



NORTH AYRSHIRE
COUNCIL

Cunninghame House,
Irvine.

23 May 2013

Cabinet

You are requested to attend a Meeting of the above mentioned Committee of North Ayrshire Council to be held in Bridgend Community Centre, Bridgend, Kilbirnie on **TUESDAY 28 MAY 2013** at **2.30 p.m.** to consider the undernoted business.

Yours faithfully

Elma Murray

Chief Executive

1. Declarations of Interest

Members are requested to give notice of any declarations of interest in respect of items of business on the Agenda.

2. Minutes (Page 7)

The Minutes of the meeting of the Committee held on 14 May 2013 will be signed in accordance with Paragraph 7 (1) of Schedule 7 of the Local Government (Scotland) Act 1973 (copy enclosed)

GENERAL BUSINESS FOR DECISION

3. Welfare Reform Action Plan 2013/14 & Baseline Indicators (Page 17)

Submit report by Corporate Director (Finance and Corporate Support) on the Welfare Reform Action Plan 2013/14 and baseline indicators (copy enclosed).

4. **Write Off Irrecoverable and Non-Recoverable Housing Benefit Overpayments 2012-13 (Page 35)**
Submit report by Corporate Director (Finance and Corporate Support) on balances written off under delegated powers during 2012-13 and seeking authority to write off non-recoverable and irrecoverable Housing Benefit and Council Tax Benefit overpayments in excess of £1,000 (copy enclosed).
5. **Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013 (Page 41)**
Submit report by Corporate Director (Finance and Corporate Support) on the new discretionary powers available under the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013 (copy enclosed).
6. **Kilwinning Academy: James Watt College Land Transfer (Page 49)**
Submit report by Corporate Director (Finance and Corporate Support) on the proposed transfer of land at Kilwinning Academy to James Watt College and seeking approval to agree to a 3 year extension to the long-stop date for the purification of the conditional missives (copy enclosed).
7. **Governance Arrangements for Major Capital Projects (Page 53)**
Submit report by Corporate Director (Finance and Corporate Support) on proposed governance arrangements for major capital projects (copy enclosed).
8. **Creative Scotland: Investment Aware to North Ayrshire Council (Page 63)**
Submit report by the Corporate Director (Education and Skills) on an investment award from Creative Scotland to develop and promote cultural activities in North Ayrshire (copy enclosed).
9. **Gaelic Language Plan (Page 69)**
Submit report by the Corporate Director (Education and Skills) on an accompanying implementation plan (copy enclosed).
10. **Surplus Property - Land at James Crescent Irvine (Page 75)**
Submit report by the Corporate Director (Education and Skills) on the disposal of land at James Crescent, Irvine (copy enclosed).

GENERAL BUSINESS FOR INFORMATION

11. **Risk Management Annual Report 2012/13 (Page 81)**
Submit report by Corporate Director (Finance and Corporate Support) on work carried out across the Council in relation to risk management during 2012/13 and future planned work (copy enclosed).
12. **2012/13 Housing Revenue Account (HRA): Major Capital and Revenue Investment Programme (Page 93)**
Submit report by Corporate Director (Finance and Corporate Support) on the major capital and revenue investment made within the Council's housing stock during the financial year 2012/13 and providing an update on the Scottish Housing Quality Standard (SHQS) attainment level as at 31 March 2013 (copy enclosed).

MINUTES FOR INFORMATION

13. Finance and Corporate Support Policy Board: Minutes of Meeting held on 1 May 2013 (Page 99)

Submit report by the Corporate Director (Finance and Corporate Support) on the Minutes of the Meeting of the Finance and Corporate Support Policy Board held on 1 May 2013 (copy enclosed).

14. Corporate Health and Safety Group: Minutes of Meeting held on 3 May 2013 (Page 107)

Submit report by the Chief Executive on the Minutes of the Meeting of the Corporate Health and Safety Group held on 3 May 2013 (copy enclosed).

15. Urgent Items

Any other items which the Chair considers to be urgent.

Cabinet

Sederunt: **Elected Members**

Willie Gibson (Chair)
Alan Hill (Vice-Chair)
John Bruce
Marie Burns
Anthea Dickson
Tony Gurney
Alex McLean

Chair:

Attending:

Apologies:

Meeting Ended:

Cabinet
14 May 2013

IRVINE, 14 May 2013 - At a Meeting of the Cabinet of North Ayrshire Council at 2.30 p.m.

Present

Willie Gibson, Alan Hill, John Bruce, Marie Burns and Tony Gurney; and Very Reverend M. Canon McManus (Church Representative).

Also Present

Robert Barr, Matthew Brown, John Ferguson, Donald Reid and Robert Steel.

In Attendance

L. Friel, Corporate Director, Y. Baulk, Head of Finance and Property, P. Doak, Senior Manager (Internal Audit and Risk Management) and T. Reaney, Team Manager (Corporate Procurement) (Finance and Corporate Support); C. Hatton, Corporate Director, R. McCutcheon, Head of Environment and Related Services and K. McMunn, Senior Environmental Health and Trading Standards Manager (Development and Environment); C. Kirk, Corporate Director (Education and Skills); I. Colvin, Corporate Director and O. Clayton, Head of Community Care and Housing (Social Services and Health); and A. Fraser, Head of Democratic and Administration Services), K. Dyson, Communications Officer and M. Anderson, Committee Services Officer (Chief Executive's Service).

Chair

Councillor Gibson in the Chair.

Apologies for Absence

Anthea Dickson and Alex McLean; and Mark Fraser and Elizabeth Higon (Church Representatives).

1. Declarations of Interest

There were no declarations of interest by Members in terms of Standing Order 16 and Section 5 of the Code of Conduct for Councillors.

2. Minutes

The accuracy of the Minutes of the previous Ordinary and Special meetings of the Cabinet, both held on 30 April 2013, was agreed and the Minutes signed in accordance with paragraph 7(1) of Schedule 7 of the Local Government (Scotland) Act 1973.

3. Call In and Petition: St. Luke's Primary School: Accommodation Pressures

Submitted report by the Chief Executive on the outcome of consideration by the Scrutiny and Petitions Committee of a call in request and petition in relation to accommodation pressures at St. Luke's Primary School, Kilwinning.

At its meeting on 26 March 2013, the Cabinet received a report on capacity issues relating to St. Luke's Primary School, Kilwinning and agreed that Option 1 (relocate the existing early years provision from St. Luke's primary school to St. Winning's primary school) be approved as the preferred option for consultation.

At its Special meeting on 25 April 2013, the Scrutiny and Petitions Committee considered a call in request and petition with 212 signatories in relation to this matter. The Committee agreed to scrutinise the decision taken by the Cabinet on 26 March 2012 in conjunction with the petition. Following a vote, the Committee agreed to recommend to the Cabinet Option 2 (provide a further 2 class extension to St. Luke's Primary School).

Councillor Gurney, as Cabinet Member for Education Attainment and Achievement, explained his original rationale for supporting Option 1, but indicated that, in the light of local Members' support for Option 2 and the flexibility within the Capital budget to support this option, he would wish the Cabinet to accept the recommendation of the Scrutiny and Petitions Committee.

The Cabinet agreed to accept the recommendation of the Scrutiny and Petitions Committee to approve Option 2 (provide a further 2 class extension to St. Luke's Primary School).

4. Asset Management Plans - Update on Progress

Submitted report by the Corporate Director (Finance and Corporate Support) on developments in the management of Council assets during 2012/13 and the proposed workplan for 2013/14.

Appendices 1-6 of the report provided information on progress in terms of the six themed Asset Management Plans approved by the former Executive of the Council on 28 February 2012. The report outlined the current position and key developments in terms of Property, Roads, Housing, Open Space, Fleet and ICT, as well as setting out the Governance arrangements in place to oversee the implementation of the actions within each action plan.

Members asked questions, and received clarification, on progress in terms of Action PAMP_A01a within Appendix 1, which was described as 95% complete, but significantly adrift of target.

The Cabinet agreed to (a) note the progress made by Council services in implementing the 2012/13 asset management action plans; and (b) approve the themed action plans for 2013/14 set out in the appendices.

5. The Future Provision of Burial Space

Submitted report by the Corporate Director (Development and Environment) on a proposed strategic approach to the future provision of burial space within North Ayrshire.

The Council is responsible for the operation of 40 Cemeteries and Churchyards within the area. Of these, 18 continue to receive burials. An assessment of the remaining available burial space has identified that, at current projections, 10 of the 18 cemeteries which continue to receive burials will reach capacity over the next 10 years.

In determining new sites for cemeteries, it is necessary to undertake intrusive ground investigation works to ensure that the site has adequate natural drainage, is not subject to mine workings, is free from contamination, has an adequate depth of soil to enable multiple interments and has a topographical consistency. Any site must also be located in an area of tranquility, have good public transport and road links and be adequately served by utilities for the associated buildings. In addition to the capital requirements associated with the development of new cemeteries, additional revenue budgets are required for their operation and maintenance.

The report identified an opportunity, as part of a sustainable strategic approach to the provision of burial space, to provide future burial space based on the previously agreed Council localities. The development of a smaller number of larger cemeteries on an area by area basis would afford a more cost effective approach to the duty to provide sufficient burial space within the area.

Members asked questions, and received clarification, on the following:-

- the extent to which increasing land values could be taken into account when planning the future development of cemeteries; and
- the identified need for burial space to be located in an area of tranquility.

The Cabinet agreed that, as existing cemeteries reach capacity, future burial space be provided on a locality basis.

6. Copeland Crescent and Kames Street Road Reinstatement

Submitted report by the Corporate Director (Social Services and Health) seeking approval for Housing Services to draw on £150,000 of the uncommitted Housing Revenue Account (HRA) balances to fund the reinstatement of the road at Copeland Crescent and Kames Street, Millport.

As part of the Council's amenity housing development at Copeland Crescent and Kames Street, Millport, excavation took place to install a sewer and other services. When this work commenced, the existing road construction did not meet the highway specification. The necessary excavations and heavy site traffic have also deteriorated the road significantly since the development began. The cost of reinstatement work is £150,000.

The report recommended that the cost of the work be instead met from the uncommitted HRA balance.

The Cabinet agreed to (a) approve the use of £150,000 from existing HRA uncommitted balances for the required road repairs at Copeland Crescent and Kames Street, Millport; and (b) the Council's Roads Service carries out the agreed repair.

7. Consultation Responses

7.1 Making Justice Work: The Courts Reform (Scotland) Bill

Submitted report by the Chief Executive on the details of the consultation paper Making Justice Work: The Courts Reform (Scotland) Bill and its implications and seeking agreement to the Council's response to the Scottish Government.

The draft Courts Reform (Scotland) Bill takes into account the recommendations of Lord Gill's Review. Section 2.3-2.14 of the report summarised the pertinent parts of the Bill, including the proposal that actions up to the value of £150,000 be dealt with by the Sheriff Court rather than the Court of Session, and the creation of a new judicial tier of "Summary Sheriff".

Appendix 1 to the report set out a proposed response to the consultation. Section 3 of the report summarised the main points within the response, including arequest for the establishment of a specialist court, on a satellite basis within North Ayrshire, for consideration of housing, family law or child referral cases, to facilitate court attendance by those from more disadvantaged backgrounds.

Members asked questions, and received clarification, on the likelihood of success in terms of securing the establishment of a 'family court' in North Ayrshire.

The Cabinet agreed to (a) approve the comments set out in Appendix 1 as the Council's response to the consultation; and (b) instruct officers to prepare a proposal for a Specialist Court.

7.2 Scottish Government Consultation: Creating a New Food Body in Scotland

Submitted report by the Chief Executive on a proposed response to the Scottish Government Consultation, Creating a New Food Body in Scotland.

Following the outcome of the Scudamore Review, the Scottish Government intends to bring forward legislation to create a stand-alone body in Scotland for food safety and standards, feed safety and standards, nutrition, food labelling and meat inspection policy and operational delivery. These devolved functions are currently carried out in Scotland by the UK-wide Food Standards Agency (FSA), which is accountable to all four Parliaments/Assemblies in the UK.

The new food body will carry out all the functions currently delivered by the FSA in Scotland. The consultation seeks views on whether the new food body could usefully expand its role and responsibilities beyond those functions. It is also consulting on how the new food body's independence from Government and the food industry could be assured.

A proposed response to the consultation was set out at Appendix 1 to the report.

Members asked questions, and received clarification, on whether the new body would have sufficient powers to fulfil its responsibilities.

The Cabinet agreed to approve the response set out at Appendix 1 to the report as the Council's response to the consultation.

7.3 Food Standards Agency Consultation on New Proposed Enabling Primary Food and Feed Legislation Provisions

Submitted report by the Chief Executive on a proposed response to the Food Standards Agency Consultation on New Proposed Enabling Primary Food and Feed Legislation Provisions.

The consultation document contained the following key proposals:-

- provision of a scheme to enable Scottish Ministers to make any food business operator display the outcome of an official food inspection;
- the potential for Scottish Ministers to create new enforcement sanctions, if required; and
- the ability to detain any food, where there are reasonable grounds to suspect that it does not meet the requirements of food law in relation to food standards or labelling.

A proposed response to the consultation was set out at Appendix 1 to the report.

The Cabinet agreed to approve the response set out at Appendix 1 to the report as the Council's response to the consultation.

8. Change Programme: Progress as at 31 March 2013

Submitted report by the Chief Executive on the updated position in respect of the Council's Change Programme.

Section 2 of the report provided an update on a number of elements of the Change Programme, including the following:-

- consultation on the proposed Three Towns Campus and latest Garnock Academy proposals;
- the review of Senior Phase and Post 16 Education;
- work on Bridgegate House;
- the Early Intervention and Prevention programme
- work in relation to Altering Service Demand;
- the Corporate Transport Facility;
- the long term goal of adopting a "corporate landlord" approach to the management of the Council's properties;
- Customer Services and the refreshed website;
- Community Asset Transfer;
- the review of transactional processes across HR and Payroll;
- Phase 2 of the Business Support review; and
- the proposed development of a cohesive strategy and action plan for a Sustainable North Ayrshire.

The report proposed that future reporting on the Change Programme will take place on a quarterly basis, aligned with the financial year.

Noted.

9. Assurance and Improvement Plan 2013-16

Submitted report by the Corporate Director (Finance and Corporate Support) on the Council's updated Assurance and Improvement Plan (AIP) for 2013-16 prepared by the Local Area Network of external scrutiny bodies.

The Council's AIP for 2013-2016 was attached at Appendix 1 to the report. Three categories of risk are defined within the AIP, namely "scrutiny required", "no further information required" and "no scrutiny required".

No scrutiny is required currently in relation to the 3 core national risk priorities set out at Section 2.4 of the report. This is an improvement on the position identified in the previous risk assessment. There are 4 areas within the Council, previously identified as 'further information required', where the risk assessment has now improved to 'no scrutiny required'. These were listed in Section 2.7 of the report.

Following the shared risk assessment, there will be no external scrutiny activity directed specifically at North Ayrshire Council over the period 2013-2016. However, the report noted that some national scrutiny activity has been identified in which North Ayrshire will participate. Details were provided at Section 2.9 of the report.

Members asked questions, and received clarification, on whether the Council's participation in some external scrutiny activity was on a voluntary basis.

Noted.

10. Reuse, Recycling and Recovery of Bulky Waste

Submitted report by the Corporate Director (Finance and Corporate Support) on a proposal to invite tenders for the reuse, recycling and recovery of bulky waste.

The Council has a Recycling of Bulky Waste contract with Lowmac Alloys Ltd. This contract is due to expire on 30 September 2013, with a new contract due to be in place with effect from 1 October 2013. A contract must be tendered and awarded in sufficient time to allow transition to a new service provider, if appropriate.

The report proposed that the contract be advertised on the basis of a five year contract with the option to extend for a further two years. The annual value of the contract is approximately £485,000.

The Cabinet agreed to approve the commencement of a formal tender exercise for the reuse, recycling and recovery of bulky waste.

11. Measured Term Contract 2013-16 - Gas Soundness and Repairs Including Boiler Servicing

Submitted report by the Corporate Director (Finance and Corporate Support) on a proposal to invite tenders for the procurement of a gas soundness and repairs contract, including boiler servicing, testing and repairs.

Property Management and Investment manage a range of specialist Measured Term Contracts relevant to the Council's operational properties. The current contract gas soundness and repairs expires on 31 March 2014, with no further option available to extend.

The report proposed that the contract be advertised as an open tender on the basis of a three year contract with the option to extend for a further two years. The annual value of the contract is expected to be approximately £150,000.

The Cabinet agreed to approve the commencement of a tendering exercise for the procurement of a gas soundness and repairs contract, including boiler servicing, testing and repairs.

12. Measured Term Contract 2013-16: Water Quality Management Service

Submitted report by the Corporate Director (Finance and Corporate Support) on a proposal to invite tenders for the procurement of a water quality management service.

Among the specialist Measured Term Contracts managed by Property Management and Investment, is a contract in respect of a water quality management service, which is a statutory requirement for all of the Council's operational properties. The current contract expires on 31 March 2014 with no further options to extend.

The report proposed that the contract be advertised as an open tender for a period of three years with the option to extend for a further two years. The annual value of the contract is approximately £100,000.

The Cabinet agreed to approve the commencement of a tendering exercise for the procurement of a water quality management service.

13. Measured Term Contract 2013-16: Fire Alarms and Emergency Lighting

Submitted report by the Corporate Director (Finance and Corporate Support) on a proposal to invite tenders for the procurement of a measured term contract for fire alarms and emergency lighting.

One of the specialist Measured Term Contracts managed by Property Management and Investment is in respect of fire alarms and emergency lighting. The current contract expires on 31 March 2014 with no further option to extend.

The report proposed that the contract be advised using the restricted process on the basis of a three year contract with the option to extend for a further two years. The annual value of the contract is approximately £136,000.

The Cabinet agreed to approve the commencement of a tendering exercise for the procurement of a measured term contract for Fire alarms and emergency lighting.

14. Montrose House Replacement

Submitted report by the Corporate Director (Finance and Corporate Support) on progress in respect of the replacement of Montrose House care home.

An initial cost estimate for the new facility (based on a sketch plan and using industry standard cost indices) was prepared by the Council's in-house Quantity Surveyors to give a basis for the initial capital bid in February 2012. The estimated construction cost of the new care home was then updated by the external quantity surveyors in February 2013. Section 2 of the report provided background information in respect of the revised cost, which is now projected at £5.537m. This exceeds the current budget available by £0.850m.

Section 2.19 of the report presented a number of options to address the funding position, including the approval of additional funding for the project. The report noted that the 2013/14 capital plan currently has uncommitted funding of £0.613m which could be used to assist with this project and that the remaining funding of £0.237m required could be met from the Council's Capital Fund.

Members asked questions, and received clarification, on the following:-

- measures to ensure that estimates for future projects are as accurate as possible, taking into account the high specification required; and
- the capacity of the new Montrose House facility.

The Cabinet agreed to (a) note the additional costs of the Montrose House replacement; (b) approve additional capital funding of £0.850m for the project; and (c) approve the award of the construction contract to South West Scotland HubCo.

