



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# Scrutiny Committee

**Date:** Thursday, 03 December 2015  
**Time:** 17:30  
**Venue:** Supper Room  
**Address:** Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

## AGENDA

**Open to Public and Press**

### **1 APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

### **2 DECLARATIONS OF INTEREST**

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest arises, so that it can be included in the minutes.

### **3     EXCLUSION OF PUBLIC**

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."

### **4     MINUTES**

**3 - 8**

To confirm the minutes of the meeting held on 22 October 2015.

### **5     TRANSFORMATION PROGRAMME**

As agreed at the last meeting the Chief Executive Officer and Transformation Programme Manager will give an update on the Transformation Programme.

### **6     QUARTER 2 PERFORMANCE REPORT**

#### **a     Performance Report - Quarter 2**

**9 - 32**

Report Attached

#### **b     Quarter 1 Performance Update Report**

**33 - 42**

Update of Q1 and Q2 performance where the trend has moved downwards as requested at the last meeting.

### **7     TRANSPARENCY CODE/PUBLICATION SCHEME**

**43 - 102**

Report Attached

### **8     GREAT YARMOUTH SPORTS AND LEISURE TRUST**

The Chairman will update Members on the current position.

### **9     SCRUTINY COMMITTEE WORK PROGRAMME 2015-16**

**103 -  
106**

The Cabinet Secretary will update the Committee on the proposed Scrutiny Committee Work Programme for 2015/16.

### **10    ANY OTHER BUSINESS**

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

# Scrutiny Committee

## Minutes

Thursday, 22 October 2015 at 18:30

### PRESENT:-

Councillor Williamson (in the Chair); Councillors Collins, M Coleman, Grant, Fox, Jeal, Jones, Mavroudis, Sutton, Thirtle, T Wainwright and Walker.

Councillor B Coleman attended for Item 5.

Mrs J Beck (Director of Customer Services), Mr R Hodds( Cabinet Secretary), Mr T Chaplin (Housing Services Group Manager), Mr S Mutton (GYB Services), Mr C Rowland (Corporate Policy & Performance Officer) and Mrs C Webb (Senior Member Services Officer).

### **1 DECLARATIONS OF INTEREST**

It was noted that there were no Declarations of Interest declared at the meeting.

### **2 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Lawn and Stenhouse.

### **3 VICE CHAIRMAN**

The Chairman reported that following a changes to the Committee allocations as a result of recent party changes, the current Vice-Chairman was no longer a member of the Committee.

The Chairman asked for nominations for the position of Vice-Chairman for the remainder of the 2015-16 Financial Year.

Councillor Fox was duly nominated and seconded.

Following a vote, it was RESOLVED:

That Councillor Fox be elected as Vice-Chairman of the Scrutiny Committee for the remainder of the 2015-16 Financial Year.

#### **4 MINUTES**

The minutes of the meeting held on 3 September 2015 were confirmed.

#### **5 OUTSIDE BODIES**

##### **Great Yarmouth Preservation Trust**

Councillor M Coleman gave a report on recent projects undertaken by the Great Yarmouth Preservation Trust :-

- 133 King Street
- 135 King Street
- The Cemeteries
- Hopton Ruined Church
- Town wall Towers
- Vauxhall Bridge
- International Partnership; and
- The Waterways.

The Chairman thanked the member for her informative report.

##### **Great Yarmouth Sports and Leisure Trust**

The Chairman read out an e-mail he had received from the Leader of the Council which stated that as the Trust's Management and Funding Agreement with the Council had terminated earlier this year, in the circumstances, as there was no ongoing contractual relationship for services provided by the Trust to the Council, it would appear unnecessary for him to attend the Scrutiny Committee.

Councillors Grant and Mavroudis reported that they were unable to give an update as there had been no further meetings of the Trust since July.

A Member reported his concerns that the Trust were holding on to funding amounting to £400,000 and wanted to know the Trust's intentions for this money as he knew of several sporting/leisure activities in the Borough which could benefit from some of this funding.

A Member asked if Council could obtain all Councillor attendance records held by Outside Bodies to provide statistical analysis. A Member reported that he had been appointed to Outside Bodies who had never informed him of their meeting dates. The Cabinet Secretary reported that Member Services wrote to each Outside Body every year informing them of the Council appointments.

RESOLVED:

(i) That the reports in respect of the GYPT and GYSLT be noted

(ii) That the Leader of the Council be invited to attend the next Scrutiny Committee to give a report on the activities undertaken by the Great Yarmouth Sports and Leisure Trust.

## **6 GYB CUSTOMER SATISFACTION**

The GYB Services Manager reported that GYB Services had been examining methods of how initial Satisfaction Surveys might be undertaken within the context of available resources.

Historically, GYB Services had tapped in to the Council's Citizen Panel which is now defunct.

With regard to individual customers, it was intended to contact 25 customers a month who had requested/received a service from GYB Services. With the services that do not come through Customer Services eg. footway lighting, they will randomly sample 5 of these a month.

With regard to Business customers, it was proposed to undertake a Stakeholder Focus Group with GYBC managers on operational issues.

A Member reported that as a Ward Councillor he received very few complaints regarding GYB Services. However, another Councillor reported that he did not think that GYB Services responded well to the litter/detritus produced by the seasonal influx to the Town, especially over the bank Holiday periods.

The Director of Customer Services reported that seasonality was taken into account and that GYB Services worked hard throughout the year.

The Director of Customer services reported that there was the possibility of using "My Account" via e-mail to obtain customer feedback in the future. It might be feasible to organise a leaflet drop as a first hit and build this into an annual survey via e-mail to provide a longer period of more sustained information.

A Member reiterated that the Council must obtain meaningful data to ensure value for money for our taxpayers with regard to the work carried out by GYB Services through the Joint Venture.

The Chairman reported that he looked forward to GYB Services's report this time next year with the appropriate data included which had been requested by the Committee.

RESOLVED:

That the report from GYB Services be noted.

## **7 QUARTER 1 PERFORMANCE REPORT**

The Committee received the Quarter 1 Performance Report.

Members were concerned regarding CM34 Percentage of Contact centre Calls answered as a % of all calls offered as this quarter it had dropped to 54%.

The Director of Customer Services reported that this dip was caused by several members of staff from the Contact Centre moving on to different jobs in the

organisation and although new staff had been employed it took several months to train them. However, as an interim fix, two new staff had been taken on and trained to answer general calls and the Council was working hard to resolve the issue.

A Member asked that the Director of Customer Services bring an update report to the next meeting and that the total number of calls be reported to put the performance indicator figure CM34 into perspective.

A Member raised concerns that 21 performance indicator's had deteriorated in Quarter 1. The Chairman suggested that the Cabinet Portfolio Holder should investigate this concern and report back at the next meeting.

RESOLVED:

(i) That the Quarter 1 Performance Report be received.

(ii) That the Director of Customer Services bring an update report regarding performance indicator CM34 to the next Scrutiny Committee.

(iii) That the Cabinet Portfolio Holder give an update report on the position of the 21 deteriorating performance indicators highlighted at this meeting at the next Scrutiny Committee.

## **8 GREAT YARMOUTH MARKET GATES ELECTRONIC TRAVEL INFORMATION**

The Committee considered the report from the County Officer.

The Chairman reported that the bus terminal lacked a main display screen detailing all bus service times as was available at Norwich.

A Member also requested that more bus shelters be provided to keep travellers dry in inclement weather. Another Member reported that this was an issue across the whole Borough and should be looked at by the Committee.

The Chairman reported that this issue would be best dealt with by Parish Councils and Ward Councillors working together.

RESOLVED:

That Norfolk County Council be asked to revise the specification of the electronic signage provided at market gates to include a master information screen.

## **9 REVIEW OF ALLOCATIONS SCHEME**

The Group Manager Housing Services reported the salient areas of his report on the Revised Housing Allocation Scheme to the Committee.

The Chairman asked the Group Manager to supply the Committee with the actual number of applications, as a percentage, from workers who had subsequently been awarded a Council dwelling and the rejection rate, as a percentage, of the total number of housing applications.

A Member asked how the Group Manager perceived the present housing need in the

Borough. The Group Manager reported that the need fluctuated with regard to the type of properties required and it was therefore difficult to be specific. He did have concerns regarding the level of new affordable housing being built for the future.

A Member suggested that the Scrutiny Committee should look at the Housing Strategy Policy which had recently changed.

The Chairman reported that the building of affordable homes had been part of the planning application for the Beacon Park Housing Development.

RESOLVED:

That the Group Manager (Housing Services)' report be noted.

## **10 SCRUTINY COMMITTEE WORK PROGRAMME 2015-16**

The Cabinet Secretary updated Members on the proposed Scrutiny Committee Work Programme for 2015/16.

The Cabinet Secretary reported that a Budget Monitoring report should have been presented at the meeting but as the Chief Finance Officer had recently left the post, this would now be reported at the next meeting.

The Chairman suggested that a representative of the Broads Internal Drainage Board be one of the Outside Bodies to be invited to give a report of their activities to the next meeting.

The Chairman reported that he would like the new Interim Chief Executive Officer and the Transformation Manager to attend the next meeting to give an overview of how Shared Services would affect the Transformation Programme.

## **11 ANY OTHER BUSINESS**

It was noted that there was no other business as might be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

The meeting ended at: 20:05





**Subject: Quarter 2 Performance Report**

**Information to: CBS – 2 November 2015**

**Cabinet – 11 November 2015**

**Scrutiny – 3 December 2015**

**Report by: Transformation Programme Manager**

The following gives an update on current performance for the 2<sup>nd</sup> Quarter of 2015/16 (July 2015 – September 2015) for key projects and performance measures.

The report summarises key projects and highlights some of the performance measures and recommends actions to be endorsed by Cabinet. The actions are:

- All key projects to be monitored during the next quarter
- The 4 key projects all have a current status of Green. Monitoring should continue during the next quarter, with the aim of maintaining the green status. EMT leads and portfolio holders will be responsible for this.
- All corporate measures to be monitored during the next quarter

## **Introduction**

The performance reporting framework details performance in relation to a number of agreed key projects and corporate measures.

It is important for the organisation to understand the progress of key projects and any subsequent risks to the delivery of these. Currently the key projects that are being initiated within the transformation programme are not covered in this report.

The Council is currently working on a new set of key projects that will link into the Council's corporate priorities that are in 'The Plan'. The new suite of key projects will be reported to Members at a future meeting and will form part of a new performance report that will include new measures that will also be linked into the corporate priorities giving Members a more informed report on how the Council is performing against 'The Plan'.

## **Key Projects – Highlights**

### **1. Local Plan (KP02)**

This project details the creation of a number of documents to form the Local plan for the borough. Much work has been completed but further consultation is still to follow. The Council is still awaiting the inspectors report, which firstly has to be sent to the Planning

Inspectorate, who will quality assure and return to the Council for fact checking, before the inspector issues their final report. As the Council are unable to progress the work any further until it has the report finding the status for this project is currently green.

## **2. King Street Townscape Heritage Initiative Scheme (KP04)**

The project details an area based historic building repair and regeneration scheme funded by the heritage lottery fund. This project is nearing completion and is on track to see the first phase of the scheme being handed over.

## **3. Delivering the Empty Homes Programme (KP09)**

This project details work to bring empty properties back into use. One strand of the project, HCA Grant empty home project, is now completed. The other strand is on track and is due for completion in March 2016.

## **4. Developing and Delivering New Sports and Play Strategies (KP13)**

Consultants were employed in March 2014 to help develop a combined leisure strategy for the borough. The strategy was signed off by Cabinet in June 2015, which is now informing an action plan for sport and leisure.

## **Performance Measures – Highlights**

Performance measures are service specific and cover the full range of services delivered by the Council. The details in this report provide quantitative information about the performance of these services and provide useful trend data. A traffic light status easily identifies if improvement is required.

There are several areas across the Council where performance is showing a trend of continuous improvement. However, there are a few areas where performance has slipped, reasons for this are provided within the performance report.

The following areas of performance are brought to your attention:

### **Improved performance:**

#### **1. Tonnage of Waste Recycled (CM19)**

The tonnage of waste recycled during the first half year of 2015/16 is higher than those collected in previous years. Strengthened waste communications work and the new MRF collection facilities which allow for additional materials including plastic packaging and glass to be placed in recycling bins as well as the continuing take up of the garden waste service, have contributed to this improvement.

## **2. Average Time to assess Housing & Council Tax: Benefit New Claims (CM09a)**

Performance has shown continuous improvement over the last three years. In the first quarter of 2012/13 32 days was the reported outturn, performance is now at 20 days this quarter.

### **Reduced performance:**

## **3. Collection Rates for NNDR (CM22)**

The 2015/16 second quarter Business Rates (NNDR) collection rate is slightly down on the same period during 2014/15. There has been a continuous downward trend over the last few years, although legislation changes in 2014 allowed Business Rate payers the option of paying over 12 instalments rather than 10, which has had an impact on the collection profile, especially as a number of large companies are using this method

## **4. Sickness absence rates: The percentage of working hours lost due to sickness absence (CM24)**

The measure calculates the total number of working hours lost due to sickness absence as a percentage of the total number of working hours. The HR team are working on producing future sickness absence as the number of days off sick per Full Time Equivalent (FTE). For the second quarter this has been measured as 6.33 days per FTE. The second quarter has shown a significant increase in sickness absence compared to the same period in 2014/15. This is largely due to long term absence rather than increased short term absences. HR Officers are currently working with Group Managers to discuss sickness management within their groups.

Between April 2014 and September 2014 the Council had eight members of staff who were off sick for 30 working days or more, six of which were off more than 60 working days. For the same period for 2015/16 nine staff have been off more than 30 working days, with three of those off for more than 60 working days.

From October 2013, when this data was recorded electronically, to September 2015 there have been 28 staff who have had 30 or more working days off with an average sickness of 74.32 days.

## **Recommendations**

The following actions are recommended to be endorsed by Cabinet








- All key projects to be monitored during the next quarter




- The 4 key projects all have a current status of Green. Monitoring should continue during the next quarter, with the aim of maintaining the green status. EMT leads and portfolio holders will be responsible for this
- All corporate measures to be monitored during the next quarter

## CORPORATE KEY PROJECTS – SUMMARY REPORT QUARTER 2 2015/16 (JUL - SEP)

### Key projects that impact on the Corporate Priorities 2013/15.

Detailed commentary from each project lead is provided in the next section.

Project	EMT Lead	Portfolio Holder	Current Position	Risk Rating
<b>Corporate Priority:</b> Promoting economic growth and job creation.				
<b>KP02</b> Complete the Local Plan	Gordon Mitchell	Cllr. R Hanton		
<b>KP04</b> Successful completion of King Street Projects	Gordon Mitchell	Cllr. B Coleman		
<b>Corporate Priority:</b> Creating and engaging with healthy, vibrant communities.				
<b>KP09</b> Delivering the Empty Homes Programme a) Council's project	Robert Read	Cllr. P Carpenter		
<b>Corporate Priority:</b> Being an enterprising and ambitious Council.				
<b>KP13</b> Developing and delivering new sports and play strategies	Robert Read	Cllr. C Smith	Complete	

Key	
	Project nearing completion or on target and with no problems
	Project in progress with known risks being closely managed
	Project experiencing or very likely to experience problems which require urgent action

Below is a list of projects that have been removed from the list and details of the reason the project was taken out.

Projects	Details
<b>KP07</b> Work with Saffron HA to develop the Old Fire Station & Trafalgar House into affordable residential units	<b>Project Completed:</b> Works completed/29 properties now let
<b>KP09</b> Delivering the Empty Homes Programme b) HCA project	<b>Project Completed:</b> Project completed 31 <sup>st</sup> March 2015 9 empty properties brought back into use.

## Great Yarmouth Borough Council

### Progress Report

<b>Date of report:</b>	October 2015	<b>Project Sponsor(s):</b>	Cllr R Hanton
<b>Project name:</b>	<b>Local Plan</b>		
<b>Project description:</b>	To produce the suite of documents that form the Local Plan for the borough, guiding future development from 2015 to 2030.		
<b>Project Status:</b>	<b>Green</b>		
Comment required where <b>not green</b> to explain reasons	<b>Key Project Status:</b> <ul style="list-style-type: none"> <li><b>Red:</b> project experiencing or very likely to experience problems which require urgent attention</li> <li><b>Amber:</b> project in progress with known risks being closely managed</li> <li><b>Green:</b> project nearing completion or on target and with no problems anticipated</li> </ul>		
<b>Project Lead(s):</b>	David Glason	<b>Project team:</b>	Strategic Planning team

<b>Outline plan showing major milestones:</b>			
Key milestones	Planned end date	Revised end date	Actual end date
The <b>Core Strategy</b> Local Plan document sets out the strategic elements of the planning framework for the area. All other Local Plan documents will build on the strategic principles set out in the Core Strategy. A Planning Inspector was appointed to hold Examination Hearing sessions between 25 to 27 November 2014. Six week public consultation on Main Modifications ended June 2015. Awaiting Inspector's report to be sent to the Planning Inspectorate who Quality Assure & return to GYBC for fact checking before the Inspector issues his final report. Assuming the document is found 'sound', potential need for a special Council in December to adopt (dependent upon Planning Inspectorate).	December 2014 with future reviews as and when required	Adoption: November / December 2015 with future reviews as and when required	Estimated end date November / December 2015
The <b>Annual Monitoring Report (AMR)</b> provides a summary of all development delivered within the borough. The last AMR was published in December 2014. Work has started on the 2015 AMR which will be published at the end of 2015.	December 2015	N/A	
The <b>Statement of Community Involvement (SCI)</b> sets out the ways in which the Council will involve the community in the preparation and review of all documents in the Local Plan and major planning applications.	March 2013 with future reviews as and when required	N/A	March 2013
The <b>Local Development Scheme (LDS)</b> sets out the proposed programme for the production of the Council's Local Plan. The latest LDS was published in August 2014.	Ongoing	N/A	N/A
The <b>Development Policies and Site Allocations</b> Local Plan document sets development control policies and identifies sites for uses such as housing, employment, retail and leisure. These policies will be used alongside the policies in the Core Strategy to assess planning applications. Issues and Options Consultation planned for December 2015. Adoption November 2017 with future reviews as and when required.	Early 2017 with future reviews as and when required	November 2017	N/A

