

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE

WEDNESDAY 7 NOVEMBER 2018
7.00 PM

Bourges/Viersen Room - Town Hall

AGENDA

Page No

- | | | |
|-----|---|------------------|
| 1. | Apologies for Absence | |
| 2. | Declarations of Interest and Whipping Declarations | |
| | <p>At this point Members must declare whether they have a disclosable pecuniary interest, or other interest, in any of the items on the agenda, unless it is already entered in the register of members' interests or is a "pending notification " that has been disclosed to the Solicitor to the Council. Members must also declare if they are subject to their party group whip in relation to any items under consideration.</p> | |
| 3. | Minutes of the Growth, Environment and Resources Scrutiny Committee Meeting held on 5 September 2018 | 3 - 14 |
| 4. | Request for Call-In of an Executive Decision: Amendment of Loan Facility for Fletton Quays Hotel - OCT18/CMDN/47 | 15 - 26 |
| | 4.1 Response to Call-In | Report to follow |
| 5. | Serco Annual Report 2017-18 | 27 - 38 |
| 6. | NPS Peterborough Limited 2017-18 | 39 - 70 |
| 7. | Portfolio Progress Report for the Cabinet Member for Resources | 71 - 76 |
| 8. | Annual Corporate Complaint Report 2017-18 | 77 - 104 |
| 9. | Affordable Housing Need and Delivery in Peterborough | 105 - 112 |
| 10. | Monitoring Scrutiny Recommendations | 113 - 118 |



There is an induction hearing loop system available in all meeting rooms. Some of the systems are infra-red operated, if you wish to use this system then please contact David Beauchamp on 01733 384628 or david.beauchamp@peterborough.gov.uk as soon as possible.

Did you know? All Peterborough City Council's meeting agendas are available online or via the modern.gov app. Help us achieve our environmental protection aspirations and view this agenda online instead of printing it.

11. Forward Plan of Executive Decisions	119 - 168
12. Work Programme 2018/2019	169 - 176
13. Date of Next Meeting	

28 November 2018 – Joint Scrutiny of the Budget

9 January 2019 – Growth, Environment and Resources Scrutiny Committee

Emergency Evacuation Procedure – Outside Normal Office Hours

In the event of the fire alarm sounding all persons should vacate the building by way of the nearest escape route and proceed directly to the assembly point in front of the Cathedral. The duty Beadle will assume overall control during any evacuation, however in the unlikely event the Beadle is unavailable, this responsibility will be assumed by the Committee Chair.

Recording of Council Meetings: Any member of the public may film, audio-record, take photographs and use social media to report the proceedings of any meeting that is open to the public. Audio recordings of meetings may be published on the Council's website. A protocol on this facility is available at:

<http://democracy.peterborough.gov.uk/ecSDDisplay.aspx?NAME=Protocol%20on%20the%20use%20of%20Recording&ID=690&RPID=2625610&sch=doc&cat=13385&path=13385>

Committee Members:

Councillors: C Harper (Chairman), K Aitken, R Brown, G Casey (Vice Chairman), M Farooq, R Ferris, J A Fox, A Joseph, D King, S Martin and N Sandford

Substitutes: Councillors: A Ellis, J Goodwin, S Lane, Lillis and E Murphy

Co-opted Members:

Parish Councillor Keith Lievesley
Parish Councillor Richard Clarke

Further information about this meeting can be obtained from David Beauchamp, Democratic Services Officer via telephone on 01733 384628 or by email – david.beauchamp@peterborough.gov.uk

**MINUTES OF THE GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY
COMMITTEE MEETING
HELD AT 7PM, ON
WEDNESDAY 5 SEPTEMBER 2018
BOURGES/VIERSEN ROOM, TOWN HALL, PETERBOROUGH**

Committee Members Present: Councillors: C Harper (Chairman), R Brown, G Casey (Vice-Chair), R Ferris, M Farooq, Judy Fox, A Joseph, D King, S Martin, N Sandford,
Parish Councillors: K Lievesley, R Clarke

Also Present: Councillor Peter Hiller - Cabinet Member for Growth, Planning Housing and Economic Development
Councillor John Fox - Representing the Group Leader of the Werrington First Group
Keith McWilliams - Interim Contracts Manager, Skanska

Officers Present: Annette Joyce - Service Director, Environment and Economy
Bridget Slade - Rural Estate Manager
Nicholas Harding - Head of Planning
Richard Kay - Head of Sustainable Growth
Andy Tatt - Head of Peterborough Highway Services
Howard Bright - Head of Growth
Dave Anderson - Interim Project Director
Charlotte Palmer - Group Manager - Transport and Environment
Paulina Ford - Senior Democratic Services Officer
David Beauchamp - Democratic Services Officer

13. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Aitkin.

14. DECLARATIONS OF INTEREST AND WHIPPING DECLARATIONS

There were no declarations of Interest or whipping declarations

**15. MINUTES OF THE JOINT SCRUTINY OF THE BUDGET AND GROWTH,
ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE MEETINGS HELD
ON**

3.1 18 JUNE 2018 - JOINT SCRUTINY OF THE BUDGET

The minutes of the Joint Scrutiny of the Budget Committee meeting held on 18 June 2018 were agreed as a true and accurate record.

3.2 4 JULY 2018 - GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE

Parish Councillor Keith Lievesley wished to clarify the way in which a point he had made in bullet 4 on page 7 had been recorded in the minutes. His main point was to note that many private companies in Peterborough used to have extensive sports facilities, most of which have now closed. The 'lack of first class cricket' mentioned was merely an example of one of the consequences of the closure of such facilities, not a particular point in its own right.

The Democratic Services Officer informed the committee that the officer presenting the Peterborough Statement of Community Involvement (SCI), Item 7 on the Agenda, had advised that he had incorrectly quoted the name of an unparished area in which neighbourhood forums had been set up. He had quoted Fletton as being one and it is actually Woodston.

The minutes of the Growth, Environment and Resources Scrutiny Committee meeting held on 4 July 2018 were agreed as a true and accurate record.

4. CALL IN OF ANY CABINET, CABINET MEMBER OR KEY OFFICER DECISIONS

There were no requests for call-in to consider.

5. PETERBOROUGH RURAL (FARMS) ESTATE ACTION PLAN UPDATE

The Rural Estate Manager introduced the report which updated the Scrutiny Committee on progress to date and introduced the Action Plan 18/19, the Tenant Specification and the new entrant Lettings Process. These all accorded with the agreed Strategy for Management of the Estate (2015).

The Growth, Environment and Resources Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- The Council owned 3,000 acres of land, up to 6 full-time holdings could be made and there would continue to be two holdings for new entrants into farming. This year's new entrants came from 10 year farm business tenancies so these opportunities would not be able to be offered again for this time period. Tenancies would have to stop at 6 or 2 years unless the Council purchased more land.
- There were no current plans to purchase additional land. The value of farmland was volatile and officers would not want to estimate the cost of purchasing additional land in the run up to Brexit.
- Members question the extent to which the rural estates programme achieved its objective of giving people a route into farming when only two new tenants had started in 45 years. Officers responded that the Agricultural Holdings Act 1986 and 1995 Agricultural Tenancies Act allowed for longer term occupation of rural estates. Peterborough had a small estate, a large number of tenants and a long term tenancy. There had not been any smaller tenancies suitable for younger people of around 100-150 acres until this year.
- There were still four lifetime tenants who wanted to maintain their tenancies and the Council would not want to be seen to be encouraging tenants to leave
- An exercise had been done to ensure that continuing to rent the land was more financially prudent than selling it. The rents set by Peterborough City Council for the rural estates were set at commercially comparable levels, except for the new entrants. Yields and rent levels were regularly discussed

with land agents from neighbouring counties and Peterborough was at the higher end of the scale of rent levels and receive proportionally better rents than Cambridgeshire.

- Peterborough City Council was not just an urban authority and contained a large rural area. Farm estates were common for local authorities that contained rural areas and were real businesses.
- Members congratulated officers on the quality of the report and the progress made.
- No one was issued a retirement tenancy anymore except older people on old agreements. Peterborough City Council decided on the terms for the newer agreements and had settled on 10 years for new entrants. This was enough time to build a business and move elsewhere. They could then rent privately or move to a local authority that offered progressive units.
- No tenant would be served notice to quit at the age of 65 until they were in receipt of the state pension
- Members praised the biodiversity found on Peterborough farmland which included barn owls.
- All farmers on the estate were suffering from the consequences of fly-tipping and it was a fact of life for their line of work. There was little that they could do other than report each incident as a crime. Fly-tipping off the public highway on farmers' land was their responsibility to deal with.
- 33 people viewed the estates, 17 sent in applications and wrote a business plan and 8 of these were interviewed. There was good interest and all of these people were local.
- Peterborough was a small area and Norfolk and Cambridgeshire received more applicants for their starter farms.
- The Rural Estates Manager represented Peterborough at the 2018 Open Farms Sunday hosted by Michael Sly to raise awareness among the public about Peterborough's estate and to talk to children about farming.

AGREED ACTIONS:

The Growth, Environment and Resources Scrutiny Committee considered the report and **RESOLVED** to:

1. Note the Peterborough Rural Estate Action Plan attached at Appendix 1
2. Note the tenant specification attached at Appendix 2
3. Note the new entrant lettings process attached at Appendix 3 20:06

6. PORTFOLIO PROGRESS REPORT FOR CABINET MEMBER FOR GROWTH, PLANNING, HOUSING AND ECONOMIC DEVELOPMENT

The Cabinet Member for Growth, Planning, Housing and Economic Development introduced the report which updated the Scrutiny Committee on the progress of items under the responsibility of the Cabinet Member for Growth, Planning, Housing and Economic Development. He was accompanied by the Head of Planning, the Head of Sustainable Growth, the Head of Peterborough Highway Services and the Interim Project Director.

The Growth, Environment and Resources Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Officers were happy to meet with communities to advise them about the process of developing a Neighbourhood Plan and the workload required. The

City Council had the resources to do so. The preparatory work and the production of documents must be done by each individual community and not the City Council however.

- There was often a clearer sense of collective identity in rural areas which made the development of neighbourhood plans easier. Urban areas were more diverse with less clear boundaries between areas. An urban plan might need to be produced on the sub-ward level to be successful.
- It was important for officers to meet with communities at an early stage to understand what they wished to achieve and whether a neighbourhood plan was the right way of achieving this.
- Members questioned the report's assertion in section 4.5 that the Group Manager - Environment and Transport was responsible for transport planning as the Combined Authority had assumed responsibility for these matters 12 months ago. Officers responded that Peterborough City Council continued to exercise control in this area until the Combined Authority produced their Local Transport Plan in spring 2019. Consultations were currently underway regarding this across Cambridgeshire and Peterborough.
- Members expressed concern that the Mayor of Cambridgeshire and Peterborough would implement a review into transport, including Public Transport, without consulting Peterborough City Councillors to influence it and asked officers when the consultation process would take place and when the transport plan would be implemented. Officers responded that Peterborough City and Cambridgeshire County Council currently had their own local transport plans making the report's statement factually correct. The Combined Authority were currently commissioning a report to produce their joint Local Transport Plan (LTP). The report would be released in spring 2019 and there would be a full consultation.
- Members expressed concern that would have no influence on the development of the LTP before the consultation and asked when the consultation period would commence and when the final plan would be produced. Officers responded that they did not currently have a date for the consultation but that officers from both Cambridgeshire and Peterborough Councils were involved in the LTPs development. When the report had been put together, key dates would be advertised for the consultation which would be well-advertised and all key stakeholders would be invited to contribute.
- Members referred to the transfer of public transport powers to the combined authority and the Mayor's review of public transport and bus services and asked when there would be an opportunity for Peterborough City Councillors to contribute to this review. Officers responded that, as with the LTP, this was still the responsibility of the Council until the strategy was public. No specific dates were available but officers estimated the report would become available in early 2019. Officers from Peterborough were contributing to the document's development.
- In response to members further concerns about the lack of detail about consultation plans, officers emphasised that Peterborough had a veto on the Local Transport Plan and that they were consulting the Combined Authority to provide Peterborough-specific information and ensure the city's interests were represented but they ultimately had the power to decide on these matters. Working group meetings were taking place and preliminary reports would likely be available by the end of 2018, dependent on consultants' ability to work to the timescales.
- Some members stated that they had not been consulted as part of this process.
- Members requested that the Group Manager – Transport and Environment provides a briefing note to members of the committee providing more

information on the timescales for the Combined Authority's Local Transport Plan, its consultation process and when this committee specifically will be consulted about this.

- Members stated decisions made in Northamptonshire could also affect the people of Peterborough, not just Cambridgeshire and sought reassurance about levels of communication with external bodies. Officers noted that the changes made to bus services in Northamptonshire happened very quickly and affected commercial routes that were subsidised which limited the ability of officers from Northamptonshire to consult with Peterborough City Council. Discussions did take place to consult with other organisations to achieve the best outcome for the City but Peterborough City Council had little influence over private bus operators.
- The Cabinet Member suggested that ward councillors should contact the Cabinet Portfolio Holder for transport in other authorities if a resident had an issue with service provision from an outside body that would affect the residents of Peterborough. Peterborough City Council had very little influence over private bus operators or other local authorities.
- The Cabinet Member emphasised that the Combined Authority agreement stated that they would produce a Local Transport Plan and this was definitely going to happen. The Cabinet Member emphasised that Peterborough officers were working with those from Cambridgeshire County Council and the Combined Authority to work on a local transport plan that was right for the whole Combined Authority area. The Cabinet Member stated that Peterborough City Council retained the power to veto the whole plan if there was a fundamental disagreement.
- There were two stages to developing a local transport plan:
 - Gathering evidence, looking at supply and demand patterns and understanding the patronage on particular routes and what the issues were
 - Once transport consultants had developed this evidence base it was important to engage with elected members to gain an understanding of ward issues and the practicalities; e.g. the shift patterns of people trying to get to work

This helped to ensure that both qualitative and quantitative insights were taken into account

- Members noted that the report spoke of integrating or replacing the regional swimming pool and athletics track. Members requested additional information about the impact of the proposed university on the Peterborough Regional Pool as the Active Lifestyles Strategy proposed to refurbish it and it would not be advisable to do so if it were to be demolished and replaced a few years later. Officers responded that work needed to be done on the university's master plan and site analysis to see where the buildings needed to go to integrate with the city centre. It was planned for 2,500 students to be studying there by 2021/22 within 3.5ha of land. There would come a point where the Athletics Track and Peterborough Regional Pool would hit capacity constraints as the university expands. Expansion could potentially take place towards the embankment and the River Nene although this was still considered protected green space in the local plan. Officers agreed with members' point that there may come a time when building new swimming and athletics facilities elsewhere might be prudent and this should be taken into account if making an investment in repairing the existing facility.
- Officers suggested that the figure of 12,500 projected students by 2035 was demanding considering the difficulties currently being faced by the higher education sector. If the plan was followed through, there would be a demand

for additional land take. The master planning exercise would examine options for the future growth of the university.

- Member raised the issue of housing targets and allocations, noted that the local plan was in the later stages of development and asked if there were any serious challenges to the number of houses planned or their locations. Officers responded that the site outside Glinton was due to go to appeal in January or February 2019. Five year land supply would likely be a key consideration for its determination. The inspector would consider proposals for alternative allocations to those identified by the Council in the Local Plan.
- Members asked if there was any information available on the locations of these sites. Officers responded that all proposed sites can be viewed via the Peterborough City Council website. All representations received were recorded and published there.
- Members mentioned that they had previously expressed disappointed about the lack of discussion of rural areas within the Tree and Woodland Strategy when it came to this committee on 10 January 2018. Members referred specifically to the limited discussion of hedgerows
- Members raised concerns about the limited discussion of hedgerows to rural areas and their possible links with the Biodiversity Strategy in forming wildlife corridors. Members were disappointed about the briefing note received on the subject and stated that he had not received an invitation to comment on the strategy. The Cabinet Member responded that he would ask the Natural and Historic Environment Manager to contact the councillor to discuss his concerns.
- Nominations from the public for proposals for traffic regulation were being received and had started from before 1 April when the funding for this became available. Officers were collating the suggestions. A consultation period had to be followed. A website had been set up for members of the public to submit their requests.
- Action could be taken immediately by the Council or emergency services if a vehicle displaying an advertisement parked on a roundabout was posing a danger even if there were no residents to consult with.
- Officers stated that additional resources for enforcing the above would always be useful and officers would like to enable overtime for staff to conduct enforcement in the evening as one way of providing this.
- The Cabinet Member added that unless vehicles were collected when the roads were quiet, traffic management orders would be required which could be expensive and disruptive. Problems with vehicles displaying advertising tended to occur on busier roads where the risk of distraction was higher. Traders were aware that the council had the power to conduct enforcement when advertisements were a danger and incident rates had gone down. Knowledge of this needed to be spread to the public via word of mouth and through new media.
- Members raised an example of a vehicle being removed only to be replaced with another suggesting that the problem had not yet fully been tackled. The Cabinet Member emphasised the importance of reporting these vehicles formally via as soon as they were seen.
- Members commented that the report was thorough and showed a high number of successes within the portfolio, such as Fletton Quays, and thanked all those involved for their hard work,

ACTIONS AGREED:

The Growth, Environment and Resources Scrutiny Committee considered the report and **RESOLVED** to:

1. Note the contents of the report.
2. Request that the Group Manager – Transport and Environment provide a briefing note to members of the committee providing more information on the timescales for the Combined Authority’s Local Transport Plan, its consultation process and when this committee specifically will be consulted about this.

7. PROPOSAL FOR TASK AND FINISH GROUP TO REVIEW AIR QUALITY

The Group Manager - Transport and Environment introduced the report which set out a proposal for a cross-party scrutiny task and finish group to be formed to inform the development of the Council’s air quality ambitions and make recommendations for specific actions that should be taken the Council and partners to achieve such ambitions.

The Growth, Environment and Resources Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- Members suggested that the review of expert data could be contracted out as there were several environmental organisations in the city with one of them having a nationally recognised air quality expert working for them. Members suggested this could speed the process of collecting data and that might be cheaper. Officers responded that there was no budget within the organisation for this type of activity and it would need to be considered where the additional funding for external research would come from. Officers suggested that the task and finish group could agree its priorities then establish how they could achieve these. Officers suggested that neighbouring authorities could be consulted with and external expertise gained in different ways. All options needed to be considered before any spending requirements were established.
- Members responded that this was reassuring and suggested that the points numbered 1 to 6 on the first page of Appendix A did not necessarily need to be completed in that order. Officers stated that it would be a mistake to examine the issue of air quality in detail before the data was available as possible actions needed to be analysed to make sure they were cost effective and appropriate for the city. The points labelled 1-6 were a suggested order but there was some flexibility to establish which of these were most critical for the city.
- Members raised the following points
 - A detailed report on this subject had already been presented to the committee at the meeting on 5 March 2018 on request of a committee member which raised areas of concern. Although thresholds were not being exceeded, the rapid expansion of the city made this an area of concern.
 - This report could be a starting point for the Task and Finish group who could then look at areas in which further information was needed.
 - Members welcomed the initiative of the Leader of the Council in requesting this task and finish group and welcomed the opportunity to participate
- Members questioned whether it was constitutionally acceptable to ask for nominations for members of the group during this meeting as per the reports fourth recommendation. The Senior Democratic Services Officer responded that this was just a request for initial expressions of interest and formal

request for nominees would be sent to the group secretaries as per the usual procedure.

- The Chair asked how long the task and finish group was likely be in operation for. The Senior Democratic Services officer responded that it should usually be no longer than six months in order to be effective but could be up to a year. There was a danger that the group would lose its impetus if it took too long. Timing would be decided at the scoping meeting.

ACTIONS AGREED:

The Growth, Environment and Resources Scrutiny Committee considered the report an **RESOLVED** to

1. Agree to the formation of a time-limited cross-party scrutiny task and finish group.
2. Agree the Terms of Reference for the proposed task and finish group.
3. Agree that the outcomes of the task and finish group should be presented back to the Committee at the relevant meeting
4. Make any initial nominations from the scrutiny committee members to join the task and finish group

8. SKANSKA ANNUAL REPORT 2017/18

The Head of Peterborough Highway Services, accompanied by the Interim Contracts Manager at Skanska and the Group Manager - Transport and Environment, introduced the report which gave the committee the opportunity to review the contractual performance and Key Performance Indicators (KPIs) for the Peterborough Highway Services contract with Skanska.

The Growth, Environment and Resources Scrutiny Committee debated the report and in summary, key points raised and responses to questions included:

- There was general agreement that the statistical tables found in Appendix A were difficult to read. The committee requested that the Group Manager – Transport and Environment would distribute higher quality versions of the tables from the report to members.
- Members expressed concerned that the Queensgate footbridge was not accessible by people with disabilities and asked officers to encourage Queensgate to improve the facilities, including the installation of a ‘ski lift’. Officers responded that ‘at grade’ crossings had been installed to help alleviate these issues and dialogue had taken place with Queensgate, whose ownership had recently changed and this would continue. Officers agreed with members’ point that this was a key gateway into the city. Queensgate were a commercial entity which could limit what could be done but there was currently a ‘best of both worlds’ arrangement with the combination of the footbridge and the at-grade crossings.
- Peterborough was very fortunate to be able to use The ‘Dragon’ pothole machine which was up to 6-7 times faster at filling potholes than conventional methods now that staff were fully comfortable with it. The machine was capable of edging defective sidings and levelling off high spots. Only two people were required to operate it. It also saved on the costs of traffic management. It was shared with the Cambridgeshire and Oxfordshire

contracts as it would not be affordable just for Peterborough to use. This was a one of the major innovations allowed by the Skanska contract.

- Both rubberised asphalt and plastic asphalt were being trialled. The plastic asphalt trial had been extensively covered in the press. The partnership with Skanska had enabled the plastic asphalt trial to take place. It was currently too early to know the results of this so the trial was only being done in a small area.
- Officers were seeking to accelerate the roll out of L.E.D. lighting to gain the benefits of their improved energy efficiency. This work was on track and due to be completed in March or April 2019. The more difficult areas in the city centre and on parkways that required traffic management had been done first.
- Officers were proud of the 750,000 injury-free work hours achieved and the next target was 1,000,000. These statistics were shared with all Skanska contracts and more widely in the industry as safety was of paramount importance both to operatives and the travelling public. This contract was held up as an exemplar of good practice.
- Members thanked officers for their good work fixing potholes and stated that they had always been patched the day after they were reported. Officers encouraged councillors and members of the public to report potholes as they could be dealt with once they were known about. There could sometimes be a slower response if traffic management was required for example. There were inspectors but they could not monitor everywhere at once. The Key Performance Indicators (KPIs) in this area were met and exceeded.
- Members stated that the Bishop's Road improvement and cycleway was an improvement but asked why the pedestrian crossing had been relocated by 100m. Officers responded that doing so had helped to reduce congestion as vehicles no longer stacked up at the roundabout. Many people had crossed the road in this location before the crossing was installed. Many surveys had been completed and the work had the needs of pedestrians and cyclists in mind as well as reducing congestion.
- Members asked what was being done to fix broken street lighting, stating that there were lots of problems and they often took a long time to be repaired. Members mentioned that the lights on Rhubarb Bridge had been switched on constantly since February 2018. Members asked if the situation would have improved by Spring 2019, especially after the installation the L.E.D. street which could report themselves when they needed to be repaired
- Officers responded that the repair of the Rhubarb Bridge lights was part of the Junction 18 capacity scheme. Attempts had previously been made to fix the lighting but problems had reoccurred due to the age of the equipment. Street lighting was on an unmetered supply which meant that the Council did not incur any additional cost although this was not ideal. Once the traffic management was in place for the strengthening works, the lights could all be upgraded. There would still be a chance of future failure as the lights had mechanical parts.
- Lighting problems could be caused by issues with cables belonging to the electricity company. These took longer to fix as the Council could not enact repairs. There could also be clashes of responsibility with Highways England who manage the trunk road network and this was the case at Junction 18. Officers were proceeding as quickly as they could to tackle these problems.
- Members welcomed officers' response and stated that if Rhubarb Bridge was to be repaired then the street lights needed to be restored.
- Members stated that Peterborough's Highway Services were second to none and they had always been treated with respect and professionalism when reporting problems. For example, Highway Services had agreed to share the cost of two dropped kerbs with CLF funds.

- Members were excited by the rubberised asphalt trial and asked about the possibility of more innovation in this area, asked where the rubber was obtained from and if abandoned tyres could be used for this purpose as their disposal of abandoned tyres cost the council £1.70 per tyre currently. Officers stated different types of asphalt was currently being trialled to assess their suitability. The possibility of incorporating recycled plastic from waste generated in Peterborough into plastic asphalt was being investigated although a full environmental impact assessment was needed as it might not be environmentally friendly to transport material a long distance to be processed for example.
- Pavements in residential areas outside the city centre were only maintained to keep them safe, not to improve their visual appearance due to budget constraints. Public realm schemes had been done in the city centre and this was the result of grant money received. This has increased the perceived contrasts between city centre and residential pavements.
- There was sometimes a problem with signage and sandbanks not being removed promptly after roadworks and officers asked members to report this when they saw it so they could be removed. This was not necessarily the fault of Skanska and could have been caused by utility companies.
- Members praised the communication, community engagement and the effectiveness of the L.E.D. street light programme, especially in the can-do area.
- Members referred to section 4.11 and asked if service strikes had been caused by worker error or if this was due to limited information about where utilities were and if utility companies and contractors could be asked by the Council for more accurate information.
- Officers responded that this was a key part of operative safety due to the possibility of encountering electrical cables for example. The number of Service Strikes were very low within Peterborough. Utility drawings were received from the utility companies and a 'no dig' policy was in operation which meant no excavation takes place until a checklist was completed, all plans were available and CAT scans had been done. There was always the possibility of unexpected infrastructure encounters however and these were often old cable TV wires located just underneath a slab or through a kerb even though they should be at a required depth. Risk avoidance strategies were employed; for example looking at alternatives to excavating concrete to reduce the risk of a strike.
- Utility drawings were not necessarily always accurate and progress needed to be made in the industry in this area. Cables were often located just below the surface where they should not be and it was sometimes difficult not to hit them. Strikes were sometimes caused by user error and continued vigilance was required. Safety was always a priority.
- Members asked what had happened to plans to use the ash from the 'energy from waste' scheme for road surfaces. Officers responded that this was investigated as ash could be made into a type 1 sub base. Unfortunately it was not commercially viable as it would involve transporting material a long way from Peterborough. Officers had a preference towards using local businesses and this combined with CO2 emissions and the cost material made the plans unviable.
- Members said the residents often didn't understand why considerable amounts of money were being spent on the city centre and not on repairing pavements although members stated that they were aware that the money came from different sources. Members asked what had happened to the plans reported to the committee a few years ago to take up pavement slabs and replace them with tarmac to lower maintenance costs. Officers

responded that this was the slab replacement programme which was a capital scheme. This did still sometimes happen but the main focus was on patching pavements due to limited funding. Grant money was different to revenue money and this explained the discrepancy between the city centre and the rest of the city. Officers were still pursuing capital replacement schemes where feasible as it was more efficient on a large scale.

ACTIONS AGREED

The Growth, Environment and Resources Scrutiny committee considered the report and **RESOLVED** to

1. Review and comment on it and
2. Request that the Group Manager – Transport and Environment would distribute higher quality versions of the tables from the report to members of the committee.

9. MONITORING SCRUTINY RECOMMENDATIONS

The Democratic Services Officer introduced the report which enabled the committee to monitor and track progress of recommendations made to the Executive or Officers at previous meetings

ACTIONS AGREED:

The Growth, Environment and Resources Scrutiny Committee considered the report and **RESOLVED** to consider the responses from Cabinet Members and Officers to recommendations made at previous meetings as attached in Appendix 1 to the report.

10. FORWARD PLAN OF EXECUTIVE DECISIONS

The Democratic Services Officer introduced the report which invited members to consider the most recent version of the Forward Plan of Executive Decisions and identify any relevant items for inclusion within the Committee's work programme or to request further information.