15. Housing Revenue Account Business Plan Implementation Group: Minutes of Meeting held on 26 February 2013

Submitted report by the Corporate Director (Social Services and Health) on the Minutes of the meeting of the Housing Revenue Account Business Plan Implementation Group held on 26 February 2013.

Noted.

16. South West Hub Territory Partnering Board: Minutes of Meeting held on 7 March 2013

Submitted report by the Corporate Director (Finance and Corporate Support) on the Minutes of the meeting of the South West Hub Territory Partnering Board held on 7 March 2013.

Noted.

The meeting ended at 3.15 p.m.

NORTH AYRSHIRE COUNCIL

Agenda Item 3

28 May 2013

Cabinet

Subject: **Welfare Reform Action Plan 2013/14 & Baseline Indicators**

Purpose: To seek Cabinet approval of the Welfare Reform Action Plan 2013/14 and baseline indicators.

Recommendation: That the Cabinet agrees to approve the Welfare Reform Action Plan 2013/14 and the baseline indicators, as set out at Appendices 1 and 2.

1. Introduction

- 1.1 The Council established a cross service Welfare Reform Working Group in February 2012 in recognition of the significant impact the Welfare Reform Act 2012 would have on North Ayrshire residents, the Council and its services.
- 1.2 To ensure the Council is taking all appropriate action, the Welfare Reform Working Group developed an action plan to address each of the reforms; collate relevant baseline indicators to monitor and assess the impact of each reform; and evaluate the outcomes achieved.

2. Current Position

- 2.1 During 2012-13, the Welfare Reform Working Group progressed the Council's action plan and the following welfare reforms and associated actions were implemented:
 - The Council Tax Reduction scheme as a replacement for the former council tax benefit scheme.
 - The Scottish Welfare Fund for the payment of community care grants and crisis grants.
 - The calculation of the size criteria for working age social housing tenants and the formation of a Housing Services welfare reform advice team.
 - Discretionary Housing Payment policy and operational procedures.
 - Training of 450 council staff.
 - Communication strategy.

- 2.2 Although some reforms have been implemented, they now need to be monitored and further action taken to ensure the Council continues to meet the needs of customers and its legal obligations.
- 2.3 Four major reforms will be implemented in 2013-14 or later:
- Benefit Cap
 - Personal Independence Payment as a replacement for Disability Living Allowance
 - Universal Credit
 - Single Fraud Investigation Service
- 2.4 The working group has developed a 2013-14 action plan to meet the requirements of these 4 reforms and to continue to progress the reforms that will be implemented over the course of the next financial year.
- 2.5 The 2013-14 plan contains 10 key priorities. It identifies their possible impact, the action to be taken, the person responsible for leading that action and the start and end date for each action. There are also 8 overarching actions to be taken forward.
- 2.6 The working group has compiled a set of baseline indicators that will be used to measure and track the reforms and identify any trends that are emerging. The indicators will also help the working group assess the impact a reform may have had on an individual or a household and the delivery of Council Services.
- 2.7 The action plan and baseline indicators are set out at Appendices 1 and 2 respectively. These will be updated during the financial year as the reforms progress or further DWP or Scottish Government policy changes are introduced.
- 2.8 The Cabinet will receive updates on the progress made against the action plan during the year.

3. Proposals

- 3.1 That the Cabinet approves the Welfare Reform Action Plan for 2013/14 and the baseline indicators, as set out at Appendices 1 and 2.

4. Implications

Financial Implications

- 4.1 In 2013/14, the Council earmarked £0.807m and £1.706m to meet Welfare Reforms pressures on the General Fund and implementation of the Council Tax reduction scheme respectively. £0.403m was identified within the HRA to fund initiatives to help mitigate the impact of Welfare Reform. The welfare reform working group may identify further spend pressures as the reforms are introduced and the action plan implemented. The extent of these costs is unknown at present.

Human Resource Implications

- 4.2 None

Legal Implications

- 4.3 The action plan ensures that the Council will comply with the Welfare Reform Act 2012.

Equality Implications

- 4.4 None

Environmental Implications

- 4.5 None

Implications for Key Priorities

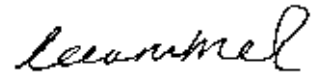
- 4.6 More vulnerable people are supported within their own communities. Fewer People are living in poverty.

5. Consultations

- 5.1 All members of the welfare reform working group contributed to the development of the 2013-14 action plan.

6. Conclusion

- 6.1 The welfare reform action plan and baseline indicators will ensure that the Council is best placed to respond to the reforms contained in the Welfare Reform Act 2012.



LAURA FRIEL
Corporate Director (Finance and Corporate Support)

Reference : SH

For further information please contact Stephen Humphries Senior Manager
Revenues & Benefits on telephone number 01294 324527

Background Papers

Welfare Reform Act 2012

North Ayrshire Council - Welfare Reform Working Group - Work Plan

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
1	April 2010 to April 2014 Migration of Incapacity Benefit to Employment Support Allowance (ESA)	Increase of the number of unemployed North Ayrshire residents who are actively seeking work. Current figures show 29 claimants for every vacancy in Jobcentre Plus. Additional resources required to support those with additional barriers to employment.	Review of current Employability activity to assess fit with local labour market needs	Andy Lee	Apr-13	Mar-14	
			Work with Work Programme providers to ensure support to this group is provided and enhances existing provision	Andy Lee	Apr-13	Mar-14	
			Examine the availability of additional targeted resources to support this target group	Andy Lee	Apr-13	Mar-14	
			Ensure the pipeline approach adopted by NAC offers a supported pathway into sustainable employment	Andy Lee	Apr-13	Mar-14	
			Consideration of potential implications for Local Employability Partnership provision, and how it will ensure interventions suitably target and support the most vulnerable people affected by WR	Andy Lee	Apr-13	Mar-14	
			Re-consider the potential role of financial and money management skills in pre-employability programmes etc.	Andy Lee	Apr-13	Mar-14	
			Identify the scale of the reduction in income in the local area as a result of Welfare Reform, and assess the potential impact on economic development and job retention/creation	Andy Lee	Apr-13	Mar-14	
			Identify projected future growth in affordable childcare provision through more parents returning to work due to welfare reform & assess capacity of current local provision to meet this demand at affordable cost	Andy Lee	Apr-13	Mar-14	

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
2	April 2013 Introduction of Personal independence payment (PIP) – replacement for disability living allowance	Personal Independence Payment is being piloted in North England from April 2013 to June 2013	Research general rules of entitlement and the assessment / scoring framework and provide training for advice staff.	Isobel Kelly	Apr-13	Apr-14	
			Increase awareness and provide current information for appropriate local authority staff and partners – Health, advice agencies, frontline disability services, etc.	Isobel Kelly	Apr-13	Ongoing	
			Provide a PIP briefing for Social Services and Health staff	Isobel Kelly	May-13	Jun-13	
			Continue to support parents of disabled children to access Disability Living Allowance.	Isobel Kelly	Apr-13	Jun-13	
			Provide general Awareness session on PIP for all Head Teachers.	Laura Cook/Isobel Kelly	Apr-13		
	June 2013 Extension of new PIP claims to people aged 16 to 65 (i.e., first time claims).	New claimants aged 16 to 65 will claim PIP under the new rules – many will be unaware of rules and claims process.	Provide information, advice and support covering claims, reviews and appeals processes to support staff, claimants and potential claimants.	Isobel Kelly	Apr-June 13	Apr-14	
			Introduce referral pathways into Money Matters for new Service Access service users (adults) and for young people at transition stage – Education /Social Services.	Isobel Kelly	Jun-13	Sep-13	
		New qualifying period and points based assessment may delay award or reduce chance of success.	Raise awareness of PIP through visits to Special Schools – parents groups	Isobel Kelly/Laura Cook	Apr-13	Jun-13	
			Review appeals procedures to include mandatory reconsideration of PIP decisions.	Isobel Kelly/David Hornell	Jun-13	Sep-13	
		People who are entitled to higher award under PIP may seek to claim the new benefit					
	October 2013 – Review and renewals for existing claimants moving from DLA to PIP	This will impact on 16 to 65 year olds with change of circumstances, reaching age 16 or who have awards coming to an end.	Alert Head Teachers and Children and Family (Disability) Teams to new processes.	Laura Cook / Isobel Kelly	Aug-13	Oct-13	
			Implement referral process for 16+	Laura Cook / Isobel Kelly	Sep-13	Oct-13	
		It can be difficult for young people and families to access information about transition and how to challenge assessment.	Identify groups of service users who can benefit from new rules.	Laura Cook / Isobel Kelly	Sep-13	Oct-13	
			Undertake take up work.	Isobel Kelly	Sep-13	Oct-13	
	2015 - Move from DLA to PIP - all cases	Review of 10,000 cases in North Ayrshire with consequential loss of income / entitlement - @ 20% of current DLA spending.	Raise general awareness by targeting – stroke unit, Social Services care assessors / managers, Macmillan services, and health colleagues.	Isobel Kelly	Sep-13	Mar-14	
			Consider the implications of the migration process, and new rules and impact on trigger benefits.	Isobel Kelly	Sep-13	Mar-14	
			Engage with Education / Health and Social Services staff who support people with disability.	Isobel Kelly/Laura Cook	Apr-15	Mar-16	
			Ensure early information about transition and predictability of future entitlement, including other benefits which are related to disability entitlement.	Isobel Kelly	Apr-15	Mar-16	

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
3	April 2013 - Passported Benefits	Passport Benefits	Produce briefing note on Passporting when full details are known.	Isobel Kelly	As required	Mar-14	
		Regulations introduced to ensure continuity of entitlement to "passport" benefits for people in receipt of new benefits introduced under Welfare Reform Act – Universal Credit and Personal Independence Payment.	Consider with Education, Social Services and the Registration Service what new procedures and application forms need to be introduced to verify an application for a free school meal, clothing grant, blue badge and education maintenance allowance under Universal Credit.	Laura Cook/Janie Millar	Apr-13	Oct-13	
		Changes to the rules on passported benefit will impact on customers in receipt of free school meals, clothing grants, blue badges and education maintenance allowance.	Identify the nature and scale of passported benefits affected by UC and PIP changes – distinguishing between Scottish level and local schemes	Laura Cook	May-13	Jul-13	
		Has relevance for Blue Badge parking entitlement and access to free school meals and clothing grants.	Assess impact on current processing and payment systems & recommend to services new processes and procedures & workforce requirements	Isobel Kelly	Apr-13	Mar-14	
4	July 2013 to September 2013	The DWP April 2013 scan indicates that there are 87 households in North Ayrshire affected by the cap. The DWP will be writing to all households concerned. The DWP will provide the Council with regular scans of households affected by the cap.	Benefits Service to cross check the DWP data scans with Jobcentre Plus & to agree the accuracy of the data	Linda Walker	Apr-13	Until Universal Credit is introduced	April DWP scan received and cross check with DWP ongoing
	Benefit cap	Those households to be capped will have their housing benefit reduced down to the cap. This will increase the amount of rent for the household and may increase rent arrears.	Welfare Reform Advice Team to visit all mainstream Council tenants affected by the Benefit Cap to offer advice and assistance in relation to bank accounts. Budgeting etc.	Jacqueline Cameron	May-13	Until Universal Credit is introduced	
	The total amount a household can receive in state benefit has been capped at £500 per week for couple and lone parent households and £350 per week for single person households where no children are present. Exclusions do apply.	The cap has serious implications for the provision of temporary accommodation by Housing Services.	Benefits Service to work with Housing Services on the implications of the cap for tenants of temporary accommodation and council housing.	Linda Walker / Janeine Barrett	Apr-13	Until Universal Credit is introduced	
	The cap will be administered by the Council until Universal Credit is introduced.		Upgraded National standards training for key personnel within homelessness and housing advice services	Janeine Barrett	Apr-13	Until Universal Credit is introduced	2 officers have been identified for initial training
			Monitor impact of Benefit Cap on Furnished Tenancy Grant and increased risk of homelessness	Janeine Barrett	Apr-13	Until Universal Credit is introduced	

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
5	Scottish Welfare Fund implemented on the 1 April 2013 until 31 March 2015 The Scottish Welfare Fund administered by the Council provides Community Care Grants and Crisis Grants to customers in need.	The Council has cash limited funds to administer the scheme for 2013-14:	Maintain baseline details of the number of applications made, accepted, rejected and appeals for community care grants and crisis grants in the North Ayrshire area.	Linda Walker	Apr-13	Until 31 March 2015	
		Community Care Grant £705,972	Monitor the level of community care grants and crisis grants expenditure against the Council's cash limited funds and decide the high, medium or low priority setting for payments. Also track Section 12 and Section 27 payments to ensure customer needs are being met.	Linda Walker/Stephen Humphries	Apr-13	Until 31 March 2015	
		Crisis Grants £362,552	Decide on a supplier for the provision of goods and services in respect of the Scotland Excel Framework and the payment of community care grants	Stephen Humphries	May-13	May-13	
		Demand for a grant may exceed funding.	Provide the Scottish Government with a monitoring statement of the administration of the Scottish Welfare Fund.	Linda Walker	Jun-13	Until 31 March 2015	
			Provide the CMT and Cabinet with regular updates on the administration of the Scottish Welfare Fund.	Stephen Humphries	Apr-13	Until 31 March 2015	
			Monitor the impact of the Scottish Welfare Fund grants on tenancy sustainability.	Janeine Barrett	Mar-14	Mar-15	
6	Discretionary Housing Payment A discretionary housing payment provides a temporary solution to claimants to cover part of their housing costs. The Council's funding for 2013-14 £668,032 The Council approved its DHP policy in October 2012 and operational procedures in April 2013	Welfare Reform has reduced Housing Benefit for benefit claimants and the DHP scheme is a temporary measure used to support customers. Some client groups are more affected than others and therefore the temporary support may be required for longer periods.	Maintain baseline details of the number of DHP applications made, accepted and rejected.	Linda Walker	Apr-13	Until 31 March 2014	
		The DHP funding will be used to targets claimants affected by:	Monitor the level of DHP expenditure against the Council's cash limited funds.	Linda Walker/Stephen Humphries	Apr-13	Until 31 March 2014	
		Size criteria, Benefit Cap, LHA restrictions	Provide the CMT & Cabinet with regular updates on the administration of the discretionary housing payment scheme	Stephen Humphries	Apr-13	Until 31 March 2014	
		The funding will also be used to address general hardship issues.	Monitor the number of DHP applications received, process DHP applications in accordance with the benefits right time indicator target of 15 days and monitor the expenditure against the Council's cash limited funds.	Linda Walker	Apr-13	Mar-14	
		The funding is cash limited and demand is expected to exceed supply.	Review the DHP policy and operational procedures in line with operational experience identified in 2013-14	Stephen Humphries	Jan-14	Mar-14	

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
7	<p>The reduction in Housing Benefit due to under occupation for working age social housing tenants was implemented from April 2013</p> <p>The amount of weekly Housing Benefit has been reduced by 14% for working age claimants where there is one extra bedroom or 25% for two or more extra bedrooms.</p>	To minimise the impact of under-occupation on Council and RSL tenants and to minimise the impact on the Council's Housing Revenue Account	Review impact on Arrears Policy	Marianne McManus / Linda Walker	Mar-13	Jun-13	Options in relation to arrears recovery under review and report went to Cabinet on the 30 April 2013.
			Develop and implement flat sharing opportunities for households affected.	Janeine Barrett	Apr-13	Mar-14	1 st draft complete
			Review impact on Lodger Policy	Marianne McManus	Nov-12	Jun-13	Review under way by Estate Management Working Group
			Review impact on Allocation Policy	Carol Nelson	Dec-12	Jun-13	Impact on Allocation Policy being reviewed by Common Housing Register Working Group. Report was submitted to the Cabinet on 30th April 2013.
			Review impact of changes on Housing Business Plan	Marianne McManus / Alex Adrain & Business Planning Working Group	Jul-12	Mar-13	Review commenced and initial meeting held – info being gathered to allow remodelling of Business Plan. Report and presentation went to Business Plan Implementation Group on 26th February
			WRAT Team to visit all mainstream Council tenants affected by the under occupancy size criteria to offer advice and assistance on options available to them & track changes in behaviour.	Jacqueline Cameron	Feb-13	Jul-13	945 tenants visited at 10/04/13.
			Monitor performance indicators for WRAT Team	Marianne McManus / Jacqueline Cameron	Jan-13	Ongoing	Performance monitored monthly
			Amend the current approach within the Local Housing Strategy to allow the development and purchase of 1 bedroom properties in the social housing sector	Alex Adrain	Apr-13	Ongoing	Report to Cabinet April 2013 for agreement
			Promote Employability services to tenants	Marianne McManus/ Jacqueline Cameron/Andy Lee	Jun-13	Ongoing	
			Publicise and promote DHP scheme	Marianne McManus / Jacqueline Cameron	Apr-13	Ongoing	
			Monitor baseline indicators, identifying trends and changes in demands for services	Marianne McManus / Jacqueline Cameron	Apr-13	Ongoing	Housing baseline Indicators for 2013/14 agreed
			Monitor the number of appeals received from benefit claimants in relation to under occupation.	Linda Walker	Apr-13	Ongoing	
			Monitor the number of requests for property reclassifications received from benefit claimants in relation to under occupation.	Marianne McManus	Apr-13	Ongoing	
			Monitor the potential increases in rent arrears as result of new under occupancy arrangements against estimated projections	Marianne McManus	Apr-13	Ongoing	
			Monitor the potential increases in homelessness presentations as a result of WR changes and the reason for the presentation.	Janeine Barrett	Apr-13	Mar-14	

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
7 (continued)			Consider potential reduction in rental levels received from temporary accommodation as a result of DWP current policy on supported exempt accommodation	Janeine Barrett	Apr-13	Mar-14	
			Review of the Council's homelessness policy, strategy and procedures based on DWP policy decisions.	Janeine Barrett	As required		
			Assess and quantify any significant migration patterns between areas as a result of HB changes in the social and private rented sectors	Janeine Barrett	Apr-13	Mar-14	
			Consider the potential implications household migration for other Council services i.e. impacts on school rolls etc.	Janeine Barrett/ Laura Cook/ Janie Millar	Apr-13	Mar-14	
8	<p>October 2013 to April 2017 Universal Credit</p> <p>Housing Benefit will be abolished from around October 2013.</p> <p>New claims and changes in circumstance will migrate to Universal Credit.</p> <p>Universal Credit will combine Income Support, Jobseekers Allowance, Employment Support Allowance and Working Tax Credit and Child Tax Credit for working age claimants.</p> <p>Universal Credit will include a housing element to cover rent charges and it will be paid direct to the claimant.</p> <p>Pension Credit will also include a housing element from around October 2015.</p>	<p>The Council has an important role to play during the migration period to Universal Credit by shifting claimants to on-line claims. The level of funding for this is currently unknown.</p> <p>Direct payment of Universal Credit will increase rent arrears.</p> <p>The migration of benefit claims will impact on the staffing resources required to administer benefit and the financial funding received by the Council.</p>	Review potential impact of Housing Revenue Account Business Plan: Meeting SHQS; Rent Restructure; and Council House Building	Marianne McManus/ Business Plan Working Group	Oct-12	Apr-17	
			Identify potential service gaps and Council capacity to address these.	All group members	Apr-13	Jul-13	
			Scale/cost of potential delivery options	All group members	Apr-13	Aug-13	
			Consider 'political' implications and risks of delivering these services	All group members	Apr-13	Aug-13	
			Consider/support potential roles for local social economy organisations.	Rhona Arthur / Andy Lee	Apr-13	Aug-13	
			Identify workforce requirements	Marianne McManus / Stephen Humphries	Jul-13	Aug-13	
			Review the options available to tenants to open an account in order to pay their rent direct to the Council under Universal Credit.	Marianne McManus / Stephen Humphries	Apr-13	Aug-13	
			Assist council tenants to prepare for UC - WRAT Team to visit tenants who will be eligible to claim Universal Credit, to discuss banking, financial circumstances and rent payment options and Identify/quantify particularly vulnerable tenants	Jacqueline Cameron	Jul-13	Ongoing	Data is being collated from under occupancy visits to determine figures in terms of digital access and types of bank accounts.
			Assess the additional costs associated with increase in collection/payment methods due to Universal Credit.	Marianne McManus/J Cameron	Aug-13	Dec-13	
			Develop process/procedures for identifying both current and prospective tenants who may be vulnerable under the Act in preparation for requesting that housing costs are paid direct to Council	Marianne McManus/J Cameron	Aug-13	Ongoing	