<p>The <b>Great Yarmouth Waterfront Area Supplementary Planning Document</b> will provide additional detail on the Council's regeneration ambitions for the central riverside area and set out clear guidance on planning matters and urban design within the defined waterfront area.</p>	<p>September 2017 with future reviews as and when required</p>	<p>N/A</p>	<p>N/A</p>
<p>The <b>Interim Housing Land Supply Policy</b> adoption falls outside of the statutory procedures for Local Plan adoption. As such it will not form part of Great Yarmouth Borough Council's Development Plan. The Interim Housing Land Supply Policy will however be used in conjunction with the Local Plan and be relied upon as a material consideration in the determination of planning applications. Adopted July 2014.</p>	<p>July 2014</p>	<p>N/A</p>	<p>July 2014</p>
<p><b>Summary of progress in this period:</b></p>	<ul style="list-style-type: none"> <li>• The Local Plan Core Strategy 'Main Modifications' (Regulation 25) together with the associated Sustainability Appraisal were produced for consultation in May/June 2015 and responses assessed as part of the Examination process. Various Inspectors questions raised and responded to in an expedient manner, inclusive of expert advice on specialised matters. Awaiting Inspector's report to be sent to the Planning Inspectorate who Quality Assure &amp; return to GYBC for fact checking before the Inspector issues his final report. Assuming the document is found 'sound', potential need for a special Council in December to adopt (dependent upon Planning Inspectorate).</li> <li>• The Norfolk-wide Duty to Co-Operate non-statutory Joint Strategic Framework was agreed by Cabinet in March 2015 and progress has been made to establish this group, notably on Infrastructure and Housing matters.</li> <li>• The Norfolk-wide Strategic Planning Member Forum continues to meet.</li> <li>• The Great Yarmouth Borough Natura 2000 Monitoring and Mitigation Strategy has also been drafted.</li> <li>• The Development Policies and Site Allocations Local Plan policy work is being progressed in conjunction with a raft of supporting evidence base studies. It is anticipated that an Issues and Options Consultation Document will be published for consultation in March 2016.</li> <li>• Further engagement with partners/community groups to raise awareness of the development plan and improved internet/Borough News coverage.</li> </ul>		
<p><b>Significant risks/ issues to be addressed:</b></p>	<ul style="list-style-type: none"> <li>• By way of resource, several qualified and experienced Strategic Planners have recently left the team through career progression. This turnover in staff has an impact on continuity and Local Plan delivery timescales. More time is being spent on the Local Plan by the Growth Group Manager as a result. The recruitment process is advanced.</li> <li>• The Strategic Planning unit are also engaged in numerous delivery projects and partnerships in bringing forward development e.g. masterplanning south Bradwell and the Town Centre Masterplan; successfully bidding for £4.7M Pinch point funding for the A12/A143 link road; Enterprise Zone / Local Development Order developments; A47 Alliance; EIA screening; pre-planning application discussions etc. Excellent engagement and partnership work in delivering growth, but diverts time dedicated to Local Plan delivery.</li> </ul>		
<p><b>Key decisions taken:</b></p>	<ul style="list-style-type: none"> <li>• Broad strategic locations for growth (housing &amp; economy) agreed.</li> <li>• Core Strategy 'Proposed Main Modifications' consultation ended &amp; Inspectors questions responded to.</li> </ul>		
<p><b>Outlook for next period:</b></p>	<ul style="list-style-type: none"> <li>• Awaiting Inspector's report to be sent to the Planning Inspectorate who Quality Assure &amp; return to GYBC for fact checking before the Inspector issues his final report. Assuming the document is found 'sound', potential need for a special Council in December to adopt (dependent upon Planning Inspectorate).</li> <li>• Progression of the Development Policies and Site Allocations Local Plan</li> </ul>		

	document and supporting evidence base documents. Issues and Options consultation in March 2016.
<b>Budget:</b> Statutory function funded in part by the Housing & Planning Delivery and New Burdens grants.	
<b>Allocation</b>	<b>Spending to date</b>
£80,000	£60,000



## Great Yarmouth Borough Council

### Progress Report

<b>Date of report:</b>	June 2015	<b>Project Sponsor(s):</b>	Cllr B. Coleman
<b>Project name:</b>	<b>St Georges and King Street Townscape Heritage Initiative Scheme</b>		
<b>Project description:</b>	Area based conservation-led historic building repair and regeneration scheme funded by the Heritage Lottery Fund		
<b>Project Status:</b>	<b>Green</b>		
Comment required where <b>not green</b> to explain reasons	<b>Key Project Status:</b> <ul style="list-style-type: none"> <li><b>Red:</b> project experiencing or very likely to experience problems which require urgent attention</li> <li><b>Amber:</b> project in progress with known risks being closely managed</li> <li><b>Green:</b> project nearing completion or on target and with no problems anticipated</li> </ul>		
<b>Project Lead(s):</b>	Darren Barker	<b>Project team:</b>	Ian Hardy, Adrian Barnes
<b>Outline plan showing major milestones:</b>			
<b>Key milestones</b>	<b>Planned end date</b>	<b>Revised end date</b>	<b>Actual end date</b>
Full and Comprehensive repair and reuse of St Georges Chapel and removal from the English Heritage Buildings at Risk Register	December 2012		December 2012
Undertake the full and comprehensive repair to historic buildings on King Street for sustainable end use	November 2016		
Deliver traditional skills training as part of building repair	November 2016		
Deliver community engagement in heritage through artists and workshops	November 2015		October 2015
<b>Summary of progress in this period:</b>	134 King Street complete 151 King Street complete 133 King Street complete The White Lion complete 122 King Street complete 148 King Street underway 135 King Street complete Training nearing completion Community engagement complete		
<b>Significant risks/ issues to be addressed:</b>	No risk, all funding in place		
<b>Key decisions taken:</b>	Decisions are based on a robust project and action plan approved by cabinet and submitted to the HLF		
<b>Outlook for next period:</b>	Encourage grant uptake for 136 King Street		
<b>Budget:</b> The budget (common fund) is made up of funding from the Heritage Lottery Fund, English Heritage, NCC, GYBC, EEDA, Seachange (government grant program)			
<b>Allocation</b>		<b>Spending to date</b>	
Common fund	Grants offered	Spend to date	
3,555,573	3,555,573	3,512,973	

## Great Yarmouth Borough Council

### Progress Report

<b>Date of report:</b>	October 2015	<b>Project Sponsor(s):</b>	Cllr P Carpenter
<b>Project name:</b>	<b>Delivering the Empty Homes Programme</b>		
<b>Project description:</b>	<p><b>Council's Empty Homes Project</b> – funding was agreed for this project in February 2012 and a number of essential business requirements were agreed. These were to reduce the number of empty homes by a minimum of 10% per annum, bring back into use for the benefit of the community long term empty properties, to improve the impact of empty properties on the community, operate a pilot project to ensure value for money and sustainability and to provide good quality temporary accommodation that offers the opportunity of reduced revenue costs to the LA.</p> <p><b>HCA Grant empty homes project</b> – Project completed 31<sup>st</sup> March 2015 9 empty properties brought back into use.</p>		
<b>Project Status:</b>	<b>Green</b> – Council's Empty Homes Project.		
Comment required where <b>not green</b> to explain reasons	<p><b>Key Project Status:</b></p> <ul style="list-style-type: none"> <li><b>Red:</b> project experiencing or very likely to experience problems which require urgent attention</li> <li><b>Amber:</b> project in progress with known risks being closely managed</li> <li><b>Green:</b> project nearing completion or on target and with no problems anticipated</li> </ul>		
<b>Project Lead(s):</b>	Tracey Slater	<b>Project team:</b>	Empty Homes Project Board  Ian Talbot – Private Sector Susan Bolan – Enabling Officer Tim Noble - Valuer
<b>Outline plan showing major milestones:</b>			
<b>Key milestones</b>	<b>Planned end date</b>	<b>Revised end date</b>	<b>Actual end date</b>
<b>Council's Empty Homes Project</b>			
Completion of Hall Quay/used as temporary accommodation	November 2013	Dec 2013	December 2013
Purchase of 124/125 Nelson Road Central	August 2013	Sept 2013	Sept 2013
Obtain planning permission to convert 124/125 Nelson Rd Central	January 2014	Dec 2013	Dec 2013
Works commence on refurbishment works at 124/125 Nelson Rd Central	February 2014	April 2014	April 2014
Works complete/used as temporary accommodation	September 2014	Dec 2014	Dec 2014
Works commence on conversion of 52 Havelock Road into two flats	March 2016		
Agreement to market and sell 5 St James Walk.	September 2015	Dec 2015	
<b>Summary of progress in this period:</b>	<p>• <b>Council's Empty Homes Project</b> – work still on-going to identify replacement temporary accommodation units in conjunction with our Temporary Accommodation Reduction Plan.</p>		

	At meeting of Empty Homes Project Board on 18 <sup>th</sup> March 2015 it was agreed that the following actions would be pursued for the remaining properties compulsory purchased; 52 Havelock Road – now has planning permission for conversion to 2 x 1 bedroom houses so agreed to convert and then use as replacement temporary accommodation – works now in progress. 5 St James Walk was advertised for sale by private treaty and a potential purchaser found.		
Significant risks/ issues to be addressed:	<ul style="list-style-type: none"><li>• <b>Council’s Empty Homes Project</b> – none</li></ul>		
Key decisions taken:	<ul style="list-style-type: none"><li>• <b>Council’s Empty Homes Project</b> – Works tendered on 52 Havelock Road and potential purchaser secured for 5 St James Walk</li></ul>		
Outlook for next period:	<ul style="list-style-type: none"><li>• <b>Council’s Empty Homes Project</b> – continue to look to identify potential properties to be used as a replacement for expiring temporary accommodation in conjunction with the Temporary Accommodation Reduction Plan. Works to continue on 52 Havelock Road for completion by 31<sup>st</sup> March 2016 and sale of 5 St James Walk to be completed.</li></ul>		
Allocation Council’s Empty Homes Project		Spending to date Council’s Empty Homes Project	
Capital	Revenue	Capital	Revenue
£ 750,000	£	£579,181	£
HCA Grant Empty Homes	Project	HCA Grant Empty Homes	Project
Capital	Revenue	Capital	Revenue
£ 153,000 (HCA Grant)		£153,000	
£ 657,000 (GYBC)		£648,311	

## Great Yarmouth Borough Council

### Progress Report

<b>Date of report:</b>	16/10/15	<b>Project Sponsor(s):</b>	Cllr Smith
<b>Project name:</b>	<b>KP13: Developing and delivering new sports and play strategies</b>		
<b>Project description:</b>	To develop a combined leisure strategy for the borough.		
<b>Project Status:</b>	<b>Green – Project completed</b>		
Comment required where <b>not green</b> to explain reasons	<b>Key Project Status:</b> <ul style="list-style-type: none"> <li><b>Red:</b> project experiencing or very likely to hit significant problems – urgent action required</li> <li><b>Amber:</b> project has potential for significant problems – action required</li> <li><b>Green:</b> project on target and no significant problems anticipated</li> </ul>		
<b>Project Lead(s):</b>	Rob Gregory	<b>Project team/Steering group:</b>	Robert Read, Rob Gregory, Marie Hartley, Kate Watts, Becki Fox, Nick Boulter (Sport England), Ben Jones (Active Norfolk)
<b>Outline plan showing major milestones:</b>			
<b>Key milestones</b>	<b>Planned end date</b>	<b>Revised end date</b>	<b>Actual end date</b>
Report to EMT/ Cabinet	Oct 14		Dec 13
Consultants Brief	Jan 13	March 14	March 14
First Steering Group meeting	Feb 13	April 14	30 April 14
Invitation to Tender	Feb 13	April 14	4 April 14
Appointment of Consultant	March 14	14 May 14	14 May 14
Consultants to commence work	April 14	19 May 14	19 May 14
Initial Report	June 14		June 14
Draft Consultation Report	Nov 14	Dec 14	Dec 14
Draft Final Report	Feb 15	May 15	June 2015
<b>Summary of progress in this period:</b>	<ul style="list-style-type: none"> <li>Strategy has been completed and was signed off by Cabinet in June 2015.</li> </ul>		
<b>Significant risks/ issues to be addressed:</b>	<ul style="list-style-type: none"> <li>None.</li> </ul>		
<b>Key decisions taken:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>		
<b>Outlook for next period:</b>	<b>Project Complete:</b> The strategy is now informing an action plan for sport and leisure. The Steering Group will continue to meet to ensure momentum continues.		
<b>Budget: £55K</b>			
<b>Allocation: Efficiency Support Grant</b>		<b>Spending to date</b>	
<b>Capital</b>	<b>Revenue</b>	<b>Capital</b>	<b>Revenue</b>
£	£55,000	£	£44,877

## CORPORATE MEASURES – SUMMARY REPORT QUARTER 2 2015/16 (JUL-SEP)

### Corporate Measures that impact on the Corporate Priorities 2013/15.

Detailed commentary from each measure lead is provided in the next section.

Measure	EMT Lead	Portfolio Holder	Previous Quarter	This Quarter		Q2 2014/15	Status
CM09a - Average time to assess Housing & Council Tax: Benefit new claims	Jane Beck	Cllr. H Thirtle	21 days	20 days	↑	26	
CM09b - Average time to assess Housing & Council Tax: Change in circumstances	Jane Beck	Cllr. H Thirtle	23 days	19 days	↑	12	
CM10a - No of tenants affected by Social Sector Size criteria (Under occupancy)	Jane Beck	Cllr. P Carpenter	681	631	↑	715	
CM10b - No of tenants affected by the Benefit Cap	Jane Beck	Cllr. P Carpenter	20	26	↑	22	
CM11 - No of evictions from GYCH properties for a) Rent b) ASB c) Other	Robert Read	Cllr. P Carpenter	4 0 1	6 0 1	↓ ↔ ↔	3 0 0	
CM14 - No of households in temporary accommodation	Robert Read	Cllr. P Carpenter	84	73	↑	105	
CM15 - Number of a) Homeless acceptances b) Homeless preventions	Robert Read	Cllr. P Carpenter	30 48	19 24	↑ ↑	34 60	
CM16 - Number of a) Social housing applicants in allocation pool b) Social housing new applicants awaiting assessment	Robert Read	Cllr. P Carpenter	308 420	284 467	↑ ↑	367 431	
CM18 - No of empty homes brought back into use	Robert Read	Cllr. P Carpenter	81	167	↑	126	
CM19 - Total tonnage of waste recycled	Jane Beck	Cllr. C Smith	3,042.05	6,201.98	↑	5,229.58	

Measure	EMT Lead	Portfolio Holder	Previous Quarter	This Quarter		Q2 2014/15	Status
CM21 - Tonnage of garden waste recycled	Jane Beck	Cllr. C Smith	826.54	1,702.92	↑	1,275.02	
CM22 - Collection rates NNDR	Jane Beck	Cllr. H Thirtle	28.7%	56%	↓	57.3%	
CM23 - Collection rates Council Tax	Jane Beck	Cllr. H Thirtle	29.8%	56.5%	↓	57.4%	
CM24 - Sickness absence rates: The percentage of working hours lost due to sickness absence.	Kate Watts	Cllr. H Thirtle	4.65%	4.76%	↓	3.72%	
CM25 – Great Yarmouth Community Housing rent a) GYCH rent arrears collection rate b) as a % of rent roll c) £ value	Robert Read	Cllr. P Carpenter	95.21% 1.4% £333,849	98.23% 1.25% £325,620	↑ ↑ ↓	98.17% 1.36% £316,060	
CM26 - Sundry debt arrears value	Jane Beck	Cllr. H Thirtle	£3,572,275	£3,005,987	↑	£4,034,341	
CM28a - Number of events (including weddings, meetings, functions) used at Town Hall	Jane Beck	Cllr. B Coleman	41	52	↓	63	
CM29 - Planning applications: a) Major applications determined within 13 weeks b) Minor applications determined within 8 weeks c) Other applications determined within 8 weeks	Jane Beck	Cllr. B Coleman	No applications 63% 56%	No applications 34.9% 47%	N/A ↓ ↓	62.5% 33% 44%	
CM30 - Percentage of appeals allowed against the decision to refuse planning applications.	Jane Beck	Cllr. B Coleman	66.6%	50%	↓	33.3%	
CM31 - Percentage of Land Charges search returns sent within 10 working days.	Jane Beck	Cllr. B Coleman	79.76%	72.90%	↓	96.99%	

Measure	EMT Lead	Portfolio Holder	Previous Quarter	This Quarter		Q2 2014/15	Status
CM32 - Average Time to Re-let Local Authority Housing	Robert Read	Cllr. P Carpenter	37 days	41 days	↑	63	
CM33 - Time taken for Housing Options to match property	Robert Read	Cllr. P Carpenter	8.72 days	11 days	↑	25.7days	
CM34 - Contact centre telephone calls: Percentage of Contact Centre calls answered as a % of all calls offered	Jane Beck	Cllr. H Thirtle	54%	55%	↓	75.66%	
CM35 - Building Control: The percentage of building regulation applications where a decision notice is issued within the eight week statutory period.	Jane Beck	Cllr. B Coleman	100%	92.4%	↓	New measure	
CM36 - Food safety - % of food businesses moved down a risk rating band after assessment (Band A high risk – Band E low risk)	Jane Beck	Cllr. C Smith	44%	24%	↓	32%	
CM37 - Food safety - % of food businesses moved up a risk rating band after assessment (Band A high risk – Band E low risk)	Jane Beck	Cllr. C Smith	13%	25%	↓	18%	

Key		
Trend/Status		
↑		Improving/on track
↔		No Change/within tolerance and/or projected range
↓		Action required/monitoring

Subject: **Corporate Measures**






Information to: **Cabinet Briefing session – 2 November 2015**  
**Cabinet – 11 November 2015**  
**Scrutiny – 3 December 2015**

The following refers to corporate measures for 2015/16. It summarises performance in the first 6 months of 2015/16 (1<sup>st</sup> April to 30<sup>th</sup> September inclusive).




Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM09a	Average time to assess Housing & Council Tax: Benefit new claims	2014/15	26 days	26 days	22 days	22 days	Year to date, cumulative	↑
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	21 days	20 days				
Commentary: Performance remains on target and the team continue to work hard to ensure new claims for benefit are assessed and put into payment in a timely manner for the customer.								
CM09b	Average time to assess Housing & Council Tax: Change in circumstances	2014/15	12 days	12 days	11 days	11 days	Year to date, cumulative	↓
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	23 days	19 days				
Commentary: As predicted the average number of days is falling and expected to continue to fall over Q3 and Q4 following the adverse impact of the fault experienced in Q1 with the Automated Transfer of Local authority Data from DWP (non- reported changes in circumstances records regarding DWP and HMRC benefits)								
CM10a	No of tenants affected by Social Sector Size Criteria (Under occupancy)	2014/15	737	715	659	620	Snapshot at 30/09/15	↑
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	681	631				
Commentary: Marginal reduction in number of cases affected which is not unexpected. Those cases affected where vulnerable circumstances apply and continue to be supported by application to Discretionary Housing Payments.								










Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM10b	No of tenants affected by the Benefit Cap	2014/15	32	22	21	21	Snapshot at 30/09/15	↓
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	20	26				
Commentary: A small increase in families affected by the benefit cap although current numbers remain comparably low for our area.								
CM11	No of evictions from GYCH properties for: a) Rent b) ASB c) Other	2014/15	a) 2	a) 3	a) 5	a) 8	Year to date, cumulative	↓
			b) 0	b) 0	b) 0	b) 0		
			c) 0	c) 0	c) 1	c) 1		
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	a) 4	a) 6				
			b) 0	b) 0				
			c) 1	c) 1				
Commentary: Evictions remain low, however the trend is rising. This figure includes the first introductory tenancy terminated during the probationary period since they commenced in November 2013.								
CM14	No. of households in temporary accommodation	2014/15	95	105	95	90	Snapshot at 30/09/15	↑
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	84	73				
Commentary: The number of households in temporary accommodation continues to fall, although they are slightly higher than envisaged under the Temporary Accommodation Reduction Plan. Long term leased accommodation is being returned as the agreements cease leading to financial savings.								



Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM15	Number of a) Homeless acceptances b) Homeless preventions	2014/15	a) 43 b) 86	a)34 b)60	a) 38 b) 72	a) 155 b) 264 (Year-end)	Quarterly	 
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	a) 30 b) 48	a) 19 b) 24				
Commentary: The numbers of homeless acceptances and preventions are low compared with previous quarters. The number of homeless preventions has fallen mainly due to a large reduction in the number of private sector lettings we have facilitated via a deposit, bond or rent in advance. In previous years deposits were granted with few checks around the need to move or suitability of tenants, or even landlords. When a deposit is granted, it counts as a homeless prevention. Preventions still occur where e.g. we prevent eviction through negotiation or formal means, or we resolve a disrepair issue enabling a tenant to remain.								
CM16	a) Number of Social housing applicants in allocation pool b) Number of Social housing new applicants awaiting assessment	2014/15	a) 357 b) 441	a) 367 b) 431	a) 264 b) 380	a) 325 b) 429	Snapshot at 30/09/15	 
	Corporate Priority: Protecting and supporting vulnerable people.	2015/16	a) 308 b) 420	a) 284 b) 467				
Commentary: The numbers awaiting assessment has increased as a result of more complex cases being presented that requires detailed investigation. In the past year, there have been 232 applications who failed the eligibility or qualification criteria. Of these, 114 were due to no housing need. In addition, 47 applicants failed the two year residence criteria and 42 failed due to previous behaviour. 25 applicants were assessed as able to meet their own need.								
CM18	No. of empty homes brought back into use	2014/15	112	126	80	438 (Year-end)	Quarterly	
	Corporate Priority: Creating and engaging with healthy, vibrant communities.	2015/16	81	167				
Commentary: These figures are subject to change as we may be informed of backdated amendments when customers inform us late.								


Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM19	Total tonnage of waste recycled	2014/15	2,578.50	5,229.58	7,893.26	10,451.38	Year to date, cumulative	↑
	Corporate Priority: Creating and engaging with healthy, vibrant communities.	2015/16	3,042.05	6,201.98				
Commentary: A continued increase is being seen as a result of residents being able to recycle extra materials in their recycling bins and the take-up of the garden waste service.								
CM21	Tonnage of garden waste recycled	2014/15	611.96	1,275.02	1,739.78	2,022.1	Year to date, cumulative	↑
	Corporate Priority: Creating and engaging with healthy, vibrant communities.	2015/16	826.54	1,702.92				
Commentary: Continued promotion around the garden waste ban in resident's residual bins is resulting in a steady rise of residents signing up to the garden waste service.								
CM22	Collection rates NNDR	2014/15	27.9%	57.3%	83%	97.7%	Year to date, cumulative	↓
	Corporate Priority: Being an enterprising and ambitious Council.	2015/16	28.7%	56%				
Commentary: Business Rates is down by 1.3%. However, 0.5% of this is due to more businesses opting to pay by 12 months rather than 10 months which changes the collection profile from previous years. There has been a delay in actioning liability orders following court (to set up arrangements to pay and to send debts to the bailiffs) due to volumes of work and resource issues, which will have had an effect of collection rates.								
CM23	Collection rates Council Tax	2014/15	30.2%	57.4%	85.5%	96.5%	Year to date, cumulative	↓
	Corporate Priority: Being an enterprising and ambitious Council.	2015/16	29.8%	56.5%				
Commentary: Council Tax is down by 0.9%. However, 0.6% of this is due to more Council Tax payers opting to pay by 12 months rather than 10 months which changes the collection profile from previous years. There has been a delay in actioning liability orders following court (to set up arrangements to pay and attachment of earnings/benefits and to send debts to the bailiffs) due to volumes of work and resource issues, which will have had an effect of collection rates.								

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM24	Sickness absence rates: The percentage of working hours lost due to sickness absence.	2014/15	3.51%	3.72%	3.83%	3.93%	Year to date, cumulative	
	Corporate Priority: Being an enterprising and ambitious Council.	2015/16	4.65%	4.76%				
Commentary: This is significantly higher than quarter 2 of 2014/15, the figure of 4.76% equates to 6.33 days per FTE. Current performance is largely due to long term absence rather than increased short term absences. In the first six months of 2015/16 9 members of staff have been off sick for 30 or more days, three of which were off for more than 60 days. HR Officers are currently working with Group Managers to discuss sickness management within their groups.								
CM25	Great Yarmouth Community Housing: a) GYCH rent collection rate b) Arrears as a % of rent roll c) Arrears £ value	2014/15	a) 95.9% b) 1.42% c) £328,212	a) 98.17% b) 1.36% c) £316,060	a) 98.89% b) 1.4% c) £324,827	a) 99.55% b) 1.37% c) £317,835	Year to date, cumulative	
	Corporate Priority: Being an enterprising and ambitious Council.	2015/16	a) 95.21% b) 1.4% c) £333,849	a) 98.23% b) 1.25% c) £325,620				
Commentary: Rent arrears collection is being maintained in challenging circumstances. Further work is being carried out to assess the potential impact of further welfare benefit reforms.								
CM26	Sundry debt arrears value	2014/15	£4,336,454	£4,034,341	3,996,626	£2,961,000	Snapshot at 30/09/15	
	Corporate Priority: Being an enterprising and ambitious Council.	2015/16	£3,572,275	£3,005,987				
Commentary: Overall the total Sundry Debt outstanding is reducing from the total debt outstanding at the same period in 2014/15.								

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM28a	Number of events (including weddings, meetings, functions) used at Town Hall	2014/15	46	63	44	190 (Year end)	Quarterly	
	Corporate Priority: Being an enterprising and ambitious Council.	2015/16	41	52				
<p>Commentary: The main changes from Qtr 2 in 2014/15 were that Wedding ceremonies are up from 19 to 32; and Conference/Seminars down from 26 days to 3 days. Income from Wedding Ceremonies average between £100-£125 (ex VAT) per event depending on which room is used. During the first half year we have had a small number of Full Wedding Breakfast where we are able to achieve a profit on catering and wet sales of between £1000-£1500 per function. 'Conference/Seminar Days' include a record of in-house events which generate no income. So a reduction in the number of 'Conference/Seminar Days' does not affect profit. Business breakfasts generate a profit of about £1000 a year but create an opportunity to demonstrate the versatility of the venue to potential bookers. We remain in a very competitive local market which has an abundance of local venues.</p>								
CM29	Planning applications: a) Major applications determined within 13 weeks b) Minor applications determined within 8 weeks c) Other applications determined within 8 weeks	2014/15	a) 50% b) 28.3% c) 31.3%	a) 62.5% b) 33% c) 44%	a) 57.1% b) 44% c) 46%	a) 62.5% b) 45% c) 54%	Year to date, cumulative	N/A  
	Corporate Priority: Promoting economic growth and job creation.	2015/16	a) No applications b) 63% c) 56%	a) No applications b) 34.9% c) 47%				
<p>Commentary: During the 2<sup>nd</sup> quarter staff shortages, sickness and new IT teething problems have impacted upon performance. Actual 2<sup>nd</sup> quarter figures for minor applications were 34% and 'other' applications 34.69%.</p>								

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM30	Percentage of appeals allowed against the decision to refuse planning applications.	2014/15	33.3%	33.3%	18%	16.6%	Year to date, cumulative	
	Corporate Priority: Promoting economic growth and job creation.	2015/16	66.6%	50%				
Commentary: Marginal decisions on HMO applications.								
CM31	Percentage of Land Charges search returns sent within 10 working days.	2014/15	97.39%	96.99%	97%	96.31%	Year to date, cumulative	
	Corporate Priority: Promoting economic growth and job creation.	2015/16	79.76%	72.90%				
Commentary: The small team has had teething problems with the new IT system and along with staff shortages and sickness has had an impact on performance. The actual 2 <sup>nd</sup> quarter outturn for this measure was 68.46%.								
CM32	Average Time to Re-let Local Authority Housing	2014/15	65 days	63 days	59 days	57 days	Year to date, cumulative	
	Corporate Priority: Creating and engaging with healthy, vibrant communities.	2015/16	37 days	41 days				
Commentary: Although year on year performance has improved, it is disappointing that the average time has risen from Q1. Low demand properties continue to have a disproportionate impact on the average void time.								
CM33	Time taken for Housing Options to match property	2014/15	30 days	25.7 days	30 days	29 days	Year to date, cumulative	
	Corporate Priority: Creating and engaging with healthy, vibrant communities.	2015/16	8.72 days	11 days				
Commentary: Although year on year performance has improved, it is disappointing that the average time has risen from Q1. Low demand properties continue to have a disproportionate impact on the average void time.								

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM34	Contact centre telephone calls: Percentage of Contact Centre calls answered as a % of all calls offered	2014/15	70.81%	75.66%	74.52%	73%	Year to date, cumulative	
	Corporate Priority: Being an enterprising and ambitious Council	2015/16	54%	55%				
Commentary: As previously reported resource has significantly reduced in this year where vacancies have also impacted due to planned changes increasing online services for our customers. Following a business case put forward to EMT, 2 additional temporary members of staff have joined the team to help with the current demands whilst we continue to progress to bring more services online, enabling customers to self-serve therefore increasing the channel shift reducing demand on telephony and face to face enquiries.								
CM35b	Building Control: The percentage of building regulation applications where a decision notice is issued within the eight week statutory period.	2014/15	New measure				Year to date, cumulative	N/A
	Corporate Priority: Promoting economic growth and job creation.	2015/16	100%	92.4%				
Commentary: For five of the last six months, 100% was achieved but due to severe staffing issues in July (when only 58.8% was achieved), the overall percentage has dropped to 92.4%.								
CM36	Food safety - % of food businesses moved down a risk rating band after assessment (Band A high risk – Band E low risk)	2014/15	48%	32%	38%	40%	Year to date, cumulative	
	Corporate Priority: Creating and engaging with healthy, vibrant communities	2015/16	44%	24%				
Commentary: As previous, we are now seeing a significant increase in businesses staying at the same rating. This is due to inherent risks in a business, meaning they will always be a specific rating This quarter it was 55% of businesses remaining at the same rating.								

Ref	Description		Quarter 1	Quarter 2	Quarter 3	Quarter 4	Frequency	Trend
CM37	Food safety - % of food businesses moved up a risk rating band after assessment (Band A high risk – Band E low risk)	2014/15	7%	18%	19%	15%	Year to date, cumulative	
	Corporate Priority: Creating and engaging with healthy, vibrant communities	2015/16	13%	25%				
Commentary: It was disappointing to see an increase in businesses moving up a band. We have been dealing with a number of consistently poorly performing businesses. We are taking enforcement action against a number of these businesses to improve standards. With the other businesses we continue to work with them to try and identify why these businesses are not improving.								

#### Key to Trend 'Arrows'

The arrows reflect current quarter's performance trends compared to same period in 2014/15, if available.



Improving



No change



Deteriorating



## Report to Scrutiny

The Quarter 1 Performance Report was presented to Scrutiny Committee on Thursday 22 October 2015.

Scrutiny Committee resolved

- (i) That the Quarter 1 Performance Report be received.
- (ii) That the Director of Customer Services bring an update report regarding performance indicator CM34 to the next Scrutiny Committee.
- (iii) That the Cabinet Portfolio Holder give an update report on the position of the 21 deteriorating performance indicators highlighted at this meeting at the next Scrutiny Committee.

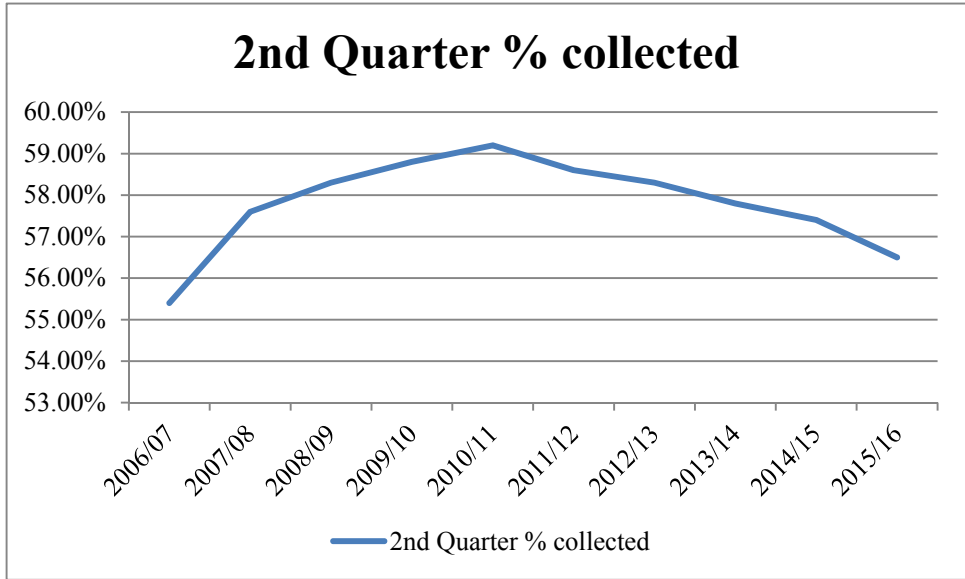
Below is an update on the 11 deteriorating performance indicators highlighted at the Scrutiny meeting on 22 October 2015. The 21 indicators referred to in the minutes are due to the indicators in the summary report and the main report being counted twice.

The update on CM34 is included in the report below.

Measure	Quarter 1	Quarter 2	Commentary
<b>CM09B:</b> Average time to assess Housing & Council Tax: Change in circumstances	23 days	19 days	<p>Performance had steadily been improving over the last couple of years and was down to an average of 11 days at the end of the financial year 2014/15. However, during the first quarter of 2015/16 the service experienced problems with the daily download of ATLAS records which are DWP and HMRC unreported changes of circumstances. Once the problem was resolved the service then had a backlog of work to catch up with which has had a serious impact on performance.</p> <p>Quarter 2 has already seen an improvement in performance for this measure of 4 days and future quarters are expected to show further reductions.</p>
<b>CM11:</b> No of evictions from GYCH properties for: <ul style="list-style-type: none"> <li>a) Rent</li> <li>b) ASB</li> <li>c) Other</li> </ul>	4 0 1	6 0 1	<p>Evictions remain low and this is as a last resort for the Council, however, enforcement is a necessary action where tenants will not engage with us and other agencies. Any eviction has to go through the court process and the judge will often advise the tenant to work with the Council officers to resolve the issues. The Council can often take a case to court several times before the judge will grant an eviction because the tenant has not engaged with the Council, in all cases the Council is committed to supporting tenants and deems eviction as a</p>

Measure	Quarter 1	Quarter 2	Commentary
			<p>final action.</p> <p>Of the seven evictions in the first half of 2015/16, six have been for rent arrears, with tenants owing between £1,000 and £2,000. The other eviction was due to 'condition of property' where the tenant was doing up stock cars in the garden and after several letters and visits enforcement action was taken finally leading to eviction.</p> <p>The seven evictions in the first half of 2015/16 compare to three in 2014/15 and nine in 2013/14 for the same periods.</p>
<b>CM18:</b> No. of empty homes brought back into use	81	167	<p>Quarterly figures do fluctuate and are reliant on owners notifying the Council Tax service that the empty properties have been brought back into use. It is often the case that there is a long delay of several months in owners notifying the Council, so the quarterly figures quoted are indicative as some changes may have occurred during previous quarters. The main aim of this measure is to show that the Council is working with property owners to bring empty properties back into use.</p> <p>The Council has a programme for delivering empty homes, the HCA Grant empty homes project was completed recently where nine long term properties were purchased and brought back into use as accommodation for homeless families. Another part of the programme was the Council's Empty Homes Project with an aim of reducing the number of empty homes by a minimum of 10% per annum which would improve the impact of empty properties on the community.</p> <p>Also during 2014/15 the Council engaged Capacity Grid to carry out an 'empty properties review' for the Council. The result of the work undertaken saw a number of properties that were classed as empty moved to occupied which increased Council Tax revenue and new homes bonus funding for the Council.</p> <p>During 2013/14 354 properties were brought back into use, this increased to 438 in 2014/15. So far in 2015/16 (half year) a total of 248 properties have been brought back into use, this figure is greater than the 169 properties brought back into use in the first half year of 2013/14 and 238 for the same period in 2014/15.</p>