Members stated that there had been several occasions where updates to the forward plan had to be provided to committee members after agenda publication and asked if this would be the case every time. The Senior Democratic Services officers responded that this was due to the fixed nature of publication dates and there was nothing that could be done about this.

ACTIONS AGREED:

The Committee considered the report and **RESOLVED** to consider the current Forward Plan of Executive Decisions.

11. WORK PROGRAMME 2018/2018

The Growth, Environment and Resources Scrutiny Committee considered the Committee's Work Programme for 2018/19 and discussed possible items for inclusion.

The Senior Democratic Services Officer reminded committee members that there were two new items on the agenda for the meeting on 7 November 2018; Affordable Housing Need and Delivery in Peterborough (deferred from September due to the wait for additional information to be put in the report) and the Annual Corporate Complaints Report 2017/18 (requested by the Head of Customer and Transactional Services) which used to come to the committee yearly but had not come to the committee for some time.

It was clarified that Steve Boyer's successor, Mr Hennessy would be producing the Opportunity Peterborough report on the work programme.

ACTIONS AGREED;

The Growth, Environment and Resources Scrutiny **RESOLVED** to note the latest version of the work programme.

12. DATE OF NEXT MEETING

7 November 2018

7.00pm – 8.37pm
CHAIRMAN

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 4
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Director of Law and Governance	
Cabinet Member(s) responsible:	Cabinet Member for Resources	
Contact Officer(s):	Paulina Ford, Senior Democratic Services Officer	Tel. 01733 452508

REQUEST FOR CALL IN OF AN EXECUTIVE DECISION: AMENDMENT OF LOAN FACILITY FOR FLETTON QUAYS HOTEL - OCT18/CMDN/47

R E C O M M E N D A T I O N S	
FROM: Director of Law and Governance	Deadline date: N/A
<p>It is recommended that the Growth, Environment and Resources Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Consider a request to call-in a decision taken by the Cabinet Member for Resources in respect of the Executive Decision: Amendment of Loan Facility For Fletton Quays Hotel - OCT18/CMDN/47 	

1. ORIGIN OF REPORT

1.1 The report is presented to the Committee on behalf of the Director of Governance.

2. PURPOSE AND REASON FOR REPORT

2.1 The report is being presented to the Committee so that they may Consider a request to call-in a decision taken by the Cabinet Member for Resources in respect of the Executive Decision: . Amendment of Loan Facility For Fletton Quays Hotel - OCT18/CMDN/47

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference No. Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3, Scrutiny, sub paragraph 3.3 Hold the Executive to account for the discharge of functions in the following ways:

- (f) By exercising the right to call-in, for reconsideration, decisions made but not yet implemented by the Executive or key decisions which have been delegated to an officer;

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	------------

4. BACKGROUND AND KEY ISSUES

- 4.1 On the 24 October 2018, the Cabinet Member for Resources made an executive decision relating to the Amendment of Loan Facility For Fletton Quays Hotel. In accordance with the Constitution this decision was published on 24 October 2018.
- 4.2 On 29 October 2018 Councillor Aasiyah Joseph and Councillor Nick Sandford submitted a request to call-in the decision on the following grounds:
- Criteria 3. Decision does not follow principles of good decision-making set out in Part 2, Article 11 (Decision Making) of the Council's Constitution, specifically that the decision maker did not:
- (a) Realistically consider all alternatives and, where reasonably possible, consider the views of the public.
 - (d) Act for a proper purpose and in the interests of the public.
 - (e) Keep to the rules relating to local government finance.
- 4.3 Support was given to the call-in by Councillor Amjad Iqbal as Shadow Cabinet Member for Resources. A copy of the request to call-in is attached at Appendix 1, a copy of the report considered by the Cabinet Member and associated documents is attached at Appendix 2 and a copy of the decision notice is attached at Appendix 3.
- 4.4 After considering the request to call-in and all relevant advice, the Committee may either:
- (a) refer it back to the decision making person or body for reconsideration, normally in time for its next scheduled meeting, setting out in writing the nature of its concerns and any alternative recommendations;
 - (b) if it considers that the decision is outside the Council's Budget and Policy Framework, refer the matter to the Council after seeking the advice of the Monitoring Officer and/or Chief Financial Officer; or
 - (c) decide to take no further action, in which case the original executive decision will be effective immediately.

If referred back to the decision taker they shall then reconsider, amending the decision or no before adopting a final decision. Once a decision has been reconsidered by the decision taker may not be the subject of further call-in.

5. CONSULTATION

- 5.1 Please refer to Appendices 2 and 3 of the report for details of any consultation that has taken place with regard to the Executive Decision taken.

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 Possible outcomes: The Committee may either:
- a) refer it back to the decision making person or body for reconsideration, normally in time for its next scheduled meeting, setting out in writing the nature of its concerns and any alternative recommendations;
 - b) if it considers that the decision is outside the Council's Budget and Policy Framework, refer the matter to the Council after seeking the advice of the Monitoring Officer and/or Chief Financial Officer; or
 - c) decide to take no further action, in which case the original executive decision will be effective immediately.

7. REASON FOR THE RECOMMENDATION

- 7.1 Call-in is the exercise of a Scrutiny Committee's statutory powers under section 9F(2) and 9F (4) of the Local Government Act 2000 (as amended by the Localism Act 2011) to review an Executive Key Decision before it is implemented. Where a decision is called-in and the Scrutiny Committee decides to refer it back to the decision maker for reconsideration, it cannot be implemented until the call-in process is complete.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 Please refer to Appendices 2 and 3 of the report for details of alternative options considered with regard to the Executive Decision taken.

9. IMPLICATIONS

Financial Implications

- 9.1 Please refer to Appendices 2 and 3 of the report for details of any financial implications with regard to the Executive Decision taken.

Legal Implications

- 9.2 Please refer to Appendices 2 and 3 of the report for details of any legal implications with regard to the Executive Decision taken.

Equalities Implications

- 9.3 Please refer to Appendices 2 and 3 of the report for details of any equalities implications with regard to the Executive Decision taken.

Rural Implications

- 9.4 N/A

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 10.1 Executive Decision Notice Amendment of Loan Facility For Fletton Quays Hotel - OCT18/CMDN/47 published on 24 October 2018.

11. APPENDICES

- 11.1 Appendix 1 – Request to Call-In Decision
Appendix 2 – Report Considered by the Cabinet Member Resources
Appendix 3 – Copy of Decision Notice Amendment of Loan Facility For Fletton Quays Hotel - OCT18/CMDN/47

This page is intentionally left blank

CALL-IN REQUEST FORM

This form must be completed and signed by any TWO members of the relevant Scrutiny Committee and MUST be returned to the *Proper Officer within 3 working days of the decision being published (not including the day of publication). Please telephone the Proper Officer to make them aware that the Call-In form is on its way.

**Please note that the Proper Officer can be any of the following Senior Democratic Services Officers: Paulina Ford, Tel: 452508, Daniel Kalley, Tel: 01733 296334, Jane Webb, Tel: 01733 452281 or Phillipa Turvey, Democratic and Constitutional Services Manager, Tel: 01733 452460 The Call-In Request will only be valid if it has been received in person by any of the above people within the 3 working day deadline. The form may be emailed or hand delivered. If sent in the post you must call the Proper Officer to advise that it has been posted and it will need to be received by the Proper Officer within the 3 working day deadline.*

Decision taker:	Cabinet Member for Resources
Date of publication of decision:	24 October 2018
Title of Decision Called in :	Amendment of Loan Facility for Fletton Quays Hotel - OCT18/CMDN/47
Date Decision Called in:	29 October 2018

	REASONS FOR CALL-IN	Tick which reason applies
1.	Decision is contrary to the Budget and Policy Framework rules set out in Part 4 Section 6 of the Council's Constitution? <i>(If this is the case it will require a reference to Council by a Scrutiny Committee on a report from the Monitoring Officer or Chief Finance Officer)</i>	
2.	Decision is Key but it has not been dealt with in accordance with the Council's Constitution.	
3.	Decision does not follow principles of good decision-making set out in Part 2, Article 11 (Decision Making) of the Council's Constitution.	√
If reason 3, please tick which specific element of Article 11 the decision maker has not followed, did he or she not:		
(a)	Realistically consider all alternatives and, where reasonably possible, consider the views of the public.	√
(b)	Understand and keep to the legal requirements regulating their power to make decisions	
(c)	Take account of all relevant matters, both in general and specific, and ignore any irrelevant matters.	
(d)	Act for a proper purpose and in the interests of the public.	√
(e)	Keep to the rules relating to local government finance.	√
(f)	Follow procedures correctly and be fair.	
(g)	Make sure they are properly authorised to make the decisions.	
(h)	Be responsible for their decisions and be prepared to give reasons for them.	

	(i) Take appropriate professional advice from officers.	
<p>Detailed Reason(s) for Call-in. <i>Please detail the reasons below why the Scrutiny Committee should review or scrutinise the decision and consider referring it back to the Executive, please be specific in how it applies to the reason for call-in as identified on page 1 of the form. E.g. if you have ticked reason 1 on the form then please identify which major policy is affected and how/why or which area of the budget framework.</i></p> <p>We believe that the matter has not been allowed proper discussion at scrutiny. There is a concern that due diligence has not been carried out and that directors of the old and new companies may be the same.</p> <p>Details of Alternative Course of Action or Recommendations you wish to propose. <i>Please specify what course of action you are proposing should be taken and any recommendations that you are proposing should be considered by the Scrutiny Committee.</i></p> <p>We want to review the case for the new loan and be assured due diligence has been completed.</p>		

	Name (please print)	Member of Which Scrutiny Committee	Signature	Date
1.	Cllr Aasiyah Joseph	Growth, Environment and Resources Scrutiny Committee	A Joseph	29/10/18
2.	Cllr Nick Sandford	Growth, Environment and Resources Scrutiny Committee	N Sandford	29/10/18

DECISION TITLE: Amendment of Loan Facility for Fletton Quays Hotel
Councillor Seaton, Cabinet Member for Resources
October 2018

Cabinet portfolio holder: Responsible Director:	Councillor Seaton, Cabinet Member for Resources Peter Carpenter, Acting Director Corporate Resources
Is this a Key Decision?	YES If yes has it been included on the Forward Plan: YES Unique Key decision Reference from Forward Plan: KEY/01OCT18/02
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	NO
Is this a project and if so has it been registered on Verto?	YES Verto number: PR002375

R E C O M M E N D A T I O N S

The Cabinet Member is recommended to:

1. Note the change of ownership of Fletton Quays Hotel Ltd from Norlin Hotel Holdings Ltd to Propiteer Hotels Ltd and
 - a) approve the amendment of the terms of the facility of £15m to provide funding for the construction of a Hotel on the Fletton Quays site from Norlin Hotels Holdings Limited and its subsidiary Fletton Quays Hotel Limited, to Propiteer Hotels Ltd and its subsidiary Fletton Quays Hotel Ltd; and
 - b) approve the amendment of the term of the facility from 24 months commencing the date of SEPT 17/CAB/41 to 24 months from the date of the first drawdown
2. Authorise the Interim Director of Law and Governance and Interim Corporate Director of Resources to exercise delegated authority to finalise and agree all necessary additional due diligence and any amendments to the business case to reflect the change of ownership and company structure noted in 1. above.
3. Authorise the Interim Director of Law and Governance and Interim Corporate Director of Resources to exercise delegated authority to finalise and agree all necessary legal agreements with Propiteer Hotels Ltd for the purposes of facilitating these arrangements.

1. PURPOSE OF THIS REPORT

- 1.1 This report is for Resources to consider exercising delegated authority under paragraph 3.4.3 and 3.4.8 of Part 3 of the constitution in accordance with the terms of their portfolio at paragraph (f).

2. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	------------

3. BACKGROUND AND KEY ISSUES

3.1 Fletton Hotel Project

On 25 September 2017 Cabinet approved the Report SEP17/CAB/41 requesting that it:

1. Approve a facility of £15m for 24 months to provide funding for the construction of a Hotel on the Fletton Quays site by Norlin Hotels Holdings Limited and its subsidiary Fletton Quays Hotel Limited subject to recommendations 2. and 3. below
2. Authorise the Interim Director of Law and Governance and Interim Corporate Director of Resources to exercise delegated authority to finalise and agree all necessary due diligence, ground condition survey report and to approve the business case for the project.
3. Authorise the Interim Director of Law and Governance and Interim Corporate Director of Resources to exercise delegated authority to finalise and agree all necessary legal agreements with Norlin Hotels Holdings Limited and associated hotel franchises or otherwise connected to this project for the purposes of facilitating these arrangements.
4. Cabinet is requested to recommend to Council amendments to the Treasury Management Strategy to include organisations such as Norlin Hotels Holdings Limited and its subsidiary Fletton Quays Hotel Limited as organisations to which the Council is authorised to make secured loans

Change of ownership of Fletton Quays Hotel Ltd

Propiteer Group and Norlin Group have previously collaborated as investment partners on a number of projects spanning several sectors. The decision was taken to separate their interests due to a difference in investment strategy: Propiteer Group wished to focus solely on property transactions and ownership, and thus retained the residential and commercial property portfolio, whilst Norlin Group retained the retail side of the business. Propiteer Hotels Ltd incorporated on 12 April 2018.

In the case of Fletton Quays Hotel Limited (the Peterborough Hilton Garden Inn special purpose vehicle) sole ownership has transferred from Norlin Hotels Holdings Limited to Propiteer Hotels Ltd under the terms of the agreement between the parties.

On 20 April 2018 the directors of Propiteer Hotels Ltd also became directors of Fletton Quays Hotel Ltd. The directors of Fletton Quays Hotel Ltd are now Colin Sandy, Richard Martin, David Marshall, Thomas Dalton, Colin Torquil Sandy and Mike Aspinall who was previously a director of Norlin Hotel Holdings Ltd and Fletton Quays Hotel Ltd. The remaining two Norlin Hotels Holdings Limited directors, Stephen Symington and Richard Irwin have resigned from Fletton Quays Hotel Ltd.

Fletton Quays Hotel Ltd's share capital of £100 transferred on 20 April 2018 from Norlin

Hotel Holdings Ltd to Propiteer Hotels Ltd at which point Norlin Hotels Holdings Ltd ceased to be a person with significant interest and Propiteer Hotels Ltd was noted as a person with significant interest on 20 April 2018.

Due Diligence on the new directors and Propiteer Hotels Ltd has been undertaken by the Council's financial advisors, Deloitte LLP and their report has not highlighted any areas of concern.

A Hilton Garden Inn will be delivered on the Fletton Quays site and the change of ownership will not affect this.

4. CONSULTATION

- 4.1 No consultation is required with the public for this particular decision. Appropriate consultation on the provision of a hotel on the Fletton Quays site was taken when planning permission was granted.

5. ANTICIPATED OUTCOMES OR IMPACT

- 5.1 This decision will facilitate the commencement of construction of the new Fletton Quays Hotel and allow the Council to draft the loan documentation for the loan facility to reflect the new owners of Fletton Quays Hotel Ltd, Propiteer Hotels Ltd

6. REASON FOR THE RECOMMENDATION

- 6.1 The construction of the loan facility documentation is required to reflect the new owners of Fletton Quays Hotel Ltd, and will allow the Cabinet Decision SEPT/17/CAB/41 to be implemented

7. ALTERNATIVE OPTIONS CONSIDERED

- 7.1 Do Nothing
The Council could choose not to accept the change in ownership of Fletton Quays Hotel Ltd to Propiteer Group. This would prevent the Council from providing the loan facility and delay the construction of the hotel while an alternative source of finance was sought.

8. IMPLICATIONS

Financial Implications

- 8.1 The financial implications of providing a loan facility to Fletton Quays Hotel Ltd remain as set out in paragraph 9.1 of SEPT17/CAB/41 and the change in ownership of Fletton Quays Hotel Ltd has no additional financial consequences.

Legal Implications

- 8.2 The legal implications and the Council's ability to provide a loan facility to Fletton Quays Hotel Ltd remain as set out in paragraph 9.2 of SEPT17/CAB/41.

Equalities Implications

- 8.3 There are no equalities implications related to this decision.

9. DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED

- 9.1 None.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985) and The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

10.1 Cabinet Report SEPT17/CAB/41

11. APPENDICES

11.1 None.

Decision details

Amendment of Loan Facility for Fletton Quays Hotel - OCT18/CMDN/47

Decision Maker: Cabinet Member for Resources

Decision status: **Item Called In**

Is Key decision?: Yes

Is subject to call in?: Yes

Purpose:

The Cabinet Member:

1. Noted the change of ownership of Fletton Quays Hotel Ltd from Norlin Hotel Holdings Ltd to Propiteer Hotels Ltd and
 - a) approved the amendment of the terms of the facility of £15m to provide funding for the construction of a Hotel on the Fletton Quays site from Norlin Hotels Holdings Limited and its subsidiary Fletton Quays Hotel Limited, to Propiteer Hotels Ltd and its subsidiary Fletton Quays Hotel Ltd; and
 - b) approved the amendment of the term of the facility from 24 months commencing the date of SEPT 17/CAB/41 to 24 months from the date of the first drawdown
2. Authorised the Interim Director of Law and Governance and Interim Corporate Director of Resources to exercise delegated authority to finalise and agree all necessary additional due diligence and any amendments to the business case to reflect the change of ownership and company structure noted in 1. above.
3. Authorised the Interim Director of Law and Governance and Interim Corporate Director of Resources to exercise delegated authority to finalise and agree all necessary legal agreements with Propiteer Hotels Ltd for the purposes of facilitating these arrangements.

Reasons for the decision:

The construction of the loan facility documentation is required to reflect the new owners of Fletton Quays Hotel Ltd, and will allow the Cabinet Decision SEPT/17/CAB/41 to be implemented.

Alternative options considered:

Do Nothing

The Council could choose not to accept the change in ownership of Fletton Quays Hotel Ltd to Propiteer Group. This would prevent the Council from providing the loan facility and delay the construction of the hotel while an alternative source of finance was sought.

Interests and Nature of Interests Declared:

None.

Background Documents:

Cabinet Report SEPT17/CAB/41

Publication date: 24/10/2018

Date of decision: 24/10/2018

Issue status: The decision is currently being reconsidered

This decision has been called in by:

- [Councillor Aasiyah Joseph](#) who writes Reasons for Call-In: 3. Decision does not follow principles of good decision-making set out in Part 2, Article 11 (Decision Making) of the Council's Constitution. a) Realistically consider all alternatives and, where reasonably possible, consider the views of the public. d) Act for a proper purpose and in the interests of the public. e) Keep to the rules relating to local government finance. Call in request

also signed by Councillor Nick Sandford, also a member of the Growth, Environment and Resources Scrutiny Committee."

Accompanying Documents:

- [Fletton Quays Hotel CMDN PUB](#)  PDF 80 KB

GROWTH, ENVIRONMENT & RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 5
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Pete Carpenter, Acting Corporate Director of Resources	
Cabinet Member(s) responsible:	Cabinet Member for Resources	
Contact Officer(s):	Pete Carpenter, Acting Corporate Director of Resources Mark Bennett, Strategic Partnerships Director, Serco	Tel. 01733 384564

SERCO ANNUAL REPORT 2017-18

RECOMMENDATIONS	
FROM: Pete Carpenter, Acting Corporate Director of Resources	Deadline date: N/A
<p>It is recommended that the Growth, Environment & Resources Scrutiny Committee:</p> <ol style="list-style-type: none"> Review and comment on this report. 	

1. ORIGIN OF REPORT

1.1 This report has been requested by the Interim Corporate Director of Resources.

2. PURPOSE AND REASON FOR REPORT

2.1 This is an opportunity for the Committee to hear from and question both officers of the Council and the Serco Partnerships Director, Mark Bennett on the performance of Serco during 2017/18.

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

- 10. Partnerships and Shared Services; and
- 11. Digital Services and Information Management

2.3 The Serco Partnership continues to contribute to all of the Council's priorities.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	
---	-----------	----------------------------------	--

4. BACKGROUND AND KEY ISSUES

4.1 The Peterborough Serco Strategic Partnership (PSSP) went live on 28 November 2011 and delivers the following services:-

- Shared Transactional Services (e.g. Council Tax, Business Rates, Benefits, Accounts Payable and Receivable and Back-Office Parking Administration);
- Customer Services;
- Procurement;
- Business Transformation and Service Improvement;
- Business Support (including HR admin & Payroll) and
- Financial Systems Support.

The ICT Managed Service has been operated by Serco Limited since 1 October 2009

4.2 The Report in Appendix A sets out Key Performance Indicators (KPIs) for both contracts.

Across the two contracts, Serco employ just under 500 staff including up to 29 on apprenticeships ranging from NVQ level 2 to degree level.

4.3 The PSSP has 22 key performance indicators across 6 Service areas and delivery for 2017/18 is summarised in the following table. More detail of the data is contained in Appendix B:

Service Area	Mar Target	Mar Hit	Jun Target	Jun Hit	Sept Target	Sept Hit
Shared Transactional Services	9	9	9	9	9	9
Business Support	1	1	1	1	1	1
Customer Services	1	1	1	1	2	2
BTSI	1	1	1	1	1	1
Financial Systems Support	1	1	1	1	1	1
Procurement	5	5	5	5	5	5

There are two KPI's currently suspended:

- a) In Customer Services - % of telephone calls answered due to additional time required to populate the Customer Relationship System
- b) In Business Support - % of tasks completed to deadline due to the work management system no longer being supported following the move to the Google Platform

A further KPI in Financial Systems Support is not reported on as no priority 1 calls have been raised in respect of his service.

As a result no KPI service failures have been experienced and no service credits applied.

4.4 The ICT contract delivery is based on 19 key performance indicators.

For 2017/18 of the 19 indicators:

Four different indicators were not delivered in the 4th quarter of 2017. Non-delivery centred around not achieving target rates for call answering targets.

Two different indicators were not delivered in the first 3 quarters of 2018 Fulfilment of priority 4 ICT request due to close down of PCC over the Christmas period and the increased call volume resulting in the move into Sand Martin House. The second was call abandoned rate > 5% due to some issues we had with our new call system.

Further detail is shown in Appendix B

4.5 A range of major projects and other service delivery detail is outlined in Appendix A.

These include:

- Delivery of major projects;
- Service delivery improvements;
- Introduction of Innovation;
- Recognition, through awards of services that have been delivered.

5. CONSULTATION

- 5.1 The Financial Services team, as contract owners continues to engage with stakeholders in relation to the services being provided.

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 The expected outcomes and associated service impacts are set out in the report.

7. REASON FOR THE RECOMMENDATION

- 7.1 Service delivery of major partnership contracts should be reviewed annually and outcomes of these reviews should be used to improve service provision.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 This report sets out performance of an operational contract. Alternative options would be considered if service delivery is not being delivered, shown via budget spend and Performance Indicator delivery.

9. IMPLICATIONS

Financial Implications

- 9.1 The following figures were reported to members in July 18 as part of the Council's year-end Budget Monitoring Outturn Report:

Department	Budget £000	Contributions From Reserve £000	Revised Budget £000	Actual Outturn £000	Variance £000
Peterborough Serco Strategic Partnership	7,352	-	7,352	7,385	33
ICT	5,944	110	6,054	6,096	42

Items highlighted in the report were as follows:

Peterborough Serco Strategic Partnership (PSSP)

- An additional £0.288m of Court Cost income was received and this is expected to continue in future years (and will be factored into the 2018/19 Budget).
- There was a £0.090m favourable variance on the Housing Benefit Subsidy Budget, this equates to less than a 0.01% variance on the £66m budget.

ICT

- There was an overspend of £0.237m against the £0.410m budget for the revenue impact of the IT Strategy of moving costs into the Cloud, as the cost was not fully identified at the time that the budget was set.
- There is also a pressure of £0.391m from the delay in delivering Salesforce Line of Business applications & Box having not yet been decommissioned, due to business continuity.

Legal Implications

- 9.2 This report gives a review of the delivery of the Serco contract through the 2017/18 financial year. Delivery has been governed throughout the year by the agreed contracts and appropriate

Change Control arrangements.

Equalities Implications

9.3 This contract delivers to a range of PCC Stakeholders.

Rural Implications

9.4 There are no rural implications to this report – although all parts of the Community are affected by these services.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

1.

- Operational Services Agreement with Serco Limited (parts of which are exempt)

11. APPENDICES

11.1 Appendix A - Serco key activities and achievements since April 2017
Appendix B – Serco Performance and KPIs

Appendix A

Serco key activities and achievements since April 2017

Major projects

Sand Martin House programme – Over 31 Serco project team members delivering in excess of 17,000 hours' worth of work, building a new IT infrastructure delivering 800+ chromebooks, developing a Change Champion network (80 staff to represent the majority of the teams across the council) and delivering Agile Working workshops to provide guidance and support on the new flexible ways of working within the new environment. Reducing the amount of storage that teams require and therefore removing the cost of that storage.

Decreasing 1st class post which has also reduced the total volume of post going out of the door which is expected to deliver approx. £30k of year on year savings.

Closure of the Cash Office and divert all customers and staff to alternative online solutions; where an ongoing business need is accepted for Petty Cash, ensure secure alternative arrangements which meet finance and audit requirements

Replaced paper based parking permit system with online e-permit system. Enable closure of the cash office and enable PCC to collect online payments

Implemented an online taxi licence application self-service process to reduce customer contact and improve the application process

Updated the existing online application and payment process for the brown bin garden waste service which supported the cash office closure and allowed Amey to continue to offer Direct Debit as an online payment option

Replaced the Cloudbuy Care Directory with the Open Objects Care Directory creating an 'All Services Hub'.

Project Support Officer resources provided to support Commissioners in delivering identified savings across a project to review High Cost Placement packages which delivered £367k in year (£400k per annum moving forward).

Brought Clare Lodge into ICT support by building a new core infrastructure aligned to PCC's and migrated 93 staff onto PCC's infrastructure.

Implemented a new Graphical Information System (GIS) which enabled a consolidation of 3 systems into 1 delivering a unified and consistent approach to enable PCC to deliver their geospatial requirements, whilst saving money on their licensing and delivering content in a more agile way.

Payment strategy – as part of the work to encourage customer to pay PCC in the most efficient way the cash office in the Customer Service Centre at Bayard Place was closed. All customers were successfully supported to make payments on-line, direct debit, telephone or at a post offices/payzone outlet. Prior to closure approximately 50,000 customers used to attend the cash office to make payments and access other services.

In housing benefits two major projects were successfully managed:

- a) Implementation of the Department for Work & Pensions 'Wider Use of Real Time Information' (WURTI), was introduced which provides access to HMRC earning's and pensions data, with a view to reducing fraud and error and
- b) Universal credit full service was implemented in Peterborough in November 2017

The introduction of SourceDogg in its first year helped improve compliance in respect to the amount of new suppliers being retrospectively registered (i.e. after the service has been delivered) reduced by 47% compared to the year before. And delivered in excess of £100k savings, on the back of a £15k investment for the SourceDogg software

Other service achievements

During the last 12 months Procurement has undertaken in excess of 25 Strategic Sourcing Initiatives (OJEU level) across the Council.

Procurement team delivered £3m in savings during 2017/18. However, these savings were offset by cost pressures across other areas of the council.

Further improvement in the in-year collection rates for business rates (97.8%) and council tax (95.9%) during 2017/18. Business rates has improved by 1.3 % over the last two years and council tax by 1%.

The local taxation team have successfully achieved charging orders to clear a council tax historical debt of £7k and a business rates debt of £153k. The council tax debt has now been fully paid and the business rates debt is subject to an ongoing legal challenge.

Improvement in benefit processing times, with change of circumstances improving from approximately 20 days down to 10 days during the year, and new claims processing from 25 days down to 10 days. New claims is now in top quartile performance nationally.

DHP budget (£687k) fully utilised with targeted work on arrears and homeless prevention.

Single Person Discount review commenced for all 26,000+ recipients with inclusion of leaflet with 18/19 bills.