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
8 (continued)			Review and update all information in handbooks/leaflets etc to reflect changes from HB to Universal Credit	Marianne McManus/J Cameron	Aug-13	Dec-13	
			Adjust and review housing services performance indicators and targets to reflect the effect of Welfare Reform	Marianne McManus/J Cameron	Sep-13	Mar-14	
			Review Direct Debit frequency options and carry out a Direct Debit campaign for all council tenants once the DWP migration timetable to UC is known.	Marianne McManus/J Cameron	Oct-13	Mar-14	
			Identify and promote training opportunities for tenants to gain basic computer skills training.	Marianne McManus/J Cameron	Sep-13	2017	
			Evaluate the Universal Credit pilot to identify and disseminate good practice and identify any risks associated with the implementation of UC for tenants and benefit claimants.	Marianne McManus/ Linda Walker	Jun-13	Ongoing	
			Review the evaluation report of the direct payment demonstration sites and identify areas of good practice and risks to the direct payment of Universal Credit & estimate the likely additional demand levels on services and associated costs.	Jacqueline Cameron	Jun-13	Aug-13	
			Manage the migration of the Housing Benefit caseload in accordance with the DWP timetable and assess the implications of the phased introduction of UC on the benefits service.	Stephen Humphries/ Linda Walker	TBC	Until HB caseload completely migrated to DWP	DWP migration timetable to Universal Credit is unknown
			Identification and quantification of staff potentially affected by the reducing role of the local authority in HB administration and clarification of staff TUPE options under Universal Credit.	Stephen Humphries/ Linda Walker	TBC	Until HB caseload completely migrated to DWP	
			Assess the potential increases in rent arrears as a result of loss of direct housing benefit payments – scheduled against proposed UC rollout	Marianne McManus	Jul-13	Oct-13	
			Review rent arrears procedures and practices to ensure fit for purpose	Marianne McManus	Sep-13	Until HB caseload completely migrated to DWP	
			Develop appropriate support mechanisms for tenants - map out support/advice agencies across the area that can assist tenants	Marianne McManus/ Jacqueline Cameron	Oct-13	Mar-14	

Change Number	Date of reform & change description	Impact Assessment & Objectives	Key Actions Required	Lead Officer	Start Date	Completion Date	Progress
9	Single Fraud Investigation Service	The creation of a single fraud investigation service (SFIS) will harmonise the investigation of benefit fraud under the one organisation.	Keep the benefits investigation team fully informed of any changes.	Stephen Humphries	Apr-13	Mar-14	
	The DWP is setting up a UK single fraud investigation service (SFIS). This will combine the fraud activity currently carried out by the DWP, Local Authorities and HMRC.	The SFIS will change the responsibilities and the powers of the Council's benefit investigation team from 1 April 2013.	Revise the policies and procedures & IT systems of the benefits investigation team once the SFIS powers and access to software systems are known.	Stephen Humphries	Once DWP provide guidance	Mar-14	
	The start date of the SFIS in North Ayrshire is unknown. The Council's benefits investigations staff will remain employed by the Council and at some stage operate under SFIS powers.	The amount of DWP funding to be provided to the Council to operate under SFIS powers is unknown.	Assess the impact the funding provided by the DWP for operating the SFIS will have on the current level of resource involved in benefit investigations.	Stephen Humphries	Once DWP confirm the funding	Mar-14	
		The future of the Council's fraud investigation service is unknown and this will impact on staff resources.	Continue to support the training of the benefits investigation staff on SFIS powers with the DWP during 2013-14 when available.	Stephen Humphries	Apr-13	Mar-14	Staff have registered for DWP courses.
10	Council Tax Reduction scheme	The amount of funding provided by the DWP was reduced by 10% around £40m and for 2013-14 only the Scottish Government (£23m) and Local Authorities (£17m) funded this gap. This means that no one was worse off at 1 April 2013.	Continue to provide data and comments to COSLA, Scottish Government and officer working groups on the service design options for a replacement Council Tax Reduction scheme for	Stephen Humphries	As required	Mar-14	
	Council Tax Benefit scheme was abolished from 1 April 2013 and replaced by the council tax reduction scheme by the Scottish Government which is administered by the local authorities.	The structure of the council tax reduction scheme for 2014-15 is unknown and the Council may be required to implement a new scheme if the current level of funding from the Scottish Government and Local Authorities discontinues at the 31 March 2014.	Respond to any fundamental changes in the structure of the council tax reduction scheme decided by the Scottish Government for 2014-15.	Stephen Humphries	As required	Mar-14	

Overarching Welfare Reform Issues

Issue	Action Required	Lead Officer	Start Date	Completion Date	Progress to Date
Communication Strategy	Identify the communication requirements for welfare reform during 2013-14 and develop a strategy.	Welfare Reform Working Group	Apr-13	Jun-13	2012-13 communication strategy implemented in full.
	Carry out publicity campaign around the introduction of Benefit Cap, Personal Independence Payment (PIP) & Universal Credit to ensure tenants are aware of the implications.	Welfare Reform Working Group	Apr-13	Mar-14	
	Input to Tenancy Matters – quarterly “Money Matters” news item.	Welfare Reform Working Group	Apr-13	Mar-14	
	Welfare Reform updates to CMT / Cabinet / Benefits Staff / Housing Services & Leadership Groups in Education, Social Services and Health.	Welfare Reform Working Group	Apr-13	Mar-14	
	Staff to be kept fully informed of developments especially Universal Credit and the impact on service delivery.	Welfare Reform Working Group	Apr-13	Mar-14	
Training Strategy	Identify the training requirements for welfare reform during 2013-14 and develop a strategy	Welfare Reform Working Group	Apr-13	Jun-13	
	Money Matters Training Workshop on “Uprating Issues” to include information on PIP implementation.				
Consultation papers	Respond to all consultation papers regarding Welfare Reform	Welfare Reform Working Group	As required		
Information Technology development	Consult with software suppliers on system developments to ensure all reforms are implemented.	Stephen Humphries	As required		

Issue	Action Required	Lead Officer	Start Date	Completion Date	Progress to Date
Digital Inclusion Strategy	Produce a submission for the “digital deal” funding stream & seek CMT approval.	Rhona Arthur/Andy Lee	Apr-13	May-13	
	Clarify with the DWP what the level of digital provision is required by the Council in preparation for UC	Rhona Arthur / Stephen Humphries / Marianne McManus / IT Services DWP - Allan Clifford	Apr-13	Until Universal Credit is implemented	
	Review with IT the current and programmed access to on line services and broadband connections in North Ayrshire				
	Review the Glasgow City Council digital strategy for its libraries service .				
	Consider the role of partners, third sector, and Council Services for example libraries and also community centres in supporting UC applicants				
	Identify and cost the training requirements for Council support staff.				
	Produce a costed digital inclusion strategy to meet the implementation of UC & clarify the funding available from the DWP				
Council's Charging Policy	Review of the Council's charging policy as a result of the Welfare Reforms	Isobel Kelly	Apr-13		
Anti- poverty strategies	Assessment of the overall potential impact of WR on local anti-poverty strategies, and amendment of these as necessary to respond to the changed agenda & review of the potential impact of WR changes on relevant key outcomes in Local Outcome Agreements	All group members	Apr-13	Mar-14	
Budget pressures	Identify short and medium term preventative spending investment areas required to respond to welfare reform	All group members	Apr-13	Aug-13	

	Indicator
Economic development statistics	Claimant unemployment rate
	Youth unemployment rate
	Claimant to vacancy rate
	Incapacity Benefit claimants (May 2011) - duration statistics also available
	Employment Support Allowance claimants by phase group (August 2011)
	School Leavers - now employed
	School Leavers - unemployed & seeking work or training
	School Leavers - unemployed & not seeking work or training
	Percentage of children in Poverty
	Scottish Index of multiple deprivation Datazone worst 5%
	Scottish Index of multiple deprivation Datazone worst 10%
	Scottish Index of multiple deprivation Datazone worst 15%

These columns refer to school session (August to June) instead of financial year

	Indicator
Education	Footwear and clothing grants ¹
	Free school meals ²
	Educational Maintenance Allowance applications ³
	Educational Maintenance Allowance successful & paid ³
Education % of relevant school roll / population	Footwear and clothing grants
	Free school meals
	Educational Maintenance Allowance applications
	Educational Maintenance Allowance successful & paid
Total population	Census September roll
	Census February roll
	Educational Maintenance Allowance applications - September S5+S6 roll of the school session for which the EMA totals are provided
	Educational Maintenance Allowance successful & paid - September S5+S6 roll of the school session for which the EMA totals are provided

Notes

* Provisional data for EMA

¹ As at the School Census in September of each school session (e.g. August 2013 to June 2014). Data will be available at the end of October.

² As at the date of the School Meals National Survey - February of each school session. Data will be available at the end of March. This date may change, as there are, currently, discussions at the national level to change the date of the School Meals National Survey.

³ As at the end of each school session in August. Data will be available in September of the following school session. That is because EMA is paid - for some former pupils - during the summer months as well. We will divide the total number of EMA applications / EMA successful and paid by the S5+S6 school rolls which make up the total pupil population of eligible age.

	Indicator
Housing Services Rent Collection	Number of council properties including temporary accommodation
	Number of tenants under occupying by 1 bedroom
	Number of under occupying by 2 or more bedrooms
	% of under occupied tenants in arrears
	Percentage of tenants in rent arrears
	Rent arrears as a percentage of net debit
	Percentage of tenants evicted for rent arrears
	NAC average weekly rent over 52 weeks
	Percentage of NAC tenants on full HB
	Percentage of NAC tenants on partial HB
	Number of live applicants on common housing register
	Number of tenants on waiting list with under occupancy points
	Number of applicants requesting 1 bedroom accommodation
	Number of dwellings abandoned as a percentage of total dwellings
	Number of offers refused due to size criteria rules
	Number of tenancies ended due to size criteria rules
	Number of tenants on mutual exchange register who are under occupying
	Percentage of tenants with a net rent to pay & paying rent by direct debit
Housing Services (Homelessness Service)	Applicant terminated secure accommodation
	Asked to leave
	Discharge from prison
	Dispute with household / relationship breakdown: non violent
	Dispute with household: violent or abusive
	Emergency
	Fleeing non domestic violence
	Forced division and sale of matrimonial home
	Harrassment
	Loss of service / tied accommodation
	Other reason for leaving accommodation / household
	Other reason for loss of accommodation
	Overcrowding
	Termination of tenancy/ mortgage due to rent arrears/default
	Amount of rooms available for provision of homeless service
	Rent deposit scheme - number of deposits created
	Percentage of tenancies sustained >6 months
	Percentage claim against deposits
	Annual cost of claims
	Number in private sector affected by welfare reforms
	Number of assisted to stay safeguards applied for
	Number of DHP applied for
	Number assisted to access alternative accommodation
	Number becoming homeless
	Number of section 11 referrals served by Banks
	Number of section 11 referrals served by Landlords
	Number of section 11 referrals served by Creditors
	Approach for advice & information due to Rent deposit scheme
	Approach for advice & information due to Welfare Reform
	Approach for advice & information due to Housing options

	Indicator
Benefits Service	Housing benefit caseload - rent rebate working age
	Housing benefit caseload - rent rebate pension age
	Housing benefit caseload - private rented working age
	Housing benefit caseload - private rented pension age
	Housing benefit caseload - RSL working age
	Housing benefit caseload - RSL pension age
	Council Tax Benefits as a percentage of gross charge
	Council Tax Benefit caseload - working age - Income Support
	Council Tax Benefit caseload - working age - Non Income Support
	Council Tax Benefit caseload - pension age - PCGC
	Council Tax Benefit caseload - pension age - Non PCGC
	Number of HB claims migrating to Universal Credit
	Amount of Rent Rebate subsidy expenditure
	Amount of Council Tax Benefit Subsidy expenditure
	Amount of Rent Allowance Subsidy expenditure
	Amount of LHA subsidy expenditure
	Discretionary Housing Payment Budget
	Amount of DHP budget spent
	Amount of DHP budget available
	Number of DHP applications received
	Number of DHP applications approved
	Number of DHP applications rejected
	Number of single people under 35 on the shared accommodation rate
	Weekly loss of HB for single people under 35 (Note average figures provided pre 2012-13)
	Amount of HB overpayments outstanding
	Amount of HBO written off in year
	Average number of days to process new claims
	Average number of days to process a change of circumstance
	Number of Local Housing Allowance Claims
	Number of LHA claims paid to landlord
	Percentage of LHA claims paid to landlord
	Number of LHA claims paid to claimant
	Percentage of LA claims paid to claimant
	Number of LHA safeguards in place
	Number of non-dependant deductions - Council Tax Benefit
	Number of non-dependant deductions - Council tenant
	Number of non-dependant deductions - Private tenants (Includes RSL - cannot split)
	Number of Scottish Welfare Fund - crisis grant applications received
	Number of Scottish Welfare Fund - crisis grant applications awarded
	Number of Scottish Welfare Fund - crisis grant applications rejected
	Amount of crisis grants awarded
	Number of Scottish Welfare Fund - community care grant applications received
	Number of Scottish Welfare Fund -community care grant applications awarded
	Number of Scottish Welfare Fund -community care grant applications rejected
	Amount of community care grants awarded

	Indicator
Social Services	Number of children on child protection register
	Number of children on child protection register who were previously de-registered within one year
	Number of new kinship carers
	Number of formerly looked after and accommodated children and young people entitled to aftercare in employment, education or training
	Percentage of formerly looked after and accommodated children and young people entitled to aftercare in employment, education or training
	Number of learning disability service users accessing employment support activities
	Percentage of learning disability service users accessing employment support activities
	Debt Advice indicator – level of debt managed
	Income generation for service users
	Level of bankruptcy as debt advice solution
	Number of Social Security Appeals

NORTH AYRSHIRE COUNCIL

Agenda Item 4

28 May 2013

Cabinet

Subject: **Write Off Irrecoverable and Non-Recoverable Housing Benefit Overpayments 2012-13**

Purpose: To advise the Cabinet of balances written off under delegated powers during 2012-13 and to request authority to write off non-recoverable and irrecoverable Housing Benefit and Council Tax Benefit overpayments in excess of £1,000.

Recommendation: That the Cabinet agrees to (a) note the sums written off under delegated powers; and (2) write off Housing Benefit and Council Tax Benefit overpayments in excess of £1,000, as set out in Appendix 1.

1. Introduction

- 1.1 The current policy for the recovery of Housing Benefit and Council Tax Benefit overpayments states that overpayments in excess of £1,000 that cannot be recovered will be reported to Members with a recommendation to write off in accordance with the Council's code of financial practice.
- 1.2 The Financial Regulations provide that sums due to the Council may be written off when all avenues for recovery have been exhausted and where the sums are deemed to be irrecoverable.
- 1.3 Overpayments of Housing Benefit (HB) or excess payments of Council Tax Benefit (CTB) are the result of a claimant being paid more Benefit than they are entitled to.

2. Current Position

- 2.1 Non-recoverable overpayments occur when an official body such as the Council or the DWP cause an overpayment by a change in policy, or failing to act, and the customer could not reasonably have been expected to know that they were being overpaid. In such cases the overpayment is not recovered from the claimant and is put forward for write off.
- 2.2 The decision to classify an overpayment as non-recoverable is reached after taking into account the circumstances of the benefit claim. A full audit trail is kept of all non-recoverable overpayment decisions.

- 2.3 Appendix 1 shows that there are 272 non-recoverable overpayments below £1,000 with a value of £62,945.15 that have been written off under delegated powers (2011/12 - 77 accounts £12,024.87). A further 22 accounts in excess of £1,000 totalling £46,787.34 require Member approval (2011/12 - 20 accounts £49,038.21).
- 2.4 All overpayments that are considered recoverable are recovered either from on-going benefit, by increasing the Council Tax liability or by sending out an invoice for payment where the claimant is no longer in receipt of Housing Benefit.
- 2.5 During the recovery process, cases are identified where it is clear that the overpayment is irrecoverable for example:
- Where the claimant is deceased or moved away and their whereabouts are unknown;
 - Where continued recovery action would be inappropriate due to the mitigating circumstances of the claimant, for example the debtor is elderly or where the debt is for a small balance;
 - Where all attempts at recovery has been unsuccessful; or
 - The overpayment cannot be substantiated due to a lack of documentary evidence and there is a level of uncertainty over its recovery.
- 2.6 Appendix 1 shows that there are 477 irrecoverable overpayments below £1,000 with a value of £62,700.68 that have been written off under delegated powers (2011/12 - 498 accounts £90,170.44). A further 16 accounts in excess of £1,000 totalling £54,756.87 require Member approval (2011/12 -31 accounts £79,025.27).
- 2.7 The total amount written off under delegated powers and by Members is £125,645.83 and £101,544.21 respectively, totalling £227,190.04. Full lists detailing the accounts for write off are available for inspection by Members.

3. Proposals

- 3.1 The Cabinet is invited to (a) note the sums written off under delegated powers; and (b) write off Housing Benefit and Council Tax Benefit overpayments in excess of £1,000, as set out in Appendix 1.

4. Implications

Financial Implications

- 4.1 Write off of the overpayments results in a cost to the Council, however provision has already been made for Housing Benefit and Council Tax benefit write off.

Human Resource Implications

4.2 None

Legal Implications

4.3 None

Equality Implications

4.4 None

Environmental Implications

4.5 None

Implications for Key Priorities

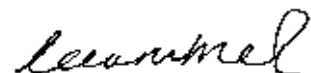
4.6 None

5. Consultations

5.1 There has been no consultation on these proposals.

6. Conclusion

6.1 Approval of the write off will remove the non-recoverable overpayments from the benefits system and the irrecoverable overpayments from the debtors system. This will help the Benefits Service focus on the recovery of those overpayments that are considered recoverable.