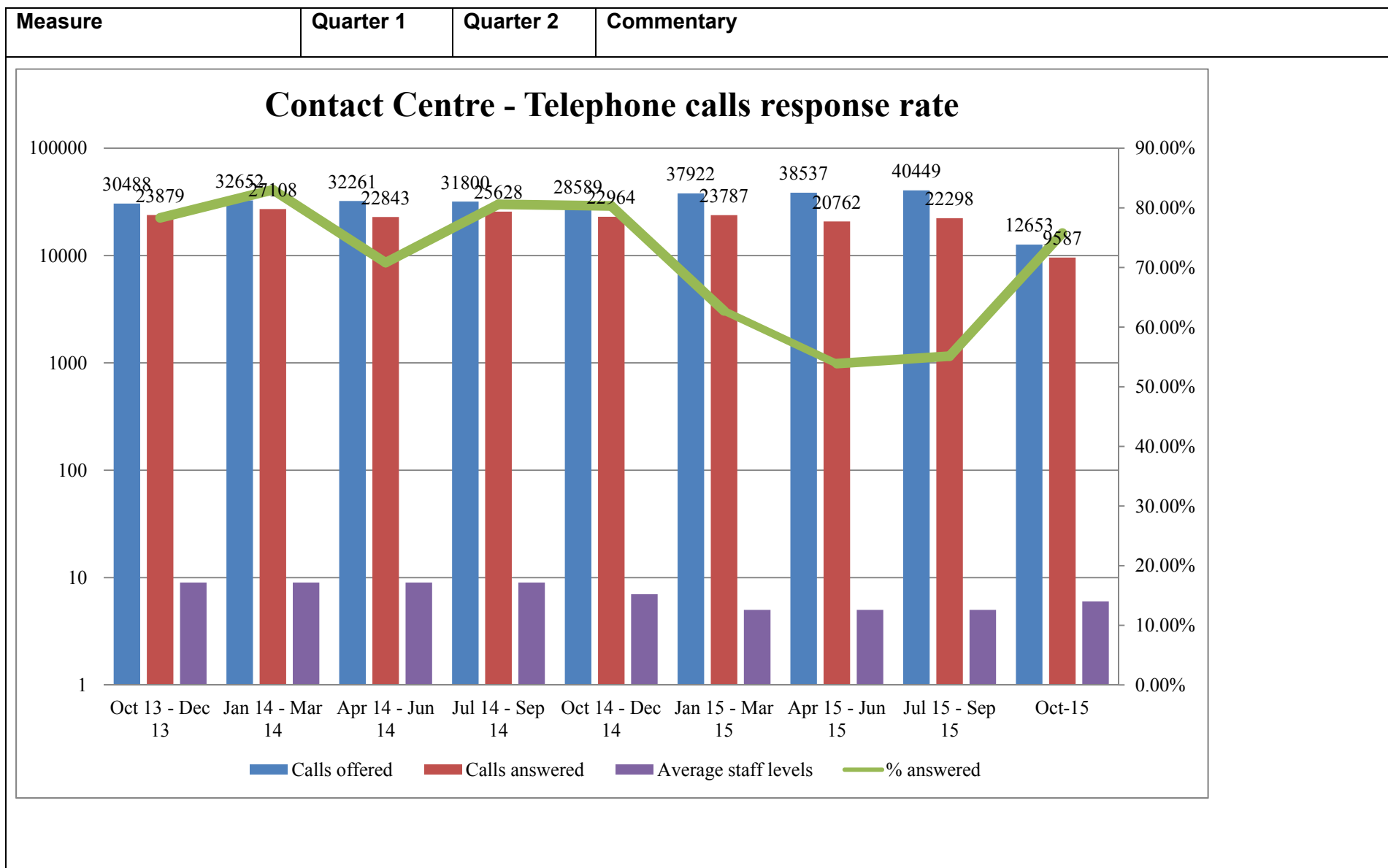
Measure	Quarter 1	Quarter 2	Commentary
<b>CM23:</b> Collection rates Council Tax	29.8%	56.5%	<p>In 2013 Council Tax payers were given the option of paying their Council Tax over 12 months rather than the 10 months in previous years. Over the last two years the number of Council Tax payers paying over 12 months has increased. Currently, the switching to 12 instalments is an increasing trend and every quarter there is an increase. More stable profiling will be available once the increasing trend settles down.</p> <p>Previously the Revenues Manager could monitor payments as he had trend data that profiled payments over many years and he could see from this profiling how the measure was performing. The Revenues Manager is currently measuring current performance against the old profiling as he does not have enough data to profile on a 12 month instalment payment plan.</p> <p>Some initial work has been done on re-profiling and initial figures indicate that in Quarter 2 of 2015/16 of the 0.9% collection rate down from the same quarter in 2014/15, 0.6% is due to Council Tax payers who have opted to pay over 12 months.</p> <p>Following a team restructure and staff resource issues, the processing of liability orders to set up arrangements to pay, deduct from earnings or benefits, or send to the bailiff to collect has taken longer than previous years, which would also account for the some of the reduction.</p> <p>Although collection has dropped “in year” the Council continues to collect any outstanding Council Tax. Historically, overall collection rates for each financial year are over 99% albeit it takes a couple of years to collect it.</p>

Measure	Quarter 1	Quarter 2	Commentary																						
			<p>The chart below shows collection rates since 2006 for the 2<sup>nd</sup> Quarter of the financial year.</p> <div><p><b>2nd Quarter % collected</b></p><table><caption>2nd Quarter % collected Data</caption><thead><tr><th>Financial Year</th><th>2nd Quarter % collected</th></tr></thead><tbody><tr><td>2006/07</td><td>55.5%</td></tr><tr><td>2007/08</td><td>57.5%</td></tr><tr><td>2008/09</td><td>58.2%</td></tr><tr><td>2009/10</td><td>58.8%</td></tr><tr><td>2010/11</td><td>59.2%</td></tr><tr><td>2011/12</td><td>58.5%</td></tr><tr><td>2012/13</td><td>58.2%</td></tr><tr><td>2013/14</td><td>57.8%</td></tr><tr><td>2014/15</td><td>57.2%</td></tr><tr><td>2015/16</td><td>56.5%</td></tr></tbody></table></div>	Financial Year	2nd Quarter % collected	2006/07	55.5%	2007/08	57.5%	2008/09	58.2%	2009/10	58.8%	2010/11	59.2%	2011/12	58.5%	2012/13	58.2%	2013/14	57.8%	2014/15	57.2%	2015/16	56.5%
Financial Year	2nd Quarter % collected																								
2006/07	55.5%																								
2007/08	57.5%																								
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2012/13	58.2%																								
2013/14	57.8%																								
2014/15	57.2%																								
2015/16	56.5%																								
<b>CM24:</b> Sickness absence rates: The percentage of working hours lost due to sickness absence.	4.65%	4.76%	<p>Sickness rates are significantly higher than the first half year of 2014/15. This is largely due to long term absence rather than increased short term sickness.</p> <p>Long term sickness between Oct 2013 - Sep 2015</p> <table><thead><tr><th>Period</th><th>Staff with 30+ days sickness</th><th>Staff with 60+ days sickness</th></tr></thead><tbody><tr><td>Oct 13 - Mar 14</td><td>4</td><td>2</td></tr><tr><td>Apr 14 - Sep 14</td><td>8</td><td>6</td></tr><tr><td>Oct 14 - Mar 15</td><td>7</td><td>4</td></tr><tr><td>Apr 15 - Sep 15</td><td>9</td><td>3</td></tr></tbody></table>	Period	Staff with 30+ days sickness	Staff with 60+ days sickness	Oct 13 - Mar 14	4	2	Apr 14 - Sep 14	8	6	Oct 14 - Mar 15	7	4	Apr 15 - Sep 15	9	3							
Period	Staff with 30+ days sickness	Staff with 60+ days sickness																							
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Apr 14 - Sep 14	8	6																							
Oct 14 - Mar 15	7	4																							
Apr 15 - Sep 15	9	3																							

Measure	Quarter 1	Quarter 2	Commentary
			<p>For the two year period quoted above, when this data was recorded electronically, there have been 28 staff who have had 30 or more working days off with an average sickness of 74.32 days.</p> <p>HR Officers continue to work with Group Managers to discuss sickness management within their groups. A report went to EMT in October 2015 with proposed changes to the Attendance &amp; Health Policy and recommendations to better manage and reduce sickness absence.</p> <p>The HR team are working on producing future sickness absence as 'The number of working days/shifts lost due to sickness absence' and will be measured as per Full Time Equivalent (FTE). For the second quarter of 2015/16 this has been calculated as 6.33 days per FTE.</p>
<b>CM25:</b> Great Yarmouth Community Housing: a) GYCH rent collection rate b) Arrears as a % of rent roll c) Arrears £ value	a) 95.21% b) 1.4% c) £333,849	a) 98.23% b) 1.25% c) £325,620	<p>Rent collection and arrears are being maintained in challenging circumstances. Performance of these measures does fluctuate slightly from quarter to quarter, although trend data shows that performance is within acceptable variances, for example Rent collection rates have been between 98% and 98.39% during the second quarter for the four years 2012/13 to 2015/16 inclusive. For the same period arrears as a percentage of the rent roll has been between 1.23% and 1.48%.</p> <p>Further work is being carried out to assess the potential impact of further welfare benefit reforms, including potential households who will be affected by the reduced benefit cap from April 2016. The aim is to support households with early intervention to enable them to maintain their rent payments.</p>
<b>CM30:</b> Percentage of appeals allowed against the decision to refuse planning applications.	66.6%	50%	<p>The number of appeals is low, between April 2006 and September 2015 out of 183 appeals submitted and determined 19.7% of appeals were allowed, this compares with a national average of 33%.</p> <p>The first half year of 2015/16 10 appeal decisions have been received with 50% being approved subject to conditions. Of those three were recommended for</p>

Measure	Quarter 1	Quarter 2	Commentary
			<p>approval and refused against recommendation by the Development Control Committee. Over the same period one application was recommended for approval, refused and dismissed on appeal.</p> <p>Of the 10 appeals decisions four applications involved change of use of guest houses in the secondary holiday area and three were allowed. The policies in the Great Yarmouth Local Plan 2001 were conceived some 20 years ago and gave protection to the guest houses/hotels and the evidence suggests that the policies are becoming increasingly dated and should be reviewed as part of the local plan review.</p>
<b>CM31:</b> Percentage of Land Charges search returns sent within 10 working days.	79.76%	72.90%	<p>There have been teething problems with the new IT system, along with staff shortages and sickness this has had an impact on performance for this small team. During the Summer temporary staff were brought into the team to support the service.</p> <p>Along with dealing with land charge searches the small team also provides administration support to other areas of the Planning section.</p> <p>The team are now at full strength and the IT problems have been resolved so performance is expected to improve in future quarters.</p>
<b>CM34:</b> Contact centre telephone calls: Percentage of Contact Centre calls answered as a % of all calls offered	54%	55%	<p>The Customer Service team has been extremely stretched as resource have significantly reduced this year where vacancies have impacted due to planned changes increasing online services for our customers, especially around the annual billing period, the services busiest time of the year.</p> <p>The service has had a number of vacancies where permission to fill was submitted and granted by EMT. Two additional temporary members of staff have now joined the team to help with the current demands, although there is a long learning curve for them to reach the standards of experienced staff.</p> <p>Between October 2013 and October 2015 the contact centre had received</p>

Measure	Quarter 1	Quarter 2	Commentary
			<p>285,351 telephone calls (average 11,414 per month) alongside 50,511 face to face customers at the reception point in Greyfriars House (average 2,020 per month). During this period the response rate average is 70%.</p> <p>Page 8 shows a chart with a breakdown of calls offered and answered, with average staff numbers in the contact centre:</p> <p>For 2014/15 the response rate was 73% compared to 57% for the first seven months of 2015/16. Between March 2015 and May 2015) there was an average of four advisors at a time of the services busiest period of the year, with 16,796 telephone calls in March 2015 and 14,001 in April 2015.</p> <p>April 2014 – September 2014 – 75,825 calls received  April 2015 – September 2015 – 91,639 calls received  First seven months of 2015/16 has seen an increase of calls of nearly 21% compared to same period in 2014/15. Throughout this period staff have strived to maintain the service of dealing with customers at the first point of contact where possible. The service has also taking on new ways for the customer to contact us.</p> <p>Through the digital by Design programme the Council continues to bring more services online, enabling customers to self-serve therefore increasing the channel shift reducing demand on telephony and face to face enquiries.</p>





Measure	Quarter 1	Quarter 2	Commentary
<b>CM36:</b> Food safety - % of food businesses moved down a risk rating band after assessment (Band A high risk – Band E low risk)	44%	24%	<p>This measure looks at the number of food premises that are inspected during the period. The inspection will risk rate the premises and then place the premises in one of five bands, Band A is high risk going down to Band E being low risk. The rating is then compared to the last inspection the premises had and fits into one of three categories, either moved up or down a band or stayed the same.</p> <p>The first half year of 2015/16 has seen the number of inspections increase to 356 compared to 140 in the same period in 2014/15. The increased number of inspections has allowed the Council to concentrate on dealing with poorly performing businesses as well as businesses that only open during the Summer season.</p> <p>There has been a significant increase in businesses staying at the same rating, this is due to inherent risks in a business, meaning they will always be a specific rating, but the service will work with any business to identify ways of helping them improve.</p>
<b>CM37:</b> Food safety - % of food businesses moved up a risk rating band after assessment (Band A high risk – Band E low risk)	13%	25%	<p>This measure looks at the number of food premises that are inspected during the period. The inspection will risk rate the premises and then place the premises in one of five bands, Band A is high risk going down to Band E being low risk. The rating is then compared to the last inspection the premises had and fits into one of three categories, either moved up or down a band or stayed the same.</p> <p>During the first half of the year 2015/16 the service has increased the number of inspections by over 150%, this has enabled the service to inspect higher risk businesses and a number of businesses that have not been picked up on previous inspection periods due to resources.</p> <p>The service has taken enforcement action against a number of businesses to improve standards, this has led to an increase in the number of notices being served, a higher number of prosecutions and 4 closures. We are also working with a number of businesses to identify ways of helping them to improve.</p> <p>However, we are now seeing a significant increase in businesses staying at the same rating, this is due to inherent risks in a business, meaning they will always be a specific rating.</p>



Subject: Transparency Code

Report to: Scrutiny

Report by: Geoff Jones –Information Manager

## **SUBJECT MATTER**

### **Current position with regard to the Transparency Code**

#### **1. INTRODUCTION/BACKGROUND**

In 2009 Great Yarmouth Borough Council adopted the ICO's publication scheme.

This scheme details the information we publish.

Some of this information is mandatory and proscribed by the Department for Communities and Local Government (DCLG) under the Local Government Transparency Code 2014.

#### **2. RECENT CHANGES TO THE PUBLICATION SCHEME**

Our original scheme was published in 2012 following an update to the Transparency Code in 2014 the following items now must be published.

Procurement and details of contracts currently being tendered  
Local Authority Land  
Funding for Partnership Arrangements  
Trade Union facility time  
Parking Account  
Parking Spaces  
Senior Salaries  
Pay Multiple  
Fraud  
Asset Register  
Waste Contracts

While these changes were being made to the Publication Scheme the opportunity to

remove the following items was taken as they are no longer relevant

Local Area Agreements

Best Value Performance Indicators

Comprehensive Performance Assessment

Comprehensive Area Assessment

We also took the opportunity to add some non-compulsory items as we receive regular FOI requests regarding them.

List of companies subject to NNDR

List of companies with NNDR credit balances

List of deceased with no known next of Kin

The report to EMT, the Current Transparency Code and our Current Publication Scheme are attached.

Subject: Publication Scheme

Report to: EMT

Report by: Geoff Jones –Information Manager

#### **SUBJECT MATTER/RECOMMENDATIONS**

**Approval that we continue using the ICO's model publication scheme.**

**That we remove superseded items from the current list of published items.**

**Managers are instructed to make available / publish the additional mandatory items.**

**Items regularly asked for in FOI requests are voluntarily added to the publication scheme.**

#### **1. INTRODUCTION/BACKGROUND**

Every public authority must have a publication scheme; the ICO has created a model scheme that all public authorities must use unless approval for a local one is granted by the ICO. Great Yarmouth Borough Council adopted the ICO's scheme in 2009.

This published document contains the details of classes where we have to specify the information we publish.

Some of this information is mandatory and proscribed by the Department for Communities and Local Government (DCLG) under the Local Government Transparency Code 2014.

Our current list was last updated in 2012; the DCLG has since added additional mandatory items.

## **2. NEW PUBLICATION SCHEME**

The following items now must be published; in fact we should have been publishing them since February 2015.

Procurement and details of contracts currently being tendered  
Local Authority Land  
Funding for Partnership Arrangements  
Trade Union facility time  
Parking Account  
Parking Spaces  
Senior Salaries  
Pay Multiple  
Fraud  
Asset Register  
Waste Contracts

Details of the headings are explained in the Local Government Transparency Code 2014 document published October 2014 and attached to this report.

The following should be removed as they are no longer relevant

Local Area Agreements  
Best Value Performance Indicators  
Comprehensive Performance Assessment  
Comprehensive Area Assessment

The following items receive regular FOI requests and should be added to the scheme.

List of companies subject to NNDR – Already published  
List of companies with NNDR credit balances – Already published  
List of deceased with no known next of Kin

The proposed new scheme is attached.

**FINANCIAL IMPLICATIONS: None**

**LEGAL IMPLICATIONS: Failure to publish mandatory items would leave the council open to a charge of maladministration from the ICO.**

**EXECUTIVE BOARD OR DIRECTOR CONSULTATION: N/A**

### **RECOMMENDATIONS**

Does this report raise any legal, financial, sustainability, equality, crime and disorder or human rights issues and, if so, have they been considered?	Issues	
	Legal	Yes
	Financial	No
	Risk	No
	Sustainability	No
	Equality	No
	Crime and Disorder	No
	Human Rights	No
	Every Child Matters	No



Department for  
Communities and  
Local Government

# Local Government Transparency Code 2014



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This document/publication is also available on our website at [www.gov.uk/dclg](http://www.gov.uk/dclg)

If you have any enquiries regarding this document/publication, email [TransparencyCode@communities.gsi.gov.uk](mailto:TransparencyCode@communities.gsi.gov.uk) or write to us at:

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# Part 1: Introduction

## Policy context

1. This Code is issued to meet the Government's desire to place more power into citizens' hands to increase democratic accountability and make it easier for local people to contribute to the local decision making process and help shape public services. Transparency is the foundation of local accountability and the key that gives people the tools and information they need to enable them to play a bigger role in society. The availability of data can also open new markets for local business, the voluntary and community sectors and social enterprises to run services or manage public assets.
2. 'Data' means the objective, factual data, on which policy decisions are based and on which public services are assessed, or which is collected or generated in the course of public service delivery. This should be the basis for publication of information on the discharge of local authority functions.
3. The Government believes that in principle all data held and managed by local authorities should be made available to local people unless there are specific sensitivities (eg. protecting vulnerable people or commercial and operational considerations) to doing so. It encourages local authorities to see data as a valuable resource not only to themselves, but also their partners and local people.
4. Three principles have guided the development of this Code:
  - **Demand led** – there are growing expectations that new technologies and publication of data should support transparency and accountability. It is vital that public bodies recognise the value to the public of the data they hold, understand what they hold, what their communities want and then release it in a way that allows the public, developers and the media to use it
  - **Open** – provision of public data should become integral to local authority engagement with local people so that it drives accountability to them. Its availability should be promoted and publicised so that residents know how to access it and how it can be used. Presentation should be helpful and accessible to local people and other interested persons, and
  - **Timely** – the timeliness of making public data available is often of vital importance. It should be made public as soon as possible following production even if it is not accompanied with detailed analysis.

5. Respondents to the Government's consultation on 'Improving Local Government Transparency: Making 'The Code of Recommended Practice for Local Authorities on Data Transparency' enforceable by regulations'<sup>1</sup> suggested datasets that should be included in this Code<sup>2</sup>. The Government has decided not to include them. However, local authorities are encouraged to consider what respondents said and look to go further than this Code, in line with the principle that all data held and managed by local authorities should be made open and available to local people unless there are specific sensitivities to doing so. Annex A summarises the publication requirements for datasets covered by this Code.
6. Fraud can thrive where decisions are not open to scrutiny and details of spending, contracts and service provision are hidden from view. Greater transparency, and the provisions in this Code, can help combat fraud. Local authorities should also use a risk management approach with strong internal control arrangements to reduce the risk of any payment fraud as a result of publishing public data. Local authorities should refer to the Chartered Institute of Public Finance and Accountancy Red Book 2 – Managing the Risk of Fraud – Actions to Counter Fraud and Corruption<sup>3</sup>. Annex B provides further information on combating fraud.