Early intervention project to chase property debt earlier, resulting in 24% more invoices being paid within 15 days and linked cash flow improvement

In the latest customer satisfaction survey undertaken by the customer services team 98% of the 500 customers were either satisfied or very satisfied with the service they received.

Took on board the Amazon Web Services management in order to deliver a more proactive service and decrease its cost base

The innovative '#AskOscer' initiative had been extended until November due to the valuable contribution they have provided to staff by taking digital and IT expertise to staff via branded floorwalkers, it has now been requested that this is extended further. We have also increased the scope to include an #AskOscer Drop in centre in the engine shed of SMH.

Innovation

Implementation of Payment and Advice Clinics with Enforcement Agents supporting our most vulnerable citizens. Citizens Advice attendance at the latest surgery and were very positive about the initiative.

The introduction of SourceDogg in its first year helped improve compliance in respect to the amount of new suppliers being retrospectively registered (i.e. after the service has been delivered) reduced by 47% compared to the year before. And delivered in excess of £100k savings, on the back of a £15k investment for the SourceDogg software

The procurement team have developed a strong relationship with the Peterborough & Cambridge Chamber of commerce and to support the council's 'responsible buying' have registered in excess of 1,400 local suppliers within SourceDogg, which 400 of those have a PE postcode.

The relationship with the Chamber of Commerce has also meant that the procurement team has delivered procurement training sessions to local businesses with over 200 local businesses attending them.

Trial of texting customers due reminders on their council tax undertaken during the summer, with additional texts sent again in March 2018.

Awards and recognition

Local taxation team were 'Highly Commended' by the Institute for Rating, Revenues and Valuation (IRRV) in the 'most improved team' of the year award.

The Citizens Advice Bureau recognised Peterborough's fair and effective approach to council tax recovery at the institute's national conference. An updated Council Tax Protocol will shortly be signed by Councillor Seaton and the CEO of Citizens Advice Peterborough.

Achieved the national Customer Service Excellence award for the tenth year running. In 2018 in addition to being fully compliant the customers services team achieved 12 'compliance plus' areas which was an increase of 2 on the previous year.

Procurement team were finalists in the National Procurement GO Awards (Government Opportunities) for Best Procurement Team in the Public Sector.

Department for Work & Pensions (DWP) Performance and Development Team ceased monitoring performance due to significant improvements in the speed of processing benefits claims. Site visit undertaken by DWP to learn what we had done to enable them to share good practice, and also gather lessons learnt from recent Universal Credit roll out.

This page is intentionally left blank

Appendix B – Sercos Performance and KPIs

Summary of Performance Measures		Measurement Criteria														
Service Area	Performance Measure Ref	Description	Measure Frequency	Measure Criteria	June Performance Target	Jun-17	September Performance Target	Sep-17	December Performance Target	Dec-17	March Performance Target	Mar-18	June Performance Target	Jun-18	September Performance Target	Sep-18
KPI's																
STS	STS-K-009	Completion of statutory returns	Monthly	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	R&B-K-001	Achievement of the in year Council Tax collection rate target	Annual	%	95.80	95.80	95.80	95.80	95.80	95.80	95.80	95.80	95.80	95.80	95.80	95.80
	R&B-K-002	Achievement of the in year business rates collection rate target	Annual	%	97.80	97.80	97.80	97.80	97.80	97.80	97.80	97.80	97.80	97.80	97.80	97.80
	R&B-K-007	Council Tax arrears collection	Annual	%	14.31	14.31	14.31	14.31	14.31	14.31	14.31	14.31	14.31	14.31	14.31	14.31
	R&B-K-008	Percentage collection of former years arrears to be within agreed annual target agreed with the authority (Business Rates)	Annual	%	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00	30.00
	R&B-K-009	Debt recovery - Parking	Monthly	days	14.00	1.20	14.00	2.67	14.00	2.21	14.00	4.72	14.00	2.96	14.00	3.50
	R&B-K-009a	Debt recovery - Housing Benefit Overpayment	Annual	%	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00	26.00
	R&B-K-009b	Debt recovery - Sundry Debt	Annual	%	63.00	63.00	63.00	63.00	63.00	63.00	63.00	63.00	63.00	63.00	63.00	63.00
	R&B-K-011	Average time to process housing benefit claims and changes	Annual	days	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00	16.00
	9															
BS	PAY-K-001	Ensure all payroll deadlines are met	Monthly	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	BS-K-002	Business support tasks completed to deadline	Monthly	%	97.00	98.41	97.00	95.70	97.00	97.03	97.00	92.52	97.00	92.86	97.00	Suspended
2																
CS	CS-K-001	% of customers satisfied with the service they received	6 Monthly	%	95.00	Not Measured in June - no Survey	95.00	97.00	95.00	Not Measured in December - no Survey	95.00	Not Measured in March - no Survey	95.00	Not Measured in June - no Survey	95.00	98.00
	CS-K-002	% of telephone calls answered	Monthly	%	83.00	81.00	86.00	75.00	88.00	75.00	83.00	74.00	83.00	80.00	86.00	81.00
	CS-K-006	% of First Call resolution in Call Centre (excluding switch)	Monthly	%	85.00	94.00	85.00	85.00	85.00	90.00	85.00	85.00	85.00	89.00	85.00	90.00
3																
BTSI	BT-K-002	Delivery of outputs as agreed in the annual delivery plan. Performance to be tracked against milestones as agreed in the annual delivery plan	Annual	%	85.00	90.00	85.00	85.00	85.00	89.00	85.00	94.81	85.00	88.00	85.00	89.24
1				%												

FSS	FS-K-001	Complete month and year end BCR and DCAL processes	Monthly	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	FS-K-002	Within the working hours 09:00am and 17:00pm Monday to Friday (excl public holidays) to respond to all priority 1 calls within 1 hour	Monthly	%	90.00	Not measurable no calls received	90.00	Not measurable no calls received	90.00	Not measurable no calls received	90.00	Not measurable no calls received	90.00	Not measurable no call received	90.00	Not measurable no call received
2																
PROC	PRO-K-002	Deliver key stages of procurement strategy	Quarterly	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	PRO-K-004	Produce a Quarterly Report on procurement and supplier management covering; Directorate spend, Expenditure by commodity, Expenditure on/off contract by owner of the contract (non-CPU and CPU); Contracts falling due for renewal where known to CPU, Identification of opportunities for savings and efficiencies, Purchase order compliance, Sourcing activities where known to the CPU and other activities where known to the Partner' P-Card usage and exceptions, Spend analysis activities, Exemption requests (i.e. requests for exemptions from Contract Regulations).	Quarterly	%	100.00	Not Measured as qtrly report	100.00	Not Measured as qtrly report	100.00	Not Measured as qtrly report	100.00	100.00	100.00	100.00	100.00	100.00
	PRO-K-005	Create & Maintain a contract register for all Corporate Contracts and Non - Corporate contracts (where known).	Monthly	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	PRO-K-006	Co-operate with the Authority's Legal Services to provide timely and appropriate documentation and other necessary information to enable the Authority's Legal Services to prepare the contracts for signing.	Monthly	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	PRO-K-007	Provide a monthly compliance report on Purchase Cards	Monthly	%	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
	5															

KPI	Performance Indicator	Target	Detriment	Failure	Jun-17	Sep-17	Dec-17	Mar-18	Jun-18	Sep-18
1	Resolution of severity 1 incidents (2 hrs)	0 failures	1 failure	2 failures	0	0	0	0	0	1
2	Resolution of severity 2 incidents (1 business day)	0 failures	1 failure	2 failures	0	0	0	0	0	0
3	Resolution of severity 3 incidents (2 business days)	90%	87%	84%	94%	95%	87%	93%	98%	93%
4	Resolution of severity 4 incidents (4 business days)	90%			99%	96%	92%	97%	97%	94%
7	Fulfilment of priority 3 service requests (4 business days)	90%	87%	84%	94%	88%	91%	100%	100%	96%
8	Fulfilment of priority 4 service requests (8 business days)	90%			97%	92.01%	82%	95%	95%	78%
9	Call answering (within 20 seconds)	80%	77%	74%	81%	66%	35%	83%	85%	85%
10	Call abandoned rate	< 5%			2%	2.20%	15.40%	0.30%	2%	2%
11	First point of contact fix	50%	46%	42%	54%	64%	60%	50%	54%	51%
12	Key application availability	0 failures	1 failure	2 failures	0	0	0	0	0	0
s13	Gold application availability	1 failure	3 failures	4 failures	0	0	0	0	0	0
14	Silver application availability	98%			100%	100%	100%	100%	100%	100%
15	Network availability of individual primary Council Premises	0 failures	1 failure	2 failures	0	0	0	0	0	0
16	Network availability of all resilient Council Premises	99.50%	99.00%	98.50%	100.00%	100.00%	100.00%	100%	99.70%	100%
17	Network availability of all non-resilient Council Premises	99.00%			97.40%	99.70%	99.30%	99.80%	99.20%	99.70%
18	Project success index	1 failure	2 failures	3 failures	0	0	0	0	0	0
19	Measurement of customer satisfaction	>3.5			3.9	4	3.6	3.7	4.2	4.0

This page is intentionally left blank

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 6
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Pete Carpenter, Acting Corporate Director of Resources	
Cabinet Member(s) responsible:	Cabinet Member for Resources	
Contact Officer(s):	Pete Carpenter, Acting Corporate Director of Resources	Tel. 01733 384564

NPS PETERBOROUGH LIMITED 2017-18

RECOMMENDATIONS	
FROM: Pete Carpenter, Acting Corporate Director of Resources	Deadline date: <i>N/a</i>
<p>It is recommended that the Growth, Environment & Resources Scrutiny Committee:</p> <p>1. Review and comment on this report.</p>	

1. ORIGIN OF REPORT

1.1 This report has been requested by the Interim Corporate Director of Resources.

2. PURPOSE AND REASON FOR REPORT

2.1 This is an opportunity for the Committee to hear from and question both officers of the Council and the NPS Peterborough Joint Venture Director, Alex Gee on the performance of NPS Peterborough during 2017/18.

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

5. Economic Development and Regeneration including Strategic Housing and Strategic Planning

11. Partnerships and Shared Services

2.3 NPS Peterborough continues to contribute to all of the Council's priorities.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	-----

4. BACKGROUND AND KEY ISSUES

- 4.1 The NPS Joint Venture started in July 2016
There are 5 Directors, who are names in the Annual Report. Any profit derived from the JV is shared 50:50 between the JV Partners.
Presently, the NPS JV covers Estate and Asset Management services across a portfolio of 1759 buildings with a Net Book Value of £401,780,000

These include:

Operational Properties – 12 Offices buildings occupied by PCC staff
Farms – 21 tenants covering 2923 acres
Commercial / Retail - includes 140 units
Delivered Total Rental Income - £2,303,000

Disposals Income achieved £13,073,700

- 4.2 The NPS Annual Report is attached at Appendix A. This sets out the financial performance of NPS Peterborough Limited. Overall:
- Revenues were increased compared to 2016/17
 - Costs increased roughly in line with the increase in revenues
 - Profit after Tax doubled to £87,713 when compared to 2016/17

- 4.3 In terms of the range of work being carried out by the JV here is a summary for the Committee to note / comment upon as appropriate:-

Operational Estate Management Services

Operational Estate Management Services has further strengthened its core team with a Building Services Manager but has lost one of the Strategic Asset Managers. The current focus has been to reduce the rental arrears with some notable success of closing out in excess of £250K of outstanding arrears.

Asset Review and Rationalisation (including disposals / acquisitions)

Disposals have been the primary focus of the team. A fortnightly report is issued to the PCC Head of Property. The 2017/18 end of year Disposals Income was £13,073,700, an increase of £9,473,700 on 2016/17. Focus now turns to the 18/19 priority list.

Landlord & Tenant / Rent Reviews

Work has progressed well and the addition of a further Estates Surveyor has increased capacity. NPS Peterborough have strengthened our knowledge in service charges and Property Insurance knowledge.

Investment and Commercial Portfolio Management

Opportunities to review and maximise commercial and investment income remain a key priority. In support of acquisitions, the JV supported the completed purchase of the Peterborough Registry Office and will continue to support the PCC Acquisition Strategy in 2018/19

Rural Estate Management

The Rural Estate Manager continues to deliver the new rural action plan and is having some notable successes with existing tenants.

Valuations and Rating

The annual round of valuations was completed on time and fed into the year-end valuation figures The programme completed in line with the PCC Finance / Audit team requirements, which were earlier than in previous years.

Premises Management/Contract Management of Building Maintenance Services

A Building Services Manager has been appointed on a 12 month fixed term contract to assist with the move to Sand Martin House.

Education Estate Management and Development

Support continues to be successfully provided to the PCC People and Communities Schools Capital / Infrastructure Team in terms of advice and guidance in relation to school development schemes, identification of potential sites for educational facilities (including Special Schools and expansion schemes at both secondary and primary schools). A very good working relationship continues with the PCC Schools Infrastructure Team and the schools capital programme project management and PFI contract specialist support are all being delivered in line with the client team requirements.

Community Asset Transfers (CAT)

The approach to CAT transfers was submitted to scrutiny and a new client side structure has been put into place, led by Sarah Ferguson and Cate Harding. At the Year End, 2 had completed. Subsequently a further 3 have completed; 11 are currently with legal and 10 are in advanced negotiation.

2018 Focus

The JV will be looking to strengthen its scope of services. It is also seeking to grow its external market presence, capitalising on relationships it is building with South Kesteven District Council and Cambridgeshire County Council.

4.4 Strategic Asset Management (SAM) and Projects

The current focus is on delivering Town Hall renovations and Sand Martin House

Capital investment and development schemes

In addition to Sand Martin House, the JV team and wider NPS Group are providing support and other preparatory activities as the Council progresses its acquisitions strategy

Annual Workbook Consultancy Services

The JV is also facilitating work across Communities, Leisure and Energy clients within PCC. There are currently in excess of 40 other non-core Workbook projects at various stages of delivery and include greater liaison with local services and suppliers. Projects include the build elements of SMH and conversion of Town Hall South for DWP.

Statutory Inspection and Testing (STIM)

NPSP continue to monitor and receive data in respect of the STIM programme implemented by AMEY. Pending the final location compliance services there will be a full review of the efficacy of the current STIM programme (together with condition survey programme and ACM Management survey programme) and specifically the identification of primary engineering assets and an improved process for the collection, storage and interrogation of data through the Tech Forge system with PCC investment.

5. CONSULTATION

- 5.1 The Acting Corporate Director of Resources, as contract owners continues to engage with stakeholders in relation to the services being provided.

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 The expected outcomes and associated service impacts are set out in the report.

7. REASON FOR THE RECOMMENDATION

- 7.1 Service delivery of major partnership contracts should be reviewed annually and outcomes of these reviews should be used to improve service provision.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 This report sets out performance of an operational contract. Alternative options would be considered if service delivery is not being delivered, shown via budget spend and Performance

Indicator delivery.

9. IMPLICATIONS

Financial Implications

9.1 Full financial implications for the year are set out in Appendix A

Legal Implications

9.2 This report gives a review of the delivery of the NPS Peterborough Joint Venture through the 2017/18 financial year. Delivery has been governed throughout the year by the agreed contracts and appropriate Change Control arrangements.

Equalities Implications

9.3 This contract delivers to a range of PCC Stakeholders.

Rural Implications

9.4 A significant portion of this JV is the management of the Council's Farms portfolio.

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1988

10.1 NPS Peterborough JV Arrangements

11. APPENDICES

11.1 Appendix A - NPS Peterborough Limited - Annual Report and Financial Statements for the Year Ended 31 March 2018

Registered number: 10213568

NPS PETERBOROUGH LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2018

NPS PETERBOROUGH LIMITED

COMPANY INFORMATION

DIRECTORS	D T Wetteland S C Hersey S P Machen D A Seaton A Gee
COMPANY SECRETARY	H L Jones
REGISTERED NUMBER	10213568
REGISTERED OFFICE	Lancaster House 16 Central Avenue St Andrews Business Park Norwich Norfolk NR7 0HR
INDEPENDENT AUDITORS	PricewaterhouseCoopers LLP Chartered Accountants & Statutory Auditors Abacus House Castle Park Cambridge CB3 0AN
BANKERS	Barclays Bank Plc 5/6 Red Lion Street Norwich Norfolk NR1 3QH
SOLICITORS	nplaw Norfolk County Council County Hall Martineau Lane Norwich Norfolk NR1 2DH

NPS PETERBOROUGH LIMITED

CONTENTS

	Page(s)
Directors' report	1 - 3
Independent auditors' report	4 - 5
Statement of comprehensive income	6
Statement of financial position	7
Statement of changes in equity	8
Notes to the financial statements	9 - 24

NPS PETERBOROUGH LIMITED

DIRECTORS' REPORT FOR THE YEAR ENDED 31 MARCH 2018

The directors present their annual report and the audited financial statements for the year ended 31 March 2018.

PRINCIPAL ACTIVITIES

The company's principal activities are that of estates and property management.

RESULTS AND DIVIDENDS

The profit for the year amounted to £87,713 (2017 - £36,117).

The directors have not recommended a dividend for the year (2017: nil).

DIRECTORS

The directors who were in office during the year and up to the date of signing the financial statements were:

M L Britch (resigned 31 January 2018)
P Venn (resigned 7 July 2017)
S C Hersey
S P Machen
D A Seaton
A Gee (appointed 7 July 2017)
D T Wetteland (appointed 16 April 2018)

QUALIFYING THIRD PARTY INDEMNITY PROVISIONS

The company has maintained liability insurance for its directors and officers throughout the period and up to the date of signing the financial statements. The directors and officers have also been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006 which is in force to the date of approval of the financial statements. Neither the company's indemnity nor insurance provides cover in the event that a director or officer is proved to have acted fraudulently or dishonestly.

FUTURE DEVELOPMENTS

The company's core market is income from Local Authority capital expenditure budgets.

The company derives the majority of its turnover from Peterborough City Council. This is a long term agreement and this agreement will continue to make up the majority of the company's income stream.

NPS PETERBOROUGH LIMITED

DIRECTORS' REPORT (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2018

DIRECTORS' RESPONSIBILITIES STATEMENT

The directors are responsible for preparing the annual report and the financial statements in accordance with applicable law and regulation.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have prepared the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS101 'Reduced Disclosure Framework' and applicable law). Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing the financial statements, the directors are required to:

- select suitable accounting policies and then apply them consistently;
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable United Kingdom Accounting Standards, comprising FRS 101 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006.

The directors are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

DISCLOSURE OF INFORMATION TO AUDITORS

In the case of each director in office at the date the directors' report is approved, the director has confirmed that:

- so far as the director is aware, there is no relevant audit information of which the company's auditors are unaware; and
- they have taken all the steps that ought to have been taken as a director in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

SMALL COMPANIES NOTE

In preparing this report, the directors have taken advantage of the small companies exemptions provided by Part 15 of the Companies Act 2006.

NPS PETERBOROUGH LIMITED

**DIRECTORS' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2018**

INDEPENDENT AUDITORS

Pursuant to section 487 of the Companies Act 2006, the auditors will be deemed reappointed and PricewaterhouseCoopers LLP will therefore continue in office.

This report was approved by the board on 9 August 2018 and signed on its behalf.



D T Wetteland
Director

NPS PETERBOROUGH LIMITED

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF NPS PETERBOROUGH LIMITED

Report on the audit of the financial statements

Opinion

In our opinion, NPS Peterborough Limited's financial statements:

- give a true and fair view of the state of the company's affairs as at 31 March 2018 and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards, comprising FRS 101 "Reduced Disclosure Framework", and applicable law); and
- have been prepared in accordance with the requirements of the Companies Act 2006.

We have audited the financial statements, included within the Annual Report and Financial Statements (the "Annual Report"), which comprise: the statement of financial position as at 31 March 2018; the statement of comprehensive income, the statement of changes in equity for the year then ended; and the notes to the financial statements, which include a description of the significant accounting policies.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under ISAs (UK) are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence

We remained independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, which includes the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which ISAs (UK) require us to report to you when:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

However, because not all future events or conditions can be predicted, this statement is not a guarantee as to the company's ability to continue as a going concern.

Reporting on other information

The other information comprises all of the information in the Annual Report other than the financial statements and our auditors' report thereon. The directors are responsible for the other information. Our opinion on the financial statements does not cover the other information and, accordingly, we do not express an audit opinion or, except to the extent otherwise explicitly stated in this report, any form of assurance thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify an apparent material inconsistency or material misstatement, we are required to perform procedures to conclude whether there is a material misstatement of the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report based on these responsibilities.

With respect to the Directors' Report, we also consider whether the disclosures required by the UK Companies Act 2006 have been included.

Based on the responsibilities described above and our work undertaken in the course of the audit, ISAs (UK) require us also to report certain opinions and matters as described below.

NPS PETERBOROUGH LIMITED

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF NPS PETERBOROUGH LIMITED

Directors' Report

In our opinion, based on the work undertaken in the course of the audit, the information given in the Directors' Report for the year ended 31 March 2018 is consistent with the financial statements and has been prepared in accordance with applicable legal requirements.

In light of the knowledge and understanding of the company and its environment obtained in the course of the audit, we did not identify any material misstatements in the Directors' Report.

Responsibilities for the financial statements and the audit

Responsibilities of the directors for the financial statements

As explained more fully in the Directors' Responsibilities Statement set out on page 2, the directors are responsible for the preparation of the financial statements in accordance with the applicable framework and for being satisfied that they give a true and fair view. The directors are also responsible for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements

A further description of our responsibilities for the audit of the financial statements is located on the FRC's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditors' report.

Use of this report

This report, including the opinions, has been prepared for and only for the company's members as a body in accordance with Chapter 3 of Part 16 of the Companies Act 2006 and for no other purpose. We do not, in giving these opinions, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

Other required reporting

Companies Act 2006 exception reporting

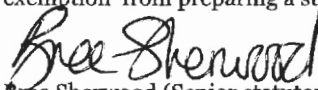
Under the Companies Act 2006 we are required to report to you if, in our opinion:

- we have not received all the information and explanations we require for our audit; or
- adequate accounting records have not been kept by the company, or returns adequate for our audit have not been received from branches not visited by us; or
- certain disclosures of directors' remuneration specified by law are not made; or
- the financial statements are not in agreement with the accounting records and returns.

We have no exceptions to report arising from this responsibility.

Entitlement to exemptions

Under the Companies Act 2006 we are required to report to you if, in our opinion, the directors were not entitled to: take advantage of the small companies exemption in preparing the Directors' Report; and take advantage of the small companies exemption from preparing a strategic report. We have no exceptions to report arising from this responsibility.


Bree Sherwood (Senior statutory auditor)
for and on behalf of PricewaterhouseCoopers LLP
Chartered Accountants and Statutory Auditors
Cambridge

Date: 9 August 2018

NPS PETERBOROUGH LIMITED

**STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 31 MARCH 2018**

	Note	Year ended 31 March 2018 £	<i>As restated</i> <i>Period ended</i> 31 March 2017 £
Revenue	4	2,546,351	1,461,552
Cost of sales		(2,154,505)	(1,222,155)
GROSS PROFIT		391,846	239,397
Administrative expenses		(283,454)	(181,483)
OPERATING PROFIT	5	108,392	57,914
Interest payable and similar expenses		-	(12,500)
PROFIT BEFORE TAXATION		108,392	45,414
Tax on profit	9	(20,679)	(9,297)
PROFIT AND TOTAL COMPREHENSIVE INCOME FOR THE YEAR		87,713	36,117

There was no other comprehensive income for 2018 (2017: £NIL).

The notes on pages 9 to 24 form part of these financial statements.

NPS PETERBOROUGH LIMITED
REGISTERED NUMBER: 10213568

STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 31 MARCH 2018

	Note	2018 £	2017 £
FIXED ASSETS			
Property, plant and equipment	10	1,288	1,632
		<u>1,288</u>	<u>1,632</u>
CURRENT ASSETS			
Trade and other receivables: amounts falling due after more than one year	11	918	753
Trade and other receivables: amounts falling due within one year	11	175,672	218,594
Cash and cash equivalents	12	436,182	459,844
		<u>612,772</u>	<u>679,191</u>
Creditors: amounts falling due within one year	13	(490,220)	(644,696)
NET CURRENT ASSETS		<u>122,552</u>	<u>34,495</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>123,840</u>	<u>36,127</u>
NET ASSETS		<u><u>123,840</u></u>	<u><u>36,127</u></u>
EQUITY			
Called up share capital	15	10	10
Retained earnings		123,830	36,117
TOTAL EQUITY		<u><u>123,840</u></u>	<u><u>36,127</u></u>

The financial statements on pages 6 to 24 were approved and authorised for issue by the board and were signed on its behalf on 9 August 2018



D T Wetteland
 Director

The notes on pages 9 to 24 form part of these financial statements.

NPS PETERBOROUGH LIMITED

**STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 31 MARCH 2018**

	Called up share capital	Retained earnings	Total equity
	£	£	£
At 1 April 2017	10	36,117	36,127
COMPREHENSIVE INCOME FOR THE YEAR			
Profit for the year	-	87,713	87,713
TOTAL COMPREHENSIVE INCOME FOR THE YEAR	-	87,713	87,713
AT 31 MARCH 2018	10	123,830	123,840

**STATEMENT OF CHANGES IN EQUITY
FOR THE PERIOD FROM 3 JUNE 2016 TO 31 MARCH 2017**

	Called up share capital	Retained earnings	Total equity
	£	£	£
At 3 June 2016	-	-	-
COMPREHENSIVE INCOME FOR THE PERIOD			
Profit for the period	-	36,117	36,117
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD	-	36,117	36,117
Shares issued during the period	10	-	10
AT 31 MARCH 2017	10	36,117	36,127

The notes on pages 9 to 24 form part of these financial statements.

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

1. GENERAL INFORMATION

The company is a private company, limited by shares, incorporated and domiciled in the UK and registered at Lancaster House, 16 Central Avenue, St Andrews Business Park, Norwich, Norfolk, NR7 0HR. The reporting period is from 1 April 2017 to 31 March 2018.

The company's principal activities are that of building services consultants and property management.

2. ACCOUNTING POLICIES

The principal accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Companies Act 2006 as applicable to companies using Financial Reporting Standard 101 'Reduced Disclosure Framework' (FRS 101). The financial statements have been prepared under the historical cost convention and in accordance with the Companies Act 2006.

The preparation of financial statements in compliance with FRS 101 requires the use of certain critical accounting estimates. It also requires management to exercise judgment in applying the company's accounting policies. These areas involving a higher degree of complexity, or where assumptions and estimates are significant to the financial statements are disclosed in note 3. The financial statements are presented in pound sterling (£).

NPS PETERBOROUGH LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

2. ACCOUNTING POLICIES (CONTINUED)

2.2 Financial reporting standard 101 - reduced disclosure exemptions

The company has taken advantage of the following disclosure exemptions under FRS 101:

- the requirements of IFRS 7 Financial Instruments: Disclosures
- the requirements of paragraphs 91-99 of IFRS 13 Fair Value Measurement
- the requirement in paragraph 38 of IAS 1 'Presentation of Financial Statements' to present comparative information in respect of:
 - paragraph 79(a)(iv) of IAS 1;
 - paragraph 73(e) of IAS 16 Property, Plant and Equipment;
 - paragraph 118(e) of IAS 38 Intangible Assets;
- the requirements of paragraphs 10(d), 10(f), 16, 38A, 38B, 38C, 38D, 40A, 40B, 40C, 40D, 111 and 134-136 of IAS 1 Presentation of Financial Statements
- the requirements of IAS 7 Statement of Cash Flows
- the requirements of paragraphs 30 and 31 of IAS 8 Accounting Policies, Changes in Accounting Estimates and Errors
- the requirements of paragraph 17 and 18A of IAS 24 Related Party Disclosures
- the requirements in IAS 24 Related Party Disclosures to disclose related party transactions entered into between two or more members of a group, provided that any subsidiary which is a party to the transaction is wholly owned by such a member

2.3 Going concern

Whilst the entity remains profit making and has positive net current assets and net assets the entity operates as part of a wider Group and as such the Directors have received confirmation from Norse Group Limited that it will provide, for a period of at least 12 months from the date of the signing of these financial statements, such financial support as is necessary to allow the company to meet its liabilities as they fall due. Accordingly, the directors believe it remains appropriate to prepare the financial statements on a going concern basis.