LAURA FRIEL
Corporate Director (Finance and Corporate Support)

Reference : SH

For further information please contact Stephen Humphries Senior Manager Revenues & Benefits on telephone number 01294 324527

Background Papers

None

Appendix 1

Irrecoverable & non recoverable Housing Benefit overpayments - write off 2012-13

Irrecoverable overpayments										
Value of invoices	Deceased		Uneconomical to pursue		Unable to substantiate		away / Mitigating Circums		Total	
	Number	Value	Number	Value	Number	Value	Number	Value	Number	Value
Less than £500	136	£14,537.51	119	£665.65	19	£2,744.44	182	£31,862.50	456	£49,810.10
£500 to £1,000	2	£816.66	0	£0.00	1	£510.71	18	£11,563.21	21	£12,890.58
Delegated powers	138	£15,354.17	119	£665.65	20	£3,255.15	200	£43,425.71	477	£62,700.68
Over £1,000	4	£28,077.67	0	£0.00	1	£1,771.36	11	£24,907.84	16	£54,756.87
	142	£43,431.84	119	£665.65	21	£5,026.51	211	£68,333.55	493	£117,457.55

Non-recoverable overpayments		
Value of invoices	Number	Value
Less than £500	235	£35,963.29
£500 to £1,000	37	£26,981.86
Delegated powers	272	£62,945.15
Over £1,000	22	£46,787.34
Total	294	£109,732.49

NORTH AYRSHIRE COUNCIL

Agenda Item 5

28 May 2013

Cabinet

Subject: **Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013**

Purpose: To advise the Cabinet of the new discretionary powers available under the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013.

Recommendation: That the Cabinet agrees to (a) a continuation of current practice by exercising its discretion under the 2013 regulations to reduce the 50% discount to 10% for both second homes and unoccupied properties across the whole of the council area, and; (b) note the new discretionary powers available under the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013; and (c) defer any decision on using these new powers until the strategy being developed by the Housing Services Development Strategy Team to encourage empty properties back into use has been operational for a minimum period of 6 months and a further report is provided on the outcomes achieved.

1. Introduction

- 1.1 In 2005/06, the Council used its discretion under the Council Tax (Discount for Unoccupied Dwellings) (Scotland) Regulations 2005 to vary the council tax discount on second homes and long term unoccupied properties from 50% down to 10%. This means that taxpayers pay 90% of the council tax charge.
- 1.2 The 2005 regulations are revoked by the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013, which came into effect on the 1 April 2013.
- 1.3 The purpose of the new regulations is to provide the Council with increased discretionary powers and flexibility to encourage owners of empty homes to bring them back into use.

2. Current Position

- 2.1 North Ayrshire Council is committed to encouraging owners to return long-term empty domestic properties back to the open market and increase the supply of affordable housing.
- 2.2 A strategy to bring empty properties back into use is being developed by the Housing Services Development Strategy Team in consultation with the Council Tax Service and this will be finalised by November 2013. This strategy will include the provision of advice and support to owners, including access to interest free loans to support renovation work.
- 2.3 The Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013 have redefined an unoccupied dwelling and a second home:

Second Homes

Current definition

- 2.4 A second home is a furnished domestic dwelling, which is no-one's sole or main residence.
- 2.5 A 10% discount is currently applied in these cases.

New definition

- 2.6 A second home is a dwelling which is no one's sole or main residence, but which is furnished and in respect of which, during any period of 12 months, the person who is liable to pay the council tax that is chargeable can produce evidence to establish that it is lived in other than a sole or main residence for at least 25 days.
- 2.7 The Council has the discretion to apply a discount of between 10% and 50% and it is proposed that this is set at 10% in line with current practice.

Unoccupied dwelling

Current definition

- 2.8 An unoccupied and unfurnished dwelling is a domestic dwelling, which is no-one's sole or main residence and has received a period of empty unfurnished exemption.

- 2.9 At present an unoccupied and unfurnished property receives a 100% exemption for 6 months, followed by a 50% discount for a further 6 months and then a 10% discount thereafter.
- 2.10 An unoccupied and furnished property that is not a second home receives a 10% discount at present.

New definition

- 2.11 An unoccupied dwelling is a dwelling which is no one's sole or main residence, but which is not a second home.
- 2.12 This means that an unoccupied dwelling can now be a furnished property as well as unfurnished.
- 2.13 The Council has the discretion to apply a discount on a long term empty property of between 10% and 50% for up to 12 months before the new discretionary powers as detailed below take effect unless an exclusion applies. It is proposed that the discount for up to 12 months is set at 10% in line with current practice.

New discretionary powers

- 2.14 The 2013 regulations increase the Council's discretionary powers as follows:
- 2.15 The requirement to award a 50% discount for 6 months following a 6 month 100% exemption period for an unoccupied and unfurnished property has been removed and the Council can now use its discretion to reduce the discount to between 10% and 50% immediately after the exemption period. It is proposed that this is set at 50% in line with current practice.
- 2.16 The Council can reduce the discount to nil or increase the council tax by up to 100% for unoccupied dwellings, which have been empty for 12 months or more.
- 2.17 Council records indicate that there are 387 properties that have been unoccupied for 12 months or more.
- 2.18 The discretion to set a discount or increase council tax can be applied across different cases or classes of cases including different areas or across the whole Council area or in part based on postcode boundaries, electoral wards or datazones.

Exclusions from the nil discount or 100% increase

- 2.19 The removal of a discount or increased council tax does not apply to second homes.
- 2.20 Purpose built holiday homes and second homes for persons living in job related accommodation are exempt from the new discretionary powers and must continue to receive a 50% discount.
- 2.21 Owners eligible for a council tax exemption cannot be charged council tax during the exemption period for example where the owner is:
- In long term residential care or hospital
 - In prison
 - Deceased and an executor has been appointed
- 2.22 An exclusion also applies where a dwelling has been repossessed by a lender.
- 2.23 Where a dwelling is undergoing or requires major work to render it habitable or which is undergoing structural alteration for up to 1 year (a minimum 50% discount is awarded during the first 6 months beginning on the day the owner purchased the dwelling where applicable).

Homes marketed for sale

- 2.24 Homes being marketed for sale or let at a realistic market value will be exempt from the nil discount or 100% increase until they have been unoccupied for a minimum 2 years; until then these homes will remain liable for council tax and continue to attract a discount of 10% to 50%. It is proposed that this is set at 10% in line with current practice. New build properties can also qualify for this exemption.
- 2.25 This exemption is conditional on the home being genuinely marketed for sale or let at a realistic market price, and the Council will use the property valuation from a valid home report and marketing evidence to determine this.
- 2.26 Council records indicate that there are 45 properties that have been unoccupied for less than 2 years and are being marketed for sale.

Classification and civil penalties

- 2.27 At present there are 1,492 second homes and 1,375 long-term empty properties and their classification will be reviewed by the council tax service in line with the new definitions to ensure taxpayers are being charged council tax correctly. Second home owners will be encouraged to maintain records of occupancy to certify that they meet the minimum requirement of 25 days occupation during a 12 month period.
- 2.28 Reducing a discount to nil or increasing the council tax by up to 100% will increase the Council's income but it may increase the risk of evasion and inappropriate property classifications by owners, which would reduce the benefit to be achieved from bringing homes back into use. This may require close monitoring through inspections and scrutiny of supporting evidence.
- 2.29 To mitigate these risks, the Council Tax (Administration and Enforcement) (Scotland) Amendment Regulations 2012 (SSI 2012/338) came into force on 9 February 2013 and owners are required within 21 days to provide information requested by the Council in relation to whether or not their home is occupied, and owners are required to notify the Council of any change in circumstances relating to whether or not a home is occupied and which has led them to being undercharged council tax. A civil penalty of up to £500 may be charged if the owner fails to provide the information required.
- 2.30 This new civil penalty recognises the necessity for the Council to have accurate information about residents should the power to increase the council tax by 100% be levied on long term unoccupied dwellings. This new civil penalty is in addition to existing civil penalties of £50 and £200 for a subsequent failure to provide information regarding discounts.
- 2.31 The Council has not used its powers to levy civil penalties. However, if the Council was to increase the council tax by 100%, then it may be necessary to consider using these powers.
- 2.32 The Council Tax (Exempt dwellings) (Scotland) Amendment Order 2012 came into force on 1 April 2013 and amends the period a property needs to be occupied from 6 weeks to 3 months following a 6 month 100% exemption period before a new application for an exemption can be accepted. This change ensures that properties will be occupied for longer between exemption periods and will help minimise empty properties.

3. Proposals

That the Cabinet:

- (a) Agrees to a continuation of current practice by exercising its discretion under the 2013 regulations to reduce the 50% discount to 10% for both second homes and unoccupied properties across the whole of the council area, and; All properties affected will continue to pay 90% council tax. This mirrors the Council's 2005 decision.
- (b) Notes the new discretionary powers available under the Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013.
- (c) Agrees to defer any decision on using these new powers until the strategy being developed by the Housing Services Development Strategy Team to encourage empty properties back into use has been operational for a minimum period of 6 months and a further report is provided on the outcomes achieved.

4. Implications

Financial Implications

- 4.1 The income the Council receives from having reduced the discount on second homes and long-term empty properties from 50% to 10% will continue to be ring-fenced for affordable housing. In 2012-13 £908,307 was collected against council tax due of £1,004,048.
- 4.2 An increase in the number of long-term empty properties that are brought back into use would proportionally reduce the Council's ring-fenced income received for affordable housing but would increase General fund revenue to fund Council services.
- 4.3 Any income received by the Council from reducing the discount from 10% to 0% or increasing the council tax by 100% is not ring-fenced and the Council can use the income as deemed appropriate.
- 4.4 Based on current classifications, 187 long term empty properties would be subject to the 100% additional charge generating £360K revenue per annum. This estimate is subject to a number of assumptions and does not reflect that work is required to reclassify the 187 empty properties under the new definitions or the intention of the new regulation, which is to reduce the number of empty properties.

- 4.5 There is a risk that the cost of collection of council tax for long term empty properties may increase as a result of increasing the council tax by 100%. For example if all long term empty properties reached the summary warrant stage and were collected by the sheriff officer then the commission payable would increase by £12K per annum.
- 4.6 There is a risk that the in year Council Tax collection levels and the level of cash collected for long term empty properties may be affected by non-payment of the additional 100% charge.

Human Resource Implications

- 4.7 None during 2013-14.

Legal Implications

- 4.8 The Council is required to comply with new regulations for the variation of council tax for unoccupied dwellings coming into effect from 1 April 2013.

Equality Implications

- 4.9 The Scottish Government completed an equality impact assessment as part of its consultation exercise. This concluded that the legislation would not lead to negative impacts on any particular equality groups. The Council will complete its own equality impact assessment in 2013-14 and this will form part of the further report that will be provided to Cabinet after the strategy being developed by the Housing Services Development Strategy Team has been operational for 6 months.

Environmental Implications

- 4.10 A reduction in long term unoccupied properties may have positive environmental benefits.

Implications for Key Priorities

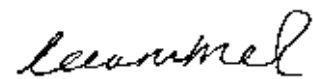
- 4.11 None

5. Consultations

- 5.1 The new regulations were discussed with the Housing Services Development Strategy Team.

6. Conclusion

- 6.1 The Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations 2013, give the Council discretion to continue with its current practice of awarding a 10% discount on second homes and unoccupied dwellings. The Regulations provide the Council with new discretionary powers to further reduce a discount to nil or increase the council tax by 100% for long-term empty properties that have been unoccupied for 12 months or more in certain circumstances. These new powers together with the strategy being developed by the Housing Services Development Strategy Team will help achieve the Council's commitment to bring empty properties back into use.



LAURA FRIEL
Corporate Director (Finance and Corporate Support)

Reference : SH

For further information please contact Stephen Humphries Senior Manager
Revenues & Benefits on telephone number 01294 324527

Background Papers

The Local Government Finance (Unoccupied Properties etc.) (Scotland) Act
2012

The Council Tax (Variation for Unoccupied Dwellings) (Scotland) Regulations
2013

The Council Tax (Administration and Enforcement) (Scotland) Amendment
Regulations 2012

NORTH AYRSHIRE COUNCIL

Agenda Item 6

28 May 2013

Cabinet

Subject: **Kilwinning Academy: James Watt College Land Transfer**

Purpose: To present an update to the Cabinet on the proposed transfer of land at Kilwinning Academy to James Watt College and seek approval to agree to a 3 year extension to the long-stop date for the purification of the conditional missives.

Recommendation: That Cabinet agrees to (a) note the up to date position and; and (b) the 3 year extension to the long-stop date for the purification of the conditional missives.

1. Introduction

- 1.1 At a meeting of the former Executive on 18 January 2011, it was reported that the Council had been approached by James Watt College (JWC) in Kilwinning seeking to explore the possibility of acquiring a portion of land on the boundary of Kilwinning Academy in order to facilitate an extension to the college campus. The land adjoining JWC is currently used as sports pitches for the school.
- 1.2 At that meeting, the Executive agreed to receive a further report on progress and further information on parking provision.
- 1.3 At a meeting of the Executive on 16 August 2011, it was agreed that conditional missives would be entered into with JWC, whereby the ground would be acquired by the college for £1, subject to them replacing the current red blaes pitch with a full size synthetic grass pitch. The missives would be conditional upon the necessary funding being secured, planning permission for the development being granted and North Ayrshire Council approving its appropriate share of the capital and revenue commitment and a pitch specification being agreed.

2. Current Position

- 2.1 Conditional missives have now been concluded with the long-stop date for the purification (resolution) of conditions being 27 April 2013. Condition 9 of the missive provides that, "In the event that the suspensive conditions referred to in Conditions 4 and 6 have not been purified or waived by the Longstop Date either party shall be entitled (but not bound) at any time after the Longstop Date to rescind the Missives by written notice to that effect served on the other party and that without penalty".
- 2.2 JWC have now advised that the College sector is going through a major structural change, and that the current James Watt College is being split in two, with the Kilwinning Campuses becoming a part of the new Ayrshire College. The net effect of the various issues surrounding this change is that they have not been able to progress nor complete, the various activities necessary to allow the purification of the outstanding conditions.
- 2.3 JWC have therefore requested that the long-stop date be extended for 3 years until 27 April 2016.

3. Proposals

- 3.1 The Cabinet is invited to agree to (a) note the up to date position and; and (b) the 3 year extension to the long-stop date for the purification of the conditional missives.

4. Implications

Financial Implications

- 4.1 There is no specific financial provision for the Council's contribution to this initiative, estimated at £0.100m. This would require a reprioritisation within existing resources.

Human Resource Implications

- 4.2 There are no Human Resource implications.

Legal Implications

- 4.3 There are no Legal implications.

Equality Implications

- 4.4 There are no equality implications.

Environmental Implications

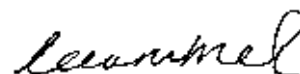
- 4.5 There are no environmental implications.

5. Consultations

- 5.1 The Chief Executive and Director of Education and Skills have been consulted regarding the request for an extension of time.

6. Conclusion

- 6.1 Cabinet is asked to note the up to date position and agree to the 3 year extension to the long-stop date for the purification of the conditional missives.



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact Alex Kirk, Manager (Design & Property) on telephone number 01294 225122

Background Papers

None

NORTH AYRSHIRE COUNCIL

Agenda Item 7

28 May 2013

Cabinet

Subject: **Governance Arrangements for Approved Major Capital Projects**

Purpose: To seek Cabinet's approval of proposed governance arrangements for major capital projects.

Recommendation: Cabinet is asked to (a) approve the project governance arrangements for major capital projects as detailed in Appendix 1; (b) approve the amended governance arrangements for the Garnock Campus project, as detailed in Appendix 2; and (c) 3) note the Council's involvement in the SFT schools' collaboration approach.

1. Introduction

1.1 North Ayrshire Council has a strong track record of investment in its asset portfolio. The ten year capital investment plan, approved by the Council on 30 January 2013, includes a number of significant projects including:

- Garnock campus - £46m
- Three towns campus - £42.5m
- Irvine leisure centre and Towns House - £20m
- Irvine schools - £20m
- Bridgegate - £13.1m
- Montrose House - £5.5m
- Town centre regeneration - £7.4m

1.2 All major property-related projects are now being delivered by the Property Management and Investment team within Finance and Property, as part of the 'corporate landlord' approach to management of and investment in the Council's property assets.

1.3 The town centre regeneration project is being led by Development and Environment, with support from other council services as appropriate.

- 1.4 In May 2011 the former Executive of North Ayrshire Council agreed to a governance structure for the Garnock Campus Design, Build, Finance and Manage (DBFM) project and its delivery via the South West hub territory. This structure is attached at Appendix 2 and has been adjusted to account for the role of the new Property Management and Investment team and the SFT collaboration approach detailed in paragraph 2.3 below. The same project management methodology will be applied for the more recently approved Three Towns Campus project.

2. Current Position

- 2.1 Individual council services already have their own internal governance arrangements for capital projects within their responsibility. While these arrangements are deemed appropriate for the needs of each service, the Capital Programme and Assets Group (CPAG) has agreed that a more corporate approach should be developed to provide elected members and senior management with appropriate assurance in respect of project governance arrangements and project performance.
- 2.2 Audit Scotland has recently published a report entitled 'Major Capital Investment in Councils'. This provides a comprehensive review of major capital projects over £5 million and assesses how well Councils direct, manage and deliver capital investment.
- 2.3 The report reviews the level, type and financing methods of investment spending in Councils. It also examines how well Councils manage their investment spending as a programme and their performance in delivering major capital projects against time and cost targets.
- 2.4 The report notes that clear arrangements for monitoring and reporting, at all levels of the governance structure, are required; this includes reliable and regular information on current performance, financial performance, risk and benefits management. Gateway Reviews are noted as an example of good governance. These involve independent expert reviews at key stages of a project and help provide assurance about the performance and planning of the project. Most importantly, the review provides an opportunity to take corrective action at the earliest possible stage.

- 2.5 Audit Scotland comments that, in many cases within councils, performance reports focus on comparing spending against approved annual budgets. Information does not routinely extend to performance against earlier benchmarks for cost, timescales and benefits. Without this information, elected members cannot properly scrutinise how well projects are progressing. Capital progress reports within North Ayrshire have been developed to provide more information to Members around the cost and timescales for delivery of capital projects. The Audit Scotland report notes that Councils should provide elected members with an ongoing programme of training on capital issues and provides a guidance note for elected members aimed at strengthening the scrutiny around capital programmes.
- 2.6 The report notes that Councils are making good progress on linking their investment planning to asset management and highlights the work done by North Ayrshire in establishing asset management plans based on categories suggested by CIPFA covering property, housing, ICT, open spaces, roads and fleet.
- 2.7 Significant work was carried out in North Ayrshire in 2012/13 to refresh its Capital Asset Strategy, review its core assets and ensure alignment between the Council's investment programme and key outcomes. This work informed the Council's 10 year general services' capital programme for the period 2013-2023, which will deliver an investment programme of £233.256 million in the Council's core assets.
- 2.8 Audit Scotland notes that Councils do not proactively seek opportunities to work with other public bodies in planning and delivering their capital programmes. This could provide opportunities to improve performance by making more effective use of resources. North Ayrshire Council recognises that opportunities for cross-service working and collaboration with other public service partners can be integral to the future success of the Council's investment plans. The Council's Estates Service and NHS Ayrshire and Arran recently carried out a comprehensive review of all property assets. Short, medium and longer term opportunities are being identified from this exercise.
- 2.9 The Scottish Futures Trust (SFT) leads a number of initiatives to help public bodies collaborate to make their investment programmes more efficient; one of its main activities is the Hub initiative, which aims to improve collaboration through a joint venture. There are 5 regional hubs, whose membership include councils, health boards, police and fire and rescue services. North Ayrshire Council is a member of the South West Hub.
- 2.10 Current projects that may be procured through the South West Hub include Montrose House in Brodick and the Garnock School Campus. Proposals are being developed for the Three Towns schools project.