## Application

7. This Code is issued by the Secretary of State for Communities and Local Government in exercise of his powers under section 2 of the Local Government, Planning and Land Act 1980 ("the Act") to issue a Code of Recommended Practice (the Code) as to the publication of information by local authorities about the discharge of their functions and other matters which he considers to be related. It is issued following consultation in accordance with section 3(11) of the Act. It replaces any previous Codes issued in relation to authorities in England under those powers.
8. The Code does not replace or supersede the existing legal framework for access to and re-use of public sector information provided by the:
  - Freedom of Information Act 2000 (as amended by the Protection of Freedoms Act 2012)
  - Environmental Information Regulations 2004
  - Re-use of Public Sector Information Regulations 2005
  - Infrastructure for Spatial Information in the European Community Regulations 2009, and
  - Section 15 of the Audit Commission Act 1998 which provides a right for persons interested to inspect a local authority's accounting records and supporting documentation, and to make copies of them, for a limited period each year.

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<sup>1</sup>[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/14855/Making\\_the\\_Code\\_of\\_Recommended\\_Practice\\_mandatory\\_-\\_consultation.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/14855/Making_the_Code_of_Recommended_Practice_mandatory_-_consultation.pdf)

<sup>2</sup>[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/266815/Transparency\\_Code\\_Government\\_Response.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/266815/Transparency_Code_Government_Response.pdf) (See paragraph 37)

<sup>3</sup>[http://www.cipfanetworks.net/governance/documentation/default\\_view.asp?library=157&category=1255&content\\_ref=7550](http://www.cipfanetworks.net/governance/documentation/default_view.asp?library=157&category=1255&content_ref=7550)

9. This Code does not apply to Police and Crime Commissioners, for whom a separate transparency framework applies.
10. This Code only applies to local authorities in relation to descriptions of information or data where that type of local authority undertakes the particular function to which the information or data relates.
11. The Code applies in England only.

## Definitions

12. In this Code:

“local authority” means:

- a county council in England
- a district council
- a parish council which has gross annual income or expenditure (whichever is the higher) exceeding £200,000
- a London borough council
- the Common Council of the City of London in its capacity as a local authority
- the Council of the Isles of Scilly
- a National Park authority for a National Park in England
- the Broads Authority
- the Greater London Authority so far as it exercises its functions through the Mayor
- the London Fire and Emergency Planning Authority
- Transport for London
- a fire and rescue authority (constituted by a scheme under section 2 of the Fire and Rescue Services Act 2004 or a scheme to which section 4 of that Act applies, and a metropolitan county fire and rescue authority)
- a joint authority established by Part IV of the Local Government Act 1985 (fire and rescue services and transport)
- a joint waste authority, i.e. an authority established for an area in England by an order under section 207 of the Local Government and Public Involvement in Health Act 2007
- an economic prosperity board established under section 88 of the Local Democracy, Economic Development and Construction Act 2009
- a combined authority established under section 103 of that Act
- a waste disposal authority, i.e. an authority established under section 10 of the Local Government Act 1985, and
- an integrated transport authority for an integrated transport area in England.

“voluntary and community sector organisations” means a non-governmental organisation that is value-driven and which principally reinvests its surpluses to further social, environmental or cultural objectives.

“a social enterprise<sup>4</sup>” means a business that trades for a social and/or environmental purpose and is a business which:

- aims to generate its income by selling goods and services, rather than through grants and donations
- is set up to specifically make a difference, and
- reinvests the profits it makes for the purpose of its social mission.

“a small or medium sized enterprise” means an undertaking which has fewer than 250 employees.

## Data protection

13. The Government believes that local transparency can be implemented in a way that complies with the Data Protection Act 1998. Where local authorities are disclosing information which potentially engages the Data Protection Act 1998, they must ensure that the publication of that information is compliant with the provisions of that Act. The Data Protection Act 1998 does not restrict or inhibit information being published about councillors or senior local authority officers because of the legitimate public interest in the scrutiny of such senior individuals and decision makers. The Data Protection Act 1998 also does not automatically prohibit information being published naming the suppliers with whom the authority has contracts, including sole traders, because of the public interest in accountability and transparency in the spending of public money.
14. For other situations where information held by local authorities contains public data which cannot be disclosed in a Data Protection Act compliant manner, the Information Commissioner’s Office has published guidance on anonymisation of datasets, enabling publication of data which can yield insights to support public service improvement, whilst safeguarding individuals’ privacy<sup>5</sup>.

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<sup>4</sup> <https://www.gov.uk/set-up-a-social-enterprise>

<sup>5</sup> [http://ico.org.uk/for\\_organisations/data\\_protection/topic\\_guides/anonymisation](http://ico.org.uk/for_organisations/data_protection/topic_guides/anonymisation)

## Commercial confidentiality

15. The Government has not seen any evidence that publishing details about contracts entered into by local authorities would prejudice procurement exercises or the interests of commercial organisations, or breach commercial confidentiality unless specific confidentiality clauses are included in contracts. Local authorities should expect to publish details of contracts newly entered into – commercial confidentiality should not, in itself, be a reason for local authorities to not follow the provisions of this Code. Therefore, local authorities should consider inserting clauses in new contracts allowing for the disclosure of data in compliance with this Code.

## Exclusions and exemptions

16. Authorities should ensure that they do not contravene the provisions of sections 100A, 100B or 100F of the Local Government Act 1972.
17. Where information would otherwise fall within one of the exemptions from disclosure under the Freedom of Information Act 2000, the Environmental Information Regulations 2004, the Infrastructure for Spatial Information in the European Community Regulations 2009 or falls within Schedule 12A to the Local Government Act 1972 then it is at the discretion of the local authority whether or not to rely on that exemption or publish the data. Local authorities should start from the presumption of openness and disclosure of information, and not rely on exemptions to withhold information unless absolutely necessary.

## Timeliness and errors

18. Data should be as accurate as possible at first publication. While errors may occur, the publication of information should not be unduly delayed to rectify mistakes. Instead, publication should be used to help address any imperfections and deficiencies. This concerns errors in data accuracy, not errors in redacting personal data. The best way to achieve this is by having robust information management processes in place.
19. Where errors in data are discovered, or files are changed for other reasons (such as omissions), local authorities should publish revised information making it clear where and how there has been an amendment. Metadata on data.gov.uk should be amended accordingly.

## Further guidance and support

20. The Department for Communities and Local Government will work with sector led organisations such as the Local Government Association and the Local eGovernment Standards Body, the Local Public Data Panel and the Information Commissioner's Office to ensure guidance on transparency (eg. technical guidance notes, best practice examples and case studies) is available to local authorities.

# Part 2: Information which must be published

## Part 2.1: Information to be published quarterly

21. Data covered by this section includes:

- expenditure exceeding £500 (see paragraphs 23 and 24)
- Government Procurement Card transactions (paragraph 25), and
- procurement information (see paragraphs 26 and 27).

22. The data and information referred to in this Part (2.1) must be published:

- on the first occasion, not later than 31 December 2014, and
- thereafter, not less than quarterly and not later than one month after the quarter to which the data and information is applicable.

### **Expenditure exceeding £500**

23. Local authorities must publish details of each individual item of expenditure that exceeds £500<sup>6</sup>. This includes items of expenditure<sup>7</sup>, consistent with Local Government Association guidance<sup>8</sup>, such as:

- individual invoices
- grant payments
- expense payments
- payments for goods and services
- grants
- grant in aid
- rent
- credit notes over £500, and
- transactions with other public bodies.

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<sup>6</sup> The threshold should be, where possible, the net amount excluding recoverable Value Added Tax.

<sup>7</sup> Salary payments to staff normally employed by the local authority should not be included. However, local authorities should publish details of payments to individual contractors (e.g. individuals from consultancy firms, employment agencies, direct personal contracts, personal service companies etc) either here or under contract information.

<sup>8</sup> <http://www.local.gov.uk/practitioners-guides-to-publishing-data>



24. For each individual item of expenditure the following information must be published:

- date the expenditure was incurred
- local authority department which incurred the expenditure
- beneficiary
- summary of the purpose of the expenditure<sup>9</sup>
- amount<sup>10</sup>
- Value Added Tax that cannot be recovered, and
- merchant category (eg. computers, software etc).

### **Government Procurement Card transactions**

25. Local authorities must publish details of every transaction on a Government Procurement Card. For each transaction, the following details must be published:

- date of the transaction
- local authority department which incurred the expenditure
- beneficiary
- amount<sup>11</sup>
- Value Added Tax that cannot be recovered
- summary of the purpose of the expenditure, and
- merchant category (eg. computers, software etc).

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<sup>9</sup> This could be the descriptor that local authorities use in their accounting system providing it gives a clear sense of why the expenditure was incurred or what it purchased or secured for the local authority.

<sup>10</sup> Where possible, this should be the net amount excluding recoverable Value Added Tax. Where Value Added Tax cannot be recovered – or the source of the data being used cannot separate out recoverable Value Added Tax – then the gross amount should be used instead with a note stating that the gross amount has been used.

<sup>11</sup> Where possible, this should be the net amount excluding recoverable Value Added Tax. Where Value Added Tax cannot be recovered – or the source of the data being used cannot separate out recoverable Value Added Tax – then the gross amount should be used instead with a note stating that the gross amount has been used.

## Procurement information

26. Local authorities must publish details of every invitation to tender for contracts to provide goods and/or services<sup>12</sup> with a value that exceeds £5,000<sup>13, 14</sup>. For each invitation, the following details must be published:

- reference number
- title
- description of the goods and/or services sought
- start, end and review dates, and
- local authority department responsible.

27. Local authorities must also publish details of any contract<sup>15</sup>, commissioned activity, purchase order, framework agreement and any other legally enforceable agreement with a value that exceeds £5,000<sup>16</sup>. For each contract, the following details must be published:

- reference number
- title of agreement
- local authority department responsible
- description of the goods and/or services being provided
- supplier name and details
- sum to be paid over the length of the contract or the estimated annual spending or budget for the contract<sup>17</sup>
- Value Added Tax that cannot be recovered
- start, end and review dates
- whether or not the contract was the result of an invitation to quote or a published invitation to tender, and
- whether or not the supplier is a small or medium sized enterprise and/or a voluntary or community sector organisation and where it is, provide the relevant registration number<sup>18</sup>.

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<sup>12</sup> This includes contracts for staff who are employed via consultancy firms or similar agencies.

<sup>13</sup> The threshold should be, where possible, the net amount excluding recoverable Value Added Tax.

<sup>14</sup> Tenders for framework agreements should be included, even though there may be no initial value.

<sup>15</sup> This includes contracts for staff who are employed via consultancy firms or similar agencies.

<sup>16</sup> The threshold should be, where possible, the net amount excluding recoverable Value Added Tax.

<sup>17</sup> Where possible, this should be the net amount excluding recoverable Value Added Tax. Where Value Added Tax cannot be recovered – or the source of the data being used cannot separate out recoverable Value Added Tax – then the gross amount should be used instead with a note stating that the gross amount has been used.

<sup>18</sup> For example, this might be the company or charity registration number.

## Part 2.2: Information to be published annually

28. Data covered by this section includes:

- local authority land (see paragraphs 30 and 31)
- grants to voluntary, community and social enterprise organisations (see paragraphs 32 and 33)
- organisation chart (see paragraph 34)
- trade union facility time (see paragraph 35)
- parking account (see paragraph 36)
- parking spaces (see paragraph 37)
- senior salaries (see paragraphs 38 and 39)
- constitution (see paragraph 40)
- pay multiple (see paragraphs 41 and 42), and
- fraud (see paragraph 43).

29. The data and information in this Part (2.2) must be published:

- on the first occasion, not later than 2 February 2015, and
- thereafter, not less than annually and not later than one month after the year to which the data and information is applicable<sup>19</sup>.

### **Local authority land**

30. Local authorities must publish details of all land and building assets including:

- all service and office properties occupied or controlled by user bodies, both freehold and leasehold
- any properties occupied or run under Private Finance Initiative contracts
- all other properties they own or use, for example, hostels, laboratories, investment properties and depots
- garages unless rented as part of a housing tenancy agreement
- surplus, sublet or vacant properties
- undeveloped land
- serviced or temporary offices where contractual or actual occupation exceeds three months, and
- all future commitments, for example under an agreement for lease, from when the contractual commitment is made.

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<sup>19</sup> In relation to parking account data, where the local authority's annual accounts have not been finalised, the authority should publish estimates within one month after the year to which the data is applicable and subsequently publish final figures as soon as the authority's accounts are finalised.

However, information about the following land and building assets are to be excluded from publication:

- social housing<sup>20</sup>
- rent free properties provided by traders (such as information booths in public places or ports)
- operational railways and canals
- operational public highways (but any adjoining land not subject to public rights should be included)
- assets of national security, and
- information deemed inappropriate for public access as a result of data protection and/or disclosure controls (eg. such as refuge houses).

31. For each land or building asset, the following information must be published together in one place:

- Unique Property Reference Number
- Unique asset identity - the local reference identifier used by the local body, sometimes known as local name or building block. There should be one entry per asset or user/owner (eg. on one site there could be several buildings or in one building there could be several users floors/rooms etc – where this is the case, each of these will have a separate asset identity). This must include the original reference number from the data source plus authority code
- name of the building/land or both
- street number or numbers - any sets of 2 or more numbers should be separated with the '-' symbol (eg. 10-15 London Road)
- street name – this is the postal road address<sup>21</sup>
- post town
- United Kingdom postcode
- map reference – local authorities may use either Ordnance Survey or ISO 6709 systems to identify the location of an asset, but must make clear which is being used. Where an Ordnance Survey mapping system is used (the grid system) then assets will be identified using Eastings before Northings. Where geocoding in accordance with ISO 6709 is being used to identify the centre point of the asset location then that reference must indicate its ISO coordinates

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<sup>20</sup> To avoid data protection issues it is recommended that the specific location details of social housing is not included in the published list.

<sup>21</sup> Local authorities should use the official postal address. Exceptionally, where this is not available, local authorities should use the address they hold for the asset.

- whether the local authority owns the freehold or a lease for the asset and for whichever category applies, the local authority must list all the characteristics that apply from the options given below:

*for freehold assets:*

- occupied by the local authority
- ground leasehold
- leasehold
- licence
- vacant (for vacant properties, local authorities should not publish the full address details and should only publish the first part of the postcode<sup>22</sup>).

*for leasehold assets:*

- occupied by the local authority
- ground leasehold
- sub leasehold
- licence.

*for other assets:*

- free text description eg. rights of way, access etc<sup>23</sup>.

- whether or not the asset is land only (i.e. without permanent buildings) or it is land with a permanent building.

## **Grants to voluntary, community and social enterprise organisations**

32. Local authorities must publish details of all grants to voluntary, community and social enterprise organisations. This can be achieved by either:

- tagging and hence specifically identifying transactions which relate to voluntary, community and social enterprise organisations within published data on expenditure over £500 or published procurement information, or
- by publishing a separate list or register.

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<sup>22</sup> The first part of the postcode, or Outward Code, refers to the area and the district only, [http://www.postcodeaddressfile.co.uk/products/postcodes/postcodes\\_explained.htm](http://www.postcodeaddressfile.co.uk/products/postcodes/postcodes_explained.htm)

<sup>23</sup> Where a local authority feels unable to verify rights of way information, for example, it should add a short narrative explaining why it is unable to identify and verify the information.

33. For each identified grant, the following information must be published as a minimum:

- date the grant was awarded
- time period for which the grant has been given
- local authority department which awarded the grant
- beneficiary
- beneficiary's registration number<sup>24</sup>
- summary of the purpose of the grant, and
- amount.

### **Organisation chart**

34. Local authorities must publish an organisation chart covering staff in the top three levels of the organisation<sup>25</sup>. The following information must be included for each member of staff included in the chart:

- grade
- job title
- local authority department and team
- whether permanent or temporary staff
- contact details
- salary in £5,000 brackets, consistent with the details published under paragraph 38, and
- salary ceiling (the maximum salary for the grade).

### **Trade union facility time**

35. Local authorities must publish the following information on trade union facility time:

- total number (absolute number and full time equivalent) of staff who are union representatives (including general, learning and health and safety representatives)
- total number (absolute number and full time equivalent) of union representatives who devote at least 50 per cent of their time to union duties
- names of all trade unions represented in the local authority
- a basic estimate of spending on unions (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary), and
- a basic estimate of spending on unions as a percentage of the total pay bill (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary divided by the total pay bill).

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<sup>24</sup> For example, this might be the company or charity registration number.

<sup>25</sup> This should exclude staff whose salary does not exceed £50,000.

## Parking account

36. Local authorities must publish on their website, or place a link on their website to this data if published elsewhere:

- a breakdown of income and expenditure on the authority's parking account<sup>26, 27</sup>. The breakdown of income must include details of revenue collected from on-street parking, off-street parking and Penalty Charge Notices, and
- a breakdown of how the authority has spent a surplus on its parking account<sup>25,28</sup>.

## Parking spaces

37. Local authorities must publish the number of marked out controlled on and off-street parking spaces within their area, or an estimate of the number of spaces where controlled parking space is not marked out in individual parking bays or spaces.

## Senior salaries

38. Local authorities are already required to publish, under the Accounts and Audit (England) Regulations 2011 (Statutory Instrument 2011/817)<sup>29</sup>:

- the number of employees whose remuneration in that year was at least £50,000 in brackets of £5,000
- details of remuneration and job title of certain senior employees whose salary is at least £50,000, and
- employees whose salaries are £150,000 or more must also be identified by name.

39. In addition to this requirement, local authorities must place a link on their website to these published data or place the data itself on their website, together with a list of responsibilities (for example, the services and functions they are responsible for, budget held and number of staff) and details of bonuses and 'benefits-in-kind', for all employees whose salary exceeds £50,000. The key differences between the requirements under this Code and the Regulations referred to above is the addition of a list of responsibilities, the inclusion of bonus details for all senior employees whose salary exceeds £50,000 and publication of the data on the authority's website.

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<sup>26</sup> A parking account kept under section 55 of the Road Traffic Regulation Act 1984 as modified by Regulation 25 of the Civil Enforcement of Parking Contraventions (England) General Regulations 2007.

<sup>27</sup> Local authorities should also have regard to both statutory guidance, *The Secretary of State's Statutory Guidance to Local Authorities on the Civil Enforcement of Parking Contraventions*, <http://assets.dft.gov.uk/publications/tma-part-6-cpe-statutory-guidance/betterprkstatutoryguid.pdf>, and non-statutory operational guidance, *Operational Guidance to Local Authorities: Parking Policy and Enforcement*,

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/212559/parkingenfencepolicy.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/212559/parkingenfencepolicy.pdf)

<sup>28</sup> Section 55 (as amended) of the Road Traffic Regulation Act 1984 sets out how local authorities should use a surplus on their parking account. Local authorities should breakdown how they have spent a surplus on their parking account within the categories set out in section 55.