2.4 New standards, amendments and IFRIC interpretations

No new accounting standards, or amendments to accounting standards, or IFRIC interpretations that are effective for the year ended 31 March 2018 have had a material impact on the company.

2.5 Prior period adjustment

The Directors have reviewed the accounting for the contractual relationship with their joint venture partner and have identified that certain expenditure would be more appropriately classified against revenue. This has resulted in an impact to revenue and cost of sales within the financial statements for the period ended 31 March 2017. The impact is a reduction of revenue by £45,599 and an decrease in cost of sales by £45,599. There is nil impact on profit and reserves.

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

2. ACCOUNTING POLICIES (CONTINUED)

2.6 Revenue

Revenue comprises revenue from the sale of goods and rendering of services. Revenue is measured by reference to the fair value of consideration received or receivable by the company for goods supplied and services provided, excluding VAT, rebates, and trade discounts.

Revenue from the sale of goods is recognised when the company has transferred to the buyer the significant risks and rewards of ownership of the goods. In practice the satisfaction of these conditions generally coincides with when the goods are delivered. Revenue from a contract to provide services is recognised by reference to the stage of completion of the contract at the balance sheet date.

Revenue in respect of property consultancy services is generally earned under fixed sum contracts, on a time-charge basis or under fixed term service agreements. In respect of fixed sum contracts revenue is recognised using the percentage of completion method, based on the proportion of costs incurred at the balance sheet date to the total estimated cost of completing the contracted work.

Where work is performed on a time charge basis revenue is recognised based on the number of hours work that has been performed at the balance sheet date. Revenue earned under fixed term service agreements is generally recognised on a straight term basis over the length of the contract.

Revenue from long-term contracts represents the sales value of work done in the year, including fees invoiced and estimates in respect of amounts to be invoiced after the year end. Profits are recognised on long-term contracts where the final outcome can be assessed with reasonable certainty. In calculating the profit attributable to the period, the percentage of completion method is used based on the proportion of costs incurred at the balance sheet date to the total estimated cost of completing the contracted work.

Full provision is made for all known or anticipated losses on each contract immediately where such losses are forecast. Where the outcome of a long term contract cannot be estimated reliably revenue is recognised only to the extent of contract costs incurred that it is probable will be recoverable. Gross amounts due from customers are stated at the proportion of the anticipated net sales value earned to date less amounts billed on account. To the extent that fees paid on account exceed the value of work performed, they are included within accruals and deferred income.

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

2. ACCOUNTING POLICIES (CONTINUED)

2.7 Property, plant and equipment

Property, plant and equipment under the cost model are stated at historical cost less accumulated depreciation and any accumulated impairment losses. Historical cost includes expenditure that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

Depreciation is charged so as to allocate the cost of assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Computer equipment	- 20% straight line
--------------------	---------------------

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, or if there is an indication of a significant change since the last reporting date.

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount and are recognised in the statement of comprehensive income.

2.8 Operating leases

Rentals paid under operating leases are charged to the statement of comprehensive income on a straight line basis over the lease term.

Associated costs such as maintenance and insurance are expensed as incurred.

2.9 Trade and other receivables

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

2.10 Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

NPS PETERBOROUGH LIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

2. ACCOUNTING POLICIES (CONTINUED)

2.11 Financial instruments

The company recognises financial instruments when it becomes a party to the contractual arrangements of the instrument. Financial instruments are de-recognised when they are discharged or when the contractual terms expire. The company's accounting policies in respect of financial instruments transactions are explained below:

Financial assets

The company classifies all of its financial assets as loans and receivables.

Loans and receivables

Loans and receivables are non-derivative financial assets with fixed or determinable payments that are not quoted in an active market. They arise principally through the provision of goods and services to customers (e.g. trade receivables), but also incorporate other types of contractual monetary asset. They are initially recognised at fair value plus transaction costs that are directly attributable to their acquisition or issue, and are subsequently carried at amortised cost using the effective interest rate method, less provision for impairment.

Impairment provisions are recognised when there is objective evidence (such as significant financial difficulties on the part of the counterparty or default or significant delay in payment) that the company will be unable to collect all of the amounts due under the terms receivable, the amount of such a provision being the difference between the net carrying amount and the present value of the future expected cash flows associated with the impaired receivable. For trade receivables, which are reported net, such provisions are recorded in a separate allowance account with the loss being recognised within administrative expenses in the statement of comprehensive income. On confirmation that the trade receivable will not be collected, the gross carrying value of the asset is written off against the associated provision.

Financial liabilities

The company classifies all of its financial liabilities as liabilities at amortised cost.

At amortised cost

Financial liabilities at amortised cost including bank borrowings are initially recognised at fair value net of any transaction costs directly attributable to the issue of the instrument. Such interest bearing liabilities are subsequently measured at amortised cost using the effective interest rate method, which ensures that any interest expense over the period to repayment is at a constant rate on the balance of the liability carried into the statement of financial position.

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

2. ACCOUNTING POLICIES (CONTINUED)

2.12 Trade and other payables

Trade and other payables are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers.

Short term payables are measured at the transaction price. Other financial liabilities, including bank loans, are measured initially at fair value net of transaction costs and are measured subsequently at amortised cost using the effective interest method.

2.13 Interest payable and similar expenses

Finance costs are charged to the statement of comprehensive income over the term of the debt using the effective interest method so that the amount charged is at a constant rate on the carrying amount. Issue costs are initially recognised as a reduction in the proceeds of the associated capital instrument.

2.14 Pensions

Defined contribution pension plan

The contributions to the company pension scheme have been treated as a money purchase scheme, despite employees being members of the local government pension scheme. Under the terms of the transfer agreement, the actuarial risks associated with the scheme remain with Peterborough City Council. The contributions paid by NPS Peterborough Limited are set in relation to the current service year only and as such the company has accounted for the contributions to the scheme as if it were a defined contributions scheme.

The contributions are recognised as an expense in the statement of comprehensive income when they fall due. Amounts not paid are shown in accruals as a liability on the statement of financial position. The assets of the plan are held separately from the company in independently administered funds.

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

2. ACCOUNTING POLICIES (CONTINUED)

2.15 Current and deferred taxation

The tax expense for the year comprises current and deferred tax. Tax is recognised in the statement of comprehensive income, except that a charge attributable to an item of income and expense recognised as other comprehensive income or to an item recognised directly in equity is also recognised in other comprehensive income or directly in equity respectively.

The current income tax charge is calculated on the basis of tax rates and laws that have been enacted or substantively enacted by the reporting date in the countries where the company operates and generates income.

Deferred tax balances are recognised in respect of all timing differences that have originated but not reversed by the statement of financial position date, except that:

- The recognition of deferred tax assets is limited to the extent that it is probable that they will be recovered against the reversal of deferred tax liabilities or other future taxable profits; and
- Any deferred tax balances are reversed if and when all conditions for retaining associated tax allowances have been met.

Deferred tax balances are not recognised in respect of permanent differences except in respect of business combinations, when deferred tax is recognised on the differences between the fair values of assets acquired and the future tax deductions available for them and the differences between the fair values of liabilities acquired and the amount that will be assessed for tax. Deferred tax is determined using tax rates and laws that have been enacted or substantively enacted by the reporting date.

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

**3. JUDGMENTS IN APPLYING ACCOUNTING POLICIES AND KEY SOURCES OF ESTIMATION
UNCERTAINTY**

To be able to prepare the financial statements according to FRS101, management must make estimates and assumptions that affect the asset and liability items and revenue and expense amounts recorded in the financial statements. These estimates are based on historic experience and various other assumptions that management and the Board of directors believe are reasonable under the circumstances. The results of this form the basis for making judgements about the carrying value of assets and liabilities that are not readily available from other sources.

The actual results are likely to differ from the judgements, estimates and assumptions made by management, and will seldom equal the estimated results.

Information about the significant judgements, estimates and assumptions that have the most significant effect on the recognition and measurement of assets, liabilities, income and expenses are discussed below.

Critical judgements

Revenue and profit on property consultancy contracts

In respect of certain property consultancy services the stage of completion of any contract is assessed by management by taking into consideration all information available at the reporting date. In this process management carries out significant judgements about milestones, actual work performed and the estimated costs to complete the work. Further information on the company's accounting policy for these contracts is provided in note 2.6.

Critical estimates

Deferred tax assets

The assessment of the probability of future taxable income in which deferred tax assets can be utilised is based on the company's latest approved budget forecast, which is adjusted for significant non-taxable income and expenses and specific limits to the use of any unused tax loss or credit. If a positive forecast of taxable income indicates the probable use of a deferred tax asset, especially when it can be utilised without a time limit, that deferred tax asset is usually recognised in full. The recognition of deferred tax assets that are subject to certain legal or economic limits or uncertainties is assessed individually by management based on the specific facts and circumstances.

4. REVENUE

The whole of the revenue is attributable to building surveying and property management services.

All revenue arose within the United Kingdom.

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

5. OPERATING PROFIT

The operating profit is stated after charging:

	Year ended 31 March 2018 £	<i>Period ended 31 March 2017 £</i>
Wages and salaries	380,209	311,848
Social security costs	40,775	28,908
Other pension costs	52,817	44,298
Depreciation of property, plant and equipment	344	91
Operating lease expense	50,000	36,546
	<u> </u>	<u> </u>

6. AUDITORS' REMUNERATION

The company paid the following amounts to its auditors in respect of the audit of the financial statements and for other services provided to the company:

	Year ended 31 March 2018 £	<i>Period ended 31 March 2017 £</i>
Fees for the audit of the company	15,089	8,500
	<u> </u>	<u> </u>

The company has taken advantage of the exemption not to disclose amounts paid for non audit services as these are disclosed in the group financial statements of the parent company.

7. EMPLOYEES

The average monthly number of employees, including the directors, during the year was as follows:

	Year ended 31 March 2018 No.	<i>Period ended 31 March 2017 No.</i>
Estates	11	10
	<u> </u>	<u> </u>

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

8. DIRECTORS' REMUNERATION

	Year ended 31 March 2018	<i>Period ended 31 March 2017</i>
	£	£
Directors' emoluments	71,036	35,048
	71,036	35,048

Directors emoluments are borne by NPS Property Consultants Limited and recharged to the company. The disclosure above relates to services provided by two directors.

The directors are directors of the parent company and a number of fellow subsidiaries and it is not possible to make an accurate apportionment of their emoluments in respect of each of the subsidiaries. Accordingly, the above details include no emoluments in respect of the directors. Their total emoluments are included in the aggregate of directors' emoluments disclosed in the financial statements of the parent company

9. TAX ON PROFIT

	Year ended 31 March 2018	<i>Period ended 31 March 2017</i>
	£	£
CURRENT TAX		
UK corporation tax on profits for the year/period	20,710	10,050
Adjustments in respect of prior periods	134	-
TOTAL CURRENT TAX	20,844	10,050
DEFERRED TAX		
Origination and reversal of timing differences	(58)	(753)
Adjustments in respect of prior periods	(107)	-
TOTAL DEFERRED TAX	(165)	(753)
TAX ON PROFIT	20,679	9,297

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

9. TAX ON PROFIT (CONTINUED)

FACTORS AFFECTING TAX CHARGE FOR THE YEAR/PERIOD

The tax assessed for the year is higher than (9 months and 27 days to 31 March 2017 - higher than) the standard rate of corporation tax in the UK of 19% (9 months and 27 days to 31 March 2017 - 20%). The differences are explained below:

	Year ended 31 March 2018 £	<i>Period ended 31 March 2017 £</i>
Profit before taxation	108,392	45,414
Profit before taxation multiplied by standard rate of corporation tax in the UK of 19% (2017 - 20%)	20,594	9,083
EFFECTS OF:		
Expenses not deductible for tax purposes	51	81
Adjustments in respect of prior periods	27	-
Changes in the rate of tax	7	133
TOTAL TAX CHARGE FOR THE YEAR/PERIOD	20,679	9,297

FACTORS THAT MAY AFFECT FUTURE TAX CHARGES

Changes to the UK corporation tax rates were substantively enacted as part of Finance Bill 2016 (on 6 September 2016). These include reductions to the main rate, to reduce the rate to 17% from 1 April 2020. Deferred taxes at the balance sheet date have been measured using these enacted tax rates and reflected in these financial statements.

NPS PETERBOROUGH LIMITED

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018

10. PROPERTY, PLANT AND EQUIPMENT

	Computer equipment £
COST	
At 1 April 2017	1,723
At 31 March 2018	<u>1,723</u>
ACCUMULATED DEPRECIATION	
At 1 April 2017	91
Charge for the year	344
At 31 March 2018	<u>435</u>
NET BOOK AMOUNT	
At 31 March 2018	<u>1,288</u>
At 31 March 2017	<u>1,632</u>

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

11. TRADE AND OTHER RECEIVABLES

	2018	2017
	£	£
AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR		
Deferred tax asset	918	753
	918	753
	918	753
	2018	2017
	£	£
AMOUNTS FALLING DUE WITHIN ONE YEAR		
Trade receivables	173,856	212,416
Amounts owed by group undertakings	1,627	-
Other debtors	2	2
Prepayments and accrued income	187	6,176
	175,672	218,594
	175,672	218,594

Amounts owed by parent and fellow group undertakings are unsecured, interest free, have no fixed date of repayment and are repayable on demand.

Trade receivables are stated after provision for impairment of £NIL (2017: £NIL).

12. CASH AND CASH EQUIVALENTS

	2018	2017
	£	£
Cash at bank and in hand	436,182	459,844
	436,182	459,844
	436,182	459,844

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

13. CREDITORS: Amounts falling due within one year

	2018	2017
	£	£
Amounts owed to group undertakings	220,279	559,301
Corporation tax	14,710	10,050
Other taxation and social security	11,957	5,351
Other creditors	5,995	5,775
Accruals and deferred income	237,279	64,219
	490,220	644,696
	490,220	644,696

Amounts due to group undertakings are unsecured, interest free, have no fixed date of repayment and are repayable on demand.

Included within other creditors at the period end are outstanding pension contributions of £5,996 (2017: £6,730).

14. DEFERRED TAXATION

The movement in the deferred taxation asset during the year/period was:

	2018	2017
	£	£
At beginning of year/period	753	-
Credited to profit or loss	165	753
AT END OF YEAR/PERIOD	918	753
	918	753

Deferred tax is provided for at 17% (2017: 17%) in the financial statements and consists of the following:

	2018	2017
	£	£
Difference between depreciation and capital allowances	65	(37)
Other timing differences	853	790
	918	753
	918	753

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

15. CALLED UP SHARE CAPITAL

	2018	2017
	£	£
Allotted, called up and fully paid		
8 (2017: 8) Ordinary A shares of £1 each	8	8
2 (2017: 2) Ordinary B shares of £1 each	2	2
	10	10
	10	10

16. CONTINGENT LIABILITIES

The company is part of a group VAT registration and as such is jointly and severally liable for the VAT liability of the entire group. The group liability at the year end was £1,435,201 (2017: £1,851,343).

A cross guarantee in favour of Barclays Bank plc is in place between NPS Peterborough Limited and the following group companies: NPS Property Consultants Limited, NPS North West Limited, NPS Humber Limited, NPS Barnsley Limited, NPS South West Limited, NPS London Limited, NPS Norwich Limited, NPS Leeds Limited, Norse Energy Limited, Norse Development Company Limited, International Aviation Academy-Norwich Limited, NPS Newport Limited, Hamson Barron Smith Limited, NPS Infinity Limited, NPS South East Limited. This cross guarantee is also in place between NPS Peterborough Limited and Beattie Passive Norse Limited, a joint venture company within the NPS Group. The indebtedness subject to this guarantee at the year end was £nil.

17. OTHER PROVISIONS

The nature of the company's activities, particularly in relation to its operations, is such that from time to time it faces challenges in respect of contractual disputes, laws and regulations and tax arising in the normal course of business. Provisions are made for these actions where this is appropriate. No provisions have been made in the financial statements for this year (2017: NIL).

18. COMMITMENTS UNDER OPERATING LEASES

At 31 March the company had future minimum lease payments under non-cancellable operating leases as follows:

	2018	2017
	£	£
Not later than 1 year	50,000	50,000
Later than 1 year and not later than 5 years	200,000	200,000
Later than 5 years	150,000	200,000
	400,000	450,000
	400,000	450,000

NPS PETERBOROUGH LIMITED

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2018**

19. RELATED PARTY TRANSACTIONS

The company had the following transactions and balances in the normal course of trade with related parties within the NPS Property Consultants Group, and the minority shareholder, Peterborough City Council during the year/period.

	12 months ended 31 March 2018	12 months ended 31 March 2018	31 March 2018	31 March 2018
	Sales	Purchases	Debtors	Creditors
	£	£	£	£
NPS Property Consultants Limited	585	216,785	-	154,473
NPS North West Limited	1,627	-	1,627	-
NPS Leeds Limited	-	1,500	-	-
Hanson Barron Smith Limited	-	1,090,844	-	65,806
Peterborough City Council	2,525,095	58,795	171,216	108,391
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
	<i>Period from 3 June 2016 to 31 March 2017</i>	<i>Period from 3 June 2016 to 31 March 2017</i>	<i>31 March 2017</i>	<i>31 March 2017</i>
	<i>Sales</i>	<i>Purchases</i>	<i>Debtors</i>	<i>Creditors</i>
	£	£	£	£
NPS Property Consultants Limited	-	119,508	-	379,299
NPS London Limited	-	1,000	-	-
Hanson Barron Smith Limited	-	681,566	-	180,002
Peterborough City Council	1,421,747	-	-	45,599
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

In addition to the above, management charges of £122,161 (2017: £79,118) were charged to the company by NPS Property Consultants Limited.

20. ULTIMATE PARENT UNDERTAKING AND CONTROLLING PARTY

The immediate parent undertaking and smallest group to consolidate these financial statements is NPS Property Consultants Limited and consolidated financial statements for this group are available from Companies House, Cardiff, CF14 3UZ.

The company's ultimate controlling party and largest group to consolidate these financial statements is Norfolk County Council by virtue of its ownership of 100% of the ordinary share capital of Norse Group Limited. Copies of the Norfolk County Council consolidated financial statements can be found online at the Council's website (www.norfolk.gov.uk).

This page is intentionally left blank

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 7
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Peter Carpenter, Acting Corporate Director for Resources	
Cabinet Member(s) responsible:	Cabinet Member for Resources	
Contact Officer(s):	Peter Carpenter, Acting Corporate Director for Resources Mandy Pullen - Assistant Director - HR and Organisational Development	Tel.01733 - 452520

PORTFOLIO PROGRESS REPORT FOR THE CABINET MEMBER FOR RESOURCES

RECOMMENDATIONS	
FROM: Peter Carpenter, Acting Corporate Director for Resources	Deadline date: N/A
<p>It is recommended that the Growth, Environment and Resources Scrutiny Committee:</p> <p>1. Note the report.</p>	

1. ORIGIN OF REPORT

1.1 This report is being presented by the Cabinet Member for Resources at the request of the Growth, Environment and Resources Scrutiny Committee.

2. PURPOSE AND REASON FOR REPORT

2.1 This report is provided to update the Scrutiny Committee on the progress of items under the responsibility of the Cabinet Member for Resources.

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

- 9. Strategic Financial Planning
- 10. Partnerships and Shared Services
- 11. Digital Services and Information Management

2.3 This report sets out delivery in the Resources portfolio over the past year - these link to Corporate Priorities.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	------------

4. BACKGROUND AND KEY ISSUES

4.1 This report forms the annual progress report of the Cabinet Member for Resources and is

structured around each of those elements he is responsible for:

- Finance;
- Customer Services and Shared Transactional Services;
- Procurement;
- Business Support;
- ICT and Business Transformation;
- Human Resources;
- Property.

4.2 **Finance** have spent a significant amount of time this year evaluating the councils budget position, implementing a quarterly budgeting process in order to action change more quickly, and launched the “Stand up for Peterborough campaign. This has included:

- Moving from a Medium Term Financial Strategy that was underpinned by the use of one off resources to a more sustainable approach;
- The reduction of the capital programme to a level that is deliverable within the resources that the Council has available to it;
- Ensuring that options are deliverable.

This work has included interactions with Council Officers, Members, Partners and Stakeholders. Key milestones in the past year have included:

- Delivery of Phase 1 of the 2018/19 to 2020/21 MTFS in December 2017;
- Delivery of Phase 2 of 2018/19 MTFS in March 2018;
- Delivery of the 2018/19 Treasury Management Strategy and Asset Investment Strategy
- Delivery of Tranche 1 of the 2019/20 MTFS in July 2018;
- Presentation of the Stage 2 Budget to Cabinet and the Public for Consultation on the 15th October.

The 2017/18 outturn was reported to Cabinet in June. This moved from an overspend position in August 2017 to a Revenue underspend position of £6.9m. The Council spent £80m through its Capital Programme.

The 2016/17 statement of accounts were closed with an unqualified audit opinion and were approved at the July Audit Committee. This is 2 months earlier than in previous years. The Council also closed Combined Authority Accounts to the same timetable.

Projects delivered during the last year have included:

- Development of an updated Fletton Quay and Office Accommodation plan;
- Delivery of the Financial aspects of the Joint Housing work with Medesham Homes;
- The closure of the Cash office on the 14th March with minimal customer impact; and
- Supporting the Combined Authority by providing a range of financial support services.

We have also begun work with Cambridgeshire County Council to set up the arrangements under which “Shared Services” would work including:

- Work to move forward the convergence of ICT systems across both Councils over time in order to deliver efficiencies and savings in the future;
- The establishment of financial protocols for sharing services. These have passed through approval governance processes in both Councils;
- Agreement of Shared Service finance and other joint working templates to ensure services are compared on a like for like basis.

4.3 There have been a number of initiatives that have been delivered through our **Customer Service and Shared Transactional Services** to the benefit of the Public. These include:

- The commencement of Universal Credit full service on the 15th November;

- Providing the first 'Bailiff Payment and Advice' surgery to support customers in debt. Eleven customers with multiple Council Tax debts supported as a result avoiding further bailiff contact;
- The closure of the Cash Office on the 14 March 2018 . Every customer using the Cash Office was advised of the closure from December 2017 and other communications channels used to inform of the change and alternatives to payment have included the use of the website, posters/banners and social media. Cash Office staff also alerted customers about other payment options available. 6 months after the closure of the Cash Office there has been no reduction in income as a result of the closure with more customers now making payments online and via automated telephone lines. Cash payments can still be made for many services at post offices and payzone outlets;
- First large council tax liability court hearings of the 2018/19 year were held in the late summer. Numbers remain similar to last year and collection rates for council tax and business rates remain on target;
- The location of the teams within Customer Services has now been agreed following the opening of Sand Martin House and the vacation of Bayard Place. The call centre will move to the ground floor of the Town Hall and the reception and Face to Face teams will operate out of 2 units at the front of the the Town Hall next to the new DWP Offices and across from the Cross Keys Homes Customer Centre. This is due to take place in early March 2019. Central complaints have moved to Sand Martin House with the ASC and CSC contact teams;
- The call centre team dealt effectively with calls in respect of the bulky waste free trial that took place at the start of the year. All available slots to the trial end date on the 09/03 were taken by 18 January. When comparing the number of bulky waste calls answered (for any reason) on Jan 17 and Jan 18, there were on average 31 more calls answered per day in Jan 18;
- The garden waste collection service for sign ups commenced on 03/04/18. At the 14 May, 16,690 customers have signed up with the majority online (53%) or via auto renewal/direct debit (26%). By the end of May over 18,700 customers have been signed up of which the call centre were responsible for 3,500, or 19%. Overall Customer Services had signed up 5,970 or 32% of the total indicating that the expected channel shift had not been fully realised especially with more auto renewals in place this year.
- On the performance front:
 - Customer satisfaction surveys were completed across the call centre and reception teams and overall 98% of customers are either satisfied or very satisfied with the quality of service they received. This is an excellent result and confirms the overall level of service delivered as shown by the customer service excellence accreditation retention;
 - The customer services team was successful in retaining its Customer Service Excellence accreditation following a review on the 12 July 2018. This is the 10th year in a row that the team has held the accreditation. Press releases were issued by both PCC and Serco comms teams to publicise this success;
 - The Peterborough-Serco Strategic Partnership Local taxation team were highly commended in the 'Most Improved Team of the Year' category at the Institute of Revenues, Rating and Valuation (IRRV) annual awards ceremony in October 2018.

4.4 The **Procurement team** have continued to provide a range of procurement support to Council Departments to assist and ensure that value is driven out of the £260m of contracts that the Council manages on behalf of itself its stakeholders and partners. Key highlights include:

- Procuring the goods and services for Sand Martin House;

- Being successful in being chosen to provide a Procurement Service for the Combined Authority;
- Run a training session for local businesses on how to use the Council's eSourcing systems in collaboration with the Chamber of Commerce;
- Work continues on implementing Category Management (design of new service, development of tools and techniques) at the Council in order to gain greater efficiencies from Procurement.

On the Performance Front, the team were:

- Runners Up in the CIPS/SM Awards in the category of Relationship Management (Winners Jaguar);
- Finalists in National Procurement GO Awards for Best Procurement Team.

4.5 **Business Support** continue to support the business to ensure it can deliver services to Customers. This has included work on the move to Sand Martin House. Highlights have included:

- Change Champion Network – the campaign to get the network noticed and encouragement of the Change Champions to get onboard with change projects has paid off. As the move to Sand Martin House got closer the network became more active, and proactive, proving its value to the programme and PCC;
- Business Support and the Central Support Unit have worked with teams across the Partnership to arrange redirection of post, mail collection and delivery times in preparation for move to Sand Martin House. This has included the move to the use of only Second Class post.

The Team have secured new training opportunities with Cross Keys and Sue Ryder extending the reach to more digitally excluded people.

Paper payslips continue to be reduced by Payroll and these should fall to less than c. 150 by the end of September.

4.6 As with other services, a key driver for the year for **ICT and Business Transformation** has been the facilitation of the Office move to Sand Martin House. This has gone very smoothly, with Staff having now transferred and the Server Room to be moved in the Autumn. The continuity of Service delivery has been aided by:

- Launching the #AskOscer initiative that has brought IT professionals onto the floors where people are working to help enable them to utilise their IT equipment and facilitate people going agile;
- Dealing with an additional 300 contacts to the helpdesk due to the move to Sand Martin House.

A number of meetings have been held with the County Council on the Client side to identify and move to closer alignment of financial systems and processes. All core systems will form part of this review.

A new IT Strategy was launched at Cabinet in July. This included the alignment of systems with the County Council and the move back from Google to Microsoft.

Other highlights during the year have included:

- A 21% reduction in helpdesk calls when comparing February 2018 to February 2017;
- The decommissioning of the Oracle Financials system;
- The rationalisation of the use of storage facilities to make the service more efficient and

- cost effective;
- The connection of Sand Martin House to CityFibre;
- The Digital inclusion team have had tremendous success with training in the Hindu community, So popular further events are being discussed;
- The facilitation of the closure of the Cash Office by the provision of alternative payment solutions.