- 2.11 The Scottish Futures Trust (SFT) South West Hub Schools Collaboration initiative is a vehicle for sharing best practice and enabling collaboration across the five local authorities participating in the current major school investment programme funded by the Scottish Government's Scottish Schools for the Future initiative. This joint approach will deliver collaboration opportunities with resulting efficiencies and cost savings to North Ayrshire Council.
- 2.12 The collaboration arrangement will provide North Ayrshire Council, and the other four participating local authorities, access to a wide range of support and resources and conversely all these public sector partners will benefit from sharing our own best practice.
- 2.13 A Collaboration Officer has been appointed to work across all five participating councils over the next three years, with costs shared equally across the five local authorities and funded from grant monies payable by SFT.

3. Proposals

- 3.1 It is important that projects, particularly where a major investment is being made, have clear, identifiable delivery structures within an appropriate reporting and governance framework. Clear information should be available to elected members and senior management in respect of:
- Project performance against targeted milestones/ gateways;
 - Financial performance;
 - Risk management;
 - Benefits management;
 - Benchmarks, e.g. costs, timescales and benefits; and
 - Post-project evaluation
- 3.2 Following the local government elections in May 2012, the Council reviewed its political governance arrangements and established six policy boards. The Finance and Corporate Support Policy Board has responsibility for advising on the management of the Council's revenue and capital resources, including the capital programme.
- 3.3 Whilst the Policy has an advisory role, decision-making authority remains with the Council's Cabinet.
- 3.4 Given the current programme of major capital investment projects being progressed by the Council and recommendations on best practice issued by Audit Scotland, it is proposed that the governance structure detailed in Appendix 1 is established as the framework for a corporate approach to the governance and delivery of the Council's large capital projects.

- 3.5 Although most capital projects are now managed by Property Management and Investment, other Council Services will retain a key role in ensuring their successful delivery through the identification of senior officers as project sponsors and senior clients.
- 3.6 The Capital Project Governance Board will comprise the Finance and Corporate Support Policy Board and the Head of Finance and Property, with senior representatives from other services as appropriate.
- 3.7 It is therefore proposed that the Cabinet
- (a) approves the proposed project governance arrangements for major capital projects as detailed in Appendix 1;
 - (b) approves the amended governance arrangements for the Garnock Campus DBFM project, and similar arrangements for the proposed Three Towns Campus project, as detailed in Appendix 2; and
 - (c) notes the Council's involvement in the SFT schools collaboration approach.

4. Implications

Financial Implications

- 4.1 There are no financial implications arising directly from this report.

Human Resource Implications

- 4.2 There are no human resource implications arising directly from this report.

Legal Implications

- 4.3 There are no legal implications arising directly from this report. The development of the SFT Collaboration approach has involved the Council's Legal service and further advice will be sought as this initiative progresses.

Equality Implications

- 4.4 There are no direct equality implications arising from this report.

Environmental Implications

- 4.5 There are no direct environmental implications arising from this report.

Implications for Key Priorities

- 4.6 The Council's Corporate Plan lays out four broad perspectives which provide clear strategic direction, inform decisions at a corporate and service level and shape resource allocation. This report impacts directly on three of these, namely:

- Our environment
- Our communities; and
- Our organisation

Community Benefit Implications

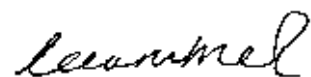
- 4.7 All major capital projects will have a direct impact on community benefits such as training, apprenticeships and use of local suppliers. North Ayrshire Council places a strong emphasis on this requirement and each contract has a provision for community benefits that is proportionate to the value of the contract.

5. Consultations

- 5.1 The Corporate Management Team has been consulted on the project governance structures proposed in this report.

6. Conclusion

- 6.1 The Council has a number of major capital projects in the pipeline and it is imperative that these are managed and delivered through a robust, transparent governance framework. This report sets out a clear and consistent reporting structure for all capital projects, regardless of their funding method or sponsoring Service.



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

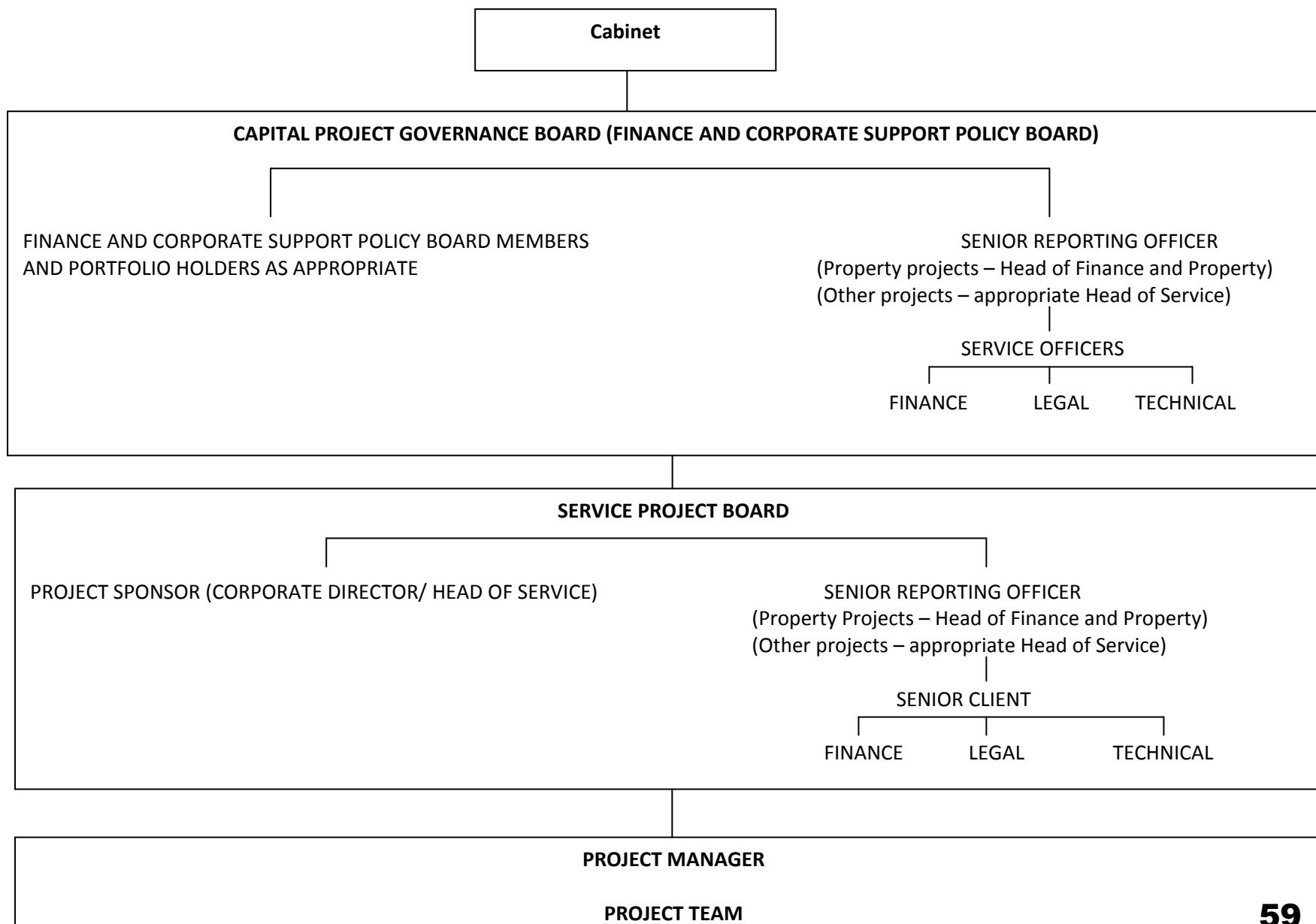
Reference :

For further information please contact Yvonne Baulk, Head of Finance and Property on telephone number 01294 324542

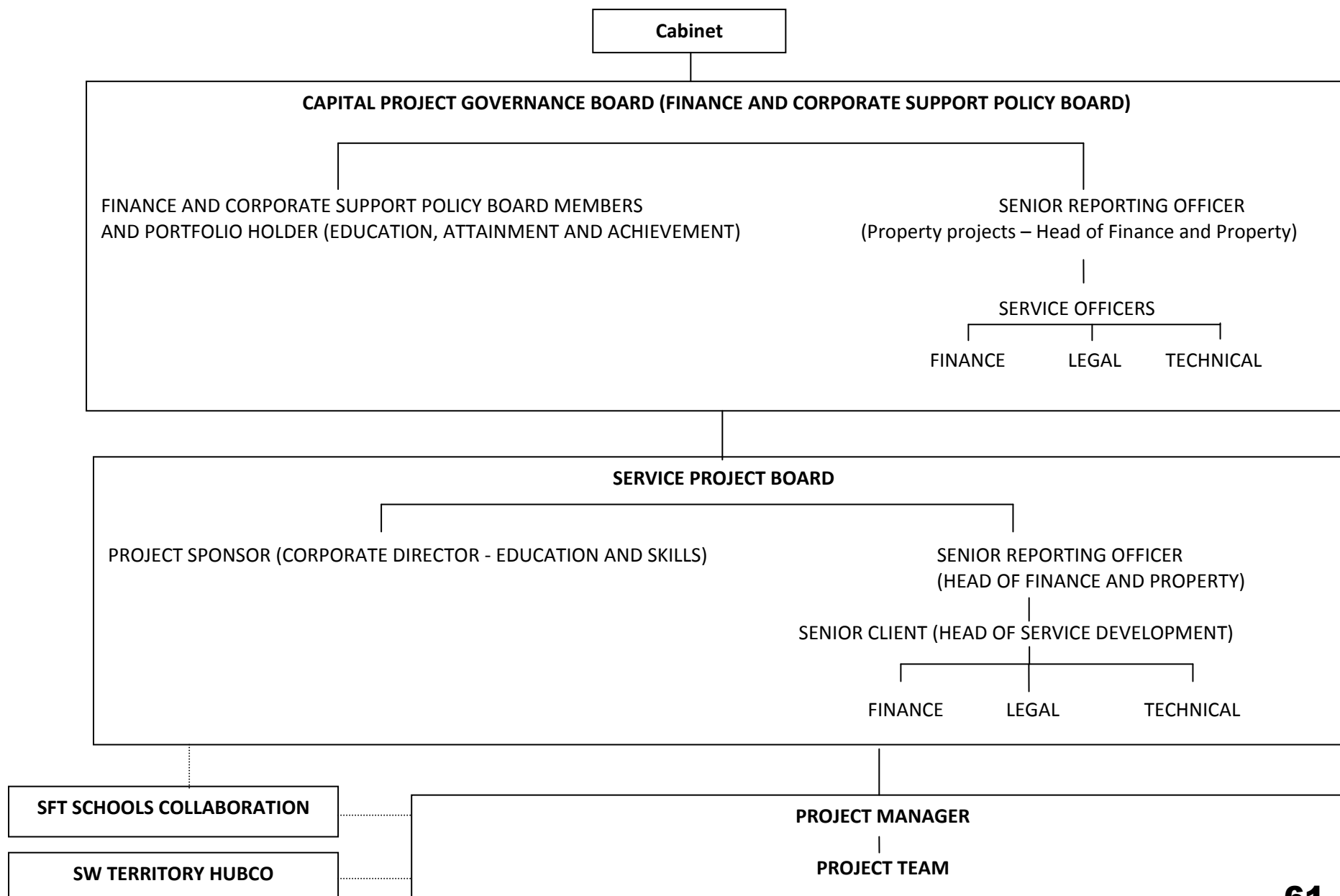
Background Papers

None

**North Ayrshire Council
Governance Arrangements for Approved Major Capital Projects**



**North Ayrshire Council
Governance Arrangements for Schools DBFM Projects**



NORTH AYRSHIRE COUNCIL

Agenda Item 8

28 May 2013

Cabinet

Subject: **Creative Scotland: Investment Award to North Ayrshire Council**

Purpose: To seek the approval of Cabinet to accept an investment award from Creative Scotland to develop and promote cultural activities in North Ayrshire.

Recommendation: That the Cabinet approves the proposed funding award.

1. Introduction

1.1 Creative Scotland is the national agency for the arts, screen and creative industries. It distributes money from Scottish Government and the National Lottery through a series of funding programmes which allow artists, practitioners and organisations to apply for financial support to develop talent, create new work, and support widening access and participation.

1.2 Key themes are:

- Talent;
- Quality Artistic Production;
- Access, Audience Development and Participation;
- The Cultural Economy;
- Places and their contribution to a creative Scotland.

1.3 They also have three cross cutting themes of:

- International
- Equalities and
- Education.

2. Current Position

2.1 Creative Scotland has a number investment strands. North Ayrshire was successful in 2012 in the “Creative Place” award investment strand, with West Kilbride winning its category and Irvine being runner-up in the larger towns category.

2.2 Information and Culture in North Ayrshire has also recently been successful in attracting arts and cultural funding from:

- LEADER (North Ayrshire's Yesterd@ys);
- Scottish Government Libraries Excellence Fund (multiple awards); and
- Scottish Government Gaelic Fund.

2.3 A central part of the work of Creative Scotland is to embrace the contribution that places make to a creative Scotland and they work closely with local authorities and others to realise the potential of all parts of Scotland. Creative Scotland wishes to have partnerships which identify shared priorities, encourage leverage and continued investment in culture.

2.4 **Place Partnerships**

2.4.1 Creative Scotland's Place Programme is a managed programme (not open for applications) and it operates at a strategic level with local authorities and other partners. The Place Programme includes Place Partnerships with Local Authorities and devolved funding for Visual Arts and Crafts awards (managed by local partners).

2.4.2 Each year there are up to five place partnerships with significant investment attached. The partnership will be between Creative Scotland and the Local Authority who will jointly decide on priorities for development and investment.

2.4.3 As part of Creative Scotland's investment programme the then Chief Executive of Creative Scotland visited all Scottish local authorities to discuss their arts and cultural services and ambitions.

2.4.4 Discussion included:-

- The role of Creative Scotland in regenerating our communities;
- Encouraging creative enterprises and the role of social enterprises in the arts in North Ayrshire; and
- The role of heritage in engaging our communities.

2.4.5 As a result of this process, North Ayrshire has been offered investment of up to £200,000 from Creative Scotland to progress our arts and culture action plan.

3. Proposals

3.1 Key themes within the Place Partnership in North Ayrshire will be:

- Creativity and culture;
- Social and health outcomes;
- Economic development.

3.2 It is proposed to work with Creative Scotland to develop an action plan to progress a number of arts and cultural priorities, including:

- Creative developments in relation to the Town House Project, to contribute to the regeneration of Irvine town centre and to include development of arts and heritage themes throughout North Ayrshire;
- Opportunities to support the positive development of the creative industries within North Ayrshire;
- Development of a public art initiative to complement the creation of heritage trails within North Ayrshire;
- Audience and participation research to enable more effective programming and delivery of arts and cultural events; and
- Seed funding contributions for a range of further bids.

3.3 The proposed action plan will include the following elements:

3.3.1 Development Officer

1. To assist the Cultural Development Officer to plan, programme, market and develop cultural provision for the Town House
2. To develop collaborative marketing strategies for the creative industries across North Ayrshire
3. To develop joint ticketing schemes across North Ayrshire

3.3.2 Development and Activities Fund

4. To increase public access to culture across North Ayrshire
5. To develop opportunities for civic life and culture across North Ayrshire's localities
6. To ensure a cultural focus on North Ayrshire's built heritage, historic and civic buildings
7. To support and encourage creativity at grass roots level

3.3.3 Creative Industries and Employability

8. To establish a network for the creative industries in North Ayrshire
9. To support and encourage transition from creativity to employability
10. To work with Economic Development colleagues to nurture the local creative industries

3.3.4 Audience Development Work

11. To encourage new audiences for culture across North Ayrshire
12. To develop a research base for audience development to inform the development of the cultural strategy.

3.4 The proposals contained within the action plan to be agreed with Creative Scotland will result in the following community benefits:

- Opportunities for communities to increase their ability to attract visitors, resulting in employment opportunities for local people;
- Improved availability of opportunities to engage in performing arts, drama and visual arts;
- Increased civic pride through environmental improvement and the introduction of public art; and
- Creation of a range of cultural opportunities which will underpin the Cultural Partnership, enabling capacity to be built in these areas of activity.

3.5 The Cabinet is invited to approve the proposed funding award.

4. Implications

Financial Implications

4.1 No matched funding is required for this investment programme. However, the Council currently funds a range of arts and cultural activities, and the investment decision was based on the Council's commitment to a cultural partnership with its communities.

Human Resource Implications

4.2 There are no human resource implications arising from this report.

Legal Implications

4.3 There are no human resource implications arising from this report.

Equality Implications

- 4.4 There are no equality implications arising from this report.

Environmental Implications

- 4.5 Local environments will be improved partly through funding to regenerate “creative places” and also through the increased civic pride being selected as a “Creative Scotland Place Partnership” brings.

Implications for Key Priorities

- 4.6 Information and Culture assists in achieving the following SOA outcomes:

- 3a "opportunities for lifelong learning have increased;"
- 4a "levels of educational attainment and achievement have improved;"
- 4b "more young people are leaving school for positive destinations;"
- 11a "levels of voluntary action and community involvement have increased;" and
- 11b "partnership working between the public, community and voluntary sector has improved".

The above proposals are focused on these outcomes and staff and resources will address more closely the identified target groups.

5. Consultations

- 5.1 Consultations have taken place with a range of partners throughout the development of the cultural partnership in North Ayrshire. The action plan will encompass these partners where appropriate.

6. Conclusion

- 6.1 It is proposed that Cabinet recommends the acceptance of the Place programme investment award of £200,000 and that reports on the actions agreed in the joint action plan should be reported to Cabinet.



CAROL KIRK
Corporate Director (Education and Skills)

Reference : AS/EMcK

For further information please contact Audrey Sutton, Head of Community & Culture on telephone number 01294 324414

Background Papers

None

NORTH AYRSHIRE COUNCIL

Agenda Item 9

28 May 2013

Cabinet

Subject: **Gaelic Language Plan**

Purpose: To develop a Gaelic Language Plan which is now a statutory requirement and an accompanying implementation plan.