<sup>29</sup> These Regulations are to be replaced by Regulations made under the Local Accountability and Audit Act 2014.

## Constitution

40. Local authorities are already required to make their Constitution available for inspection at their offices under section 9P of the Local Government Act 2000. Local authorities must also, under this Code, publish their Constitution on their website.

## Pay multiple

41. Section 38 of the Localism Act 2011 requires local authorities to produce Pay Policy Statements, which should include the authority's policy on pay dispersion – the relationship between remuneration of chief officers and the remuneration of other staff. Guidance produced under section 40 of that Act<sup>30</sup>, recommends that the pay multiple is included in these statements as a way of illustrating the authority's approach to pay dispersion.

42. Local authorities must, under this Code, publish the pay multiple on their website, defined as the ratio between the highest paid taxable earnings for the given year (including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind) and the median earnings figure of the whole of the authority's workforce. The measure must:

- cover all elements of remuneration that can be valued (eg. all taxable earnings for the given year, including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind)
- use the median earnings figure as the denominator, which should be that of all employees of the local authority on a fixed date each year, coinciding with reporting at the end of the financial year, and
- exclude changes in pension benefits, which due to their variety and complexity cannot be accurately included in a pay multiple disclosure.

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<sup>30</sup> Openness and accountability in local pay: Guidance under Section 40 of the Localism Act (February 2012), [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/5956/2091042.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/5956/2091042.pdf)



## Fraud

43. Local authorities must publish the following information about their counter fraud work<sup>31</sup>:

- number of occasions they use powers under the Prevention of Social Housing Fraud (Power to Require Information) (England) Regulations 2014<sup>32</sup>, or similar powers<sup>33</sup>
- total number (absolute and full time equivalent) of employees undertaking investigations and prosecutions of fraud
- total number (absolute and full time equivalent) of professionally accredited counter fraud specialists
- total amount spent by the authority on the investigation and prosecution of fraud, and
- total number of fraud cases investigated.

## Part 2.3: Information to be published once only

### Waste contracts

44. Local authorities must publish details of their existing waste collection contracts, in line with the details contained in paragraph 27. Local authorities must publish this information at the same time as they first publish quarterly procurement information under paragraphs 22, 26 and 27 of this Code.

## Part 2.4: Method of publication

45. Public data should be published in a format and under a licence that allows open re-use, including for commercial and research activities, in order to maximise value to the public. The Open Government Licence published by the National Archives should be used as the recommended standard. Where any copyright or data ownership concerns exist with public data these should be made clear. Data covered by Part 2 of this Code must be published in open and machine-readable formats (further information about machine-readable formats can be found in Part 3.2).

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<sup>31</sup> The definition of fraud is as set out by the Audit Commission in *Protecting the Public Purse*.

<sup>32</sup> S.I. 2014/899.

<sup>33</sup> For example, the Council Tax Reduction Schemes (Detection of Fraud and Enforcement) (England) Regulations 2013 gives local authorities the power to require information from listed bodies, during the investigation of fraud connected with an application for or award of a reduction under a council tax reduction scheme: <http://www.legislation.gov.uk/uksi/2013/501/contents/made>

## Part 3: Information recommended for publication

46. Part 2 of this Code set out details of the minimum data that local authorities must publish. The Government believes that in principle all data held and managed by local authorities should be made available to local people unless there are specific sensitivities to doing so. Therefore, it encourages local authorities to go much further in publishing the data they hold, recognising the benefits of sharing that data for local people, more effective service delivery and better policy making. Part 3 of this Code sets out details of data that the Government recommends local authorities publish.

### Part 3.1: Information recommended for publication

47. Data covered by this section includes:

- expenditure data (see paragraph 48)
- procurement information (see paragraphs 49 and 50)
- local authority land (see paragraph 51 and 52)
- parking spaces (see paragraphs 53 and 54)
- organisation chart (see paragraph 55)
- grants to voluntary, community and social enterprise organisations (see paragraphs 56 and 57), and
- fraud (see paragraph 58).

#### **Expenditure data**

48. It is recommended that local authorities go further than the minimum publication requirements set out in Part 2 and:

- publish information on a monthly instead of quarterly basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication)
- publish details of all transactions that exceed £250 instead of £500. For each transaction the details that should be published remain as in paragraph 24
- publish all transactions on all corporate credit cards, charge cards and procurements, including those that are not a Government Procurement Card. For each transaction the details that should be published remain as set out in paragraph 25
- publish the total amount spent on remuneration over the period being reported on, and
- classify purpose of expenditure using the Chartered Institute of Public Finance and Accountancy Service Reporting Code of Practice to enable comparability between local authorities.

## Procurement information

49. It is recommended that local authorities place on Contracts Finder<sup>34</sup>, as well as any other local portal, every invitation to tender or invitation to quote for contracts to provide goods and/or services with a value that exceeds £10,000. For each invitation, the details that should be published are the same as those set out in paragraph 26.

50. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish:

- information on a monthly instead of quarterly basis, or ideally, as soon as it is generated and therefore becomes available (commonly known as 'real-time' publication)
- every invitation to tender for contracts to provide goods and/or services with a value that exceeds £500 instead of £5,000. The details that should be published are the same as those set out in paragraph 26
- details of invitations to quote where there has not been a formal invitation to tender. The details that should be published are the same as those set out in paragraph 26
- all contracts in their entirety where the value of the contract exceeds £5,000<sup>35</sup>
- company registration number at Companies House
- details of invitations to tender or invitations to quote that are likely to be issued in the next twelve months. The details that should be published are the same as those set out in paragraph 26
- details of the geographical (eg. by ward) coverage of contracts entered into by the local authority
- details of performance against contractual key performance indicators, and
- information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, Charity or Charitable Incorporated Organisation, Community Interest Company, Industrial and Provident Society, Housing Association, etc).

## Local authority land

51. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish information on a monthly instead of annual basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication). It is also recommended that local authorities should publish all the information possible on Electronic Property Information Mapping Service.

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<sup>34</sup> Documentation for all procurements valued at over £10,000 is stored on Contracts Finder for public viewing as part of government's transparency commitment. <https://online.contractsfinder.businesslink.gov.uk/>

<sup>35</sup> Where a contract runs into several hundreds of pages or more, a local authority should publish a summary of the contract or sections of the contract, if this would be more helpful to local people and businesses.

52. It is further recommended that local authorities also go further than the minimum publication requirements set out in paragraph 31 by publishing, alongside them in one place, the following information:

- size of the asset measured in Gross Internal Area (m<sup>2</sup>) for buildings or hectares for land, in accordance with the Royal Institute of Chartered Surveyors Code of Measuring Practice. The Gross Internal Area is the area of a building measured to the internal face of the perimeter walls at each floor level. Local authorities using Net Internal Area (m<sup>2</sup>) should convert measurements to Gross Internal Area using appropriate conversion factors<sup>36</sup> and state the conversion factor used
- services offered from the asset using the services listed in the Effective Services Delivery government service function list <http://doc.esd.org.uk/FunctionList/1.00.html> (listing up to five main services)
- reason for holding asset such as, it is occupied by the local authority or it is providing a service on the authority's behalf, it is an investment property, it supports economic development (eg. provision of small businesses or incubator space), it is surplus to the authority's requirements, it is awaiting development, it is under construction, it provides infrastructure or it is a community asset
- whether or not the asset is either one which is an asset in the authority's ownership that is listed under Part 5 Chapter 3 of the Localism Act 2011 (assets of community value) and/or an asset which the authority is actively seeking to transfer to the community
- total building operation (revenue) costs as defined in the corporate value for money indicators for public services<sup>37</sup>
- required maintenance - the cost to bring the property from its present state up to the state reasonably required by the authority to deliver the service and/or to meet statutory or contract obligations and maintain it at that standard. This should exclude improvement projects but include works necessary to comply with new legislation (eg. asbestos and legionella)
- functional suitability rating using the scale:
  - good – performing well and operating efficiently (supports the needs of staff and the delivery of services)
  - satisfactory – performing well but with minor problems (generally supports the needs of staff and the delivery of services)
  - poor – showing major problems and/or not operating optimally (impedes the performance of staff and/or the delivery of services)
  - unsuitable – does not support or actually impedes the delivery of services
- energy performance rating as stated on the Display Energy Certificate under the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007.

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<sup>36</sup> Local authorities are not expected to re-measure buildings. Research undertaken for the Scottish Government offers one method of converting Net Internal Area to Gross Internal Area and can be found at: <http://www.scotland.gov.uk/Resource/Doc/217736/0121532.pdf>

<sup>37</sup> <http://www.nao.org.uk/wp-content/uploads/2013/02/2010-11-Estates-Management.pdf> (See page 17).

## **Parking spaces**

53. It is recommended that local authorities should publish the number of:

- free parking spaces available in the local authority's area and which are provided directly by the local authority, and
- parking spaces where charges apply that are available in the local authority's area and which are provided directly by the local authority.

54. Where parking space is not marked out in individual parking bays or spaces, local authorities should estimate the number of spaces available for the two categories in paragraph 53.

## **Organisation chart**

55. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish:

- charts including all employees of the local authority whose salary exceeds £50,000
- the salary band for each employee included in the chart(s), and
- information about current vacant posts, or signpost vacancies that are going to be advertised in the future.

## **Grants to voluntary, community and social enterprise organisations**

56. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish information on a monthly instead of annual basis where payments are made more frequently than a single annual payment, or ideally, as soon as the data becomes available and therefore known to the authority (commonly known as 'real-time' publication).

57. It is further recommended that local authorities publish information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, charity or charitable incorporated organisation, community interest company, industrial and provident society, housing association, etc).

## **Fraud**

58. It is recommended that local authorities should go further than the minimum publication requirements set out in Part 2 and publish:

- total number of cases of irregularity investigated
- total number of occasions on which a) fraud and b) irregularity was identified
- total monetary value of a) the fraud and b) the irregularity that was detected, and
- total monetary value of a) the fraud and b) the irregularity that was recovered.

## Part 3.2: Method of publication

59. The Government endorses the five step journey to a fully open format:

One star	Available on the web (whatever format) but with an open license
Two star	As for one star plus available as machine-readable structured data (eg. Excel instead of an image scan of a table)
Three star	As for two star plus use a non-proprietary format (eg. CSV and XML)
Four star	All of the above plus use open standards from the World Wide Web Consortium (such as RDF and SPARQL <sup>21</sup> )
Five star	All the above plus links an organisation's data to others' data to provide context

60. The Government recommends that local authorities publish data in three star formats where this is suitable and appropriate<sup>38</sup>, alongside open and machine-readable format, within six months of this Code being issued.

**Shehla Husain**

**A Senior Civil Servant in the Department for Communities and Local Government**

**Department for Communities and Local Government  
3 October 2014**

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<sup>38</sup> Statistical data, lists etc should be capable of being published in this format but others (eg. organisation charts) may be more difficult.

# Annex A: Table summarising all information to be published

Information title	Information which must be published	Information recommended for publication
<b>Expenditure exceeding £500</b>	<p>Quarterly publication</p> <p>Publish details of each individual item of expenditure that exceeds £500, including items of expenditure, consistent with Local Government Association guidance, such as:</p> <ul style="list-style-type: none"> <li>• individual invoices</li> <li>• grant payments</li> <li>• expense payments</li> <li>• payments for goods and services</li> <li>• grants</li> <li>• grant in aid</li> <li>• rent</li> <li>• credit notes over £500</li> <li>• transactions with other public bodies.</li> </ul> <p>For each individual item of expenditure the following information must be published:</p> <ul style="list-style-type: none"> <li>• date the expenditure was incurred</li> <li>• local authority department which incurred the expenditure</li> <li>• beneficiary</li> <li>• summary of the purpose of the expenditure</li> <li>• amount</li> <li>• Value Added Tax that cannot be recovered</li> <li>• merchant category (eg. computers, software etc).</li> </ul>	<ul style="list-style-type: none"> <li>• Publish information on a monthly instead of quarterly basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication).</li> <li>• Publish details of all transactions that exceed £250 instead of £500. For each transaction the details that should be published remain as set out in paragraph 24.</li> <li>• publish the total amount spent on remuneration over the period being reported on.</li> <li>• classify purpose of expenditure using the Chartered Institute of Public Finance and Accountancy Service Reporting Code of Practice to enable comparability between local authorities.</li> </ul>

Information title	Information which must be published	Information recommended for publication
<b>Government Procurement Card transactions</b>	<p>Quarterly publication</p> <p>Publish details of every transaction on a Government Procurement Card. For each transaction, the following details must be published:</p> <ul style="list-style-type: none"> <li>• date of the transaction</li> <li>• local authority department which incurred the expenditure</li> <li>• beneficiary</li> <li>• amount</li> <li>• Value Added Tax that cannot be recovered</li> <li>• summary of the purpose of the expenditure</li> <li>• merchant category (eg. computers, software etc).</li> </ul>	<ul style="list-style-type: none"> <li>• Publish all transactions on all corporate credit cards, charge cards and procurements, including those that are not a Government Procurement Card. For each transaction the details that should be published remain as set out in paragraph 25.</li> </ul>
<b>Procurement information</b>	<p>Quarterly publication</p> <p>Publish details of every invitation to tender for contracts to provide goods and/or services with a value that exceeds £5,000. For each invitation, the following details must be published:</p> <ul style="list-style-type: none"> <li>• reference number</li> <li>• title</li> <li>• description of the goods and/or services sought</li> <li>• start, end and review dates</li> <li>• local authority department responsible.</li> </ul> <p>Quarterly publication</p> <p>Publish details of any contract, commissioned activity, purchase order, framework agreement and any other legally enforceable agreement with a value that exceeds £5,000. For each contract, the following details must be published:</p> <ul style="list-style-type: none"> <li>• reference number</li> <li>• title of agreement</li> <li>• local authority department responsible</li> </ul>	<p>Place on Contracts Finder, as well as any other local portal, every invitation to tender or invitation to quote for contracts to provide goods and/or services with a value that exceeds £10,000.</p> <p>Publish:</p> <ul style="list-style-type: none"> <li>• information on a monthly instead of quarterly basis, or ideally, as soon as it is generated and therefore becomes available (commonly known as ‘real-time’ publication)</li> <li>• every invitation to tender for contracts to provide goods and/or services with a value that exceeds £500 instead of £5,000</li> <li>• details of invitations to quote where there has not been a formal invitation to tender</li> <li>• all contracts in their entirety where the value of the contract exceeds £5,000</li> </ul>



Information title	Information which must be published	Information recommended for publication
	<ul style="list-style-type: none"> <li>description of the goods and/or services being provided</li> <li>supplier name and details</li> <li>sum to be paid over the length of the contract or the estimated annual spending or budget for the contract</li> <li>Value Added Tax that cannot be recovered</li> <li>start, end and review dates</li> <li>whether or not the contract was the result of an invitation to quote or a published invitation to tender</li> <li>whether or not the supplier is a small or medium sized enterprise and/or a voluntary or community sector organisation and where it is, provide the relevant registration number.</li> </ul>	<ul style="list-style-type: none"> <li>company registration number at Companies House</li> <li>details of invitations to tender or invitations to quote that are likely to be issued in the next twelve months</li> <li>details of the geographical (eg. by ward) coverage of contracts entered into by the local authority</li> <li>details of performance against contractual key performance indicators</li> <li>information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, charity or charitable incorporated organisation, community interest company, industrial and provident society, housing association, etc).</li> </ul>
<b>Local authority land</b>	<p>Annual publication</p> <p>Publish details of all land and building assets including:</p> <ul style="list-style-type: none"> <li>all service and office properties occupied or controlled by user bodies, both freehold and leasehold</li> <li>any properties occupied or run under Private Finance Initiative contracts</li> <li>all other properties they own or use, for example, hostels, laboratories, investment properties and depots</li> <li>garages unless rented as part of a housing tenancy agreement</li> <li>surplus, sublet or vacant properties</li> <li>undeveloped land</li> <li>serviced or temporary offices where contractual or actual occupation exceeds three months</li> <li>all future commitments, for example under an agreement for lease, from when the contractual commitment is made.</li> </ul>	<p>Publish information on a monthly instead of annual basis, or ideally, as soon as it becomes available and therefore known to the authority (commonly known as 'real-time' publication). It is also recommended that local authorities should publish all the information possible on Electronic Property Information Mapping Service.</p> <p>Publish the following additional information:</p> <ul style="list-style-type: none"> <li>the size of the asset measured in Gross Internal Area (m<sup>2</sup>) for buildings or hectares for land, in accordance with the Royal Institute of Chartered Surveyors Code of Measuring Practice. The Gross Internal Area is the area of a building measured to the internal face of the perimeter walls at</li> </ul>

Information title	Information which must be published	Information recommended for publication
	<p>However, information about the following land and building assets are to be excluded from publication:</p> <ul style="list-style-type: none"> <li>• social housing</li> <li>• rent free properties provided by traders (such as information booths in public places or ports)</li> <li>• operational railways and canals</li> <li>• operational public highways (but any adjoining land not subject to public rights should be included)</li> <li>• assets of national security</li> <li>• information deemed inappropriate for public access as a result of data protection and/or disclosure controls (eg. such as refuge houses).</li> </ul> <p>For each land or building asset, the following information must be published together in one place:</p> <ul style="list-style-type: none"> <li>• Unique Property Reference Number</li> <li>• Unique asset identity - the local reference identifier used by the local body, sometimes known as local name or building block. There should be one entry per asset or user/owner (eg. on one site there could be several buildings or in one building there could be several users, floors/rooms etc – where this is the case, each of these will have a separate asset identity). This must include the original reference number from the data source plus authority code</li> <li>• name of the building/land or both</li> <li>• street number or numbers - any sets of 2 or more numbers should be separated with the '-' symbol (eg. 10-15 London Road)</li> <li>• street name – this is the postal road address</li> <li>• post town</li> <li>• United Kingdom postcode</li> </ul>	<p>each floor level. Local authorities using Net Internal Area (m<sup>2</sup>) should convert measurements to Gross Internal Area using appropriate conversion factors and state the conversion factor used</p> <ul style="list-style-type: none"> <li>• the services offered from the asset, using the services listed in the Effective Services Delivery government service function list <a href="http://doc.esd.org.uk/FunctionList/1.00.html">http://doc.esd.org.uk/FunctionList/1.00.html</a> (listing up to five main services)</li> <li>• the reason for holding asset such as, it is occupied by the local authority or it is providing a service in its behalf, it is an investment property, it supports economic development (eg. provision of small businesses or incubator space), it is surplus to the authority's requirements, it is awaiting development, it is under construction, it provides infrastructure or it is a community asset</li> <li>• whether or not the asset is either one which is an asset in the authority's ownership that is listed under Part 5 Chapter 3 of the Localism Act 2011 (assets of community value) and/or an asset where the authority is actively seeking transfer to the community</li> <li>• total building operation (revenue) costs as defined in the corporate value for money indicators for public services</li> </ul>