4.7 **Human Resources** continue to support the Authority in this time of change including the move to Sand Martin House. Significant work has included:

- The support of 14 change programmes which cover service redesign; tupe transfers both into the organisation and external, sharing, where we can and the academisation programme which continues to require HR input as primary schools transfer to respective Trusts;
- Supporting two key corporate projects including the move to Sand Martin House and the feasibility study regarding potential sharing of wider Services across Cambridgeshire County Council and PCC. Current resource requirements are being considered to support these;
- Support has been provided to revise the Consultants and Interims Policy to take into account the HMRC regulatory requirements. This was shared with the Audit Committee for review;
- Sand Martin House/Agile working - Management events held by the Chief Executive provided a good update on the progress of the project and an opportunity to obtain thoughts, views and concerns from managers and their teams. HR have worked with management teams with regards to implementing a revised flexible working policy and guidance and have provided support with regards to implementing a revised draft car parking policy;
- 2018 Corporate Training Programme - as part of our closer working arrangements with Cambridgeshire County Council, HR have launched a comprehensive corporate learning and development offer for 2018/19 that supports the Council's new Agile way of working. This provision includes a range of face-to-face courses and a full catalogue of digital resources. Focus is now on revising a corporate e-learning induction module. The new booking system and digital learning platform is self service and accessible via desktop, chromebook or mobile phone;
- Apprenticeship Scheme - whilst there is work being undertaken around apprenticeships with examples of good practice, it is recognised that this needs to have greater focus. Work is underway in conjunction with City College Peterborough to create a robust framework around the Council's apprenticeship offering and use of the levy. This will include a marketing/communication campaign and include our maintained schools and also reach out to include our Corporate Parenting responsibilities around Looked After Children;
- Silver Award for Armed Forces for the Council - PCC has secured a silver award in the Ministry of Defence employer recognition scheme for the Armed Forces. Silver Award holders demonstrate support by employing at least 1 person from the armed forces and actively communicating and projecting a positive image of defence to their employees. The Council also supports reservists by providing the flexibility needed to fulfil their annual training and mobilisation commitments;
- **Staff Boost Week** - A health and wellbeing event, called Boost Week, took place during October 2018, and was very well received and attended. There was a variety of offerings made to staff relating to well-being matters from personalised massage to group sessions where individuals were able to participate in therapeutic activities. Many commented that they are looking forward to the next Boost week and have lots of ideas

to contribute to make it happen.

HR monthly Statistics data @ 28/09/2018 (sickness as of 31/08/2018)

Employment Relation Cases	Current position
Casework under HR Management	43
Cases Closed During the Month	12
Cases Opened During the Month	7
Sickness	7.33 days per employee (4.28%)
Headcount	1329

4.8 As with other Service areas - a key Focus of the **Property Team** has been the smooth transition of the organisation to Sand Martin House. This has included:

- Managing Customer requirements and signing off the “building” as ready to use
- Movement of Staff from other Office locations including the Town Hall, Bayard Place and Manor Drive to Sand Martin House and the decommissioning of those locations including the sale of Bayard Place;
- Refurbishment of the Town Hall South and occupation by the DWP in September 2018;
- Work on securing a tenant client for the vacated Town Hall North location.

Although significant in nature, the move to sand Martin House has only formed part of the team’s work. Other initiatives have included:

- Upgrades in the Rural Estate including a new Grain Store at Thorney and completion of Rent Reviews and upgrades for a number of Properties. An Open Farms initiative on the 9th and 10th June attracted 12,500 visitors;
- Facilitation, with Legal Services, of the completion of Community Asset Transfers. 22 of the 33 Community Centres are expected to transfer this financial year, with work carrying on with the final 11;
- In Period October 2017 to October 2018 we have seen the following significant disposals:
 - TSAM;
 - Bayard Place (for March 2019);
 - John Mansfield site;
- The service continues to deliver the Council’s Landlord and Tenant obligations across our Property Portfolio.

5. CONSULTATION

5.1 Not Applicable - this is an update report for information

6. IMPLICATIONS

6.1 There are no direct implications arising from this report. It is provided for information and comment.

7 BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

8. APPENDICES

8.1 There are no appendices to this Report

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 8
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Peter Carpenter, Interim Corporate Director of Resources	
Cabinet Member (s) responsible:	Cabinet Member for Resources	
Contact Officer(s):	Belinda Evans, Complaint Manager	Tel. 01733 296324

ANNUAL CORPORATE COMPLAINT REPORT 2017-18

RECOMMENDATIONS	
FROM: Peter Carpenter, Interim Corporate Director of Resources	Deadline date: N/A
<p>It is recommended that the Growth, Environment and Resources Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Consider the report and make recommendations for further scrutiny if deemed appropriate. 	

1. ORIGIN OF REPORT

1.1 This report is brought to the Growth, Environment and Resources Scrutiny Committee following a request by the Customer Services Manager, after receiving the annual complaints summary letter from the Local Government Ombudsman found in Appendix B.

2. PURPOSE AND REASON FOR REPORT

2.1 The effective management of complaints is important to ensure action is taken when customers express dissatisfaction about the delivery of any of our services. Complaints are also an important factor to aid in the identification of service improvements. Failing to take customers concerns seriously would impact the reputation of the Council and Scrutiny of the complaints process and performance on complaint handling across the Authority helps to identify areas for further scrutiny.

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

10. Partnerships and Shared Services

2.3 This report links to all corporate priorities with the exception of '3. Safeguard vulnerable children and adults' as social care services have their own statutory complaints processes which are reported separately to other scrutiny committees.

2.4 This report does not link to the Children in care Pledge as complaints by Children in Care are handled under a separate Statutory procedure and the annual report on that process is presented to Children and Education Scrutiny Committee.

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	------------

4. BACKGROUND AND KEY ISSUES

4.1 The corporate complaints process is used to facilitate complaints made by the general public about council services where an alternative form of appeal or dispute resolution process is not in existence. For many years a three stage complaint process was used but in 2015 a two stage complaints process was introduced following a successful pilot. The aim was to reduce the length of time taken for complaints processing both for the customer and the council, whilst ensuring more ownership of complaint resolution by the service areas. The management and monitoring of the complaints process is carried out by the Central Complaints office which is a small team, that has been situated within Customer Services for the past 10 years and is now part of the Serco partnership. This team are responsible for receiving complaints from the public, recording complaints and arranging for response by the appropriate service area. They also handle all contact with the Local Government Ombudsman.

The report contained at Appendix A provides detailed complaint monitoring for the 12 month period from April 2017 to March 2018.

Key areas highlighted are :

- The increasing volume of complaints .
- The low level of complaint escalations
- The changes to types of complaints being received

5. CONSULTATION

5.1 No consultation undertaken

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 Areas for further scrutiny may be identified

7. REASON FOR THE RECOMMENDATION

7.1 Further scrutiny of complaints can help to identify areas for service improvement

8. ALTERNATIVE OPTIONS CONSIDERED

8.1 N/A

9. IMPLICATIONS

Financial Implications

9.1 The administration of complaints is undertaken by the central complaints team which is part of the wider Serco partnership. This work is undertaken by 3fte staff who also administer the statutory adult and children's social care schemes. The more significant cost is likely to be within the departments where complaints are investigated, however this cost is not separately recorded or easily estimated. Next year's report will include an estimate.

Legal Implications

9.2 *No Legal Implications*

Equalities Implications

9.3 *No Equality Implications*

Rural Implications

9.4 *No rural implications*

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 No Background documents

APPENDICES

11.

11.1 **Appendix A - Complaints Monitoring Report**

Appendix B - LGO Annual Letter

Appendix C - Examples of Categories

Appendix D - Service Improvements 2017-18 Stage 1 & Stage 2

This page is intentionally left blank

COMPLAINTS MONITORING REPORT 2017-18

This report will analyse the performance of the council's formal Corporate Complaints Procedure and other corporate complaints between 1st April 2017 and 31st March 2018.

Stage 1 Complaints

Stage 1 complaints are investigated by the manager of the service complained about. This gives the manager oversight of what issues customers are unhappy with and allows them to try to resolve problems at the earliest opportunity.

Over the past few years the council has outsourced many of its services and some of these providers follow their own complaints processes, whilst others follow the council's corporate process. The chart at figure 1 shows the number of complaints received under the corporate complaints process, including those for Serco and Skanska who process complaints via the council's complaints process and separate columns for Amey and Vivacity who both have their own distinct complaint processes.

Not included in the volumes above are statutory complaints for both Adults and Childrens Social Care complaints which both have separate statutory complaints processes which are reported annually to other scrutiny committees.

Complaint volumes received under the corporate complaint process has increased over the past year. Whilst complaints for Vivacity and Amey have largely stayed the same.

The report will go into further details of where the main increases have been seen.

Figure 1. – Total corporate complaints received for council services

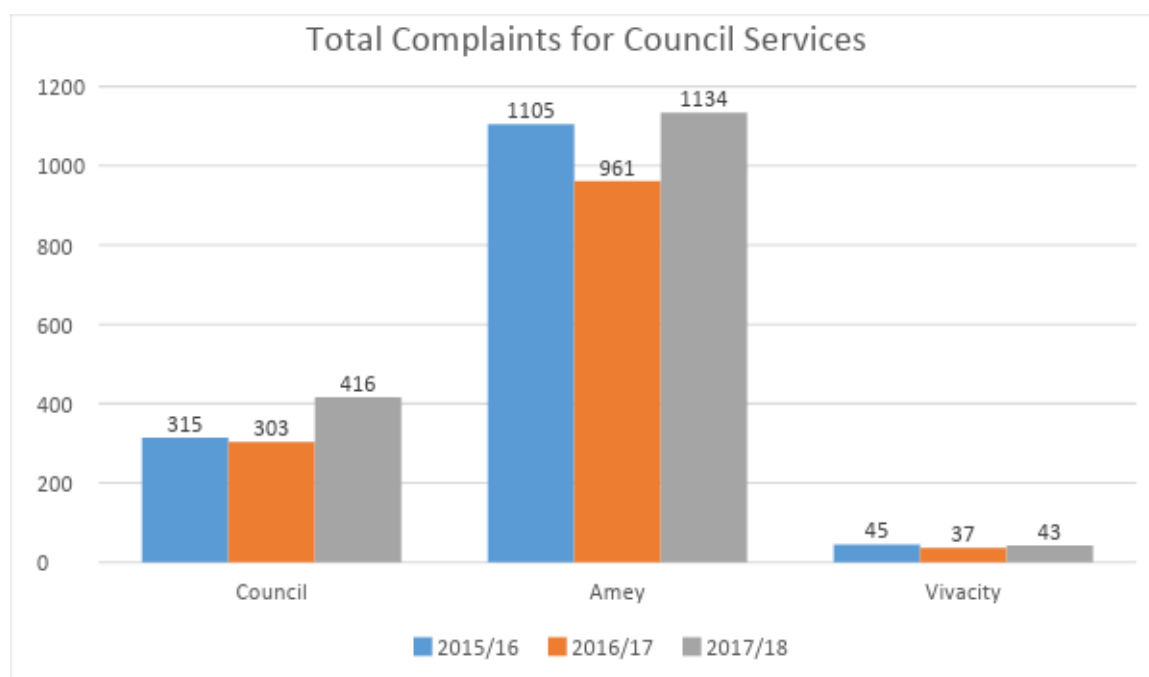


Figure 2: Breakdown of complaints by Directorate for the past 2 years

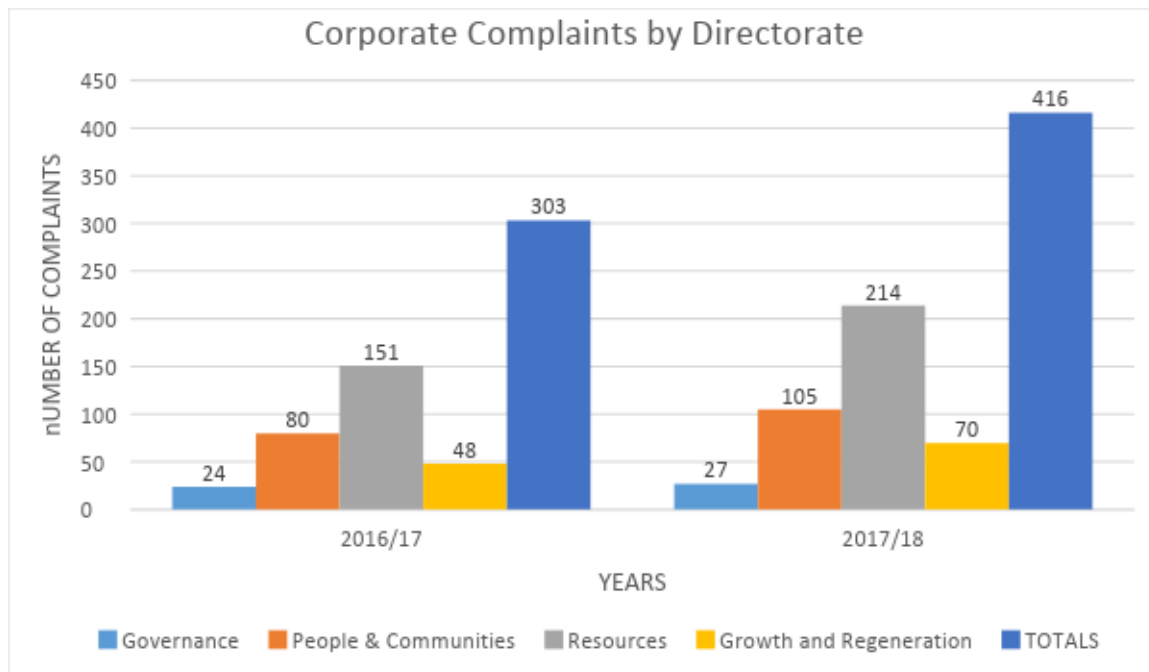


Figure 2 shows the breakdown of complaints by Directorate over the past 2 years. Although a three year comparison is usually provided this was not possible this year due to two factors. In 2015-16 there was considerable change in the composition of Directorates and many departments were realigned to new directorates. Secondly the corporate complaints process was changed from a three stage to a two stage process in July 2015. This did not allow a direct comparison to 2015/16.

The two stage complaints process involves the following stages

- Resolution informally by contacting the complainant within 3 working days
- Formal written response within 20 working days
- An option to meet with the Head of Service if the written response does not resolve the complaint.
- Escalation to Stage 2 review by the Chief Internal Auditor/Director of Governance

The table below details the stage at which complaints were resolved over the past year, with the previous years figures shown for comparison.

Figure 3: Complaints registered in 2017-18 by Stage

Complaint Stage where the complaint was resolved	2016/17	2017/18
Informal	65	92
Stage 1	202	277
Stage 2 review*	9	15
LGO	16	7
Withdrawn	11	25
Totals	303	416

Figure 3 shows that around 25% of complaints are resolved informally. This is where the service contacts the customer within three working days and they agree a resolution. The outcome of these complaints is not formally recorded, the focus being prompt resolution of the issue for the customer.

Stage 1 complaints require a written response and the outcomes are recorded. The outcomes from these complaints are as follows:-

- 25.5% Upheld
- 32% Partially Upheld
- 42.5% Not Upheld

The aim of a robust complaint process should be putting issues right and learning from mistakes. Clearly council services are identifying where mistakes are being made and putting things right for customers.

Stage 2 Reviews

There is a low level of escalation of complaint to Stage 2 review which supports the view that the two stage complaint process introduced in 2015 is ensuring focus on resolution at the earliest stages of complaint.

Figure 4. Total of Stage 2 reviews held and Outcomes

Outcomes from Stage 2 Reviews	Total Stage 2 Reviews	Upheld	Partially Upheld	Not Upheld	Referred to LGO
2016/17	13	1	1	4	7
2017/18	18	1	3	7	7

A Stage 2 review is conducted when a customer is not satisfied with the formal response to their complaint at Stage 1. Some customers will subsequently agree to meet with the service managers to try and resolve outstanding issues. If this is not successful or the customer does not wish to engage in a meeting a review can be completed by the Chief Internal Auditor.

The Stage 2 review will occasionally make findings which differ from those made at Stage 1 but may also determine that further investigation is not warranted and a recommendation is made for referral to the Local Government Ombudsman (LGO). Figure 4 details the number of cases which had a Stage 2 review in both of the past 2 years and the outcomes.

In both years the volume of Stage 2 reviews is less than 5% of the total complaints received.

In 2017-18 following the determination at Stage 2 complainants took the actions detailed in Figure 5.

Figure 5. Complainants Actions Following Stage 2 Review

Actions following Stage 2 Review		
Referred to LGO	7	3 cases – no approach to LGO 3 cases – LGO Closed After Initial Enquiry 1 case - Under investigation
Not UPHELD	7	4 cases – no approach to LGO 1 case – LGO Closed After Initial Enquiry 2 Cases – Upheld at LGO
Partially UPHELD	3	1 - LGO are investigating 2 – no approach to LGO
UPHELD	1	No approach to LGO

This table illustrates that even when the complainant has the right to approach the LGO at the end of the complaints process, many do not exercise this right and where they do the complaint is often not investigated by the LGO (Closed After Initial Enquiry).

Local Government Ombudsman Decisions

The Local Government Ombudsman (LGO) review complaints they receive from residents about council services. The number of enquiries they have received about Peterborough City Council has remained constant over the past 3 years as shown in Figure 5.

Figure 5. Enquiries by PCC residents to the LGO in 2017/18

Enquiries to the LGO			
	2015/16	2016/17	2017/18
Upheld	4	2	8
Not Upheld	3	5	6
Advice given	0	1	1
Closed after initial enquiries	11	16	8
Incomplete/ Invalid	3	6	2
Referred back for local resolution	28	20	22
Overall	49	50	47

In the past year the LGO passed more of the complaints they received from PCC complainants to their investigation team. The LGO's assessment team review whether the LGO have the jurisdiction to investigate and then whether there is any merit in investigating. For example they will only investigate if they believe there is any personal injustice caused to the complainant.

There were 14 complaints passed to investigations by the LGO in 2017/18 compared to 7 in 2016/17. There were 8 complaints that were upheld by the LGO following investigation from the 14 investigated.

When the LGO record a complaint as Upheld this will often be a case that the council have already upheld at Stage 1 or Stage 2. However some complainants are not happy with how the council has offered to resolve the complaint and will therefore ask the LGO to review their complaint further. Therefore although more complaints were passed for investigation by the LGO and then upheld in the majority of cases these complaints were already upheld by the council.

As the LGO stress in their Annual Letter to the council the volume of complaints does not, in itself, indicate the quality of the council's performance. They see evidence that high volumes of complaints can be a sign of an open, learning organisation and that conversely a low volume can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well.

The 8 cases upheld by the LGO are detailed below in Figure 6.

Figure 6. Detail of complaints Upheld by the Local Government Ombudsman

Service Type	Date of decision	Type of Complaint	Recommended Actions
Education & Childrens Services	17/05/2017	Child protection	Apology, Training, Addendum to personal records
Benefits & Tax	18/05/2017	Housing Benefit Processing	Satisfied with council's proposed remedy
Highways & Transport	27/06/2017	Disabled Parking Bay Consultation	Apology, Financial Redress, Procedure Change
Corporate & Other Services	29/01/2018	Delays in Sale of council land	Apology, Financial redress: Avoidable distress/time and trouble, Financial Redress: Quantifiable Loss
Highways & Transport	29/11/2017	Failure in Parking Enforcement process	Apology
Benefits & Tax	01/09/2017	Delays in complaint handling	Satisfied with council's proposed remedy
Education & Childrens Services	26/10/2017	Admission Appeal hearing procedural failure	New appeal/review or reconsidered decision, Procedure or policy change/review
Environmental Services & Public Protection & Regulation	08/02/2018	Delay in handling complaint about Noise pollution process	None

The complaint decisions above are almost all about cases which went through the complaint process in 2016/17. So complaints decided at Stage 2 in 2017/18 may not be investigated by the LGO until the following year.

Although relatively few there are some cases which the LGO will investigate before the council has considered them, particularly Admission Appeal hearing complaints, as they treat these complaints with due urgency. One of the complaints upheld this year was an Admission Appeal case.

The LGO have introduced a new regime which requires the council to update the LGO within 3 months confirming delivery of the agreed actions on each upheld case. In future years the LGO will be commenting in their annual letter how well the council are meeting this requirement. The LGO will also publish on their website where council's have identified service improvements from complaints which have helped the wider community.

The LGO is committed to local scrutiny and in the annual letter they ask that guidance is shared with elected members on how to access this resource on their website. The annual letter is attached as Appendix B for reference.

Accessibility

A growing percentage of complaints are received by web form or email. Over 65% of complaints are being received this way with 25% by telephone. Relatively few customers still write in by letter or make their complaint in person. This compares favourably with 3 years ago when only 50% of complaints were being received by email.

Complaint Themes

In the past 3 years there has been a significant shift in some of the reasons for complaint.

The main categories of complaint in 2017/18 were as follows

Delayed/Failed Service	40%
Not to Standard	24%
Staff Attitude	12.5%
About Policy	10%

Both 'Not to standard' and 'About Policy' have increased as a reason for complaint, with a corresponding fall in the percentage of Delayed/Failed Service complaints which is the category that has previously dominated. Three years ago both these categories added up to less than 5% they now account for 35% of complaints. This may also account for part of the the growth in complaint numbers. Customers are increasingly willing to complain and have higher standards and expectations. The increase in customers using social media/internet options mean it is quicker and easier to provide feedback to organisations.

Nationally most organisations are seeing increasing complaint numbers.

A report in 2015 by the Institute of Customer Service indicated an 8 fold rise in complaints by social media. The attached link provides detail of this report.

<https://www.instituteofcustomerservice.com/media-centre/press-releases/article/customer-complaints-see-8-fold-rise-on-social-media-1>

To provide a description of 'Not to Standard' and 'About Policy' complaints a few examples of both are attached as Appendix C.

Service Improvements

As detailed previously the aim of a robust complaint process should be putting issues right and learning from mistakes. Clearly council services are identifying where mistakes are being made and putting things right for customers.

Attached as Appendix D is a table showing the majority of cases where fault has been found and provides detail of the type of actions taken to rectify issues and any steps that have been identified to improve services.

Compliments

Whilst the majority of complaints are registered centrally by the Central Complaints team the majority of compliments are received direct by the services involved and registered on local logs.

The central complaints team are reliant on service areas providing this data at the end of each year to inform the annual report. Compliment data is not being sent to central complaints by all service areas on a regular basis.

The Complaint Manager has recently contacted all Heads of Service in the council reminding them of the importance of sending all their data to the Complaints team to be included in the annual report.

Although there is an online form for compliments it was discovered earlier this year that the link was not working. The complaint manager arranged for this to be fixed and linked into her team and some compliments are now being received in this way but the volume is low. These figures will be included with the compliments received by service areas in next year's report.

For both these reasons the number of compliments being reported this year are restricted to those teams who have provided the data to the Central Complaints team

Department	External Compliments	Internal Compliments
Planning	31	0
Highways	42	5
Customer Services	134	21
STS	13	1
Vivacity	42	
Amey	87	
Legal & Democratic	7	
Human Resources		
Community Safety		1
TOTALS	356	28

18 July 2018

By email

Gillian Beasley
Chief Executive
Peterborough City Council

Dear Gillian Beasley,

Annual Review letter 2018

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGSCO) about your authority for the year ended 31 March 2018. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

Complaint statistics

In providing these statistics, I would stress that the volume of complaints does not, in itself, indicate the quality of the council's performance. High volumes of complaints can be a sign of an open, learning organisation, as well as sometimes being an early warning of wider problems. Low complaint volumes can be a worrying sign that an organisation is not alive to user feedback, rather than always being an indicator that all is well. So, I would encourage you to use these figures as the start of a conversation, rather than an absolute measure of corporate health. One of the most significant statistics attached is the number of upheld complaints. This shows how frequently we find fault with the council when we investigate. Equally importantly, we also give a figure for the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. Both figures provide important insights.

I want to emphasise the statistics in this letter reflect the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, some of whom may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website, alongside an annual review of local government complaints. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

Future development of annual review letters

Last year, we highlighted our plans to move away from a simplistic focus on complaint volumes and instead turn focus onto the lessons that can be learned and the wider improvements we can achieve through our recommendations to improve services for the many. We have produced a new corporate strategy for 2018-21 which commits us to more comprehensively publish information about the outcomes of our investigations and the occasions our recommendations result in improvements to local services.

We will be providing this broader range of data for the first time in next year's letters, as well as creating an interactive map of local authority performance on our website. We believe this will lead to improved transparency of our work, as well as providing increased recognition to the improvements councils have agreed to make following our interventions. We will therefore be seeking views from councils on the future format of our annual letters early next year.

Supporting local scrutiny

One of the purposes of our annual letters to councils is to help ensure learning from complaints informs scrutiny at the local level. Sharing the learning from our investigations and supporting the democratic scrutiny of public services continues to be one of our key priorities. We have created a dedicated section of our website which contains a host of information to help scrutiny committees and councillors to hold their authority to account – complaints data, decision statements, public interest reports, focus reports and scrutiny questions. This can be found at www.lgo.org.uk/scrutiny I would be grateful if you could encourage your elected members and scrutiny committees to make use of these resources.

Learning from complaints to improve services

We share the issues we see in our investigations to help councils learn from the issues others have experienced and avoid making the same mistakes. We do this through the reports and other resources we publish. Over the last year, we have seen examples of councils adopting a positive attitude towards complaints and working constructively with us to remedy injustices and take on board the learning from our cases. In one great example, a county council has seized the opportunity to entirely redesign how its occupational therapists work with all of its districts, to improve partnership working and increase transparency for the public. This originated from a single complaint. This is the sort of culture we all benefit from – one that takes the learning from complaints and uses it to improve services.

Complaint handling training

We have a well-established and successful training programme supporting local authorities and independent care providers to help improve local complaint handling. In 2017-18 we delivered 58 courses, training more than 800 people. We also set up a network of council link officers to promote and share best practice in complaint handling, and hosted a series of seminars for that group. To find out more visit www.lgo.org.uk/training.

Yours sincerely,



Michael King
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Local Authority Report: Peterborough City Council
For the Period Ending: 31/03/2018

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
4	12	4	10	5	5	7	3	0	50

93

Decisions made

				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
2	1	22	8	6	8	57%	47

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations.
 The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
5	2

This page is intentionally left blank

Appendix C

NOT TO STANDARD

CC17/051	Housing Needs (PEOPLE & COMMUNITIES, Adult Services & Communities, Housing & Health Improvement)	Not told rent arrears would prevent her being allowed on housing register
CC17/068	Parking Services (GOVERNANCE, City Services & Communications)	Unhappy with lack of electric car charging points in the City, also unhappy PCC vehicles are using public charging places
CC17/081	Highway Maintenance and Schemes Commissioning (GROWTH & REGENERATION, Peterborough Highway Services)	Kerb dropped but street sign not moved which is blocking access

ABOUT POLICY

CC17/013	AMEY (contractor)	Customer wants to keep 4 brown bins on the same terms as previous house owner.
CC17/023	Council Tax (RESOURCES, Shared Transactional Services, Income)	Asked to prove mental health problems. Wants to pay direct rather than through bailiffs.
CC17/052	Council Tax (RESOURCES, Shared Transactional Services, Income)	Unhappy that empty property doesn't retain vacated property reduction
CC17/180	PES (PEOPLE & COMMUNITIES, Adult Services & Communities)	Complainant raising concerns re disabled bay at their property, with non-blue badge holders using it, they note they feel parking enforcement will not assist.
CC17/225	PES (PEOPLE & COMMUNITIES, Adult Services & Communities)	Unhappy with execution of Kingdom FPN and exhausted Kingdoms complaints process
CC17/250	Passenger Transport (School & College transport) (PEOPLE & COMMUNITIES, School Infrastructure)	Complaining re policy on school transport, children are provided with bus passes as they have been placed in out of catchment school. Complainant feels it should be taxis as they are waiting for buses in cold weather.