Recommendation: That Cabinet agrees to (a) instruct officers to prepare a draft Gaelic Language Plan for consultation; and (b) receive a further report to a future meeting of the Cabinet.

1. Introduction

- 1.1 A Gaelic Language Plan (GLP) is now a statutory requirement. North Ayrshire Council received official notification from Bòrd na Gàidhig in December 2012 of the requirement to prepare a statutory Gaelic Language Plan (GLP) under the framework of the Gaelic Language (Scotland) Act 2005.
- 1.2 The GLP affects all Council services and the Chief Executive's working group will involve a range of departments and external partners, as well as widespread consultation with the public.
- 1.3 The GLP covers Gaelic Medium Education (GME) and Gaelic Learner Education (GLE). Crucially, it requires a description of how the authority will use Gaelic in relation to its internal processes, such as corporate identity, communications, publication and staff matters and how Gaelic will be used in any of the services the authority delivers. There is a potential to work with South Ayrshire Council on this development.

2. Current Position

- 2.1 North Ayrshire Council has been actively involved in supporting the Gaelic language and culture for over twenty years. As a local authority which serves a diverse range of cultures, we are committed to developing and supporting our Gaelic learners.

- 2.2 Currently Gaelic Medium Education is provided in partnership with East Ayrshire Council. North Ayrshire has made considerable progress over the years in developing Gaelic Awareness and language acquisition skills. Along with the Ayrshire Gaelic Forum it is committed to providing community language classes. North Ayrshire Libraries have invested in a collection of Gaelic books. They are currently hosted at Irvine and Beith Libraries but are available for request and collection at the nearest Council Library. Gaelic language courses are also available to borrow from local libraries. Around six items are borrowed each year.
- 2.3 The number of Gaelic learners and speakers resident in our area form a small but important part of the social fabric of North Ayrshire. The Gaelic Learning Strategy sets out a plan for supporting Gaelic language provision. There are fewer than fifty native Gaelic speakers in North Ayrshire, with around four hundred more participating in GLE classes and Gaelic cultural events such as the annual feis, clarsach, accordion and fiddle playing, poetry, Celtic art, singing and story telling, bilingual history events: in school, nursery provision, community centres and libraries. The programme of GLE is changing to one of facilitation of communities to support this, rather than adult learning classes.
- 2.4 The Council received a Gaelic Grant of £70,000 to support activities in 2013/14. This is a reduction from £85,000 in 2012/13.

3. Proposals

Scope of Gaelic Language Plan

- 3.1 The Gaelic Language Plan covers Gaelic Medium Education (GME) and Gaelic Learner Education (GLE). Crucially, it requires a description of how the authority will use Gaelic in relation to its internal processes, such as corporate identity, communications, publication and staff matters and how Gaelic will be used in any of the services the authority delivers.
- 3.2 The successful development of a GLP requires the involvement of a wide range of Council services, directed by the Chief Executive. This includes the way in which Gaelic will be represented in the corporate identity, communications, stationery, publications. There will be a requirement for staff awareness-raising and training.

- 3.3 North Ayrshire Council is asked to prepare a GLP which is both reasonable and proportionate; however, the 2005 Act requires Bòrd to secure the status of Gaelic as an official language of Scotland commanding equal respect, not necessarily treatment, as English.
- 3.4 These are the corporate functions which will need to be included in the GLP:
- Corporate identity of stationery, external and internal signage, badges, passes and vehicle livery;
 - Communications such as reception, telephone, mail and email, forms, public meetings; and complaints procedures;
 - Publications including public relations, print materials, websites, exhibitions; and
 - Staffing matters such as training, language learning, recruitment and advertising.
- 3.5 An application for funding to support the development of the GLP has been submitted to the Gaelic Language Implementation Act Fund (GLAIF) and the outcome will be announced in July 2013.

Proposed Action Plan

- 3.6 An overview of this statutory process would be as follows:
- 18 months from notification to development and submission, including 6-12 weeks public consultation
 - 3-6 months for assessment by Bòrd na Gàidhig.
- 3.7 Once approved the plan must be published and made widely available. The date by which the GLP is required by the Bòrd for their approval is likely to be mid-2014, prior to the Referendum.
- 3.8 It is proposed to:
- establish a GLP Working Party, with elected member support and representatives from the four Directorates;
 - secure support of CPP and external stakeholders; and
 - explore joint development with South Ayrshire Council and support from the Bòrd.
- 3.9 Apply for funding to assist with the development of the GLP: costs will include translation fees, consultation meetings, print, etc.

- 3.10 Hold Gaelic Awareness Seminars for Elected Members and Service Heads; at Managers' Meetings and CPP (3 hour session) and audit of staff Gaelic skills.
- 3.11 Conduct a survey to establish current practice, proportionate further actions, target dates and lead responsibilities.
- 3.12 Draft GLP proposals and consult with the Bòrd before conducting a consultation on proposals with Elected Members, staff, stakeholders and the public.
- 3.13 Agree final proposals for GLP before publication and public awareness raising. The final stage is to monitor and review, and this is built in to the GLP process.
- 3.14 The Cabinet is invited to (a) instruct officers to prepare a draft Gaelic Language Plan for consultation; and (b) receive a further report to a future meeting.

4. Implications

Financial Implications

- 4.1 It is anticipated that consultation and publication costs will be met by external funding from GLAIF.

Human Resource Implications

- 4.2 There are no Human Resources implications contained within this report.

Legal Implications

- 4.3 There are no legal implications contained within this report.

Equality Implications

- 4.4 There are no equality implications contained within this report.

Environmental Implications

- 4.5 There are no environment implications contained within this report.

4.6 Implications for Key Priorities

3a "opportunities for lifelong learning have increased;"

4a "levels of educational attainment and achievement have improved;"

4b "more young people are leaving school for positive destinations;"

11a "levels of voluntary action and community involvement have increased;" and

11b "partnership working between the public, community and voluntary sector has improved".

5. Consultations

- 5.1 Consultation is built in to the proposed action plan as described in Section 3 above.

6. Conclusion

- 6.1 The Gaelic Language Act (2005) has highlighted the importance of the Gaelic language to Scotland and it is now the statutory requirement of North Ayrshire Council to develop and implement its own Gaelic Language Plan. The action plan outlined above should be progressed with the support of the Bòrd and external funding sought to support its implementation.



CAROL KIRK
Corporate Director (Education and Skills)

Reference : AS

For further information please contact Audrey Sutton, Head of Service (Community & Culture), on telephone number 01294 324414

Background Papers

None

NORTH AYRSHIRE COUNCIL

Agenda Item 10

28 May 2013

Cabinet

Subject: **Surplus Property - Land at James Crescent Irvine**

Purpose: To seek Cabinet's approval to proceed with the disposal of land at James Crescent, Irvine.

Recommendation: That the Cabinet approves the disposal of land at James Crescent for the sum of £102,345.

1. Introduction

- 1.1 The land at James Crescent extends to 0.2 hectare (0.496 acre) as shown in Appendix 1. The site has been actively marketed by the Council's Estates Section as house plots for over 3 years through the Council's website.

2. Current Position

- 2.1 In 2011 the site formed part of a nominally larger area which was being disposed of as four individual house plots. In December 2011 plot 4 was sold, leaving the land comprising plots 1-3. Development of these individual plots presented a particular issue in terms of protecting the mature trees on the James Crescent frontage.
- 2.2 In consultation with Planning a decision was made to market the land as a single lot with a single point of access and capable of the potential development of two houses in a cul-de-sac style of layout. The proposed sale of the land as a single lot risked placing higher development costs on potential purchaser(s) due to the single access and need to construct a suitable service road depending on the layout finally approved.
- 2.3 A For Sale board was erected at the North West corner of the site in April 2013. The Council had three serious expressions of interest and in order to allow all parties to submit an offer, a closing date was set for 10th May 2013 at 12 noon. The parties were advised that the Council was seeking offers over £100,000.

3. Proposals

3.1 Two formal bids were received by the closing date as follows :

- ☐ Simpsinns Limited - £86,500
Purpose not disclosed.
- ☐ Mr & Mrs D McCabe - £102,345
For the development of a large family home.

Both offers are subject to conditions and similar timescales for settlement. It is recommended that Cabinet accepts the higher offer of £102,345.

4. Implications

Financial Implications

4.1 The disposal will generate a capital receipt to the Council's General Fund of £102,345.

Human Resource Implications

4.2 There are no human resource implications arising from this report.

Legal Implications

4.3 There are no legal implications arising from this report.

Equality Implications

4.4 There are no equality implications arising from this report.

Implications for Key Priorities

4.5 There are no implications for key priorities.

Community Benefit Implications

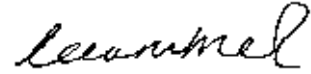
4.6 There are no community benefit implications arising from this report.

5. Consultations

5.1 Consultations have taken place with Planning Services.

6. Conclusion

- 6.1 That the Cabinet approves the disposal of the land at James Crescent, Irvine to Mr and Mrs D McCabe for £102,345.



LAURA FRIEL
Corporate Director (Finance and Corporate Support)

Reference :

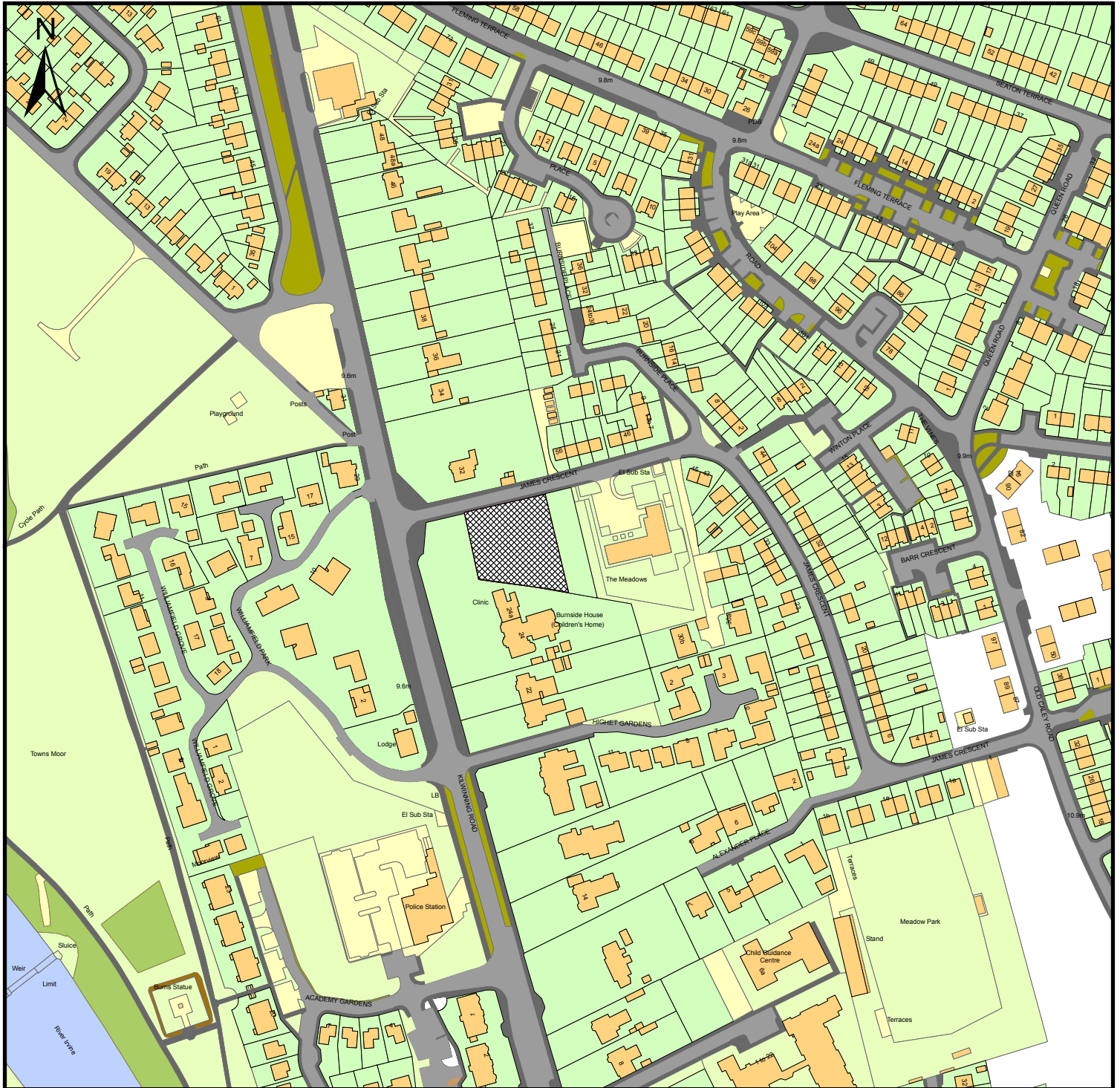
For further information please contact Jill Law, Estates Surveyor on 01294 225140.

Background Papers

Property Particulars

Copy of the offer from Simpsinns Limited

Copy of the offer from Mr and Mrs D McCabe

**NORTH AYRSHIRE
COUNCIL****FINANCE & PROPERTY**

Residential Development Site, James Crescent, Irvine

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The above Particulars are believed to be correct, but are supplied for information only and no reliance should be placed thereon. They are not deemed to form any part of a contract which may be entered into. North Ayrshire Council does not bind itself to accept the higher rate or offer and in supplying these Particulars is not issuing instructions and will not, therefore, bear liability for Agent's or other fees.

NORTH AYRSHIRE COUNCIL

Agenda Item 11

28 May 2013

Cabinet

Subject: **Risk Management Annual Report 2012/13**

Purpose: To inform Elected Members of work carried out across the Council in relation to risk management during 2012/13 and future planned work.

Recommendation: That the Cabinet agrees to note (a) the content of the Annual Report, as set out in Appendix 1 to the report and (b) progress being made in developing the Council's approach to risk management.

1. Introduction

- 1.1 North Ayrshire Council is committed to ensuring that it responds to and manages the challenges impacting on the authority. The Council recognises that a certain amount of risk is inevitable if it is to achieve its objectives. A risk management framework has been established to support services and inform the decision-making process.
- 1.2 The Council's Risk Management Strategy and Strategic Risk Register for 2013/14 were reported to the Cabinet on 26 March 2013.
- 1.3 This annual report provides an overview of risk management activities undertaken during 2012/13, which contribute to improving the risk control environment, and also details further work which will be carried out during 2013/14.

2. Current Position

- 2.1 The Annual Report is attached at Appendix 1 to this report. The report details activity undertaken by services, linking to both strategic and operational risks; it highlights examples of good practice across the Council and demonstrates the benefits gained from a structured and integrated approach to risk management.

2.2 Some examples of initiatives which have been implemented during 2012/13 are:

- the establishment of a Corporate Risk Management Group;
- development of a 10 year financial strategy;
- activity of the Welfare Reform working group to prepare the Council and residents for the implementation of the reforms;
- the establishment of a project board to oversee the creation of the Health and Social Care Partnership;
- the implementation of 6 themed Asset Management Action Plans;
- establishment of a contract management and quality assurance framework within Social Services; and
- employee engagement survey conducted and improvement plan established.

Information on each of these and other examples are provided within the Annual Report.

2.3 Some of the further actions being implemented during 2013/14 are:

- the further development of the Council's business continuity arrangements;
- risk management training for all elected members;
- development of a risk management framework for the Community Planning Partnership.

3. Proposals

3.1 It is proposed that the Cabinet notes (a) the content of the attached annual risk management report, as set out in Appendix 1 to this report and (b) progress being made in developing the Council's approach to risk management.

4. Implications

Financial Implications

4.1 None.

Human Resource Implications

4.2 None.

Legal Implications

4.3 None.

Equality Implications

4.4 None.

Environmental Implications

4.5 None.

Implications for Key Priorities

4.6 Risk Management activity contributes towards Core Objective 4 (Operating more efficiently and effectively) in the Council Plan 2012-2017.

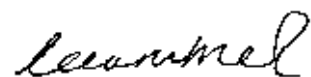
5. Consultations

5.1 Consultation has taken place with the Corporate Risk Management Group on the content of the annual report.

6. Conclusion

6.1 A number of initiatives have been implemented across the Council during 2012/13 which improve the risk control environment.

6.2 Further work to embed a culture of risk management across the organisation will continue during 2013/14.



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact David Johnston, Team Manager (Risk and Insurance) on telephone number 01294 324515.

Background Papers

None

North Ayrshire Council Risk Management Annual Report

2012/13

Version:	Final
Date:	7 May 2013
Author:	David Johnston
Classification:	Public



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Introduction and Background

North Ayrshire Council is committed to ensuring that it responds to and manages the challenges impacting upon the authority. The Council recognises that a certain amount of risk is inevitable if the organisation is to achieve its objectives. A risk management framework has been established to support services, informing the decision making process.

A risk is an event or outcome which, if it occurs, will have an impact upon the Council's ability to achieve its business priorities. The aim of risk management is to reduce the likelihood and/or severity of loss by identifying risks, evaluating the potential consequences and determining the most effective method of controlling or responding to the risks.

If a risk is managed appropriately, and its impact upon the authority understood, the risk management framework can contribute positively towards the organisation's decision-making processes. It can remove barriers to success and make the authority more innovative and effective in its approach to service delivery.

To ensure a consistent approach across the Council, the risk management framework is embedded within the Service Planning and Budgeting process and requires priorities and objectives within the service plan to be assessed for risk.

Purpose of Report

The purpose of this report is to provide an overview of risk management activities undertaken from 1st April 2012 to 31st March 2013 and to identify additional work still required to ensure awareness and ownership of risk is enhanced.

The report details activity undertaken by Services linking back to Strategic and Operational risk, highlighting areas of good practice as well as raising the profile of risk management and the benefits gained from having a structured and integrated approach.

Risk Control Initiatives

The initiatives summarised below are split into three areas:

- Strategic risk
- Operational risk; and
- Areas for further development

The report allows good practice to be shared across services, highlighting the risk framework and providing assurance that effective governance arrangements are in place.

Strategic Initiatives

Financial and Demographic Pressures

A longer term financial strategy, 2013/14 to 2022/23, has been developed in response to the current challenging global economic climate, supporting the delivery of key priorities at a time of reducing resources. The primary objective of the financial strategy is to ensure longer term financial sustainability that provides for appropriate investment in priority services. The strategy was submitted to Cabinet on 26th March 2013.

A consolidation of financial management, resulting in a revised staffing structure, was put in place in June 2012 when members of staff who previously carried out finance roles within services transferred into the corporate Financial Management team. It is envisaged that these changes will improve governance of the Council's financial resources, improve financial management reporting arrangements and remove duplication and overlap in working practices.

Economic Regeneration

North Ayrshire has for a sustained period experienced a continued increase in the level of unemployment and number of residents receiving key benefits. The economic downturn makes the interventions required by the Council, to halt and reverse this trend, both more difficult and of greater importance.

The Council has an Economic Development & Regeneration Strategy in place and has further developed a number of action plans to enable delivery. This includes the allocation of capital spend with the majority of this directed towards the creation of distinctive and vibrant town centres. The implementation of the strategy is overseen by an independently chaired Partnership Board consisting of key public sector partners and representatives from the business community.