Information title	Information which must be published	Information recommended for publication
	<ul style="list-style-type: none"> <li>map reference – local authorities may use either Ordnance Survey or ISO 6709 systems to identify the location of an asset, but must make clear which is being used. Where an Ordnance Survey mapping system is used (the grid system) then assets will be identified using Eastings before Northings. Where geocoding in accordance with ISO 6709 is being used to identify the centre point of the asset location then that reference must indicate its ISO coordinates</li> <li>whether the local authority owns the freehold or a lease for the asset and for whichever category applies, the local authority must list all the characteristics that apply from the options given below: <ul style="list-style-type: none"> <li><i>for freehold assets:</i> <ul style="list-style-type: none"> <li>occupied by the local authority</li> <li>ground leasehold</li> <li>leasehold</li> <li>licence</li> <li>vacant (for vacant properties, local authorities should not publish the full address details and should only publish the first part of the postcode)</li> </ul> </li> <li><i>for leasehold assets:</i> <ul style="list-style-type: none"> <li>occupied by the local authority</li> <li>ground leasehold</li> <li>sub leasehold</li> <li>licence</li> </ul> </li> <li><i>for other assets:</i> <ul style="list-style-type: none"> <li>free text description eg. rights of way, access etc.</li> </ul> </li> </ul> </li> <li>whether or not the asset is land only (without permanent buildings) or it is land with a permanent building.</li> </ul>	<ul style="list-style-type: none"> <li>required maintenance - the cost to bring the property from its present state up to the state reasonably required by the authority to deliver the service and/or to meet statutory or contract obligations and maintain it at that standard. This should exclude improvement projects but include works necessary to comply with new legislation (eg. asbestos and legionella)</li> <li>functional suitability rating using the scale: <ul style="list-style-type: none"> <li>good – performing well and operating efficiently (supports the needs of staff and the delivery of services)</li> <li>satisfactory – performing well but with minor problems (generally supports the needs of staff and the delivery of services)</li> <li>poor – showing major problems and/or not operating optimally (impedes the performance off staff and/or the delivery of services)</li> <li>unsuitable – does not support or actually impedes the delivery of services</li> </ul> </li> <li>energy performance rating as stated on the Display Energy Certificate under the Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007.</li> </ul>

Information title	Information which must be published	Information recommended for publication
<b>Grants to voluntary, community and social enterprise organisations</b>	<p>Annual publication</p> <p>Publish details of all grants to voluntary, community and social enterprise organisations. This can be achieved by either:</p> <ul style="list-style-type: none"> <li>• tagging and hence specifically identifying transactions which relate to voluntary, community and social enterprise organisations within published data on expenditure over £500 or published procurement information or,</li> <li>• by publishing a separate list or register.</li> </ul> <p>For each identified grant, the following information must be published as a minimum:</p> <ul style="list-style-type: none"> <li>• date the grant was awarded</li> <li>• time period for which the grant has been given</li> <li>• local authority department which awarded the grant</li> <li>• beneficiary</li> <li>• beneficiary's registration number</li> <li>• summary of the purpose of the grant</li> <li>• amount</li> </ul>	<ul style="list-style-type: none"> <li>• Publish information on a monthly instead of annual basis where payments are made more frequently than a single annual payment, or ideally, as soon as the data becomes available and therefore known to the authority (commonly known as 'real-time' publication).</li> <li>• information disaggregated by voluntary and community sector category (eg. whether it is registered with Companies House, charity or charitable incorporated organisation, community interest company, industrial and provident society, housing association etc).</li> </ul>
<b>Organisation chart</b>	<p>Annual publication</p> <p>Publish an organisation chart covering staff in the top three levels of the organisation. The following information must be included for each member of staff included in the chart:</p> <ul style="list-style-type: none"> <li>• grade</li> <li>• job title</li> <li>• local authority department and team</li> <li>• whether permanent or temporary staff</li> <li>• contact details</li> <li>• salary in £5,000 brackets, consistent with the details published for Senior Salaries</li> <li>• salary ceiling (the maximum salary for the grade).</li> </ul>	<p>Local authorities should publish:</p> <ul style="list-style-type: none"> <li>• charts including all employees in the local authority whose salary exceeds £50,000</li> <li>• the salary band for each employee included in the chart(s)</li> <li>• information about current vacant posts, or signpost vacancies that are going to be advertised in the future.</li> </ul>

Information title	Information which must be published	Information recommended for publication
<b>Trade union facility time</b>	<p>Annual publication</p> <p>Publish the following information:</p> <ul style="list-style-type: none"> <li>• total number (absolute number and full time equivalent) of staff who are union representatives (including general, learning and health and safety representatives)</li> <li>• total number (absolute number and full time equivalent) of union representatives who devote at least 50 per cent of their time to union duties</li> <li>• names of all trade unions represented in the local authority</li> <li>• a basic estimate of spending on unions (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary), and</li> <li>• a basic estimate of spending on unions as a percentage of the total pay bill (calculated as the number of full time equivalent days spent on union duties multiplied by the average salary divided by the total pay bill).</li> </ul>	
<b>Parking account</b>	<p>Annual publication</p> <p>Publish on their website, or place a link on their website to this data published elsewhere:</p> <ul style="list-style-type: none"> <li>• a breakdown of income and expenditure on the authority's parking account. The breakdown of income must include details of revenue collected from on-street parking, off-street parking and Penalty Charge Notices</li> <li>• a breakdown of how the authority has spent a surplus on its parking account.</li> </ul>	
<b>Parking spaces</b>	<p>Annual publication</p> <p>Publish the number of marked out controlled on and off-street parking spaces within their area, or an estimate of the number of spaces where controlled parking space is not marked out in individual parking bays or spaces.</p>	<p>Local authorities should publish the number of:</p> <ul style="list-style-type: none"> <li>• free parking spaces available in the local authority's area and which are provided directly by the local authority, and</li> </ul>

Information title	Information which must be published	Information recommended for publication
		<ul style="list-style-type: none"> <li>parking spaces where charges apply that are available in the local authority's area and which are provided directly by the local authority.</li> </ul> <p>Where parking space is not marked out in individual parking bays or spaces, local authorities should estimate the number of spaces available for the two categories.</p>
<b>Senior salaries</b>	<p>Annual publication</p> <p>Local authorities must place a link on their website to the following data or must place the data itself on their website:</p> <ul style="list-style-type: none"> <li>the number of employees whose remuneration in that year was at least £50,000 in brackets of £5,000</li> <li>details of remuneration and job title of certain senior employees whose salary is at least £50,000</li> <li>employees whose salaries are £150,000 or more must also be identified by name.</li> <li>a list of responsibilities (for example, the services and functions they are responsible for, budget held and number of staff) and details of bonuses and 'benefits in kind', for all employees whose salary exceeds £50,000.</li> </ul>	
<b>Constitution</b>	<p>Annual publication</p> <p>Local authorities must publish their Constitution on their website.</p>	
<b>Pay multiple</b>	<p>Annual publication</p> <p>Publish the pay multiple on their website defined as the ratio between the highest taxable earnings for the given year (including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind) and the median earnings figure of the whole of the authority's workforce. The measure must:</p>	

Information title	Information which must be published	Information recommended for publication
	<ul style="list-style-type: none"> <li>cover all elements of remuneration that can be valued (eg. all taxable earnings for the given year, including base salary, variable pay, bonuses, allowances and the cash value of any benefits-in-kind)</li> <li>use the median earnings figure as the denominator, which should be that of all employees of the local authority on a fixed date each year, coinciding with reporting at the end of the financial year</li> <li>exclude changes in pension benefits, which due to their variety and complexity cannot be accurately included in a pay multiple disclosure.</li> </ul>	
<b>Fraud</b>	<p>Annual publication</p> <p>Publish the following information:</p> <ul style="list-style-type: none"> <li>number of occasions they use powers under the Prevention of Social Housing Fraud (Power to Require Information) (England) Regulations 2014, or similar powers</li> <li>total number (absolute and full time equivalent) of employees undertaking investigations and prosecutions of fraud</li> <li>total number (absolute and full time equivalent) of professionally accredited counter fraud specialists</li> <li>total amount spent by the authority on the investigation and prosecution of fraud</li> <li>total number of fraud cases investigated.</li> </ul>	<p>Local authorities should publish:</p> <ul style="list-style-type: none"> <li>total number of cases of irregularity investigated</li> <li>total number of occasions on which a) fraud and b) irregularity was identified</li> <li>total monetary value of a) the fraud and b) the irregularity that was detected, and</li> <li>total monetary value of a) the fraud and b) the irregularity that was recovered.</li> </ul>
<b>Waste contracts</b>	<p>One-off publication</p> <p>Local authorities must publish details of their existing waste collection contracts, in line with the details contained in paragraphs 27 of the Code, at the point they first publish quarterly contract information under Part 2 of this Code.</p>	



## Annex B: Detecting and preventing fraud

Tackling fraud is an integral part of ensuring that tax-payers money is used to protect resources for frontline services. The cost of fraud to local government is estimated at £2.1 billion a year. This is money that can be better used to support the delivery of front line services and make savings for local tax payers.

A culture of transparency should strengthen counter-fraud controls. The Code makes it clear that fraud can thrive where decisions are not open to scrutiny and details of spending, contracts and service provision are hidden from view. Greater transparency, and the provisions in this Code, can help combat fraud.

Sources of support to tackle fraud include:

*Fighting Fraud Locally, The Local Government Fraud Strategy*

([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/118508/strategy-document.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/118508/strategy-document.pdf)), was drafted by the National Fraud Authority and CIPFA (the Chartered Institute of Public Finance and Accountancy). The document calls for the adoption of a tougher approach to tackle fraud against local authorities. The strategy is part of a wider collaboration on counter fraud and is the local authority contribution to the national fraud strategy – *Fighting Fraud Together* (<https://www.gov.uk/government/publications/nfa-fighting-fraud-together>) which encompasses both the public and private sectors response to fraud in the UK.

Local authorities should use a risk management approach with strong internal control arrangements to reduce the risk of any payment fraud as a result of publishing public data. Local authorities should refer to the *Chartered Institute of Public Finance and Accountancy Red Book 2 – Managing the Risk of Fraud – Actions to Counter Fraud and Corruption* ([http://www.cipfa.org/-/media/files/topics/fraud/cipfa\\_corporate\\_antifraud\\_briefing.pdf](http://www.cipfa.org/-/media/files/topics/fraud/cipfa_corporate_antifraud_briefing.pdf)). The document sets out a step by step toolkit to tackling fraud: identifying and understanding your fraud risks and potential exposure to fraud loss; assessing current resilience to fraud; evaluating the organisation's ability to respond to potential or identified fraud; and developing a strategy. Developing an anti-fraud culture is an important part of improving resilience; the benefits of improving resilience to fraud include reduced exposure to fraud and an organisation that is better able to identify attempted frauds or vulnerabilities.

The National Fraud Authority have produced a guide on procurement fraud, *Procurement Fraud in the Public Sector*, ([https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/118460/procurement-fraud-public-sector.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/118460/procurement-fraud-public-sector.pdf)) which deals with the whole process, from bidding during the pre-contract award phase through to false invoicing in the post-contract award phase.

There are some specific steps local authorities can take to prevent procurement fraud. These might include:

- Only accepting requests for changes to supplier standing data in writing.
- Seeking confirmation from the supplier that the requested changes are genuine, using contact details held on the vendor data file or from previous and legitimate



correspondence; and not contacting the supplier via contact details provided on the letter requesting the changes.

- Ensuring that there is segregation of duties between those who authorise changes and those who make them.
- Only authorising changes when all appropriate checks have been carried out with legitimate suppliers and only making the changes when the proper authorisations to do so have been given.
- Maintaining a suitable audit trail to ensure that a history of all transactions and changes is kept.
- Producing reports of all changes made to supplier standing data and checking that the changes were valid and properly authorised before any payments are made.
- Carrying out standard checks on invoices before making any payments.
- Regularly verifying the correctness of standing data with suppliers.



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# Publication Scheme November 2015



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# 1 INTRODUCTION

## 1.1 Overview of the Council's Structure

About 20 miles east of Norwich on the Norfolk coast, the Great Yarmouth Borough Council area includes the major urban areas of Great Yarmouth and Gorleston and a rural hinterland of 21 parishes stretching from Winterton in the north to Hopton in the south.

It has a total area 42,958 acres – 17,385 hectares and 118 hectares of parks and open spaces.

Great Yarmouth itself is a medium-sized port and industrial centre as well as a major seaside resort near to coastal and marshland areas that are of national significance for their environmental interest as well as recreation. The borough has a population of 97,800.

The Council delivers a wide range of services which include:

- Local planning
- Development control
- Revenues collection
- Benefits administration
- Housing
- Leisure
- Elections
- Community safety
- Environmental health
- Building control
- Licensing
- Economic development

The Council comprises 39 elected members. In 2001 the Council adopted a new constitution based on the Leader and Cabinet model. For further information about how the Council makes decisions see the Council's constitution at the Council's website: <http://www.great-yarmouth.gov.uk>. Copies are also available at the Council's offices and libraries. The Constitution which is a statutory document is updated regularly and sets out how the Council operates, how decisions are made and procedures to be followed.

The Council works closely with other local authorities and the parish and non-statutory neighbourhood councils and a large number of external public agencies, for example, Great Yarmouth Police, the NHS and the voluntary sector. This is achieved through formal relationships, contracts and understandings. Some of these links can be accessed through the Council's website.

## **1.2 Freedom of Information Act 2000**

From January 2005 the Freedom of Information (FOI) Act 2000 gives a general right of access to all types of recorded information held by public authorities.

Great Yarmouth Borough Council along with every other public authority has a legal duty under the Act to adopt and maintain a Publication Scheme. The main purpose of the Publication Scheme is to make information readily available without the need for specific written requests. Schemes are intended to encourage organisations to publish information proactively and develop a culture of openness.

The Act states that a Publication Scheme should specify:

- The classes of information a public authority publishes or intends to publish
- How the information will be published
- Whether or not a charge will be made for the information

## **1.3 Application for information under the FOI Act**

If you wish to exercise your right of individual access to information under the FOI Act you will need to:

- Make the request in writing
- Provide your name and address so we can respond to your request
- Describe the information that you require so we can identify and locate it

Where the request is for information which is subject to the Act, it will be dealt with accordingly. Requests for information not subject to the Act will be handled as now, in line with the Council's practices on access to information.

## **1.4 Application for information under the Data Protection Act 1998**

The Data Protection Act 1998 gives individuals a right to request access to personal information held about them. Like the right to information under the Freedom of Information Act, the right under Data protection Act is subject to exemptions which may affect our ability to supply information; each case will be judged on an individual basis. There is a fee of £10.00.

To make a request for information, or to enquire about the Data Protection Act contact:

Information Manager  
Town Hall  
Hall Plain  
Great Yarmouth  
NR30 2QG  
E-mail: <mailto:foi@great-yarmouth.gov.uk>

## **1.5 The Council's commitment to the Act**

The Council already makes large amounts of information available to the public through its website, its offices, parish council offices, leisure centres, local newspaper and libraries in the areas. It sees the introduction of the Freedom of Information Act 2000 as a welcome opportunity both to improve the ways in which it informs the public it serves and to improve the ways in which it manages the large amount of information it holds.

Information is an important asset which the Council enjoys and Freedom of Information provides a catalyst to make it more widely available and manage it more efficiently.

## **2. THE PUBLICATION SCHEME**

### **2.1 What is the Publication Scheme?**

The Publication Scheme is a guide to the information that the Council routinely publishes. The term publication is not limited to information contained in a bound or printed form (e.g. a brochure or book). Many different forms of information such as web-based information are just as much a part of the Publication Scheme as a mass produced leaflet.

The scheme commits an authority to proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.

- To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
- To review and update on a regular basis the information the authority makes available under this scheme.
- To produce a schedule of any fees charged for access to information which is made proactively available.
- To make this publication scheme available to the public.

### **2.2 Structure of the Scheme**

The Publication Scheme is built around making it easier for the person asking for information to get access to it. The Scheme is divided into classes that are easy to understand and allow the user to find the information quickly. The classes are designed to be general so you do not need to know how the Council's organisation is structured to find your way through the scheme.

## **2.3 Classes of information**

### **Who we are and what we do**

Organisational information, locations and contacts, constitutional and legal governance

### **What we spend and how we spend it**

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts

### **What our priorities are and how we are doing**

Strategy and performance information, plans, assessments, inspections and reviews

### **How we make decisions**

Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations

### **Our policies and procedures**

Current written protocols for delivering our functions and responsibilities

### **Lists and Registers**

Information held in registers required by law and other lists and registers relating to the functions of the authority

### **The services we offer**

Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered

## **2.4 Revising the Scheme**

The Council is required to review the Scheme regularly. It is the intention of the Council to review the contents of the scheme every 12 months. Following each review it is expected that new material of interest to citizens will be added.

## **2.5 Formats available**

The authority will indicate clearly to the public what information is covered by the scheme and how it can be obtained.

Where it's within the capability of the authority, information will be provided on the website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, the authority will indicate how information can be obtained by other means and provide by those means.

In some circumstances information may only be available only by viewing in person. Where this manner is specified, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale.

Information will be provided in the language in which it is held or in such other language that it is legally required to do so.

Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

## **2.6 Charges**

It is a requirement of the Publication Scheme that it states whether information included in it is, or is intended to be free of charge or upon payment. The Council wishes to make as much information as possible available free of charge; although there may be instances when this is not possible. In broad terms the following conditions will apply:

<b>E-mail</b>	Free of charge unless otherwise specified
<b>Inspection (i.e. view at Council offices by appointment)</b>	Free of charge
<b>Leaflet/booklet</b>	Free of charge
<b>Paper (extracts of viewed documents)</b>	Photocopying charges
<b>Publications produced by the Council for sale</b>	As per cover price + postage
<b>Website</b>	Free of charge unless otherwise specified

If you need a lot of printed material the Council may charge you. Any charges made will be calculated at rates determined from time to time by the Council. Any charge will be payable in advance. There is no intention to charge for material that has previously been made available free of charge. For details of our charges please see page 11.

## **2.7 Comments and Feedback**

The Chief Executive Officer is responsible for Great Yarmouth Borough Council's compliance with the Freedom of Information Act. Responsibility for the maintenance of the Council's Publication Scheme on a day to day basis has been allocated to the Information Unit. For comments about this scheme or for further information please contact:

Information Manager  
Town Hall  
Hall Plain  
Great Yarmouth  
NR30 2QF  
E-mail: [foi@great-yarmouth.gov.uk](mailto:foi@great-yarmouth.gov.uk)



We intend our Scheme to be a living document; it will be modified and developed in light of your comments and feedback.

