outcomes of investigations.

The provider and the Council acknowledge that:

- The Council is obliged to comply with the provisions of Section 100 of the Local Government Act 1972 and Section 1 (1) of the Freedom of Information Act 2000 (the "Information Acts"), meaning that any person has a right to request information (in any form) including information relating to the provisions of this Agreement (the "Information"); from the Council.
- The provider shall co-operate with the Council in complying with its obligations under the Information Acts, but shall not disclose any information to any individual under the provisions of the Information Acts or otherwise upon a request for such information without first obtaining the prior written consent of the Council.

Chichester District Council

OVERVIEW AND SCRUTINY COMMITTEE

7 November 2013

Report from the Corporate Plan Task & Finish Group**1. Contacts**

Mrs P Dignum, Chairman of the Corporate Plan Task & Finish Group
Tel: 01243 538585 Email: pdignum@chichester.gov.uk

2. Recommendations

That the Overview and Scrutiny Committee considers and resolves that:

- 1) If there is no successful tenderer for the local produce initiative, and it appears that WSCC funding will be lost, a report is presented to the committee on the way forward.**
- 2) A task and finish group is set up to consider the allocation procedure for the New Homes Bonus for the year 2014/2015.**

3. Background

- 3.1 The Corporate Plan was reviewed and revised in early 2013 and six new strategic priorities were established, together with a number of targets and projects which aim to deliver these priorities from 2013 onwards. The Corporate Plan 2013-2016 was agreed by Council in March 2013.
- 3.2 One of the functions of Overview and Scrutiny is to monitor performance. The Scrutiny Guide states this as 'Monitoring and reviewing deliverability of local services, whether provided by the Council or local organisations; challenging poor or under-performance; ensuring the best use of resources and value for money for local residents and eliminating waste.'
- 3.3 A task and finish group was set up to review progress against the Corporate Plan projects for the period April to September 2013 and to ensure action is being taken to address any risks to the Council and to reduce that risk to an acceptable level. The group held one meeting. Members involved in this review were Mr J Cherry, Mrs P Dignum (Chairman), Mr Lloyd-Williams and Mr G McAra.
- 3.4 The mid-year progress report includes two projects classed as cancelled/on hold (red), one project classed as overdue/off target (orange) and nine projects where the target was unlikely to be met (amber). There were also 40 projects on target/in progress or completed (green). Members were reminded that this document had been posted on the Members' Bulletin Board for information.

3.5 The group concentrated on the projects with red/orange/amber status, making the following observations:

- Residential conversion scheme – it was noted that this project, part of the Economic Strategy Action Plan, was deliberately postponed because it was not top priority. It will be reconsidered as part of 2014/15 Corporate Plan refresh.
- Housing condition stock modelling – The organisation undertaking the modelling has yet to confirm that its model incorporates the 2011 Census data. There is therefore a delay until this has been actioned.
- Greenhouse gas emissions – this was previously a statutory performance indicator and although we are requested to still measure and report it there is no penalty if we don't. Members suggested that perhaps the Council could encourage a student intern volunteer opportunity to carry out this work as we lack staff resources.
- Local produce shop – it was suggested that a further report should come back to the OSC if there is no successful tenderer and it appears that the WSCC funding may be lost at the end of March 2014. The closing date for applications is 21 October, and there are currently interested parties.
- One of the actions in the Financial Strategy is the reservation of the New Homes Bonus (NHB) for community use – the group requested that the OSC be requested to consider setting up a task and finish group to review the allocation procedure of this NHB for 2014/2015.

3.6 The group agreed that the report gave a thorough update of current progress against the Corporate Plan projects, which were good projects, well thought out and progressing well. Members were satisfied that there was nothing in these projects which concerned them or areas which needed further investigation, besides those mentioned above.

3.7 Members also reviewed the performance indicator updates for 2013/14. There were concerns over the Novium figures, which were much lower than early predictions and disappointing as they did not cover the months to date which were higher. Since the meeting the temporary manager has shown noticeable new ideas. The OSC is due to receive a progress report at its meeting in May 2014.

4. **Appendices**

None.