Welfare Reform

Changes to the Welfare System are being progressed as part of the Government's solution to the UK deficit. The Welfare Reform Act 2012 contains a number of reforms that will impact significantly on communities within North Ayrshire and the demand for Council services.

The Council's Welfare Reform Working Group achieved all of its planned actions during 2012-13. The Council Tax Reduction Scheme, benefit changes as a result of the size criteria and the Scottish Welfare Fund were implemented on time. Training was provided to over 400 staff and a communication strategy was introduced with leaflets, posters, radio adverts, newspaper articles and a DVD being produced.

The Housing Services Welfare Reform Advice Team is in place with letters issued in January 2013 to tenants who are affected by under-occupation. Personal follow up visits were initiated in February 2013 to allow the Council to gather information to assist with the implementation of universal credit. A dedicated telephone number has been established to allow tenants to speak to a member of the Welfare Reform Advice Team. Further information will also be provided through the Tenancy Matters newsletters.

Information Management

The Council's Information Management and ICT strategies recognise the need to address Government initiatives for digital inclusion, the shared services agenda and opening up access to public sector data.

Access to information systems is controlled and secure; laptops have data encryption installed along with anti-virus software. The Council adheres to government security standards and guidelines to access and share information securely with central and local government and other partners, all of which are subjected to internal and external audit and compliance processes.

The Council has already developed a Data Protection Policy, and this along with the Acceptable Use Policy and other security policies and guidance forms part of Information Governance arrangements. The Council also mitigates the risk to information residing on servers through Disaster Recovery contracts and annual business continuity testing as well as standard back-up and off-site storage facilities.

Partnership environment

Effective partnership working is vital to support the SOA and Council Plans and to drive Service improvements. To manage the forthcoming integration of Adult Health and Social Care, scheduled for April 2014, the Council has established a Project Board. The Board will plan and oversee the Council's arrangements for the creation of a new Health and Social Care Partnership with NHS Ayrshire and Arran and will aim to influence changes in legislation.

Asset Management

The Council has established 6 themed asset management plans covering property, roads, housing, open space, fleet and ICT. Each plan is aligned with the Council and Community Plan objectives and each has an action plan in place to ensure continued development of the Council's approach to managing its core assets.

The Assurance and Improvement Plan Update for 2013-16, undertaken by the Council's external scrutiny bodies, recognises the progress made and monitoring arrangements established and has reduced the risk surrounding Asset Management to "no scrutiny required".

A Surplus Property Group and a Strategic Property Group have been established, reporting into the Capital Programme and Assets Group (CPAG). Both of these groups are chaired by the Head of Finance and Property. All monitoring processes are now firmly established.

Continued viability of private care providers

The economic climate provides a challenging environment to both the Council and its partners. With significant levels of care delivered on behalf of the Council by the independent sector, systems have been developed to proactively manage issues arising, ensuring standards of care are maintained.

During 2012/13, Internal Audit undertook a review of the contracting and business continuity arrangements surrounding Social Services use of external care providers. The review utilised the 2012/13 Strategic Risk Register and identified that all of the management actions identified within the register had been implemented.

A Contract Management and Quality Assurance Framework was fully operational from July 2012. Within the framework, the adequacy of existing providers continuity arrangements were assessed with evidence provided as to the adequacy of their arrangements.

On-going liaison with the Care Inspectorate is maintained in relation to the provision of central oversight arrangements. With individual care providers providing services on a national basis, central oversight systems were developed to ensure early notification of failing providers, allowing early intervention by the authority to maintain standards of care.

Strategic Workforce Issues

The Council has established a challenging Service Reform Programme which is impacting on the size and experience of the workforce. The programme recognises the need to develop additional skills, knowledge and capacity within the workforce to meet new challenges being identified.

The first Council-wide employee engagement survey has been undertaken and an Improvement Plan is in place. Work will continue in relation to the Employee Engagement Survey throughout the current year.

The High Impact Leadership Programme, the Management Development Programme, Learning Events and the revised PPD process continue to develop and enhance the skills and knowledge of the workforce. Better integration of workforce planning within the Service Planning and Budgeting Processes allows early engagement with the workforce and trade unions where service redesign may impact upon workforce numbers. The Redeployment and VER programmes support service redesign and workforce change.

Equal Pay

The Council is in receipt of equal pay claims primarily being made on the basis of pay protection. The Council is awaiting the Employment Tribunal fixing hearing dates for the claims.

Pay claims already intimated against the Council are being managed and, based upon current information, resources have been earmarked to meet these potential liabilities. A small number of new claims continue to be submitted each year which will add to the financial risk upon the authority.

Where additional claims are intimated or award criteria is changed there may be an additional cost burden placed upon the Council. An Equal Pay Audit has been undertaken with basic pay data analysed and a gender pay gap established. Further work is being carried out on the total pay data to provide a deeper analysis.

Operational Risk Activities

Waste Management

The authority provides a waste collection and recycling service to over 66,000 households and to approximately 2,000 commercial waste producers.

In 2012/13 a new operating model was introduced and a new Waste Strategy was approved, with Year 1 actions implemented to ensure that the Council achieves statutory waste management requirements. Actions included the implementation of a new organic waste service (food and garden) and the addition of glass to the kerbside blue bin recycling service. This has resulted in household recycling performance of 52.5% being achieved, exceeding the zero waste plan target of 50% by 2013.

Communications

Effective communication to staff, partners and local communities is essential to manage the Council's reputation. During 2012 a new communications strategy was implemented, including a digital engagement strategy and new internal communication procedures. A revised Council website was developed for launch in April 2013.

Transport Hub

In 2012/13 the Council established a corporate transport facility, or transport hub, where cost efficiencies and service improvements could be achieved through improved co-ordination of transport resources. This, together with the implementation of a vehicle tracking and routing system, will significantly improve the planning, management, budgeting and procurement of fleet assets. Vehicle tracking and routing systems are now in place providing detailed analysis of vehicle utilisation.

Procurement

Corporate Procurement provides advice and support to all Services ensuring that the Council complies with all relevant UK and European legislative requirements. For 2012 Scotland Excel assessed the Council's performance as 'improved' with an assessment of 51%. This identifies the authority as an above average performer within the public sector. For 2013 an improvement plan has been developed to further enhance the procurement function.

During 2012/13, the procurement function for the Council was centralised within Finance and Corporate Support with documents standardised, a new procurement manual produced, a new procurement strategy agreed by Cabinet and new Standing Orders implemented. Advice and training was provided to all Council Services, with prioritisation given to Education and Skills, with approximately 400 staff trained over 2012/13.

Partnership Working

Within Social Services and Health the new multi-agency domestic abuse team went live in August 2012; a North Ayrshire Council Social Worker, Housing Officer and Administrator are now based in Kilmarnock Police Station, working alongside their police colleagues to provide support to victims of domestic violence and their children. In addition, a Social Worker is based in Saltcoats Police Station delivering on the Early and Effective Intervention strategy to address young people involved in offending behaviours.

Areas for Further Development During 2013/14

Business Continuity

The Council has established business continuity plans but following recent restructures across Services these plans need to be reviewed. The Council's Business Continuity Strategy and associated templates will be revised and relevant training provided to Services during 2013/14.

Risk Management Training

Further training will be provided on risk management to Services to ensure requirements contained within the Service Planning and Budgeting Guidance are adhered to. Training will also be provided to elected members to raise awareness of the Council's approach to risk management.

Integration of Health and Social Care

The Council has established a Project Board to oversee the Council's arrangements for the creation of a new Health and Social Care Partnership. A project risk register will be created as part of the project, integrating with the Council's risk management framework.

Community Planning Partnership Risk Register

The Council prepares an annual Risk Management Strategy and Strategic Risk Register which are reported to Cabinet and the Audit Committee. A separate risk register is prepared in relation to the Community Planning Partnership (CPP). For 2013/14 the CPP risk management framework will be revised to ensure that its risk register clearly identifies each individual partner's role in managing the Partnership's shared strategic risks.

Internal Audit and Risk Management

The strategic and annual Internal Audit plans are linked, where appropriate, to the Council's risk registers. The integration of Audit and Risk will be further enhanced by developing the links between Internal Audit findings and Service risk registers.

Conclusion

This report identifies a number of risk control initiatives undertaken by Council Services during 2012/13 and additional work to be undertaken during 2013/14 to further strengthen the Council's approach to risk management. The activities are identified as a means of raising the profile of risk management, developing awareness and ownership of risk within Services.

NORTH AYRSHIRE COUNCIL

Agenda Item 12

28 May 2013

Cabinet

Subject: **2012/13 Housing Revenue Account (HRA): Major Capital and Revenue Investment Programme**

Purpose: To advise the Cabinet of the major capital and revenue investment made within the Council's housing stock during the financial year 2012/13 and provide an update on the Scottish Housing Quality Standard (SHQS) attainment level as at 31 March 2013.

Recommendation: That the Cabinet agrees to note delivery of the major capital and revenue investment programme during 2012/13 and progress being made towards achieving SHQS by April 2015.

1. Introduction

- 1.1 In 2010, the Council approved the HRA 30-year Business Plan. This Business Plan sets out the strategic goals of the Council's Housing Service and measures progress towards achieving these goals. The approved Business Plan identifies the attainment of SHQS, completion of other required investment plans and meeting the housing needs of older people as key areas for delivery.
- 1.2 This report outlines some of the major investments made in the Council's existing housing stock during 2012/13 in order to deliver the key areas identified within the HRA Business Plan.

2. Current Position

- 2.1 The HRA capital budget, for investment in existing stock, and revenue budget for 2012/13 were approved in February 2012, at £18.7 million and £13.5 million respectively.
- 2.2 Attached as Appendix 1, is a summary report outlining the major projects and initiatives that were progressed during 2012/13. The report provides an overview of each project, including budget expenditure, project delivery timescales and the current status of each project.

- 2.3 In terms of SHQS attainment, the target attainment level set for financial year 2012/13 was 85%. The actual attainment level as at 31 March 2013 was 90.5%. By criteria level, this compliance level is outlined as follows:

Criteria	Compliance Level
Compliant with tolerable standard	99.72%
Free from serious disrepair	97.90%
Energy efficient	96.31%
Fitted with modern facilities	97.28%
Healthy, safe and secure	98.23%

- 2.4 A number of the projects identified on the attached Appendix I remain under construction. Finance and Property Services will continue to monitor, manage and deliver these projects in line with expectations.

3. Proposals

- 3.1 The Cabinet is invited to note delivery of the major capital and revenue investment programme during 2012/13 and progress being made towards achieving SHQS by April 2015.

4. Implications

Financial Implications

- 4.1 All projects identified in the attached Appendix I have budget approval in place.

Human Resource Implications

- 4.2 None

Legal Implications

- 4.3 None

Equality Implications

- 4.4 None

Environmental Implications

- 4.5 The installation of high efficiency double-glazed windows, energy efficient central heating systems and external wall insulation all contribute to reducing the public sector's carbon footprint.

Implications for Key Priorities

- 4.6 This work will contribute towards the Councils commitment to the Single Outcome Agreement, under the following objectives:-

2a "More people in work and training."

10a "The quality of social housing has improved."

12a "Our environment is protected and enhanced."

14b "The public sector's carbon footprint has reduced."

Community Benefit Implications

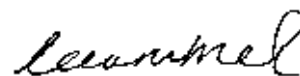
- 4.7 Where possible Community Benefit clauses have been built into building contracts. This has resulted in a number of local apprenticeships and school leaver training opportunities being created.

5. Consultations

- 5.1 During the initiation, development and execution of major works programmes, consultation has taken place with all relevant stakeholders, including tenants (including recognised tenant groups), Elected Members, Housing Services and Building Services.

6. Conclusion

- 6.1 The Cabinet is requested to note the delivery of the HRA capital and major revenue works during 2012/13 and current SHQS compliance level.



LAURA FRIEL

Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact David Tate, Senior Manager, Finance & Property Services on telephone number 01294 225051

Background Papers

None

PROJECT	Budget Allocation	target no. of units (term contracts)	Contract Start Date	Contract Completion Date	Contractor	Percentage of Programme Complete	No. of units complete as at 31/03/13	Comment
Term Contracts								
Window replacement programme 2012-2013	£4,121,000	1329	Apr-12	Mar-13	Building Services	99.85%	1327	With the exception of two houses, the intended programme was delivered within timescale.
Kitchen replacement programme 2012-13	£2,488,437	996	Apr-12	Mar-13	Building Services	97.30%	969	With the exception of 27 houses, the intended programme was delivered within timescale. Shortfall resulted from 'no access' issues.
Bathroom replacement programme 2012-13	£2,221,437	898	Apr-12	Mar-13	Building Services	91.75%	824	With the exception of 74 houses, the intended programme was delivered within timescale. Shortfall resulted from 'no access' issues.
Measured term contract - 2011/2014 - re-roofing & re-rendering combined	£5,275,911	821	Apr-11	Mar-14	Marley Contract Services	101%	830	Full programme of works delivered within timescale.
Measured term contract - 2011/2014 - central heating & rewiring programme	£3,257,250	531 (heating) 680 (rewires)	Apr-11	Apr-13	CFM (combined heating/electrics) Maclin (electrics only)	99.4% (heating) 99.56% (electrics)	528(heating) 677(electrics)	With the exception of three houses, the intended programme was delivered within timescale.
Comprehensive Planned Maintenance								
External painter work including external fabric (Kilbirnie/Saltcoats)	£100,000	n/a	Sep-12	Nov-12	Mitie Property Services			Works complete for 2012/13 programme.
Electrical upgrades and testing contract	£156,000	1200	Sep-12	Mar-12	Invincible Fire & Security	100%	1200	Electrical testing undertaken within 1,200 properties throughout the financial year and delivered at £10k below budget.
Door entry systems to common closes - various	£112,094	n/a	Apr-12	Mar-13	James Anderson Ltd			Works complete for 2012/13 programme. Minor snagging outstanding which will be undertaken throughout April.
Medical Aids & Adaptations	£1,500,000	n/a	Apr-12	Mar-13	Building Services & private contractors			Work includes delivery of 202 adaptations to bathrooms, installation of 491 handrails, 44 new access ramps and 37 stair lift installations.
ARDROSSAN								
Currie Court redevelopment	£1,381,050	n/a	Jan-13	Sep-13	Frank Haslam Milan Ltd			Works progressing in-line with revised programme and project will be delivered in accordance with the 'North Ayrshire Older People Housing Strategy.' Pilot houses likely to be complete by mid-May 2013.
Ardrossan - Montgomerie Street - Environmental Improvements	£669,687	n/a	May-12	Nov-12	Stewart Landscapes			Works complete, with the exception of planting works which will take place during April/May 2013. Very positive feedback received concerning this estate based project.
Ardrossan - Montgomerie/Glasgow Street - CCTV installation	£60,000	n/a	Feb-13	Apr-13	Invincible Fire & Security			Works complete on time and within budget.

PROJECT	Budget Allocation	target no. of units (term contracts)	Contract Start Date	Contract Completion Date	Contractor	Percentage of Programme Complete	No. of units complete as at 31/03/13	Comment
DREGHORN Dreghorn - Woodgrove SHU - Redevelopment	£1,236,432	n/a	Feb-13	Sep-13	James Frew Ltd			Works progressing in-line with revised programme and project will be delivered in accordance with the 'North Ayrshire Older People Housing Strategy.' Pilot house likely to be complete by the end of May 2013.
IRVINE Irvine - Seaton Terrace young persons residential unit Irvine - Pladda Avenue - conversion of nursery to flats Irvine - high flats - recladding of tank rooms	£129,242 £78,000 £230,000	n/a n/a n/a	 Feb-13 Feb-13	Jul-12 Mar-13 May-13	McLaughlin Construction James Anderson Ltd Curtis Moore Ltd			Project complete. Project complete. Contract delayed due to continuing high winds. Completion expected May 2013.
KILBIRNIE Upgrade external fabric etc to weir timber houses 60 No dwellings, Kilbirnie	£580,000	n/a	Nov-12	Apr-13	CCG (Scotland) Ltd			Pilot programme has been hugely successful and has improved the thermal efficiency and aesthetic appearance of the homes complete. Roll-out of approach to be adopted via Energy Company Obligation and Home Energy Efficiency Programme. Programme revised to reflect completion in May 2013 and in-line with budget expectations.
KILWINNING Kilwinning - enhancement of the Western Gateway	£300,000	n/a	Nov-12	May-13	CCG (Scotland) Ltd			Works progressing as per programme, but time extension required due to additional works being undertaken to the shop fronts, which will significantly improve the appearance of the project.
Kilwinning - Pollock Cres - conversion of four bedsits	£80,000	n/a	Jan-13	May-13	KG Building & Civil Engineering Ltd			Contractor on-site, with works to be completed within budget and timescale expectations.
Kilwinning - Eglinton Place - conversion of one bedsit	£32,000	n/a	Mar-13	May-13	KG Building & Civil Engineering Ltd			Contractor on-site, with works to be completed within budget and timescale expectations.
SALTCOATS Saltcoats - conversion of children's home into general needs housing, Harley Place (5 No new build units) Lambie Court & O'Connor Court - refurbishment of external fabric etc	£677,176 £787,837	n/a n/a	Nov-12 Jun-12	May-13 Dec-12	Ashleigh Construction Ltd CCG (Scotland) Ltd			Houses scheduled for completion during May 2013. Opening event taking place on 22 May. Works complete and funding obtained for private owners via Universal Home Insulation Scheme. Positive feedback received from residents in relation to reduced energy usage and aesthetic appearance of these multi-storey properties.
STEVENSTON Stevenston - Limekiln Rd - extension	£40,000	n/a	Feb-13	May-13	Contract Building Services Ltd			Works on-site and progressing as per programme and budget.

NORTH AYRSHIRE COUNCIL

Agenda Item 13

28 May 2013

Cabinet

Subject: **Finance and Corporate Support Policy Board:
Minutes of Meeting held on 1 May 2013**

Purpose: To submit the Minute of the Meeting of the Finance and Corporate Support Policy Board held on 1 May 2013.

Recommendation: That the Cabinet agrees to note the Minute attached at Appendix 1.

1. Introduction

- 1.1 The Finance and Corporate Support Policy Board is one of the six Policy Boards of the Council.

2. Current Position

- 2.1 At its meeting on 1 May 2013, the Board received a presentation on the Digital Engagement Strategy and a report on the Modern Apprenticeship Programme.
- 2.2 The main issues and discussion points in respect of the Digital Engagement Strategy included:-
- a recognition that digital engagement was expanding and provided an opportunity for the Council to engage with the community in new ways;
 - an update on the pilots which are being undertaken currently;
 - the potential resource implications of effective digital engagement;
 - the risks associated with digital engagement; and
 - the need for proactive promotion of digital engagement where this is an appropriate communication channel.
- 2.3 The main issues and discussion in respect of the Modern Apprentice update are noted below:
- progress during 2012/13 including trainees progression into employment;
 - plans for expansion of the programme in 2013/14;

- changes to some of the national Programmes;
- development of the information available on the Council's website;
- continuing high levels of youth unemployment;
- ability to attract suitable trainees; and
- need for a review of how trainees are recruited.