## **2.8 Third Party Information**

Some information provided by the Council and included within classes in the Publication Scheme may not have originated from within Great Yarmouth Borough Council. Every attempt has been made to ensure that the current version of such information is available. If in doubt, please contact the originator of the document in question. Where possible, direct links have been provided in the documentation to any relevant third party web-sites.

## **2.9 Copyright**

Great Yarmouth Borough Council claims copyright on all documents which it produces. The supply of these documents under Freedom of Information does not therefore give the person or organisation who receives them an automatic right to reuse the documents in a way which would infringe copyright, for example, by making multiple copies, publishing and issuing copies to the public.

Brief extracts of any material included in this Publication Scheme may be reproduced under the fair dealing provisions of the Copyright Designs and Patents Act 1988 (sections 28 and 29) for the purposes of research, private study, review and news reporting.

Where the document is a third party document reference should be made direct to the third party to ascertain any copyright restrictions.

## **2.10 Help and Advice**

If you are unable to find the information you need on the website please contact:

Information Manager  
Town Hall  
Hall Plain  
Great Yarmouth  
NR30 2QF  
E-mail [foi@great-yarmouth.gov.uk](mailto:foi@great-yarmouth.gov.uk)

## **2.11 Classes that contain Information subject to exemptions**

Although the Act gives a general right of access to all types of recorded information held by the Council there are also some exemptions. Where particular information comes within an exempt category under the Act or other legislation this will be made clear within the class description. Where only part of the information comes within an exempt category it will be published with the exempt material deleted. In general the following information will be exempt from disclosure.

- Information accessible by other means
- Information intended for future publication
- Investigations and proceedings conducted by public authorities
- Law enforcement, particularly concerning Council tax and National non-domestic rate collection.
- Information provided in confidence
- Personal information which can be accessed by an individual under the Data Protection Act 1998.
- Where the disclosure of the information would breach a confidence actionable in the courts
- Where the disclosure of the information would breach legal professional privilege.
- Where the information was a trade secret

## **2.12 How to acquire a copy of the Council's Publication Scheme**

The Council's Publication Scheme is available in two formats: as an electronic document on the Council's Freedom of Information website [www.great-yarmouth.gov.uk/freedom-of-information.htm](http://www.great-yarmouth.gov.uk/freedom-of-information.htm) and as a hard copy. A hard copy is available from:

Information Manager  
Town Hall  
Hall Plain  
Great Yarmouth  
NR30 2QF  
E-mail [foi@great-yarmouth.gov.uk](mailto:foi@great-yarmouth.gov.uk)

It can also be viewed at the Council's reception areas or at Gorleston or Yarmouth libraries.

## **2.13 What about the information not covered by this scheme?**

This scheme only covers information created by Great Yarmouth Borough Council. Over a period of time, the aim is to make more information available in an increasing variety of methods. This publication scheme will subsequently be amended to include this additional information. The information you require may be historical, and may therefore be available from the Norfolk County Archives under their normal access arrangements. You may obtain further information by accessing <http://www.Norfolk.gov.uk/> or by contacting:

County Archivist  
Norfolk Records Office  
Guildengate House  
Anglia Square  
Norwich  
NR3 1AX  
Telephone 01603 761349

Unless otherwise stated, all information within this scheme relates to the currently available or published version. Legislative papers such as acts, bills, white and green papers are accessible from HMSO to view at: <http://www.hmso.gov.uk/>

HMSO general contact details are:

Enquiries

HMSO

St.Clement's House

2-16 Colegate

Norwich

NR3 1BQ

Legislative papers to purchase are available from The Stationery Office:

The Stationery Office Ltd

PO Box 29

Norwich

NR3 1GN

Tel: 0870 600 5522

Fax: 0870 600 5533

<http://www.tso.co.uk/>

## **Schedule of Charges under the Freedom of Information Act 2000**

Charges listed in this Schedule are not reflections of full costs, except where a charge is made "at cost".

Charges listed in this Schedule do not apply to:

- Publications listed in Great Yarmouth Borough Council's Publication Scheme
- Information for which Great Yarmouth Borough Council is entitled to levy a market-based charge
- Re-use of information

### **Freedom of Information Requests – disbursements**

#### **Photocopying**

A4 black-and-white, single sided	10p per sheet
A3 black-and-white, single sided	20p per sheet
A4 colour, single sided	50p per sheet
A3 colour, single sided	£1.00 per sheet

#### **Printing**

A4 black-and-white, single sided	10p per sheet
A3 black-and-white, single sided	20p per sheet
A4 colour, single sided	50p per sheet
A3 colour, single sided	£1.00 per sheet

(Larger paper sizes will be at the Council's standard rate)

#### **Electronic Formats**

CD	£1.00 each
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**Photography, microfilming:** At cost

**Postage and packing:** At cost

#### **Payment**

Payment must be made in advance.

#### **VAT (Value Added Tax)**

- If an authority was asked for information, and the information was only available from that authority or another public authority, any fees charged would not attract VAT.
- If an authority was asked for information that was available from another source, any fees would attract VAT. This would still be the case even if the authority was obliged to supply the information because the cost of answering was below the appropriate limit.

## DETAILS OF CLASSES

### **CLASS: Who We Are And What We Do**

Organisational information, locations and contacts, constitutional and legal governance

<b>Documents</b>	<b>Contact details</b>	<b>Format</b>
Constitution of the Council – The Council Constitution sets out how the council operates, how decision are made and the procedures that are followed to ensure that these are efficient, transparent and accountable to local people	Available on our website	Constitution June 2013 downloadable pdf Hard copy on request – charges may apply
Code of Corporate Governance – arrangements for managing internal Council systems and processes and its relationships with customers and partners	Available on our website	Hard copy on request – charges may apply
“Comments and Complaints” – how to complain formally to the Council	Available on our website	Comments and Complaints Hard copy – no charge
Service Plans – the plans produced by each service which show how its performance is measured and proposals for enhancement and development	Individual Group Managers	Hard or electronic copy - charges may apply Available on request
Council Directorate Structure	Available on our website	Departmental Contacts downloadable pdf
Information about Councillors Names and contact details for current members, membership of member-level bodies, members declaration of interests and members' allowances	Available on our website	Councillors General Information – web pages
Results of elections Names of successful and unsuccessful candidates at the last general and borough elections and European elections	Available on our website	Elections General Information – web pages
Contact details for departments	Available on our website	Departmental Contacts – web pages
Relationships with other authorities	Available on our website	Community – web pages

## CLASS: What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts

Document	Contact Details	Format
<b>Statement of Accounts:</b> Great Yarmouth Borough Council's Statement of Accounts published by the Council for the financial year ending the previous 31 <sup>st</sup> March and the Revenue Estimates and Capital Programme for the current and following years	Available on our website or Contact: Head Financial Services	Downloadable pdf
<b>Budget Book</b>	Available on our website	Downloadable pdf
<b>Medium Term Financial Strategy</b>	Head Financial Services	Contact us for a hard copy
<b>Expenditure exceeding £250</b>	Available on our website	Downloadable pdf or csv
<b>Government Procurement Card transactions</b> These cards are not used at GYBC		
<b>Procurement and details of contracts currently being tendered.</b> The Council provides businesses with public procurement opportunities in the form of tender advertisements and Prior Information Notices	Available on our website	This information is currently being prepared for publication. In the meantime please email <a href="mailto:foi@great-yarmouth.gov.uk">foi@great-yarmouth.gov.uk</a> if you have any queries
<b>Local Authority Land</b>	Available on our Website	Downloadable pdf
<b>Funding for Partnership Arrangements</b>	Available on our Website	This information is currently being prepared for publication. In the meantime please email <a href="mailto:foi@great-yarmouth.gov.uk">foi@great-yarmouth.gov.uk</a> if you have any queries

<b>Annual Audit and Inspection Letter</b>	Available on our website and also on the Audit Commission website	Downloadable pdf
<b>Council tax information.</b> Leaflets on Council tax and New Homes. Disabled Relief, Appeals and Students and the Council Tax. Online version include direct debit instructions and application forms for single person discount and disability reduction	Available on our website or contact Customer Services Greystones House Great Yarmouth Tel 01493 846249	Downloadable pdf
<b>Trade Union facility time</b>	Available on our website	Web Page
<b>Parking Account</b>	Available on our website	Downloadable pdf
<b>Parking Spaces</b>	Available on our website	Downloadable pdf
<b>Senior Salaries</b>	Available on our website	Downloadable pdf
<b>Pay Multiple</b>	Available on our website	Downloadable pdf
<b>Fraud</b>	Available on our website	Downloadable pdf

<b>CLASS: What our priorities are and how we are doing</b> The major policies, plans and strategies of the Council		
Document	Contact Details	Format
<b>Corporate Plan</b> The Council's Corporate Plan details the progress we have made on delivering our priorities, improving performance and customer service, and sets out how we intend to build on this success.	Available on our website	Corporate Plan 2008-2011 downloadable pdf
<b>Strategies and business plans for services provided by the Council</b> Each service is responsible for their own policies, strategies and business plans and many of them can be found on our website	Group Managers	Hard or electronic copy - charges may apply Available on request
<b>Strategies developed in partnership with other organisations</b>	Available on our website	Performance and Plans - Policies and Strategies downloadable pdf
<b>Service Standards</b>	Available on our website	Customer_Care_Standards downloadable pdf
<b>Inspection reports</b> The Council is assessed by the Audit Commission, details of which can be found on the Audit Commission website	Audit Commission website	
<b>Economic Development</b> The Council's aim is to best develop and support the local economy and its participants and to produce a strategy resulting in shared prosperity for which can be found on our website	Available on our website	Web pages



Document	Contact Details	Format
<b>Capital Strategy</b> This document is presently published on our website.	Available on our website For further details please contact: Head Financial Services	downloadable pdf

**CLASS: How we make decisions**

Policy proposals and decisions, decision making processes,

Document	Contact Details	Format
<b>Council Decisions and Reports</b> Agendas, Minutes and reports for meetings of the Council, the Cabinet, Scrutiny Committees, area Committees, advisory committees, the Standards Committee and regulatory committees	Available on our website	Web pages and downloadable pdf
<b>Public Consultations</b>	Available on our website	Web pages and downloadable pdf
<b>Major policies and proposals</b> There is a section on the website which describes the decision-making process at the Council.  Major policy proposals and decisions will be submitted to Cabinet and can be found on our website	Available on our website	Web pages and downloadable pdf

## CLASS: Our policies and procedures

Current written protocols for delivering our functions and responsibilities

Document	Contact Details	Format
<b>Policies and procedures for conducting council business</b> There are a number of procedures around how the council conducts its business, including codes of practice, procedural standing orders, delegated decision-making, communication between councillors and staff, terms of reference for committees, rights of the public at meetings.	Available on our website	Constitution June 2013 downloadable pdf
<b>Policies and procedures for delivering our services</b> Each service provided by the Council has a section on the website and these can be accessed from the home page on our website	Available on our website	Web pages
<b>Policies and procedures about the recruitment and employment of staff</b> Details of current vacancies, our Equality Scheme and information on Health and Safety	Available on our website	Web pages and downloadable pdf
<b>Customer Service</b> Standards for providing services and complaints procedures. This includes the Freedom of Information and Data Protection complaints procedures	Available on our website	Web pages and downloadable pdf
<b>Personal Data Policies</b> Information on the Data Protection Act	Available on our website	Data Protection Act 1998 downloadable pdf
<b>Charging regimes and policies</b> Where applicable these will be published on our website	Available on our website	Web pages

## CLASS: Lists and Registers

Information held in registers required by law and other lists and registers relating to functions of the Council

Document	Contact Details	Format
The Council maintains several public registers, although some of the registers it maintains, are not available for public inspection, for example the Housing Register as this contains personal information.	Please contact appropriate Group Managers	Hard or electronic copy
<b>Asset register</b>	Available on our website	Downloadable pdf
<b>Disclosure logs</b> Not applicable. We do not operate a disclosure log of FOI requests		
<b>Register of councillors financial and other interests</b> Councillors have a duty to record any financial or other interests they have as described in Part Five, Members' Code of Conduct of the Constitution	Available on our website	Web pages and downloadable pdf
<b>Register of gifts and hospitality</b> Councillors have a duty to record any gifts or hospitality they receive and a register is maintained by the Council.	Available on our website	Web pages
<b>Licensing Register</b> The Council is responsible for issuing and maintaining registers for alcohol licences, entertainment licenses, taxi licenses and gambling licences.	Please contact: <a href="mailto:licensing@great-yarmouth.gov.uk">licensing@great-yarmouth.gov.uk</a>	pdf
<b>Planning Lists</b> There are a range of planning lists, including appeals and applications and they can be accessed via the planning section on the website	Available via our website or contact : <a href="mailto:plan@great-yarmouth.gov.uk">plan@great-yarmouth.gov.uk</a>	Web pages
<b>Register of electors</b> There are two types of electoral register; the full register and the edited register. The registers cannot be accessed electronically and details of who can see and who can have copies (and how to obtain them) are explained on the website	Please contact <a href="mailto:Elections@great-yarmouth.gov.uk">Elections@great-yarmouth.gov.uk</a>	Hardcopy or pdf

Document	Contact Details	Format
<b>Cooling Towers</b> All premises where cooling towers and evaporative condensers are situated must register with the local authority under <i>The Notification of Cooling Towers and Evaporative Condensers Regulations 1992</i>	Available on our website For further information contact <a href="mailto:health@great-yarmouth.gov.uk">health@great-yarmouth.gov.uk</a>	Web pages
<b>Houses in Multiple Occupation</b> All local authorities must license properties that are at least three or more stories high with five or more persons who form two or more households	For further information contact <a href="mailto:health@great-yarmouth.gov.uk">health@great-yarmouth.gov.uk</a>	Web page
<b>List of companies subject to NNDR</b>	Available on our website	Downloadable pdf
<b>List of companies with NNDR credit balances</b>	Available on our website	Downloadable pdf
<b>List of deceased with no known next of Kin</b>	Available on our website	Downloadable pdf

<b>CLASS: Services provide by the Council</b>		
Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services we offer.		
<b>Document</b>	<b>Contact Details</b>	<b>Format</b>
<b>Regulatory and licensing responsibilities</b> Local councils, government departments and other authorities administer a range of licences authorising people and business to carry out certain regulated activities, usually subject to particular rules and regulations	Details available on our website	Web pages and downloadable pdf
<b>Services for local businesses</b>	Available on our website	Web Pages
<b>Services for members of the public</b> The A-Z of services and list of service contacts	Available on our website	A-Z search web page
<b>Information for visitors to the area</b> Events and exhibitions, restaurants and bars, libraries and parks	Available on our website or contact: Tourist Information Maritime House, 25 Marine Parade Great Yarmouth, Norfolk NR30 2EN. Tel. 01493 846346 Fax. 01493 858588	Web pages and links to tourism web site
<b>Libraries</b> Details of libraries in the area	Available on our website	Search index A-Z
<b>Media releases</b>	Available on our website	Web pages and downloadable pdf
<b>Waste Contracts</b>	Available on our website	Downloadable pdf

# SCRUTINY COMMITTEE

## WORK PROGRAMME 2015/16

SUBJECT	ISSUES TO BE ADDRESSED	DATE OF SCRUTINY COMMITTEE	RESPONSIBLE OFFICERS/MEMBERS
Tourism Review – Great Yarmouth Market Gates Travel Information Improvements	<ul style="list-style-type: none"> <li>Entrances to Great Yarmouth</li> <li>Lack of toilets at the bus station</li> <li>Signposting</li> <li>Cleaning of pavements</li> <li>Pigeon droppings</li> <li>Shop doorways</li> <li>Adshel Shelter</li> </ul>	22 October 2015	Director of Customer Services  J Wiggins (Norfolk County Council)  Owners of Market Gates  Network Rail  First Bus  Town Centre Partnership
Budget Monitoring	Review and maintaining of Council's budget book	Quarterly	Chief Financial Officer
Review of Key Performance Indicators	To review and scrutinise existing services or functions of the Council	Quarterly	Chief Executive Officer  Leader
Town Centre Partnership Accounts & Report	To review the activities of the Town Centre Partnership	Annual	Town Centre Manager
Review of Allocations Scheme	Following the review of the Allocations Scheme in April 2014, Committee agreed to review its operation in six months time	22 October 2015	Group Manager (Housing Services) Service Manager (Strategic Housing and Housing Options)

<b>SUBJECT</b>	<b>ISSUES TO BE ADDRESSED</b>	<b>DATE OF SCRUTINY COMMITTEE</b>	<b>RESPONSIBLE OFFICERS/MEMBERS</b>
Great Yarmouth Market Place/ Town Centre Initiative	Review of the operation of both the Six and Two Day Market and the Town Centre Initiative	3 December 2015	Transformation Programme Manager
Transformation Programme	Review and update on the Council's Transformation Programme and the Medium Term Financial Strategy	23 October 2014 (then on ¼ basis)	Chief Executive Officer Chief Financial Officer
Coast share	To review the viability of this initiative and receive the latest update	TBA	Group Manager (Resources) Cabinet Member (Resources)
Outside Bodies	Update from GYBC's representatives on Outside Bodies	TBA	Various Members
IT Roll Out and Flexible Working	Update on the IT Roll out and Flexible Working Programme	15 July 2015	Transformation Programme Manager Director of Customer Services
Marina Centre	Review of Business Plan	TBA	Director of Housing and Neighbourhoods
Health Services in Great Yarmouth and Waveney	Presentation from CEO of the CCG on the consultation document	17 June 2015 15 July 2015	Chief Executive Officer of CCG
GYBC Constitution	Clarification of the provisions of constitution relating to release of documents and Freedom of Information related issues	17 June 2015	Monitoring Officer



<b>SUBJECT</b>	<b>ISSUES TO BE ADDRESSED</b>	<b>DATE OF SCRUTINY COMMITTEE</b>	<b>RESPONSIBLE OFFICERS/MEMBERS</b>
GY Area Board	Review of operation of the Great Yarmouth Area Board	TBA	Chief Executive Officer
Investment in Leisure Facilities	Review of the Business Case	15 July 2015	Director of Housing and Neighbourhoods Cabinet Member (Environment)
Great Yarmouth Sport Play and Leisure Strategy	Review of the Strategy	15 July 2015	Director of Housing and Neighbourhoods Cabinet Member (Environment)
Corporate Plan 2015 - 2020	Review of the Plan	15 July 2015	Chief Executive Officer Leader
GYB Services Customer Satisfaction	To review customer satisfaction on GYB Services	22 October 2015	GYB Services
LG Transparency Code 2014 Update	To review the Code	3 December 2015	Information Manager

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