This page is intentionally left blank

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

Dept/Service	Description	S1 Outcome	S1 Service Improvements	S1 Action Taken
0-25 Service	Unhappy with decision to close the Manor	Not Upheld		Confirmed committed to ensuring the needs of all the families who use the Manor are met appropriately and it will not close the overnight provision until this has been done
Housing Enforcement	Unhappy Housing Officer is not returning calls or emails	Partially Upheld		Manager has spoken with the Officer about lack of response. It has been made clear to the officer that that they have fallen short of the expectations in this regard.
Commercial Group	Not allowed to use tip as refuse in trailer and staff were rude and unhelpful	Partially Upheld		Reminded staff of levels of customer service expected
Therapy Team	PCC employee parked on customers drive and blocked it, alleges they were rude and didn't understand him.	Partially Upheld	Council staff have been told about permit restrictions for parking	
PES	unhappy with new cycle laws and being unable to get through on phone	Partially Upheld		Apology offered for confusion over phone call
Register Office	Took 5 days to get appointment to register a death. Unhappy Deputy Registrar was late from lunch break.	Partially Upheld	Reminded all the team of importance of keeping customers informed if any delays	Apology offered for longer than usual wait for appointment. Apology offered that receptionist may not have kept customers informed of delay
Benefits	Benefits have not responded to letters re a council tax discretionary payment	Partially Upheld		Acknowledged delay in processing Discretionary Council Tax Reduction form
Highways Inspectors	Unhappy with lack of response to enquiry in relation to dangerous overgrowth in alleyway to property	Partially Upheld		Highways to make good path. Highways inspector has written to residents advising them to cut back vegetation blocking highways. Amey will be asked to cut back trees.
Council Tax	Lack of response to enquiry	Partially Upheld		Partially upheld due to a delay in response being issued
Early Help	Lack of communication from service, inaccurate information given to health visitor and being sent on the wrong parenting course.	Partially Upheld		Changed from Not Upheld to Partially Upheld after mediation
Council Tax	Complaint about date Student Discount would be calculated from.	Partially Upheld		Failed to receive call back form PCC as requested. Apology offered for inconvenience
Housing Needs	Raised concerns regarding interview with Housing needs officer. Unhappy / upset with comments and statements made by the officer.	Partially Upheld		Apologised any information provided in interview was not added to application, apology for this being overlooked. Apology offered if it was implied that customer should return to Lithuania to look for a house, this will be addressed with case worker
Network and Traffic Management	Signage not visible from Cycle Network route 12	Partially Upheld		Signage increased
Housing Needs	Advised to return to own country threatened with having baby taken away.	Partially Upheld	Reminder to Officer of the need to take a homeless application correctly	Apology offered that customer was left upset by the interview and were not shown good level of customer service. Apology staff member suggested baby should be removed from her care. Apology that customer did not feel complaint had been taken seriously.

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

Passenger Transport	Complainant raising concerns re poor service and no information regarding child's school transport.	Partially Upheld	Will look at processes to see how they can improve on customer not being advised re changes in transport.	
Development Management	Agreed to sell plot of land then opted not to.	Partially Upheld	Advice from Planning before property team agreed to sell land	£1000 offered if proposal not possible re sewerage pipes
Admissions	Unhappy with lack of response from department in relation to school applications/placements	Partially Upheld	Phones lines to be able to take messages being considered	
Admissions	Complainant has raised concerns in the delay of processing their child's application and there was no acknowledgment. They were also told to make changes before a deadline which they did but not processed in time for that deadline. Raised concerns re policy.	Partially Upheld	review how applications are managed and communication with parents	
Electoral Services	Complaint that door knocker with Electoral Register forms gave incorrect information and had a bad attitude.	Partially Upheld	Will ensure that the need for professionalism at all times is re-iterated at the next training session.	Apology offered if Canvasser did not display polite and professional manner
Commercial Group	Complaint about not being able to dispose of bulky items at the tip.	Partially Upheld	Moving to bigger site review of vehicle size to follow	wording on literature to state transit type van
Admissions	Complainant's child has been offered a place at 2 different schools and they have been unable to get through to the admissions team.	Partially Upheld	phone system to be reviewed	
Special Educational Needs	Unhappy with delays in receiving updated document following annual EHCP review	Partially Upheld	Arrangements in place to improve the service in the coming year. database to enable tracking of the annual review process more effectively/ SEN services procedures have been reviewed	Apology for delays and distress
Regulatory Services	Complaint about 40ft flood pole lights not being turned off until 3.30am. Complaint that Pollution dept have previously addressed this matter but are now refusing to.	Partially Upheld		Noise Pollution not evidenced but there were delays in case handling by the team.
Network and Traffic Management	Handling of parking enforcement. Lack of response to emails	Partially Upheld		Apology offered that response was not sent
Selective Licensing	Lack of response to emails about HMO licensing	Partially Upheld		Partial refund and apology

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

Regulatory Services	Lack of enforcement for noise pollution issue.	Partially Upheld		Regular contact with customer and advise to neighbour
Highway Maintenance	Complainant fell down a loose drain cover causing injury at the back of the Town Hall. Investigation required.	Partially Upheld		Remind staff of process for reporting repairs required to city
CCTV & Out of Hour Calls	CCTV obscured by banners	Partially Upheld		Banners obstructing view rotated 90 degrees
First Response, Family Support Teams	Call made by social worker who did not introduce themselves or explain the reason for call.	Partially Upheld		Apologised that proportionality to providing information could have been more than it had been
Regulatory Services	Unhappy with lack of action and response from Noise Pollution Team	Partially Upheld		Acknowledged that officer failed to inform customer of case before going on annual leave
Parking Services	Complaint that new parking machines do not recognise the customer's registration number and delays in telephone being answered	Partially Upheld		Operation system in Northminster under review
Admissions	Complaint about Admissions Team, letters and lack of sufficient staffing. Additional complaint about the customer service call centre.	Partially Upheld	Confirm that this will be reviewed and will be taken forward as part of wider service improvements to include and online in year application and offer letter wording.	Apologised customer service received has not met expectations and that the explanation and information received did not meet expectations and explanation and information received was not satisfactory in customers view.
Call Centre & Complaints team.	Complaint about brown bin not being collected over the Christmas period and delays in calls being answered	Partially Upheld	Staff reminded to put phone on voicemail where necessary	Apology given. Bin lid ordered
AMEY (contractor)	Hedges only cutback every two years	Partially Upheld	shrubs now to be cut annually	policy already changed
Housing Needs	Faulty advice alleged leading to loss of possessions, cancelled booking at hotel. Unhappy with use of word 'absconded'. Also alleges hostel conditions unsuitable,	Partially Upheld		Apology for use of the word absconded
Highway Maintenance	Delays in responding to communications	Partially Upheld		Manager is looking into costs of repairing the whole street which may take 1-2 months to get a decision on. Manager will update customer with the outcome asap.
Highway Maintenance	Unhappy with works bring carried out at Bourges Boulevard and public access being closed	Partially Upheld		some changes to Traffic mgnt layout
Media Team	FaceBook comments marked as spam and not responded to	Partially Upheld		Apology offered for FOI being missed
PES	Attendant rude. Yellow lines but told parking ok	Partially Upheld	Communicated to all officers and appeals team about area being excluded from double yellow line restrictions	cancelled PCN and apologised for inconvenience, stress caused and mistake in judgement
Council Tax	Council Tax enforcement action on a property unrelated to customer.	Partially Upheld		Summons costs removed

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

Council Tax	Complaint about the delay in sending a correct council tax bill and discriminatory behaviour by the council tax department.	Partially Upheld		Response issued later than the previously notified timescales and customer was not sent any additional information to confirm there would be a delay. offered apologies for any inconvenience or frustration caused by delay
PES	Unhappy issued receipt with incorrect FPN category	Partially Upheld		Apology offered for inconvenience caused. Kingdom to re-issue a correctly filled our receipt. It was wrongly assumed response from Cllr addressed matter on behalf of council and apology given for delay.
Commercial Group	Complaint that workers at tip did not help carry rubbish up the stairs.	Partially Upheld	All site staff will be reminded of the importance of assisting residents with their waste where required.	
Council Tax	Notified us of new address - bill received with 6 days to pay	Partially Upheld		account spread over 10 months starting May
Housing Needs	Complaint about lack of return contact from staff and managers in the Housing Needs department.	Partially Upheld	Proposed restructure and staff recruitment	
Commercial Group	Unhappy with Amey response to brown bins not being collected	Partially Upheld	Review procedures to see if improvements can be made to communications	
Council Tax	Querying the charges on c/tax bill. request sent in 27/3 no response	Upheld		experienced delays in your query being resolved to provide some explanations regarding this
Commercial Group	Reported fly tipping not removed	Upheld		Flytipping cleared
Electoral Services	Staff didn't know how to re issue postal vote contact information on polling card not pertinent	Upheld	Process review for reissuing postal votes for cross boundary elections in order to eradicate delays	Offered compensation for expenses incurred £36.92.
Council Tax	Repeated contact made requesting new bills for two units	Upheld		Department verbally spoke to complainant and verbally apologised for delay and they understood situation to be resolved.
Call Centre	Unhappy overpayment taken from account for council tax and how this was dealt with by call centre	Upheld		staff member spoken to
Highway and Drainage Control	Road markings to path not reinstated after road works. Lack of response to chasers.	Upheld		Apology offered for not replacing the markings in timely manner. Will refresh markings in next few weeks
Call Centre	Unhappy bin was not emptied and conflicting advice received from Call Centre. Also unhappy with conduct of Call Centre Operator	Upheld		Apology offered for incorrect information provided to customer by Call Centre and lack of sympathy from call handler. Refunded the full amount (£19.68) that was paid to have your bins collected.
Parking Services	Complaint about there only being 2 ticket machines in the market carpark and queues to pay	Upheld		Improvement measures implemented
Call Centre	Delays in calls being answered and being put on hold.	Upheld	Lessons learnt from complaint will be fed back to team	Apology offered for delay in call being answered. Apology customer was put on hold a second time. Apology offered that information was not relayed via email. Officer was spoken to about failing to apologise for delay.
Commercial	Customer was unhappy regarding	Upheld		Instructed Amey to carry out work as matter of urgency. Apology for distress and

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

Group	service provided by Amey and works by Amey on the tree outside their home.			inconvenience caused
Admissions	Delays in Admission processing and response to enquiries	Upheld	accept voicemails to be investigated	
Street Lighting	Unhappy with delays in repairing 2 street lights also unhappy with lack of response from department	Upheld		NEW PRODUCTS ORDERED
Housing Needs	Delays in processing housing application.	Upheld	Staff reminded to update customers. Extra staff are being resourced to deal with increase in demand.	
Council Tax	Unhappy with error made on address for refund and also time taken to resolve matter. Requesting refund	Upheld		Refund and apology issued.
Housing Needs	Delays in responding to housing enquiry. Alleged homeless app has not been handled appropriately.	Upheld	new process in place	
Council Tax	Unhappy with inaccurate bills, lack of response and lack of explanation. Also online system has faults	Upheld	Recruited more staff to improve response times to customers	Ack delays in previous responses. Apology for delay in issuing complaint response
Council Tax	No response to email contact	Upheld	Amend form to make relevant to landlords. Officers reminded to cross check information	Apologised for the delay in responding to his complaint. Corrected discrepancy and confirmed further credit will be issued.
Parking Services	No smartphone so unable to pay carpark charge	Upheld	Meters replaced in January	
Street Lighting	Various street lighting reports not actioned	Upheld		organising a visit to ascertain how many locations require attention
Housing Needs	Has raised concerns as they were due a refund of their overpayment of rent. Have not received this payment or any call backs in response to their messages.	Upheld		Sincerely apologise for the distress that this has caused you and your family. I can confirm that I will be arranging for your rent account to be credited and monies to be returned to you.
Parking Services	Complaint that charges are not clear on ticket machine in Wellington Street car park and also that the machine did not give change and overcharged.	Upheld	Signage to be replaced.	Refund to be issued
Network and Traffic Management	Three way traffic mgnt on four way road	Upheld		Contractor to provide new signage
Council Tax	Complaint that telephone agent was unhelpful and gave bill amounts, but letter received with different information.	Upheld	New template set up	training given
Infrastructure Delivery	Been requesting a footpath for 28 years.	Upheld		Apology offered for poor standard of communications. Agreed to surface residents drive and neighbours drive.

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

Network and Traffic Management	Complaint that street signs are illegible and in need of repair. Lack of action following customers report.	Upheld		Agreed street nameplates will be added to priority list for replacement.
PES	Parking not enforced near to Passport Office	Upheld		New machine was already on order for collection of charges
Strategic Transformation	Staff insensitive and unhelpful	Upheld		Agents notified to monitor chats more carefully
Call Centre	Raised concerns re attitude of staff and lack of information re single person discount.	Upheld		staff member given guidance
Council Tax	No response to requests for a copy bill	Upheld	Updated team with correct process to follow when requesting a copy bill	Due to processing error the copy bill was not issued and did not identify or rectify error when customer sent a follow up email. Apology for inconvenience and distress
Highway Maintenance	Road closed no notice. no evidence of workers working	Upheld	Investigated with contractor to ensure lessons learned.	
Highway and Drainage Control	Complaint that poor drainage on highway is causing run off and damage to private property.	Upheld		2 extra gullies to be provided on London Road.
Media Team	Unhappy comment on Leaders Blog awaiting moderation after 4 days. Unhappy with circulation of information to members of the public, alleging delays in responding to post	Upheld		Apology offered for delay in approving comment
Parking Services	Complaint about rough sleepers in the stairwells of the Market car park preventing use of the lifts and blocking doors.	Upheld	possibility of closing overnight	Car park monitored
Business Rates	Unhappy with level of service received from department. Alleges calls unanswered and delays in email responses. issues not been dealt with in timely manner	Upheld		Errors made when assessing liability. Accounts updated correctly and revised bills will be issued. Apology offered for inconvenience
Housing Needs	Unhappy with lack of response to phone calls made to HN worker. Also lack of updates and care given for Daughters situation	Upheld	Taking steps to increase the number of staff in the Housing Needs team to provide the level of support required by clients	Failed to return call or email to provide an update in relation to application despite customer contacting department on a number of occasions. Apology offered for the distress that this has caused
Council Tax	Unhappy was told unable to make payments over 12 months. Also unhappy with conduct of team manager	Upheld	Issued reminder to staff about payment over 12 months process	Apology offered for error. Account corrected and revised bill sent. Manager spoken to regarding call.
Housing Needs	Complaint about payment not being made.	Upheld		Apology offered for officers oversight Steps taken to process payment urgently
Housing Needs	Raised concerns re lack of advice, support and updates received from	Upheld	Housing Needs resourcing under revision to increase the support	Failed to respond to calls for service and failed to provide an update -Apology given

APPENDIX D COMPLAINT ACTIONS AND SERVICE IMPROVEMENTS

	Housing Officer re their temporary accommodation status		available for customers	
--	---	--	-------------------------	--

STAGE 2 ACTIONS AND SERVICE IMPROVEMENTS

Dept/Service	Description	S2 Outcome	S2 Action Taken	S2 Service Improvement
Planning	Complainant approached LGO as they have not heard from council after being advised by department that they are referring to Stage 2 of the complaints process.	Partially Upheld	Offer of a compensation for delay in escalating complaint and for time and effort.	
Council Tax	No notification received before letter from Bailiffs received	Partially Upheld	Compensation Approved	Recommended that prior to referring a case for enforcement action bailiff returns should be reviewed as a matter of course to check for address changes etc. If it is recommended that there be a written record of mediation meetings, with a copy to be provided to the complainant to confirm what issues were discussed or addressed and what actions had been agreed and by whom
Planning Compliance	Complaint about how they have been dealt with by the department.	Partially Upheld	Compensation for delay in complaint handling	Planning should have agreed response time to O/S queries. All documentation should be scanned to file. Tree removal should be clear and in writing
Looked After Children	SW not in agreement with grandparent about contact	Early referral to LGO		Should have been advised re contact arrangements.
Call Centre	Raised concerns that call handler shouted at them and that they were ill-mannered.	Upheld	Letter of apology to be issued by department	Customer services officer to undertake refresher training

This page is intentionally left blank

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 9
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Simon Machen, Corporate Director of Growth and Regeneration	
Cabinet Member(s) responsible:	Cabinet Member for Growth, Planning, Housing and Economic Development	
Contact Officer(s):	Anne Keogh, Housing and Strategic Planning Manager	Tel. 863815

AFFORDABLE HOUSING NEED AND DELIVERY IN PETERBOROUGH

RECOMMENDATIONS	
FROM: Simon Machen, Corporate Director of Growth and Regeneration	Deadline date: N/A
It is recommended that the Growth, Environment and Resources Scrutiny Committee review and comment on the report.	

1. ORIGIN OF REPORT

This report is presented in response to a request from the Growth, Environment and Resources Scrutiny Committee for an update on the current Affordable Housing position in Peterborough.

2. PURPOSE AND REASON FOR REPORT

2.1 This report is being presented to the Committee to provide a current picture of affordable housing need and delivery in Peterborough against the backdrop of any significant policy, legislative or funding developments that have occurred since the adoption of the Housing Strategy in April 2017.

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference Part 3, Section 4 - Overview Scrutiny Functions, paragraph No. 2.1 Functions determined by Council:

5. Economic Development and Regeneration including Strategic Housing and Strategic Planning

2.3 The report links to the following corporate priorities:

Driving growth, regeneration and economic development and
Keeping all our communities safe, cohesive and healthy

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	-----

4. BACKGROUND AND KEY ISSUES

4.1

Legislative updates relevant to the delivery of affordable housing

The revised National Planning Policy Framework (NPPF) published on 24 July 2018 has introduced two measures relevant to the delivery of affordable housing. The framework has provided an updated definition of affordable housing and set a new threshold for the delivery of affordable home ownership tenure dwellings.

The new definition of Affordable Housing

The new definition is much wider than the definition in the 2012 NPPF and identifies and defines the following four categories of affordable housing products;

1) Affordable Housing for Rent includes 'social rent', 'affordable rent' but expands the category to include 'affordable private rent'. The definition for social rent and affordable rent tenures remains the same as set out in the previous 2012 definition which provides that social rents have 'target rents' which are set through the national rent regime, and affordable rents are set at a minimum of 20% below the local market rents. The revised NPPF states that the new tenure, affordable private rent, is expected to be the normal form of affordable housing provision for Build to Rent schemes. This tenure is essentially the same as affordable rent in that the same requirements apply for determining the rent level, excepting that the product is not provided by a local authority or RP. A Build to Rent scheme is purpose built housing usually funded through private institutional investment which is 100% rented out.

2) Starter Homes are now included as a category, but secondary legislation is still required to set out financial eligibility for households for this product. What constitutes a starter home is set out in the Housing and Planning Act 2016. To qualify, it must be:

- a new dwelling;
- available for purchase by qualifying first-time buyers. To be a qualifying first-time buyer, the purchaser must be between 23 and 40 years old;
- sold at a discount of at least 20% of market value; and
- sold for less than the price cap (£450,000 in Greater London; £250,000 outside Greater London).

3) Discounted market sales housing is included and is defined as housing that is sold at a discount of at least 20% below local market value. Eligibility for this product is determined with regard to local incomes and local house prices. Provisions should be in place to ensure housing remains at a discount for future eligible households.

4) Other affordable routes for home ownership includes shared ownership and rent to buy and other low cost homes for sale that should also be made available at a price equivalent to at least 20% below market value, although how this differs from discounted market sales housing is unclear.

From a developer's perspective the expansion of the definition of Affordable Housing offers greater flexibility in respect of the composition of the Affordable Housing that is to be provided on a qualifying scheme. The difficulty however from the perspective of a local authority, is whether such tenures are acceptable as affordable housing in their administrative area and whether such tenures will meet the local need. Peterborough's approach to ensuring the mix of affordable tenures delivered best meet identified need is set out under the policy update section below.

The new threshold for delivering affordable home ownership tenure dwellings

The new threshold for the delivery of affordable home ownership tenure dwellings in the revised

NPPF, provides that where a development of 10 or more dwellings is proposed, planning policies and decisions should expect at least 10% of the homes to be available for affordable home ownership. An exception to this is where the 10% threshold would exceed the level of affordable housing required in the area, or significantly prejudice the ability to meet the identified housing needs of specific groups (such as older persons accommodation or rural exception sites). There is also an exemption to the 10% requirement where the proposed development provides solely for Build to Rent homes.

While Peterborough, like all other local authorities in England is bound by this requirement, we will aim to ensure that the affordable home ownership tenures delivered in Peterborough are best suited to meeting local needs. Our approach is set out in the policy update section below.

Policy updates relevant to the delivery of affordable housing

Paragraph 62 of the revised NPPF states that where a need for affordable housing is identified, planning policies should specify the type of affordable housing required using the revised definition of affordable housing.

The Housing Needs policy in the existing adopted Core Strategy 2011 sets out that the council will seek 70% as rented tenure and 30% as intermediate tenure for the tenure mix of affordable housing. While this policy pre-dates the provisions in the revised NPPF, the Housing Needs policy in the emerging Local Plan (which is currently at the examination stage) also considers the tenure mix for affordable housing provision. This policy is less prescriptive and states that "the exact tenure mix on each site will be a matter for negotiation, informed by the latest evidence of housing need. The council's preference and starting point for negotiations, as informed by the latest need assessment, is for a greater part of affordable housing to be for affordable rent". The supporting text to the policy explains that where the policy refers to a 'greater proportion' being affordable rent, the target is a 70%/30% split in favour of affordable rent, though this should not be applied prescriptively on all schemes.

The tenure split in both the adopted and emerging Plans is informed by evidence in the SHMA and the feasibility analysis set out in the Local Plan Viability Assessment. The function of a Viability Assessment is to ensure that all Local Plans are deliverable, and that the policy obligations within them does not threaten the viability of development and delivery of Local Plan objectives.

The SHMA identifies a net need for 19% intermediate housing and 81% social-affordable rent in Peterborough based on affordability.

The Viability Assessment however, assumes a tenure split of approximately 70% affordable rented tenure and 30% intermediate in the form of shared ownership in order to ensure that affordable housing remains viable and deliverable. Therefore this modified tenure split is applied within the Housing Needs policy.

In terms of the delivery of affordable home ownership tenures as described in the revised NPPF, the 2017 SHMA update considered the role for starter homes and discounted market sales housing in response to the proposals set out in the then Housing White Paper 2017. The findings of the SHMA concluded that there is likely to be sufficient demand for 10% of all housing to be provided as affordable home ownership tenures including starter homes or other discounted sales products. It does, however, highlight that the affordability of starter homes and discounted market sales housing products remains an issue in the Housing Market Area as "the income levels required to access such housing are above those typically required to access other market housing as currently available." Shared ownership tenure, which is included in the affordable home ownership tenures, is referred to as "an already established and more flexible

affordable home ownership product".

In view of the evidence from the SHMA and Viability Assessment, and in accordance with existing and emerging policy, the council will continue to seek a tenure mix on affordable housing schemes that provides 70% affordable rented tenure and 30% shared ownership tenure. The significant rise over the last two years in the number of homeless households placed in temporary accommodation which the council has a statutory duty to assist with re-housing, means that this council has an ongoing pressure to maximise the number of affordable homes for rent that can be allocated through the housing register to help with alleviating this pressing need. The capacity of shared ownership housing to cater for a wider range of household incomes by varying the initial share required to enable access to home ownership means that the council will continue to prioritise the delivery of this tenure to meet the need for affordable home ownership products in Peterborough.

Meeting Affordable Housing need and demand in Peterborough

Need and demand The SHMA 2017 update indicates that an additional 559 affordable homes are required each year to fully meet current and arising need in Peterborough. The Housing Register provides a specific indication of the demand for rented affordable homes in Peterborough. There are currently 2,777 households on the housing register and 382 households including 519 children in temporary accommodation.

Delivery It is anticipated that 106 affordable homes will be delivered in Peterborough during 2018/19. This includes 23 units that have received funding from the Combined Authority Affordable Housing Delivery Programme. The tenure split for the new homes is 73 for affordable rent and 33 for shared ownership tenure and therefore largely reflects the tenure split as set out in the Housing Needs policy in the Local Plan.

In 2017/18 120 affordable homes were delivered. The tenure split for these homes was 88 affordable rented and 32 shared ownership homes.

Medesham Homes

The council's housing joint venture with CKH, Medesham Homes, is working to increase the provision of affordable housing in Peterborough, and to help bridge the gap between supply and demand. Medesham Homes are currently on site at Midland Rd to deliver a wholly affordable housing scheme of 29 units for affordable rent. These homes are expected to complete during 2018/19 (and therefore form part of the 106 affordable homes that will be delivered this year).

Another 100% affordable scheme is planned for Potters Way, Fengate which aims to be on site by January 2019. This scheme will deliver 18 flats and it is expected that the units will complete during 2019/20

They also have a pipeline of schemes in place that are expected to deliver approximately a further 250 homes over the next 2-3 financial years.

Evera Homes

Flagship, Hyde and Cross Keys Homes, Longhurst, Flagship and Hyde has formed a joint venture of registered providers to deliver new homes in the Cambridgeshire and Peterborough combined authority area. The partnership will aim to tackle the shortage of homes of all tenures across the area and plan to achieve the start on site of 2,000 new affordable rent properties and homes for sale by 2023. Evera Homes was officially launched on 12 September and will provide a further vehicle for delivering affordable homes in Peterborough. The Council are now working with them to try and identify sites that may be suitable for the delivery of homes in Peterborough.

Funding affordable housing in Peterborough

Homes England has a range of national funding programmes aimed at enabling the development of new homes. These programmes include loan and grant initiatives and depending on the terms of the funding initiative, can be accessed by Registered Providers, Local Authorities, and large and small scale commercial developers. This funding has supported many of the affordable homes delivered in Peterborough over the years and will continue to play an important role in aiding delivery. However, the council's own capital programme to support local affordable housing provision and more recently, the funding secured by the Combined Authority through the Devolution deal for the delivery of affordable housing in Peterborough and Cambridgeshire has provided more opportunities to secure funding for affordable housing schemes in Peterborough that may otherwise not have come forward.

Combined Authority capital funding

In March 2017 the Combined Authority Board agreed the business case for £100m to enable an additional 2,000 new affordable homes to start on site in the Combined Authority area during the five year period commencing 1 April 2017. The £100m fund will be deployed in the local authority districts and Peterborough. Cambridge City has received a separate ring-fenced grant fund.

The Board has so far approved a total allocation of £9.075m. Within this allocation is funding for one Peterborough scheme that has since withdrawn and one South Cambridgeshire scheme that is at risk of not proceeding.

Funding has however, been awarded for 3 Peterborough schemes which will proceed and will deliver a total of 87 units. The total funding secured for these affordable homes is £2,755,000 which averages at a grant rate of £31,667 per unit. This is slightly above the average grant rate awarded of £30,461.

Peterborough City Council capital funding

Since 2004 when the council transferred its housing stock to Cross Keys Homes, capital receipt funds that have been paid to the council by CKH from income generated from qualifying 'Right to Buy' (RTB) sales, have been reserved to deliver affordable housing in Peterborough through third parties. As part of budget approval decision by Full Council for 2016/17 that agreed to the creation of a Medesham Homes, it was also agreed that the £14.6m accumulated from capital receipts received from Cross Keys Homes would be directed to the housing company to build new affordable homes in Peterborough.

Since then this RTB funding combined with Combined Authority funding, has helped to support the delivery of the scheme at Midland Rd.

Another capital funding stream that serves to support affordable housing delivery is the commuted sum payments received from developers via Section 106 planning obligations in lieu of on-site affordable housing provision. These funds are available to providers to enable delivery of affordable homes in Peterborough and in April 2017 the council approved the award of £900,000 from this pot to Cross Keys Homes to enable the refurbishment of vacant units at Elizabeth Court to provide 53 accommodation units. This has enabled 53 homeless households to be offered self-contained accommodation at an estimated annual saving of £800,000 to the Council when compared against the equivalent costs of relying on 53 hotel rooms to provide a temporary accommodation offer over the course of a year. It has also helped to mitigate the most unsettling effects of homelessness by providing a suitable accommodation offer to families for the period that the council requires to find a suitable permanent home. The award of grant to Cross Keys Homes was made on terms that would not only assist with the current high demand for temporary accommodation, but also with the provision of

permanent affordable homes in the longer term. The council has entered into an arrangement with Cross Keys Homes to lease the temporary accommodation units for a five year period and at the end of this period (subject to review), for the site to be redeveloped to provide 100% affordable homes. To safeguard this arrangement, a condition has been attached to the allocation of grant for the refurbishment works, to allow for the grant to be repayable on a pro rata basis in the event that 100% affordable housing is not achieved on the new development.