TOURISM REVIEW – SCOPING DOCUMENT AND OUTLINE PLAN

Review topic	Visit Chichester / Tourism Task & Finish Group
TFG members	Mrs B Tinson (Selsey), Mrs N Graves (Fernhurst), Mr N Thomas (Plaistow), Mrs C Apel (Chichester West), Mr G McAra (Midhurst). Chairman to be appointed at OSC 7 November 2013.
Officer Support	Mr P Over, Mr K Garraway, Mr S Oates and Mrs B Jones. Other officers as required.
Background	The Overview & Scrutiny Committee received a presentation from Visit Chichester at its meeting on 5 September 2013 at which the issues facing this organisation and delivery of its business plan were set out to members. At this meeting the following resolution was made: 'That a Task and Finish Group be established to review the ways in which the Council could assist Visit Chichester and to review the provision of current tourist information services at the Novium.'
Purpose of review	<ol style="list-style-type: none"> 1. To assess the opportunities to develop inbound tourism to the District and to expand the visitor economy 2. To establish how the Council can assist Visit Chichester to develop the District's visitor economy, drive promotion of the District's visitor offering, and increase tourism related jobs and business. In so doing, to assess the Visit Chichester model against other models in use and test its effectiveness. 3. To understand the purpose of, and need for, tourist information services and the form such services should take. 4. To investigate the level of use of the TIC services at The Novium and to understand the issues faced by the service and to make recommendations for change.
Outcomes to be achieved	<ol style="list-style-type: none"> 1. Review of the delivery model which Visit Chichester is working to and consideration of whether the structure is right and fit for purpose. 2. A strong DMO for the District, raising the profile of the District as a visitor destination, and increasing tourism business to the District 3. Consideration of the in-kind support which the Council can provide to Visit Chichester.
Methodology/ approach	<ol style="list-style-type: none"> 1. Consider Visit England model and analysis of other delivery models e.g. Visit York, Visit Winchester, GoLakes,

	<p>Visit Peaks, Canterbury, Oxford etc. to understand the attributes of the best performing models and to make recommendations to Visit Chichester as to how they might be structured and arranged and how to encourage private sector investment and new models of funding.</p> <ol style="list-style-type: none"> 2. Research on how other councils deal with Tourism, (but light touch). 3. Review the types of in-kind support which the Council could provide to Visit Chichester e.g. design/web assistance, research, marketing, bid writing etc. 4. Consider cross promotional opportunities and the Council's active promotion of additional bed spaces in or near the city centre.
In scope	How the Council can improve Chichester's Destination Management Organisation (DMO) to create effective destination management growth and decision making at a local level and how it can encourage the organisation to become self-sustaining.
Excluded from scope	The direct support provided to tourism-orientated business through our Business Contact Service is not included in this review.
Consultation	<p>Visit Chichester Visit England Local visitor attractions Local accommodation providers Midhurst and Selsey Tourism Area Partnerships Petworth Business Association Chichester Chamber of Commerce & Industry South Downs National Park English Tourism Partnership Chichester Festival Theatre Chichester City Centre Partnership Filming contacts</p>
Evidence sources	<p>Other DMO delivery models Visit England – case studies and guidance</p>
Site visits	As required.
Review completion date	The Task & Finish Group will finalise its work with a report to the Overview & Scrutiny Committee on 6 March 2014.
How does the review link to strategic aims and priorities?	Promote economic development

PROJECT PLAN

The following Project Plan interprets the above action plan into a programme of work.

	Action	Timescale
1	Carry out research and analysis of other DMO arrangements to understand how the local model can be improved to encourage business buy-in and grow tourism to the District. Present research to the first meeting of the Task and Finish Group.	Mid-Dec 2013
2	Consider the types of in-kind support which the Council could provide to Visit Chichester and quantify the extent of this support.	Jan 2013
3	Consult with local visitor attractions, accommodation providers and others within the visitor economy to understand their views on the current DMO model, their aspirations for growth, and the opportunities to engage them more fully within the DMO	Feb 2013
4	Final report to OSC	6 March 2014

OVERVIEW & SCRUTINY WORK PROGRAMME 2013/14

Topic and background	Methodology	Lead Officer
Joint West Sussex scrutiny review into flooding CDC scrutiny representative Henry Potter.	Oct/Nov 2013 – WS Joint Scrutiny Task and Finish Group. Final report and recommendations to OSC when concluded. (Timescales not yet determined)	John Connor H Potter S Carvell B Jones
Private Sector Renewal Strategy – delayed until further notice	Nov 2013	Y Thomson R Dunmall
Budget 2013-14 variances	Dec 2013 – Budget TFG one-off meeting report back to next meeting	J Ward
Targeted support for Communities / Think Family Expansion Project	Mar 2014 OSC	S Hansford
Chichester BID – progress review	Mar 2014 OSC	K Garraway
Impact of Welfare Reforms	Mar 2014 OSC	L Rudziak Y Thompson
Healthier Chichester Partnership – review	Sep 2013 OSC defer to Mar 2014	J Hotchkiss / E Thomas
Careline Business Plan	May 2014 OSC	S Kane S Hansford
Supporting local produce – assess effectiveness of new venture Outcome uncertain at present	May 2014 OSC	K Garraway
The Novium – progress review	May 2014 OSC	J Hotchkiss
Worlessness Strategy Action Plan update	May 2014 OSC	A Loaring K Garraway