2.4 Members requested a further report be submitted to the Policy Board.

2.5 The Minute of the meeting is attached at Appendix 1.

3. Proposals

3.1 That the Cabinet agrees to note the Minute attached at Appendix 1.

4. Implications

Financial Implications

4.1 There are no financial implications

Human Resource Implications

4.2 There are no Human Resource implications.

Legal Implications

4.3 There are no legal implications.

Equality Implications

4.4 There are no equality implications.

Environmental Implications

4.5 There are no environmental implications.

Implications for Key Priorities

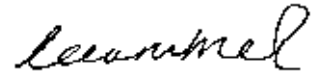
4.6 There are no implications.

5. Consultations

5.1 No consultations were required in the formation of this report.

6. Conclusion

6.1 The attached Minute is submitted for information.



LAURA FRIEL
Corporate Director (Finance and Corporate Support)

Reference :

For further information please contact Laura Friel, Corporate Director (Finance and Corporate Support) on telephone number 01294 324554.

Background Papers

None

Finance & Corporate Support Policy Board
1st May 2013

At a meeting of the Finance & Corporate Support Policy Board of North Ayrshire Council held on **Wednesday 1st May 2013 at 2pm in Committee Room 3, Cunninghame House, Irvine.**

Members Present:

Councillor Alex McLean
Councillor Marie Burns
Councillor Alex Gallagher
Councillor Tom Marshall

In Attendance:

Laura Friel, Corporate Director (Finance & Corporate Support)
Michele Gilmour, Senior Communications Officer (Media & Internal Communications)
Gavin Macgregor, Head of Human Resources & Organisational Development
Debbie Anderson, PA to Corporate Director (Finance & Corporate Support)
Rebecca Doolan, Administration Assistant (Finance & Corporate Support)

Chair

Councillor Alex McLean

1. Welcome and Apologies

Councillor McLean welcomed members to the fifth meeting of the Finance and Corporate Support Policy Board.

Apologies were noted from Councillor Tony Gurney.

2. Minute of Previous Meeting – 28th March 2013

The minute of the previous meeting was approved as an accurate record.

Laura Friel made reference to the presentation given at the last meeting in relation to the ECO and HEEPS funding bids which had been made in support of North Ayrshire's fuel poverty agenda. She confirmed that North Ayrshire Council's final bids exceeded the value which had been submitted to cabinet and advised that a report will be submitted to a future Cabinet meeting detailing the results of the bids. She stated that the results are due on 19th May 2013.

3. Digital Engagement Strategy

A presentation was given by Michele Gilmour, Senior Communications Officer (Media & Internal Communications) in relation to the Council's Digital Engagement Strategy.

The presentation highlighted the following:

- The transformation in the way people communicate with each other - with millions of people connecting online every day;
- The speed and growth of this form of communication was noted and the benefits as a scalable, cost effective and convenient method of engaging with residents offer North Ayrshire Council many opportunities;

- The Digital Engagement Strategy was prepared to ensure that the Council is well placed to capitalise on the benefits offered by social media;
- The Strategy establishes the guiding principles and strategic objectives which will enable the Council to interact effectively when using social media channels;
- The implementation process to assist Services who wish to use social media;
- The success of the Proof of Concept projects in some Council services - offering staff an additional communication channel to reach customers and service users and providing an excellent information resource for researching best practice.

Members asked the following questions:

- Members noted their use of social media and the benefits as a method of communication.
- A question was asked about the cost to the Council. Michele confirmed that staff resource will be the main cost to the Council and that her team will assist in training staff.
- Councillor Burns noted the potential for a high number of complaints via this route and sought clarity on the correct way to manage this.
- Michele noted that digital engagement will build confidence of the customer which could assist with developing communities.
- Councillor Burns stated that the quality of the information made available is important. Michele noted this point and stated that student film makers are currently being sought to assist the Council with this.
- Councillor Marshall sought clarity on whether each employee would have their own digital account or a departmental account. Michele confirmed that a Corporate Twitter account was established and that a Facebook account for the Eglinton Country Club, that is administered by the club directly, is in place and that individual accounts would be created. Councillor Marshall noted the time constraints that this would put upon staff. Michele noted the potential resource implications of this.
- Councillor McLean sought clarity on the level of security that will be adopted for this method of communication. Michele Gilmour confirmed that there are risks associated with this and that advice from the ICT Security Officer is about risk awareness as opposed to risk aversion. Michele's view was that the benefits outweigh the risks. Councillor Gallagher noted that in any event, information could be released into the public domain via a different method. He felt that the volume of communication would increase and to a wider audience which is a positive way forward.
- Councillor Gallagher sought clarity on the next steps and Michele confirmed that she is meeting with Largs Academy next week to assist in creating a Twitter account. She stated that she is currently recommending to staff that they create a personal Facebook/Twitter account in the first instance to trial its use and contact Michele at a later date if they require a business account set up. She advised that it is being promoted to services as an alternative method of communication. Councillor Burns stated that if Services would benefit and this provides better support to customers, the Council should be proactive in promoting this method of communication.

4. Council Newspaper

This item was withdrawn from the agenda.

5. Modern Apprenticeship

Submitted report by Gavin Macgregor, Head of Human Resources & Organisational Development in relation to the Modern Apprenticeship Programme.

Gavin gave a brief overview of the report and the following points were noted:

- At the end of March 2012, North Ayrshire Council achieved its target of employing 90 Modern Apprentices during 2011/12. At the end of March 2013, the total number of Modern Apprentices employed by the Council had risen to 235;
- In October 2012, Cabinet approved further expansion of the Modern Apprenticeship Programme by investing £400,000 to support up to 400 young people into Apprenticeship schemes over the next two years;
- The Training for Work programme, now referred to as “Employability Fund Stage 4” programme, is open to a wider group of potential trainees with some of the previous eligibility criteria being removed;
- Significant work has been undertaken to update the Modern Apprenticeship information contained within the Council website, detailing how the council recruits, the type of trainees the Council is looking for and the rates of pay;
- The high success rate of Trainees achieving their qualification and progressing onto employment;
- This project significantly contributes to the Council delivering its core objective of regenerating communities and increasing employment.

Members asked the following questions:

- Councillor Burns highlighted that there is a significant issue with youth unemployment rates within North Ayrshire and that there is limited progress in improving these rates. She noted that one of the reasons North Ayrshire Council did not meet its target was due to applicants being classed as unsuitable and sought clarification on how flexible the council is when employing modern apprentices. After brief discussion, Laura agreed to provide further information on why applicants were classed as unsuitable and what could be done to assist these applicants into work. She agreed to bring an update report back to the next meeting.
- Councillor Burns raised the issue of progressing from one programme to another and suggested the council could use the Get Ready for Work Programme to prepare young people to move into a Modern Apprenticeship place if additional support was required. She noted the difficulty in progressing from some Modern Apprenticeships into further or higher education where the training was entirely work based with little or no off the job training. Laura noted this point and confirmed that this will be looked into further and incorporated into the report for the next meeting.

6. Any Other Competent Business

There was no other business.

7. Future Agenda Items

Modern Apprenticeship Programme Update Report
Finance & Corporate Support Policy Board Remit

8. Date of Next Meeting

Monday 10th June 2013 at 2pm within the Council Chambers, Cunninghame House, Irvine.

The meeting ended at 3.20pm.

NORTH AYRSHIRE COUNCIL

Agenda Item 14

28 May 2013

Cabinet

Subject: **Corporate Health and Safety Group: Minutes of Meeting held on 3 May 2013**

Purpose: To submit the Minutes of the Meeting of the Corporate Health and Safety Group held on 3 May 2013.

Recommendation: That the Cabinet agrees to note the Minutes contained in Appendix 1.

1. Introduction

1.1 The Council's Corporate Health and Safety Group consists of Elected Members, Officers who chair the four Health and Safety Planning Groups and safety representatives from the Trade Unions. The Group aims:-

- To engage employee representatives as an inclusive partner in the Council's arrangements for the management of health and safety to create a safe working environment that supports the well being of the Council's employees.
- To provide a forum for Council elected members, senior managers and safety representatives to meet on a regular and constructive basis to exchange information and resolve issues of mutual concern.

2. Current Position

2.1 The Corporate Health and Safety Group meets up to four times per year. The Minutes of the latest meeting, held on 3 May 2013, are appended for information.

3. Proposals

3.1 The Cabinet is invited to note the contents of the Minutes contained in Appendix 1.

4. Implications

Financial Implications

- 4.1 There are no financial implications arising from this report.

Human Resource Implications

- 4.2 There are no human resource implications arising from this report.

Legal Implications

- 4.3 There are no legal implications arising from this report.

Equality Implications

- 4.4 There are no equality implications arising from this report.

Environmental Implications

- 4.5 There are no environmental implications arising from this report.

Implications for Key Priorities

- 4.6 There are no implications for key priorities arising from this report.

5. Consultations

- 5.1 No consultations were required.

6. Conclusion

- 6.1 The attached Minutes are submitted for information.



ELMA MURRAY
Chief Executive

Reference :

For further information please contact Melanie Anderson, Committee Services Officer on telephone number 01294 324131.

Background Papers

Constitution of the Corporate Health and Safety Group

Corporate Health and Safety Group
3 May 2013

IRVINE, 3 May 2013 - At a Meeting of the Corporate Health and Safety Group of North Ayrshire Council at 1.00 p.m.

Present

Willie Gibson, Robert Barr and Tom Marshall (North Ayrshire Council); P. Arkison and P. Houston (GMB); J. Purvis (Unison); G. Smith (EIS); and E. Duncan (SSTA).

In Attendance

G. Macgregor, Head of Human Resources and Organisational Development, M. Reid, Team Manager (Health and Safety), D. Johnston, Team Manager (Risk and Insurance) and T. Quigley, Health and Safety Adviser (Finance and Corporate Support), A. Fraser, Head of Democratic and Administration Services; R. McCutcheon, Head of Environment and Related Services, W. Turpie, Operations Manager (Streetscene) and I. Hossack, Policy Officer (Environment) (Development and Environment); D. Reid, Team Manager (Administration) (Education and Skills); and A. Hale, Health Improvement Officer and M. Anderson, Committee Services Officer (Chief Executive's Service).

Chair

Councillor Gibson in the Chair.

Apologies for Absence

Alan Hill, Peter McNamara and R. McNicol (North Ayrshire Council); and J. Jackson (Unite) and S. Herd (Unison).

1. Minutes

The accuracy of the Minutes of the previous meeting of the Committee held on 21 February 2013 was agreed and the Minutes signed in accordance with paragraph 7(1) of Schedule 7 of the Local Government (Scotland) Act 1973.

2. Health and Safety Strategy 2012/13: Health and Safety Action Plans: Progress Reports

Submitted report by the Corporate Director (Finance and Corporate Support) on the implementation of the Council Health and Safety Action Plan.

The following points were highlighted:-

- the intention to update and reissue the Guidance on the Management of Work Involving Asbestos;
- the issue by Education and Skills of the Critical Incident Response Policy and Guidance Support;
- ongoing consultation on Guidance on the Management of Work-Related Stress;
- the use of Display Screen Equipment (DSE) in the context of agile working;

- the analysis of Noise at Work questionnaire responses;
- a meeting between Finance and Property and the Scottish Fire Service to discuss audits and technical fire risk assessments;
- findings in respect of the Control of Substances Hazardous to Health;
- an assessment of staff environmental awareness raising;
- the take up of recent health and safety training;
- plans for the Council-wide roll out of electronic incident reporting;
- 3 Category A Adverse Insurance reports on lifting equipment installed on Council vehicles;
- the Corporate Fire Register and fire safety management systems audit programme; and
- 10 near misses reported in the last quarter.

Discussion took place on the following:-

- the circumstances surrounding the 3 Category A Advance Insurance reports made to the Health and Safety Executive (HSE);
- the environmental monitoring of air quality carried out by a local private sector business as part of its operation; and
- the level of asbestos awareness training of Customer Services Centre staff.

Noted.

3. Health and Safety Groups

3.1 Development and Environment

Submitted report by the Corporate Director (Development and Environment) on the current position in respect of the Development and Environment Health and Safety Action Plan.

The following points were highlighted:-

- 28 incidents within the Service during the period from 1 October to 31 December 2013, 4 of which were reportable to the HSE;
- the installation of the new vehicle tracking system;
- Building Services access to the asbestos information database;
- the procurement of the ICT-based HAVS system;
- the completion of premises inspections in the Waste Disposal Service and Building Services;
- the use of Occupational Health services to assist in carrying out health surveillance;
- the use of Physiotherapy services and counselling to prevent and manage sickness absence; and
- the publication of risk assessments on Navigate.

Members of the Group asked questions, and received clarification, on the Council's mobile phone service provider.

Noted.

3.2 Education and Skills

Submitted report by the Corporate Director (Education and Skills) on the current position in respect of the Education and Skills Health and Safety Action Plan.

The following points were highlighted:-

- 12 incidents within the Service during the period from 1 January - 28 February 2013, one of which was reportable to the HSE;
- 88 aggression and violence incidents in the last quarter, of which 60 were attributed to pupils with additional support needs;
- plans for the completion of workplace inspections; and
- referrals to the Occupational Health service, including counselling, physiotherapy appointments and pre-employment screening.

Discussion took place on the number of working days lost as a result of violence and aggression and the possible implications of this in terms of the Council's Maximising Attendance Policy.

Noted.

3.3 Finance and Corporate Support

Submitted report by the Corporate Director (Finance and Corporate) on the current position in respect of the Finance and Infrastructure Health and Safety Action Plan.

The following points were highlighted:-

- the inaugural meeting of the Finance and Corporate Support/Chief Executive's Health and Safety Group meeting on 18 April 2013;
- arrangements for the completion of workplace inspections;
- plans to propose candidates for health and safety training, as appropriate;
- the intention to identify a responsible person for the fire safety management of Bridgegate House, Irvine;
- the proposed development of a policy on Display Screen Equipment (DSE) in the context of agile working;
- no reported incidents of aggression and violence; and
- arrangements for chairing the group in future.

Noted.

3.4 Social Services and Health

Submitted report by the Corporate Director (Social Services and Health) on the current position in respect of the Social Services and Health: Health and Safety Action Plan.

The following points were highlighted:-

- 100% completion of the workplace inspections programmed for the period from January - March 2013;
- completion of operational fire risk assessments for office accommodation, residential and day care units and non-domestic communal areas;
- arrangements for the review and update of risk assessments;
- use of the DSE self-assessments and the e-learning training package;
- the development and issue of a Mental Health and Wellbeing Policy and the delivery of Keepwell Health Checks;
- the establishment of a working group to review all lifting equipment within Social Services and Health premises and the wider community, as appropriate;
- engagement with the Occupational Health service;
- staff attendance at Risk Assessment in Practice and Fire Safety Awareness training;
- the continuation of compulsory and refresher Moving and Handling training; and
- delivery of the CALM programme.

Noted.

4. Healthy Working Lives: Livewell

Submitted report by the Chief Executive on an update on the Council's Healthy Working Lives (HWL) Programme.

The report provided information on a number of Healthy Working Lives activities which have taken place, including the following:-

- a pilot of health checks by the NHS Keepwell programme;
- a Wellbeing in the Workplace course aimed at managers and covering issues such as mental health and stress;
- Breathing Space Day (mental health support information), No Smoking Day and Drop a Glass Size (alcohol campaign); and
- a personal safety talk for staff at Cunninghame House.

In terms of future developments, the draft Mental Health Policy is now out for consultation, supported by a Managers' Support Guide and Mental Health Conditions Information. In addition, Maximum Potential Gym in Stevenston, which is working in partnership with Educational Services to support the sporting physical development of North Ayrshire children, has agreed to carry out Functional Movement Analysis tests on 12 members of staff. A local Wellbeing Coach, who has carried out some sessional work with Council Services, is also offering taster wellbeing coaching sessions for Council Employees.

Discussion took place on the following:-

- the need for adequate mental health training to be provided to managers; and
- the extent to which a wide range of staff groups will have access to services such as Functional Movement Analysis testing and wellbeing coaching sessions.

The Group agreed (a) that the Health Improvement Officer liaise with Human Resources and Organisational Development to explore the scope for expanding

mental health training for managers; and (b) otherwise, to note the content of the report.

5. Employee Accident Statistics: Monitoring Report: 1 January to 31 March 2013

Submitted report by the Chief Executive on a summary of employee injury accidents, including those which require to be reported to the Health and Safety Executive in line with Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

During the reporting period, there were 68 employee incidents resulting in injury during the period, 10 of which were serious enough to be reported to the HSE. Details of the incidents were provided in the report.

Discussion took place on the following:-

- Maximising Attendance issues arising from injuries sustained in the workplace;
- the availability of the Maximising Attendance Policy on Navigate;
- investigation work to establish the causes of accidents;
- whether risk assessments are amended in the light of accidents; and
- the level of detail provided in the report to the group.

The Group agreed (a) to request that a report be submitted to the next meeting of the 1st Tier Joint Consultative Committee on the number of Maximising Attendance issues arising as a result of workplace injuries sustained by staff, including the exercise of discretion by managers; and (b) otherwise, to note the contents of the report.

6. Aggression and Violence Incidents

6.1 Monitoring Report:

Submitted report by the Chief Executive on a summary of incidents involving violence and aggression towards employees. A paper providing information on the 3 categories of physical violence, was circulated at the meeting.

During the reporting period, there were 174 incidents of reported aggression and violence. The majority of incidents did not involve physical injury. A breakdown of incidents by Service was provided within the report.

The Team Manager (Health and Safety) provided details of corrections to the final table within Section 2.1 of the report, amending the figures under Service User to 25 (verbal abuse), 19 (physical violence) and 2 (physical posturing), under Pupil to 7 (verbal abuse), 114 (physical violence) and 2 (physical posturing), and under Parent/Guardian to 4 (verbal abuse) and 1 (physical violence).

Discussion took place on the following:-

- the level at which incidents required to be reported to the HSE; and

- CCTV covering within the public areas of Council offices.

Noted.

6.2 Short-Life Working Group on Incidents of Violence and Aggression in Education Establishments

Submitted report by the Corporate Director (Finance and Corporate Support) on the findings of the short-life working group established following the last meeting of the group to look at incidents of violence and aggression in education establishments.

The first meeting of the working group took place on 23 April 2013. The group comprises representatives from Corporate Health and Safety, Education and Skills, Social Services and Health, and Trade Union officials. Section 2 of the report summarised the remit of the working group, which included considering a more detailed breakdown of the locations where incidents are occurring and developing a more defined category list to better understand the levels and type of incidents which occur.

Discussion took place on the following:-

- the composition of the group;
- the positioning of posters on violence and aggression; and
- possible under-reporting of incidents.

The Group agreed (a) to note the points raised at the initial meeting; (b) that the working group continue with developing a more effective method for reporting incidents, the longer term aim being to reduce the number of incidents occurring and to provide a stronger support framework for pupils, service users and staff; and (c) that any expressions of interest in joining the working group should be forwarded to the Chair in the first instance.

The Meeting ended at 2.10 p.m.