An important element of affordable housing provision is the need for a buffer stock of suitable temporary accommodation to help households at risk of homelessness. In order to lessen the Council's reliance on B&B accommodation for this group, a housing supply group has been set up and is preparing to acquire around 50 private homes for use as temporary accommodation. A further 50 homes are being leased from the private rented sector for this purpose. These initiatives are part of an Invest to Save programme using funds identified in the budget for alleviating pressures arising from the growing demand for affordable housing.

Conclusion

Concerns about the provision of an adequate housing supply of not just affordable housing but also wider market housing, have been expressed both nationally and locally for some time and the housing shortage has been described by Government as a housing crisis. More and more local authorities are now engaging in the provision of housing through a wide range of mechanisms in response to the housing shortages they are experiencing in their localities. Medesham Homes has enabled the council to take on an enabling role that can directly influence delivery, and the advent of a new regionally focussed joint venture to deliver affordable homes in the CA area will provide further opportunities to increase the supply of affordable homes locally. The options to access funding for Peterborough affordable housing delivery from a range of sources that includes the CA funding should help to accelerate delivery and enable schemes where viability issues would previously have affected the delivery of our policy requirement for 30% affordable homes on schemes of 15 or more dwellings to achieve policy compliance going forward.

5. CONSULTATION

5.1 There is no requirement for formal consultation in relation to this report

6. ANTICIPATED OUTCOMES OR IMPACT

6.1 It is anticipated that this report will provide the Committee with an overview of the key considerations that have informed this update on the current affordable housing position in Peterborough.

7. IMPLICATIONS

Financial Implications

7.1 There are no new Financial Implications arising from the recommendations of this report. The Financial implications arising from affordable housing services to Peterborough are largely salary costs. The funding for affordable housing provided via S.106 commuted sums is received from Developers in lieu of on-site affordable housing delivery and the RTB receipt funds ring-fenced to affordable housing provision is payments received from CKH under the terms of the stock transfer.

Legal Implications

7.2 There are no legal implications in relation to this report

Equalities Implications

7.3 N/A

Rural Implications

7.4 N/A

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

10.1 The NPPF Published July 2018

11. APPENDICES

11.1 None.

This page is intentionally left blank

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 10
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Director of Law and Governance	
Contact Officer(s):	David Beauchamp, Democratic Services Officer	Tel. 01733 384628

MONITORING SCRUTINY RECOMMENDATIONS

R E C O M M E N D A T I O N S	
FROM: Director of Law and Governance	Deadline date: N/A
<p>It is recommended that the Growth, Environment and Resources Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Considers the responses from Cabinet Members and Officers to recommendations made at previous meetings as attached in Appendix 1 to the report and provides feedback including whether further monitoring of each recommendation is required. 	

1. ORIGIN OF REPORT

1.1 The Growth, Environment and Resources Scrutiny Committee agreed at a meeting held on 28 June 2017 that a report be provided at each meeting to note the outcome of any recommendations made at the previous meeting held thereby providing an opportunity for the Committee to request further monitoring of the recommendation should this be required.

2. PURPOSE AND REASON FOR REPORT

2.1 The report enables the Growth, Environment and Resources Scrutiny Committee to monitor and track progress of recommendations made to the Executive or Officers at previous meetings.

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference No. *Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3:*

The Scrutiny Committees will:

- (a) *Review and scrutinise the Executive, Committee and officer decisions and performance in connection with the discharge of any of the Council's functions;*
- (b) *Review and scrutinise the Council's performance in meeting the aims of its policies and performance targets and/or particular service areas;*
- (c) *Question Members of the Executive, Committees and senior officers about their decisions and performance of the Council, both generally and in relation to particular decisions or projects;*
- (d) *Make recommendations to the Executive and the Council as a result of the scrutiny process.*

3. **TIMESCALES**

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	-----

4. **BACKGROUND**

4.1 Appendix 1 of the report sets out the recommendations made to Cabinet Members or Officers at previous meetings of the Scrutiny Committee. It also contains summaries of any action taken by Cabinet Members or Officers in response to the recommendations.

4.2 The progress status for each recommendation is indicated and if the Scrutiny Committee confirms acceptance of the items marked as completed they will be removed from the list. In cases where action on the recommendation is outstanding or the Committee does not accept the matter has been adequately completed it will be kept on the list and reported back to the next meeting of the Committee. It will remain on the list until such time as the Committee accepts the recommendation as completed.

5. **ANTICIPATED OUTCOMES OR IMPACT**

5.1 Timelier monitoring of recommendations made will assist the Scrutiny Committee in assessing the impact and consequence of the recommendations.

6. **REASON FOR THE RECOMMENDATION**

6.1 To assist the Committee in assessing the impact and consequence of recommendations made at previous meetings.

7. **BACKGROUND DOCUMENTS**

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

7.1 Minutes of the Growth, Environment and Resources Scrutiny meeting held on 5 September 2018

8. **APPENDICES**

8.1 Appendix 1 – Recommendation Monitoring Report

RECOMMENDATIONS MONITORING REPORT 2018 - 2019

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE

Meeting date Recommendations Made	Portfolio Holder / Directorate Responsible	Agenda Item Title	Recommendation Made	Action Taken	Progress Status
4 JULY 2018	Cllr Allen Cabinet Adviser to John Holdich	ACTIVE LIFESTYLES & SPORTS STRATEGY	<p>RECOMMENDATION:</p> <p>The Growth, Environment and Resources Scrutiny Committee recommend that the Sports Steering Group include within the Sports Strategy more emphasis on the benefits of healthy activities which can be undertaken in rural areas of the city utilising existing infrastructures such as the large footpath network to the west of the city. Additionally more emphasis should be included within the strategy regarding the positive impact of rural areas on health and wellbeing in general.</p>	<p>The Head of Culture and Leisure has advised that the Strategy would be out for consultation to the public until the 31/8/18 after which time any changes will be made to the document. A further up date with regard to how the recommendation has been taken forward will be provided in time for the November meeting.</p> <p>The Head of Culture and Leisure has advised that the committee's recommendations have been added to the Active Lifestyles Strategy on pages 16, 20 and 22.</p>	Completed.

This page is intentionally left blank

GROWTH, ENVIRONMENT AND RESOURCES SCRUTINY COMMITTEE	AGENDA ITEM No. 11
7 NOVEMBER 2018	PUBLIC REPORT

Report of:	Interim Director of Law and Governance		
Cabinet Member(s) responsible:	Cabinet Member for Resources		
Contact Officer(s):	David Beauchamp, Democratic Services Officer	Tel. 01733 384628	

FORWARD PLAN OF EXECUTIVE DECISIONS

R E C O M M E N D A T I O N S	
FROM: David Beauchamp, Democratic Services Officer	Deadline date: N/A
<p>It is recommended that the Growth, Environment and Resources Scrutiny Committee:</p> <ol style="list-style-type: none"> 1. Considers the current Forward Plan of Executive Decisions and identifies any relevant items for inclusion within their work programme or request further information. 	

1. ORIGIN OF REPORT

1.1 The report is presented to the Growth, Environment and Resources Scrutiny Committee in accordance with the Terms of Reference as set out in section 2.2 of the report.

2. PURPOSE AND REASON FOR REPORT

2.1 This is a regular report to the Growth, Environment and Resources Scrutiny Committee outlining the content of the Forward Plan of Executive Decisions.

2.2 This report is for the Growth, Environment and Resources Scrutiny Committee to consider under its Terms of Reference No. Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3:

The Scrutiny Committees will:

(f) Hold the Executive to account for the discharge of functions in the following ways:

- ii) By scrutinising Key Decisions which the Executive is planning to take, as set out in the Forward Plan of Executive Decisions;

3. TIMESCALES

Is this a Major Policy Item/Statutory Plan?	NO	If yes, date for Cabinet meeting	N/A
---	-----------	----------------------------------	-----

4. BACKGROUND AND KEY ISSUES

- 4.1 The latest version of the Forward Plan of Executive Decisions is attached at Appendix 1. The Forward Plan contains those Executive Decisions which the Leader of the Council believes that the Cabinet or individual Cabinet Member(s) can take and any new key decisions to be taken after 26 November 2018.
- 4.2 The information in the Forward Plan of Executive Decisions provides the Committee with the opportunity of considering whether it wishes to seek to influence any of these executive decisions, or to request further information.
- 4.3 If the Committee wished to examine any of the executive decisions, consideration would need to be given as to how this could be accommodated within the work programme.
- 4.4 As the Forward Plan is published fortnightly any version of the Forward Plan published after dispatch of this agenda will be tabled at the meeting.

5. CONSULTATION

- 5.1 Details of any consultation on individual decisions are contained within the Forward Plan of Executive Decisions.

6. ANTICIPATED OUTCOMES OR IMPACT

- 6.1 After consideration of the Forward Plan of Executive Decisions the Committee may request further information on any Executive Decision that falls within the remit of the Committee.

7. REASON FOR THE RECOMMENDATION

- 7.1 The report presented allows the Committee to fulfil the requirement to scrutinise Key Decisions which the Executive is planning to take, as set out in the Forward Plan of Executive Decisions in accordance with their terms of reference as set out in Part 3, Section 4 - Overview and Scrutiny Functions, paragraph 3.3.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 N/A

9. IMPLICATIONS

Financial Implications

- 9.1 N/A

Legal Implications

- 9.2 N/A

10. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

- 10.1 None

11. APPENDICES

- 11.1 Appendix 1 – Forward Plan of Executive Decisions

PETERBOROUGH CITY COUNCIL'S FORWARD PLAN OF EXECUTIVE DECISIONS

PUBLISHED: 26 OCTOBER 2018

FORWARD PLAN

PART 1 – KEY DECISIONS

In the period commencing 28 clear days after the date of publication of this Plan, Peterborough City Council's Executive intends to take 'key decisions' on the issues set out below in **Part 1**. Key decisions relate to those executive decisions which are likely to result in the Council spending or saving money in excess of £500,000 and/or have a significant impact on two or more wards in Peterborough.

If the decision is to be taken by an individual Cabinet Member, the name of the Cabinet Member is shown against the decision, in addition to details of the Councillor's portfolio. If the decision is to be taken by the Cabinet, this too is shown against the decision and its members are as listed below:
Cllr Holdich (Leader); Cllr Fitzgerald (Deputy Leader); Cllr Ayres; Cllr Cereste; Cllr Hiller, Cllr Lamb; Cllr Smith; Cllr Seaton and Cllr Walsh.

This Plan should be seen as an outline of the proposed decisions for the forthcoming month and it will be updated on a fortnightly basis to reflect new key-decisions. Each new Plan supersedes the previous Plan and items may be carried over into forthcoming Plans. Any questions on specific issues included on the Plan should be included on the form which appears at the back of the Plan and submitted to philippa.turvey@peterborough.gov.uk, Democratic and Constitutional Services Manager, Governance Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388039). Alternatively, you can submit your views via e-mail to or by telephone on 01733 452460. For each decision a public report will be available from the Democratic Services Team one week before the decision is taken.

PART 2 – NOTICE OF INTENTION TO TAKE DECISION IN PRIVATE

Whilst the majority of the Executive's business at the Cabinet meetings listed in this Plan will be open to the public and media organisations to attend, there will be some business to be considered that contains, for example, confidential, commercially sensitive or personal information. In these circumstances the meeting may be held in private, and on the rare occasion this applies, notice will be given within **Part 2** of this document, 'notice of intention to hold meeting in private'. A further formal notice of the intention to hold the meeting, or part of it, in private, will also be given 28 clear days in advance of any private meeting in accordance with The Local Authorities (Executive Arrangements) Meetings and Access to Information) (England) Regulations 2012.

The Council invites members of the public to attend any of the meetings at which these decisions will be discussed (unless a notice of intention to hold the meeting in private has been given).

PART 3 – NOTIFICATION OF NON-KEY DECISIONS

For complete transparency relating to the work of the Executive, this Plan also includes an overview of non-key decisions to be taken by the Cabinet or individual Cabinet Members, these decisions are listed at **Part 3** and will be updated on a weekly basis.

You are entitled to view any documents listed on the Plan, or obtain extracts from any documents listed or subsequently submitted to the decision maker prior to the decision being made, subject to any restrictions on disclosure. There is no charge for viewing the documents, although charges may be made for photocopying or postage. Documents listed on the notice and relevant documents subsequently being submitted can be requested from Philippa Turvey, Democratic and Constitutional Services Manager, Governance Department, Town Hall, Bridge Street, PE1 1HG (fax 08702 388038), e-mail to philippa.turvey@peterborough.gov.uk or by telephone on 01733 452460.

All decisions will be posted on the Council's website: www.peterborough.gov.uk/executivedeisions. If you wish to make comments or representations regarding the 'key decisions' outlined in this Plan, please submit them to the Democratic and Constitutional Services Manager using the form attached. For your information, the contact details for the Council's various service departments are incorporated within this Plan.

PART 1 – FORWARD PLAN OF KEY DECISIONS

KEY DECISIONS FROM 26 NOVEMBER 2018

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>Contract Novation in reference to Peterborough City Council Integrated Drug and Alcohol Treatment Service Contract – KEY/26NOV18/01</p> <p>Requesting Contract Novation in regards to Peterborough City Council's Integrated Drug and Alcohol Treatment Service contract from Change Grow Live, to its wholly owned, non-charitable, trading subsidiary, Change Grow Live (CGL) Services Limited. The Novation has been requested by the provider CGL in order to claim back VAT on purchased goods and services in order to provide additional resourcing to the local service.</p>	<p>Cllr Lamb, Cabinet Member for Public Health</p>	<p>November 2018</p>	<p>Health Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Susie.Talbot@cambridgeshire.gov.uk Commissioning Team Manager Public Health JCU Tel: 01223 699838 / 07917521187</p> <p>Val.Thomas@cambridgeshire.gov.uk Consultant in Public Health Tel. 01223 703264/ 07884 183374</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>Award of Contracts for the provision of Peterborough City Council's Care & Repair Works and Services - Lots 1 to 5 – KEY/26NOV18/02</p> <p>A full procurement exercise has been conducted in order to appoint contractors through a framework agreement for works and services delivered by the Care & Repair Home Improvement Agency. The works are funded through the Council's Disabled Facility Grant and Repairs Assistance Grant capital programmes. The decision required is to award the contracts to the successful contractors.</p>	<p>Councillor Hiller, Cabinet Member for Growth, Planning, Housing and Economic Development</p>	<p>December 2018</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>N/A</p>	<p>Relevant internal and external stakeholders.</p>	<p>Sharon Malia, Housing Programmes Manager, Tel: 01733 863764 Email: sharon.malia@petborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>Section 75 for health visiting and school nursing - KEY/26NOV18/03</p> <p>Agree to enter into a joint section 75 with Cambridgeshire County Council for provision of health visiting and school nursing services by Cambridgeshire and Peterborough NHS Foundation Trust and Cambridgeshire Community Services NHS Trust</p>	<p>Councillor Lamb, Cabinet Member for Public Health</p>	<p>December 2018</p>	<p>Health Scrutiny Committee</p>	<p>All</p>	<p>Relevant internal and external stakeholders.</p>	<p>Dr Liz Robin, Director of Public Health, Email: liz.robin@peterborough.gov.uk, Tel: 01733 207175</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

PREVIOUSLY ADVERTISED KEY DECISIONS

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>1. Affordable Warmth Strategy 2019 – 2021 KEY/17APR17/03 Recommendation to approve the Affordable Warmth Strategy 2019 – 2021</p>	<p>Councillor Walsh, Cabinet Member for Communities</p>	<p>2019</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All wards</p>	<p>Relevant internal and external stakeholders.</p> <p>The draft strategy will be placed on PCC Consultation pages for 3 week consultation period</p>	<p>Sharon Malia, Housing Programmes Manager, Tel: 01733 863764 sharon.malia@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>BRE Integrated Dwelling Level Housing Stock Modelling Report July 2016 Housing Renewals Policy 2017 – 2019</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>2. Approval to award places on the Pseudo DPS for Residential Care Providers - KEY/29MAY17/04 Provide permission for the Council to enter into contractual arrangements with Residential Care Providers following the publication of a PIN notice inviting providers to submit prices and sign up to the Council's Residential Care Terms and Conditions. This ensures compliance with the Public Procurement Regulations 2015 and the Care Act 2014</p>	<p>Councillor Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health</p>	<p>November 2018</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Gary Jones, Interim Head of Adults Commissioning Social Care Tel: 01733 452450, Email: gary.jones@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>3. Award of Contract - Social Care Platform - KEY/24JULY17/01 To approve the award of a contract to develop and implement a technology platform that would sit across the current adult and children's social care IT systems</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders. N/A</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>
<p>4. Award of Contract - Social Care e-marketplace – KEY/24JULY17/02 To approve the awarding of a contract to provide a social care e-marketplace IT system</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders. N/A</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

KEY DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
5.	<p>Award of Contract - Social Care Operating Model – KEY/24JULY17/05 To approve the awarding of a contract to develop a social care operating model</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p> <p>N/A</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

	KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
128	<p>6. Acquisition of Regeneration Site – KEY/24JULY17/06 To approve the acquisition of a local regeneration site.</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>Central</p>	<p>Relevant Internal and External Stakeholders.</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>7. Continuation of Housing Renewal Policy grants through the Care & Repair Agency – KEY/18SEP17/02 Permission is sought to continue to use the current tendering processes for non framework works funded through Repairs Assistance Grants and Disabled Facility Grants. A full procurement process is being undertaken to introduce frameworks for all of this work which is aimed to be in place by the 1st May 2018. This interim arrangement will allow the capital programme to be continued</p>	<p>Councillor Hiller, Cabinet Member for Growth, Planning, Housing and Economic Development</p>	<p>October 2018</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All</p>	<p>Relevant internal and external stakeholders. CMDN published on website</p>	<p>Sharon Malia, Housing Programmes Manager, Tel: 01733 863764 Email: sharon.malia@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>8. Award of contract for the expansion and partial remodelling of Ken Stimpson Community School – KEY/18SEP17/03 The intention is to expand the school by 2 forms of entry (300 additional pupils plus 150 sixth form) to meet the growing need for secondary school places. A new building block is planned on the site with an extension to the dining hall and minor remodelling to an adjacent building. As part of the remodelling the on site library will be demolished - following its relocation to a suitable site close by.</p>	<p>Councillor Lynne Ayres, Cabinet Member for Education, Skills and University</p>	<p>October 2018</p>	<p>Children and Education Scrutiny Committee</p>	<p>Werrington</p>	<p>Relevant internal and external stakeholders.</p> <p>Consultation will include: Senior School Management team, Sport England, local residents and the Department For Education</p>	<p>Stuart Macdonald. Strategic Development Consultant (Property)</p> <p>Tel: 07715 802 489. Email: stuart.macdonald@pet-erborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>School Organisation Plan 2015 -2022</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>9. Approval of contract for the delivery of Lot 1 - General Information, Advice and Guidance Services and Lot 2 - Specialist Information, Advice and Guidance Services – KEY/16OCT17/04 Following competitive procurement of these services, to approve the contract to deliver Lot 1 Generalist Information, Advice and Guidance Services - Homelessness Prevention; and Lot 2 Specialist Information, Advice and Guidance Services - supporting protected characteristic groups.</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Adults and Communities</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p> <p>Voluntary sector advice agencies consulted in service design. Market testing of providers has also taken place.</p>	<p>Ian Phillips, Senior Policy Manager Tel: 01733 863849 Email: ian.phillips@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>10. ICT Infrastructure works for Fletton Quays – KEY/13NOV17/02 To agree to the procurement of ICT infrastructure works for Fletton Quays</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>N/A</p>	<p>Relevant internal and external stakeholders</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published. The decision will include an exempt annex. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</p>

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>11. Expansion and Remodelling of Marshfields School – KEY/11DEC17/03 To approve the proposed expansion and remodelling of Marshfields school</p>	<p>Councillor Lynne Ayres, Cabinet Member for Education, Skills and University</p>	<p>October 2018</p>	<p>Children and Education Scrutiny Committee</p>	<p>Dogsthorpe Ward</p>	<p>Relevant internal and external stakeholders. Public Consultation Meeting</p>	<p>Sharon Bishop, Capital Projects & Assets Officer Tel: 01733 863997 Email: Sharon.bishop@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published. School Organisational Plan</p>
<p>12. Purchase of land and building in the centre of Peterborough – KEY/11DEC17/06 To delegate authority to the Corporate Director of Growth and Regeneration to purchase the property</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central</p>	<p>Relevant internal and external stakeholders</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published. <i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
134	<p>13. Purchase of building in the centre of Peterborough – KEY/11DEC17/08 To delegate authority to the Corporate Director of Growth and Regeneration to purchase the property</p>	<p>Councillor David Seaton Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central</p>	<p>Relevant internal and external stakeholders</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published. <i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>
	<p>14. Purchase of land to the east of the city - KEY/25DEC17/02 Delegate authority to the Corporate Director of Growth and Regeneration to purchase the property.</p>	<p>Cabinet Member for Resources, Councillor Seaton</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>East</p>	<p>Relevant internal and external stakeholders</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published. <i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>15. A605 Whittlesey Access Phase 2 - Stanground Access - KEY/25DEC17/03 To approve the design and construction of the A605 Stanground East Junction Improvements for the financial year of 2017/18 - 2018-19 and authorise the associated package of work to be issued to Skanska Construction UK Limited under the Council's existing agreement with SKANSKA dated 18th September 2013 (the Highways Services Agreement).</p>	<p>Councillor Hiller, Cabinet Member for Growth, Planning, Housing and Economic Development</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Stanground South</p>	<p>Relevant internal and external stakeholders.</p> <p>The scheme is included in the fourth Local Transport Plan. Further consultation will be undertaken during the design process, including ward Councillors.</p>	<p>Lewis Banks, Principal Sustainable Transport Planning Officer.</p> <p>Tel: 01733 317465, Email: lewis.banks@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>Fourth Local Transport Plan: www.peterborough.gov.uk/ltp National Productivity Investment Fund for the Local Road Network Application Form: https://www.peterborough.gov.uk/upload/www.peterborough.gov.uk/residents/transport-and-streets/A605Application.pdf?inline=true</p>

<i>DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION</i>
<p>16. Approval of funding allocation for the improvement to open spaces in the CAN Do area of the city as part of the capital regeneration programme for the area - KEY/25DEC17/04 Improvement to open spaces in the CAN Do area of the city as part of the capital regeneration programme for the area</p>	<p>Councillor Cereste, Cabinet Member for Waste and Street Scene</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central, North & Park wards</p>	<p>Relevant internal and external stakeholders.</p> <p>Community engagement with local residents, businesses & partner organisations</p>	<p>Cate Harding, Community Capacity Manager.</p> <p>Tel: 01733 317497. Email: Cate.harding@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>Budget allocation in MTFP 2017/18</p>
<p>17. Approval of funding allocation for community facility improvements in the CAN Do area of the city as part of the capital Regeneration Programme for the area - KEY/25DEC17/05 community facility improvements in the CAN Do area of the city as part of the capital Regeneration Programme for the area</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Central, North & Park wards</p>	<p>Relevant internal and external stakeholders.</p> <p>Community engagement with residents, groups, businesses and partner organisations</p>	<p>Cate Harding, Community Capacity Manager.</p> <p>Tel: 01733 317497. Email: cate.harding@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>Budget allocation of £4m in MTFP 2017/8</p>

136

<i>DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION</i>	
18. 137	Approval of funding allocation for the public realm improvements within the CAN Do area of the city as part of the capital regeneration programme for the area - KEY/25DEC17/06 public realm improvements within the CAN Do area	Councillor Hiller, Cabinet Member for Growth, Planning, Housing and Economic Development	October 2018	Growth, Environment and Resources Scrutiny Committee	Central, North & Park wards	Relevant internal and external stakeholders. Community engagement with local residents, groups, businesses and partner agencies	Cate Harding, Community Capacity Manager. Tel: 01733 317497. Email: cate.harding@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published. Budget allocation £3m in MTFP 2017/18
19	Extension to the Section 75 Agreement for Learning Disabilities Services KEY/30APRIL18/01 Extension of the existing staff and commissioned arrangements for a period of 12 months	Councillor Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health	October 2018	Health Scrutiny Committee	All wards	Consultation with key stakeholders to agree this interim approach	Cris Green Tel: 01733 207164 Email: cris.green@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>20. Authority to enter into contracts with suppliers following termination of the Amey Contract – KEY/14MAY18/01 To authorise the Corporate Director for Growth & Regeneration to enter into contracts for a limited period with suppliers originally subcontracted by Amey whose arrangements will cease in September 2018. The services supplied are managed by NPS Ltd and will be included in an upcoming tender as follows: (i) Building Management Services (Plumbing and Water, Gas Maintenance, Fire Equipment, Lifts etc. (ii) External Maintenance (iii) General Repairs</p>	<p>Councillor Hiller, Cabinet Member for Growth, Planning, Housing and Economic Development</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Extensive consultation with colleagues within the Council and the subcontracted suppliers. The consultation with suppliers has focused on the immediate arrangements post Amey and alerting them to the fact that this business will be subject to full procurement within the next 3 months.</p>	<p>Andy Cox, Senior Contracts & Partnerships Manager, Tel: 452465, Email: andy.cox@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>21. Approval for contract to be awarded to Skanska to deliver widening of the A605 Oundle Road between Alwalton and Lynch Wood Business Park - KEY/11JUN18/03 Approval for contract to be awarded to Skanska to deliver widening of the A605 Oundle Road between Alwalton and Lynch Wood Business Park. The council has received funding (£720k) from the Cambridgeshire and Peterborough Combined Authority to deliver the scheme. In addition the council has also allocated internal funding (£773k) towards the scheme.</p>	<p>Councillor Hiller, Cabinet Member for Growth, Planning, Housing and Economic Development</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>Orton Waterville</p>	<p>Relevant internal and external stakeholders</p> <p>Consultation will take place once the scheme design is completed. This is expected to be later this summer.</p>	<p>Lewis Banks, Principal Sustainable Transport Planning Officer.</p> <p>Tel: 01733 317465, Email: lewis.banks@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>Cambridgeshire and Peterborough Combined Authority meeting notes confirming grant funding allocation. Also CMDN for award of contract to Skanska for provision of Professional Services under Peterborough Highway Services partnership.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION	
22.	Disposal of freehold in Centre of the City - KEY/12JUN18/01 To delegate authority to the Corporate Director of Growth and Regeneration to sell the property	Councillor Seaton, Cabinet Member for Resources	October 2018	Growth, Environment and Resources Scrutiny Committee	Central	Relevant internal and external stakeholders	Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
23.	Disposal of part of freehold in West of the City - KEY/12JUN18/02 Disposal of part of freehold in West of the City	Councillor Seaton, Cabinet Member for Resources	October 2018	Growth, Environment and Resources Scrutiny Committee	Bretton	Relevant internal and external stakeholders	Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>24. To approve the awarding of contracts to external providers following a competitive tender exercise led by Cambridgeshire County Council. - KEY/25JUNE18/02 Cambridgeshire County has recently conducted a tendering exercise to establish a Dynamic Purchasing System for the provision Supported Living Services for Adults with a Learning Disability (Reference number: DN311905). Peterborough City Council is the named authority under this arrangement and would want to commission care and support packages (call-off).</p>	<p>Councillor Fitzgerald, Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health</p>	<p>October 2018</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders</p> <p>Relevant consultations has been carried out with the service users, family carers, Health colleagues and care and support providers across Cambridgeshire and Peterborough.</p>	<p>Mubarak Darbar, Head of Integrated Commissioning, Tel: 07718654207, Email: mubarak.darbar@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
143	<p>25. Provision of accommodation to reduce homelessness KEY/23JULY18/01- This is a new project to increase the supply of housing and address the demand for accommodation resulting from the increase in homelessness</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p> <p>The issues associated with homelessness in Peterborough have been subject to significant discussion in various forums, including the Council's Adults and Communities Scrutiny, Cabinet and Full Council</p>	<p>Adrian Chapman, Service Director for Communities and Safety. Tel 01733 863887 Email adrian.chapman@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>26. Approval of funding for the provision of accommodation to reduce homelessness KEY/23JULY18/02 - Following Cabinet Decision JAN18/CAB/18 this is a new project to increase the supply of housing and address the demand for accommodation resulting from the increase in homelessness</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p> <p>The issues associated with homelessness in Peterborough have been subject to significant discussion in various forums, including the Council's Adults and Communities Scrutiny, Cabinet and Full Council</p>	<p>Adrian Chapman, Service Director for Communities and Safety. Tel 01733 863887 Email: adrian.chapman@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>
<p>27. IT Strategy – KEY/3SEP18/01 Approval of an IT Strategy and associated investment for the 2019 to 2022 time period</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>N/A</p>	<p>Relevant internal and external stakeholders</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>IT Improvement Plan 23/07/18. There will be the possibility of an exempt annex if the report contains commercial information.</p> <p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION	
28.	University Delivery Vehicle – KEY/3SEP18/02 Approval and setting up of an appropriate delivery vehicle with University project partners to move council assets to enable the deliver of the university.	Councillor Lynne Ayres, Cabinet Member for Education, Skills and University	October 2018	Growth, Environment and Resources Scrutiny Committee	Central	Relevant internal and external stakeholders	Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>29. Approval of funding for the provision of accommodation to reduce homelessness – KEY/17SEP18/02 Following Cabinet Decision JAN18/CAB/18 this is a new project to increase the supply of housing and address the demand for accommodation resulting from the increase in homelessness</p> <p>146</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All wards</p>	<p>The issues associated with homelessness in Peterborough have been subject to significant discussion in various forums, including the Council's Adults and Communities Scrutiny, Cabinet and Full Council</p>	<p>Adrian Chapman, Service Director for Communities and Safety. adrian.chapman@peterborough.gov.uk</p> <p>carole.coe@peterborough.gov.uk</p>	<p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p> <p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>30. Award of contract for the provision of a Regional Adoption Agency by a Voluntary Adoption Agency– KEY/01OCT18/01 To agree a variation to the Permanency Services Contract</p>	<p>Cabinet</p>	<p>March 25 2019</p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant Internal and External Stakeholders</p>	<p>Helene Carr, Head of Children's Social Care Commissioning - Peterborough & Cambridgeshire, 07904 909039, helene.carr@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>31. Amendment to Loan Facility- KEY/01OCT18/02 To agree an award of contract relating to the regional adoption services.</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>This decision will be taken after consultation with the Council's legal and financial advisors</p>	<p>Peter Carpenter, Acting Corporate Director Resources, 01733 384564, peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>
<p>32. Future of the WEEE Reuse Facility – KEY/12NOV18/01 The MTFs for 2018 - 19 looked at removing the subsidy for the WEEE reuse facility and ask us to look at if any charities could take on this service if this is not possible the centre will shut.</p>	<p>Councillor Cereste, Cabinet Member for Waste and Street Scene</p>	<p>November 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p> <p>Consulted through the budget setting for 2018 -19</p>	<p>James Collingridge, Head of Environmental Partnerships, Tel: 01733864736, Email: james.collingridge@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION	
<p>33.</p> <p>148</p>	<p>Approval to award six contracts that make up the Community Short Breaks portfolio – KEY/12NOV18/02 Approval to award six contracts that make up the Community Short Breaks portfolio.</p>	<p>Councillor Smith, Cabinet Member for Children’s Services</p>	<p>December 2018</p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>Consultation took place with parents and carers of children and young people with disabilities and complex needs to develop the portfolio of services. The service specifications were coproduced with parent carer representation and social care colleagues.</p>	<p>Carrie Gamble, Commissioner, 01733 863931, 07507 889388, carrie.gamble@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>34. To approve a CMDN to exercise the provision to extend the Peterborough Serco Strategic Partnership Agreement for a period of 10 years – KEY/12NOV18/03 In reference to original key decision MAY15/CMDN/47, the purpose of this CMDN is to extend the Peterborough Serco Strategic Partnership Agreement for a period of 10 years. This CMDN will reconcile the original decision MAY15/CMDN/47 with our constitutional requirements.</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>30 November 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Relevant internal and external stakeholders.</p>	<p>Peter Carpenter, Acting Corporate Director of Resources, peter.carpenter@peterborough.gov.uk chris.yates@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

<i>DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION</i>
<p>35. Award of Dynamic Purchasing System for external placements for looked after children and/or those with an Education, Health and Care Plan [EHCP] – KEY/12NOV18/04 As per above, for: Independent Fostering Agencies, Residential Children's Homes, Residential [non-maintained] Special Schools and Out of School Tuition. This is a joint commissioning activity with CCC pan CCC and PCC.</p> <p>150</p>	<p>Councillor Smith, Cabinet Member for Children's Services</p>	<p>February 2019</p>	<p>Children and Education Scrutiny Committee</p>	<p>All Wards</p>	<p>None planned</p>	<p>Helene Carr - Head of Children's Commissioning, helene.carr@peterborough.gov.uk. 07904909039</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
151	<p>36. Amendment to Loan Facility – KEY/12NOV18/05 A loan facility previously approved by Cabinet requires approval of an amendment to that facility</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>November 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>Detail consultation was undertaken in the original decision to offer the loan facility.</p>	<p>Peter Carpenter, Acting Corporate Director Resources 01733 384564 email peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p><i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i></p>
	<p>37. Award of Contract – Environmental Enforcement – KEY/12NOV18/06 Award of contract after completion of procurement process to successful provider for environmental enforcement</p>	<p>Councillor Walsh – Cabinet Member for Communities</p>	<p>November 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>		<p>Internal and external stakeholders.</p>	<p>Rob Hill- Assistant Director, Communities and Safety, rob.hill@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>38. Award of contracts for children's centres in Peterborough – KEY/12NOV18/07 Peterborough City Council, Cambridgeshire County Council and Peterborough and Cambridgeshire Clinical Commissioning Group are working together on transforming the Children, Young People and Families services, delivering the healthy child programme. The children's centre contracts, which support the healthy child programme delivery, end on 31 March 2019. In order to maintain service delivery, whilst work is completed on the transformation programme, approval is to be sought to place contracts with existing providers for a 12 month period, until 31 March 2020.</p>	<p>Councillor Smith – Cabinet Member for Children's Services</p>	<p>December 2018</p>	<p>Children and Education</p>	<p>All Wards</p>	<p>The Joint Commissioning Board has been consulted on this item, which includes legal, procurement and finance. The providers delivering the services have also been engaged.</p>	<p>Pam Setterfield, Children's Commissioner, Tel 01733 863897, pam.setterfield@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>39. Award of Contract to HW Martin Waste Ltd. for the Management and Operation of Dogsthorpe Household Recycling Centre - KEY/12NOV18/08 The opening date for the new Fengate HRC facility has only recently been confirmed following construction progress timings hence we are only now aware of the period of time required to extend the operation of the Dogsthorpe facility to align with the opening of the replacement Fengate facility.</p>	<p>Councillor Cereste, Cabinet Member for Waste and Street Scene</p>	<p>November 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Wards</p>	<p>N/A</p>	<p>Richard Pearn - Head of Waste, Resources and Energy 07920 160796</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

PART 2 – NOTICE OF INTENTION TO TAKE DECISIONS IN PRIVATE

KEY DECISIONS TO BE TAKEN IN PRIVATE

KEY DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER
<p>Approval of Company Business Plan – KEY/17SEP18/03 New Council Company needs to be set up and ready to trade from 2 February 2019.</p> <p>154</p>	Cabinet	3 December 2018	Growth, Environment and Resources Scrutiny Committee	All wards	Relevant internal and external stakeholders. Affected Amey employees and union representatives.	Annette Joyce Service Director – Environment and Economy, 01733 452280 alexandra.maxey@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published. <i>The decision will include an exempt annexe. By virtue of paragraph 3, information relating to the financial or business affairs of any particular person (including the authority holding that information).</i>

PART 3 – NOTIFICATION OF NON-KEY DECISIONS

NON-KEY DECISIONS

PREVIOUSLY ADVERTISED DECISIONS

<i>DECISION REQUIRED</i>	<i>DECISION MAKER</i>	<i>DATE DECISION EXPECTED</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	<i>WARD</i>	<i>CONSULTATION</i>	<i>CONTACT DETAILS / REPORT AUTHORS</i>	<i>DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION</i>
1. Proposal for Loan of Senior Management Staff Under Joint Arrangements – To approve a sharing agreement for senior management staff.	Councillor David Seaton Cabinet Member for Resources	October 2018	Growth, Environment & Resources Scrutiny Committee	All wards	Relevant internal and external stakeholders.	Fiona McMillan Interim Director of Law and Governance Tel: 01733 452361 Email: Fiona.McMillan@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
2. Funding of Information, Advice and Guidance services within the voluntary sector - To authorise award of grants.	Councillor David Seaton Cabinet Member for Resources	October 2018	Growth, Environment & Resources Scrutiny Committee	All wards	Relevant internal and external stakeholders	Ian Phillips Senior Policy Manager Tel: 01733 863849 Email: ian.phillips@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
3.	<p>Daily cleanse around Gladstone Street and nearby streets - Daily mechanical cleanse in the area focused around Gladstone Street and other nearby streets. This will encompass a mechanical sweeper and operative.</p>	<p>Councillor Cereste, Cabinet Member for Waste and Street Scene</p>	<p>October 2018</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>Central Ward</p>	<p>Relevant internal and external stakeholders. Cross party task and finish group report which went to the Growth, Environment and Resources Scrutiny Committee</p>	<p>James Collingridge, Head of Environmental Partnerships, Tel: 01733 864736 Email: james.collingridge@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
4.	<p>A Lengthmans to be deployed on Lincoln Road Millfield - There will be a daily presence along Lincoln Road, the operative will litter pick, empty bins as well as report fly-tips and other environmental issues.</p>	<p>Councillor Cereste, Cabinet Member for Waste and Street Scene</p>	<p>October 2018</p>	<p>Growth, Environment & Resources Scrutiny Committee</p>	<p>Central Ward</p>	<p>Relevant internal and external stakeholders. Cross party task and finish group report which went to the Growth, Environment and Resources Scrutiny Committee and it was also approved at Full Council as part of the 2017-18 Budget.</p>	<p>James Collingridge, Head of Environmental Partnerships, Tel: 01733 864736 Email: james.collingridge@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
5.	2017/18 VCS grant funding - Award of grant to VCS organisations to provide Information, Advice and Guidance services	Councillor Seaton, Cabinet Member for Resources	October 2018	Adults and Communities Scrutiny Committee	All wards	Relevant internal and external stakeholders.	Ian Phillips Senior Policy Manager Tel: 863849 Email: ian.phillips@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
6. 157	Inclusion of Investment Acquisition Strategy in the Council's Medium Term Financial Strategy (MTFS) - To recommend to Council that the Investment Acquisition Strategy be included in the Medium Term Financial Strategy to enable the Council to acquire investment properties	Cabinet	3 December 2018	Growth, Environment and Resources	N/A	Relevant internal and external stakeholders	Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
<p>7. Grant funding for voluntary organisations – To provide funding for voluntary organisations in Peterborough to carry out essential support for vulnerable people, particularly in relation to welfare benefits assistance and other crisis support.</p>	<p>Councillor Seaton, Cabinet Member for Resources</p>	<p>October 2018</p>	<p>Adults and Communities Scrutiny Committee</p>	<p>N/A</p>	<p>Relevant internal and external stakeholders.</p>	<p>Ian Phillips Social Inclusion Manager Tel: 01733 863849 Email: Ian.Phillips@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>
<p>18. Approval of Additional Powers to the Combined Authority (Transfer of Powers) - Approve additional powers for the Combined Authority via a Statutory Instrument for Adult Skills Commissioning.</p>	<p>Councillor Holdich, Leader of the Council and Member of the Cambridgeshire and Peterborough Combined Authority</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All</p>	<p>All Councils in Peterborough and Cambridgeshire have to agree to the transfer</p>	<p>Peter Carpenter, Acting Corporate Director, Resources Tel: 01733 384564 Email: Peter.carpenter@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p> <p>Combined Authority Statutory Instrument Request</p>

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
159	<p>9. Food and Feed Service Plan - This plan sets out how the council will meet its statutory food safety, food standards, and animal feed duties across its shared services.</p>	<p>Councillor Walsh, Cabinet Member For Communities</p>	<p>October 2018</p>	<p>Growth, Environment and Resources Scrutiny Committee</p>	<p>All Ward</p>	<p>All relevant internal and external stakeholders.</p> <p>This plan has been consulted on with our shared service partners Cambridgeshire County Council, and Rutland County Council, in addition the plan has been shared with the Food Standards Agency.</p>	<p>Liz Adamson, Principal Environmental Health Officer - Food and Safety Tel: 01733 453542 Email: liz.adamson@peterborough.gov.uk</p>	<p>It is not anticipated that there will be any documents other than the report and relevant appendices to be published.</p>

DECISION REQUIRED	DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
10. Cabinet to recommend adoption of PCC Biodiversity Strategy to Council – Cabinet to recommend adoption of PCC Biodiversity Strategy to Council. This follows a period of public consultation to update the 2010 Biodiversity Strategy.	Cabinet	19 November 2018	Growth, Environment and Resources Scrutiny Committee	N/A	Relevant internal and external stakeholders. Public Consultation was carried out between 2nd and 29th March 2018	James Fisher Wildlife Officer Tel: 01733 453543 Email: james.fisher@peterborough.gov.uk	PCC Biodiversity Strategy It is not anticipated that there will be any documents other than the report and relevant appendices to be published.
11. To approve consultation on amendments to the Council Tax Reduction Scheme (CTRS) To approve public consultation to enable comments to be considered prior to amendments being introduced to the 2019-20 scheme	Councillor Seaton, Cabinet Member for Resources	December 2018	Growth, Environment and Resources Scrutiny	All Wards	Public Consultation	Peter Carpenter, Acting Corporate Director of Resources, 01733 452520, peter.carpenter@peterborough.gov.uk chris.yates@peterborough.gov.uk	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

160

DECISION REQUIRED		DECISION MAKER	DATE DECISION EXPECTED	RELEVANT SCRUTINY COMMITTEE	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
12.	<p>To progress a City Centre Business Improvement District To endorse the recommendation that Cabinet will support the introduction of a Business Improvement District (BID).</p>	Cabinet	19 November 2018	Growth, Environment and Resources Scrutiny Committee	Central	City Centre Businesses	Annette Joyce Service Director – Environment and Economy, 0173 3 452280	It is not anticipated that there will be any documents other than the report and relevant appendices to be published.

PART 4 – NOTIFICATION OF KEY DECISIONS TAKEN UNDER URGENCY PROCEDURES

<i>DECISION TAKEN:</i>	<i>DECISION MAKER</i>	<i>DATE DECISION TAKEN</i>	<i>RELEVANT SCRUTINY COMMITTEE</i>	WARD	CONSULTATION	CONTACT DETAILS / REPORT AUTHORS	DOCUMENTS RELEVANT TO THE DECISION SUBMITTED TO THE DECISION MAKER INCLUDING EXEMPT APPENDICES AND REASONS FOR EXEMPTION
No new items							

DIRECTORATE RESPONSIBILITIES

RESOURCES DEPARTMENT Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

City Services and Communications (Markets and Street Trading, City Centre Management including Events, Regulatory Services, Parking Services, Vivacity Contract, CCTV and Out of Hours Calls, Marketing and Communications, Tourism and Bus Station, Resilience)

Strategic Finance

Internal Audit

Schools Infrastructure (Assets and School Place Planning)

Waste and Energy

Strategic Client Services (Enterprise Peterborough / Vivacity / SERCO including Customer Services, ICT and Business Support)

PEOPLE AND COMMUNITIES DEPARTMENT Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Adult Services and Communities (Adult Social Care Operations, Adult Social Care and Quality Assurance, Adult Social Care Commissioning, Early Help – Adults, Children and Families, Housing and Health Improvement, Community and Safety Services, Offender Services)

Children's Services and Safeguarding (Children's Social Care Operations, Children's Social Care Quality Assurance, Safeguarding Boards – Adults and Children's, Child Health, Clare Lodge (Operations), Access to Resources)

Education, People Resources and Corporate Property (Special Educational Needs and Inclusion, School Improvement, City College Peterborough, Pupil Referral Units, Schools Infrastructure)

Business Management and Commercial Operations (Commissioning, Recruitment and Retention, Clare Lodge (Commercial), Early Years and Quality Improvement)

GOVERNANCE DEPARTMENT Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Legal and Democratic Services (Town Hall, Bridge Street, Peterborough, PE1 1HG)

Electoral Services (Town Hall, Bridge Street, Peterborough, PE1 1HG)

Human Resources (Business Relations, HR Policy and Rewards, Training and Development, Occupational Health and Workforce Development)

Performance and Information (Performance Management, Information Governance, Systems Support Team, Coroner's Office, Freedom of Information)

GROWTH AND REGENERATION DEPARTMENT Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Development and Construction (Development Management, Planning Compliance, Building Control)

Sustainable Growth Strategy (Strategic Planning, Housing Strategy and Affordable Housing, Climate Change and Environment Capital, Natural and Built Environment)

Opportunity Peterborough

Peterborough Highway Services (Network Management, Highways Maintenance, Street Naming and Numbering, Street Lighting, Design and Adoption of Roads,

Drainage and Flood Risk Management, Transport Policy and Sustainable Transport, Public Transport)

Corporate Property

PUBLIC HEALTH DEPARTMENT Sand Martin House, Bittern Way, Fletton Quays, Peterborough, PE2 8TY

Health Protection, Health Improvements, Healthcare Public Health.

PETERBOROUGH CITY COUNCIL'S CABINET MEMBERS WOULD LIKE TO HEAR FROM YOU

The Leader of Peterborough City Council is offering everyone a chance to comment, or raise queries on the decisions highlighted on the Council's Forward Plan.

Your comments and queries can be submitted to the Council's Governance Team using the form overleaf, or alternatively by telephone or email. The Governance team will then liaise with the appropriate Cabinet Member and ensure that you receive a response. Members of the Cabinet, together with their areas of responsibility, are listed below:

Councillor Holdich	Leader of the Council and Member of the Cambridgeshire and Peterborough Combined Authority
Councillor Fitzgerald	Deputy Leader and Cabinet Member for Integrated Adult Social Care and Health
Councillor Ayres	Cabinet Member for Education, Skills and University
Councillor Cereste	Cabinet Member for Waste and Street Scene
Councillor Hiller	Cabinet Member for Growth, Planning, Housing and Economic Development
Councillor Lamb	Cabinet Member for Public Health
Councillor Smith	Cabinet Member for Children's Services
Councillor Seaton	Cabinet Member for Resources
Councillor Walsh	Cabinet Member for Communities

SUBMIT YOUR COMMENTS OR QUERIES TO PETERBOROUGH CITY COUNCIL'S CABINET

Your comment or query:

How can we contact you with a response?
(please include a telephone number, postal and/or e-mail address)

Name

Address

.....

Tel:

Email:

Who would you like to respond? (if left blank your comments will be referred to the relevant Cabinet Member)

This page is intentionally left blank

Growth, Environment and Resources Scrutiny Committee Work Programme 2018/2019

Updated: 30 October 2018

Meeting Date	Item	Indicative Timings	Comments
18 JUNE 2018 Joint Scrutiny of the Budget Meeting	Medium Term Financial Strategy 2019/20 to 2021/22 - Tranche One To scrutinise the Executives proposals for the Medium Term Financial Strategy 2019//20 to 2021/22 Tranche One Proposals. Contact Officer: Peter Carpenter		
4 JULY 2018 <i>Draft Report 13 June</i> <i>Final Report 22 June</i>	Co-opted Member Report To agree to the appointment of co-opted members to the committee for the municipal year 2018.2018. Contact Officer: Paulina Ford, Senior Democratic Services Officer		
	Proposal for Task and Finish Group to Review Waste Policies and Fly Tipping To agree to the establishment of a Task and Finish Group to review Waste Polices and Fly Tipping as requested by the Leader at Annual Council on 21 May. Contact Officer: Richard Pearn		
	Peterborough Statement of Community Involvement (SCI) To seek comments on the draft Statement of Community Involvement (SCI) prior to it being considered by Cabinet for adoption. Contact Officer: Phil Hylton / Kate Eales		

	<p>Updated Regulation 123 list and Community Infrastructure Levy (CIL) Supporting Policies To seek the endorsement on the revised Community Infrastructure Levy Supporting Policies Document, the draft revised Regulation 123 List, and the revised Governance Proposals, prior to those items being considered by Cabinet.</p> <p>Contact Officer: Phil Hylton</p>		
	<p>Active Lifestyles and Sports Strategy To scrutinise the progress made on those aspects of the Active lifestyles and sports strategy, relevant to this Committee by providing challenge where necessary and to suggest ideas and initiatives to support the continued delivery of priorities within that portfolio.</p> <p>Contact Officer: Lisa Roberts</p>		
	<p>Review Of 2016/2017 And Work Programme For 2018/2019 To review the work undertaken during 2017/18 and to consider the work programme of the Committee for 2018/2019</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		
	<p>Forward Plan of Executive Decisions That the Committee identifies any relevant items for inclusion within their work programme which are relevant to the remit of this Committee.</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		

<p>5 SEPTEMBER 2018 <i>Draft Report 14 August</i> <i>Final Report 23 August</i></p>	<p>Peterborough Rural (Farms) Estate Action Plan Update</p> <p>To scrutinise and note the update on the Rural Estate Action Plan and the Rural Estate as a whole, as well as the new management documents.</p> <p>Contact Officer: Bridget Slade</p>		
	<p>Portfolio Progress Report for Cabinet Member for Growth, Planning, Housing and Economic Development</p> <p>To scrutinise the progress of items under the responsibility of the Cabinet Member for Growth, Planning, Housing and Economic Development.</p> <p>Contact Officer: Annette Joyce</p>		
	<p>Proposal for Task and Finish Group to Review Air Quality</p> <p>To approve the proposal for to establish a cross-party scrutiny task and finish group to inform the development of the Council's air quality ambitions.</p> <p>Contact Officer: Charlotte Palmer</p>		
	<p>Skanska Annual Report</p> <p>To review and scrutinise the contractual performance and Key Performance Indicators (KPI's) for the Peterborough Highway Services contract with Skanska.</p> <p>Contact Officer: Andy Tatt</p>		
	<p>Monitoring Scrutiny Recommendations</p> <p>To monitor progress made on recommendations made at the previous meeting.</p>		

	Contact Officer: Paulina Ford, Senior Democratic Services Officer		
	<p>Forward Plan of Executive Decisions That the Committee identifies any relevant items for inclusion within their work programme which are relevant to the remit of this Committee.</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		
	<p>Work Programme 2018/2019 To consider the Work Programme for 2018/2019</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		
<p>7 NOVEMBER 2018 <i>Draft Report 17 October 2018</i> <i>Final Report 26 October 2018</i></p>	<p>Serco Annual Report 2017-18</p> <p>This is an opportunity for the Committee to hear from and question both officers of the Council and the Serco Partnerships Director, Mark Bennett on the performance of Serco during 2017/18.</p> <p>Contact Officer: Peter Carpenter / Mark Bennett</p>		
	<p>NPS Peterborough Limited 2017-18</p> <p>This is an opportunity for the Committee to hear from and question both officers of the Council and the NPS Peterborough Joint Venture Director, Alex Gee on the performance of NPS Peterborough during 2017/18.</p> <p>Contact Officer: Peter Carpenter</p>		

	<p>Portfolio Progress Report for the Cabinet Member for Resources</p> <p>This report is provided to update the Scrutiny Committee on the progress of items under the responsibility of the Cabinet Member for Resources.</p> <p>Contact Officer: Peter Carpenter</p>		
	<p>Annual Corporate Complaints Report – 2017/2018</p> <p>This report is an opportunity for the committee to scrutinise and comment on the Annual Corporate Complaints Report for 2017/18.</p> <p>Contact Officer: Belinda Evans</p>		Requested by the Head of Customer & Transactional Services
	<p>Affordable Housing Need and Delivery in Peterborough</p> <p>To scrutinise the current picture of affordable housing need and delivery in Peterborough.</p> <p>Contact Officer: Anne Keogh</p>		Deferred from September meeting
	<p>Monitoring Scrutiny Recommendations</p> <p>To monitor progress made on recommendations made at the previous meeting.</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		
	<p>Forward Plan of Executive Decisions</p> <p>That the Committee identifies any relevant items for inclusion within their work programme which are relevant to the remit of this Committee.</p>		

	Contact Officer: Paulina Ford, Senior Democratic Services Officer		
	Work Programme 2018/2019 To consider the Work Programme for 2018/2019 Contact Officer: Paulina Ford, Senior Democratic Services Officer		
28 NOVEMBER 2019 Joint Scrutiny of the Budget Meeting	Medium Term Financial Strategy 2019/20 to 2021/22 - Tranche Two To scrutinise the Executives proposals for the Medium Term Financial Strategy 2019//20 to 2021/22 Tranche Two Proposals. Contact Officer: Peter Carpenter		
9 JANUARY 2019 <i>Draft Report 10 December</i> <i>Final Report 19 December</i>	Vivacity Annual Report Contact Officer: Lisa Roberts		
	Acquisition / Asset Management Strategy / Asset Management Plan Contact Officer: Peter Carpenter		
	Shared Services Contact Officer: Peter Carpenter		

	<p>Local Transport Plan Programme of Works 2018/2019 (Major Policy Framework Doc)</p> <p>Contact Officer: Lewis Banks</p>		
	<p>Opportunity Peterborough Annual Report (to include Rural Economy and business plan)</p> <p>Contact Officer: Tom Hennessey</p>		
	<p>(Response to T&F group on fly-tipping)</p>		
	<p>Monitoring Scrutiny Recommendations To monitor progress made on recommendations made at the previous meeting.</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		
	<p>Forward Plan of Executive Decisions That the Committee identifies any relevant items for inclusion within their work programme which are relevant to the remit of this Committee.</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		
	<p>Work Programme 2018/2019 To consider the Work Programme for 2018/2019</p> <p>Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		
<p>12 FEBRUARY 2019 Joint Scrutiny of the Budget Meeting</p>	<p>Medium Term Financial Strategy 2019/20 to 2021/22 - Tranche Three</p>		

	<p>To scrutinise the Executives proposals for the Medium Term Financial Strategy 2019//20 to 2021/22 Tranche Three Proposals.</p> <p>Contact Officer: Peter Carpenter</p>		
<p>13 MARCH 2019 <i>Draft Report 20 February 2019</i> <i>Final Report 1 March 2019</i></p>	<p>Draft Cambridgeshire and Peterborough Minerals and Waste Plan</p> <p>Contact Officer: Richard Kay</p>		
	<p>Draft Culture and Leisure Strategy</p> <p>Contact Officer: Lisa Roberts</p>		
	<p>Local Authority Trading Company</p> <p>Contact Officer: Annette Joyce</p>		
	<p>Portfolio Progress Report Cabinet Member for Waste and Street Scene to include update on transfer of Amey Services</p> <p>Contact Officer: Annette Joyce</p>		
	<p>City Centre Update / Annual Report</p> <p>Contact Officer: Annette Joyce</p>		
	<p>Monitoring Scrutiny Recommendations To monitor progress made on recommendations made at the previous meeting. Contact Officer: Paulina Ford, Senior Democratic Services Officer</p>		

	Forward Plan of Executive Decisions		
--	--	--	--

That the Committee identifies any relevant items for inclusion within their work programme which are relevant to the remit of this Committee.

Contact Officer: Paulina Ford, Senior Democratic Services Officer

This page is intentionally left blank