

Scrutiny committee

Date: Thursday, 17 December 2015

Time: 16:30

Venue: Mancroft room, City Hall, St Peters Street, Norwich, NR2 1NH

All group pre-meeting – 16:00 Mancroft Room

This is for members only and is not part of the formal scrutiny meeting which will follow at 16:30

The pre-meeting is an opportunity for the committee to make final preparations before the start of the scrutiny committee meeting. The public will not be given access to the committee room

Committee members:

Councillors:

Wright (chair)
Maxwell (vice chair)
Bogelein
Coleshill
Grahame
Haynes
Manning
Packer
Peek
Raby
Ryan
Sands (S)
Schmierer

For further information please contact:

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Information for members of the public

Members of the public and the media have the right to attend meetings of full council, the cabinet and committees except where confidential information or exempt information is likely to be disclosed, and the meeting is therefore held in private.

For information about attending or speaking at meetings, please contact the committee officer above or refer to the council's website



If you would like this agenda in an alternative format, such as a larger or smaller font, audio or Braille, or in a different language, please contact the committee officer above.

AGENDA

- 1 Apologies**
To receive apologies for absence
- 2 Public questions/petitions**
To receive questions / petitions from the public (notice to be given to committee officer in advance of the meeting in accordance with appendix 1 of the council's constitution)
- 3 Declarations of interest**
(Please note that it is the responsibility of individual members to declare an interest prior to the item if they arrive late for the meeting)
- 4 Minutes** 5 - 8
To approve the accuracy of the minutes of the meeting held on 12 November 2015
- 5 Scrutiny committee work programme 2015 - 2016** 9 - 30
Purpose - To note the scrutiny work programme and agree any potential topic(s) that may be tested against the TOPIC analysis for future inclusion onto the programme. For the assistance of members, the cabinet forward agenda is also included.
- 6 Update of the rep for the Norfolk county health overview and scrutiny committee**
Purpose - For the committee to note the work of NHOSC and comment on any implications for Norwich residents for the representative to take back to the next meeting of NHOSC
- 7 Quarter 2 2015-16 performance report** 31 - 38
Purpose - To enable the scrutiny committee to determine any areas of performance they would wish to review or monitor in the future.
- 8 Draft Equality Information Report** 39 - 62
Purpose - To determine any recommendations the scrutiny committee would like to make to cabinet
- 9 Exclusion of the public**
Purpose - Consideration of exclusion of the public.

EXEMPT ITEMS:

(During consideration of these items the meeting is not likely to be open to the press and the public.)

To consider whether the press and public should be excluded from the meeting during consideration of an agenda item on the grounds that it involves the likely disclosure of exempt information as specified in Part 1 of Schedule 12 A of the Local Government Act 1972 or it being confidential for the purposes of Section 100A(2) of that Act.

In each case, members are asked to decide whether, in all circumstances, the public interest in maintaining the exemption (and discussing the matter in private) outweighs the public interest in disclosing the information.

***10 Transformation programme for the council**

- This report is not for publication because it would disclose information relating to the financial or business affairs of any particular person (including the authority holding that information) as in para 3 of Schedule 12A to the Local Government Act 1972.

Date of publication: **Thursday, 10 December 2015**



SCRUTINY COMMITTEE

16:35 to 18:00

12 November 2015

Present: Councillors Wright (chair), Maxwell (vice chair), Bogelein, Coleshill, Grahame, Haynes, Woollard (substitute for Manning), Peek, Neale (substitute for Raby), Ryan, Sands (S) and Schmierer

Apologies: Councillors Packer, Manning, Raby

1. Public questions / petitions

There were no questions or petitions from members of the public.

2. Declarations of interest

There were no declarations of interest.

3. Minutes

On page 10, item C, it was clarified that councillor Herries and not councillor Bogelein would work alongside the chair of scrutiny around co-operatives, thus the resolution should read:

c) arrange a seminar around cooperatives, with councillor James Wright leading and supported by councillor Chris Herries

RESOLVED to agree the accuracy of the minutes of the meeting held on 12 November 2015.

4. Scrutiny committee work programme 2015 -2016

The chair updated the committee on the work programme, adding that he would circulate an update regarding the issue of academies, as this item was expanding to encompass overall educational qualities. He said that he would circulate something early in the following week.

Despite there being little that the committee could directly achieve as far as academies were concerned, it was felt important that hearing from a representative of academies would be useful to the ongoing educational equalities work.

A committee member suggested inviting the communications team from the city council to join the next scrutiny meeting with a view to publicising the work of the committee more widely. Members agreed that this would be a positive step and the strategy manager said that he would invite a representative from the communications team to the next meeting.

Discussion ensued regarding income generation and - following difficulties securing enough members to create a full task and finish group - it was agreed that the chair and councillor Bogelein may wish to consider carrying out some work in this area themselves. It was agreed that the question regarding income generation would be raised again at the December meeting

RESOLVED to:-

- a) note the scrutiny committee work programme 2015 – 2016;
- b) circulate work carried out so far pertaining to educational equalities; and,
- c) invite a member of the communications team to the meeting of the scrutiny committee to be held on 17 December 2015.

5. Update of the representative for the Norfolk County health overview and scrutiny committee

The representative for the Norfolk County health overview and scrutiny committee explained that the most recent meeting of the committee had examined ambulance response times and relevant, related NHS planning. She said that the outlook did not appear positive and as such work was ongoing to reshape the service to reduce the amount of patient transport involved.

She added that members of the committee said that time-based targets appeared to be skewing priorities within the health service. Basing results on time taken rather than patient outcomes was damaging the priorities of the service and members said that it would be more worthwhile to look at the whole patient journey rather than isolating individual parts of that experience.

RESOLVED to note the update of the representative for the Norfolk County health overview and scrutiny committee.

6. Quarterly performance report

The strategy manager explained that the quarterly performance report was not ready at the current time due to conflicting deadlines. A member of the scrutiny committee asked if meetings could be scheduled differently in future to ensure that they coincide with performance data being ready.

The executive head of service for strategy, people and neighbourhoods said that the report would be circulated prior to the cabinet meeting on 9 December.

7. Community space review

The head of local neighbourhood services explained that the focus of the review was 15 council-owned community centres. In response to members' questions, he made the following points:

- The overall plan was to introduce a wider range of activities and services to be delivered from community centres, therefore attracting new people as both service users and volunteers.
- Gathering useful information regarding the amount of footfall, general feedback etc. had proven difficult thus far, although figures did suggest that footfall tended to be cyclical.
- No proposals were currently being put forward to cut the number of community centres, although other models would need to be examined to ensure future viability.
- A new community centre was opening in Harford through the use of Community Infrastructure Levy funding.
- It was emphasised that councillors have a role to play within their wards by publicising the work and availability of community centres at suitable opportunities.
- Volunteers operating community centres had been made aware of the possibility of making joint funding bids, however, none had stepped forward to seek further information at the time of the meeting.
- Environmental surveys / energy audits were being carried out to estimate the level of work and thus funding required for individual community centres. Once this work had been carried out, it would be a question of finding a way forward to assist centres in meeting environmental standards.
- It was agreed that a website containing a centralised tool for room bookings across all community centres would be worthwhile. The head of local neighbourhood services said he would take that away for consideration.

RESOLVED to note the ongoing work to engage volunteers in the work of community centres.

As there were no members of the public in attendance at the meeting, it was agreed to take items 8 and 10 together.

8. Update on the recommendations from the scrutiny review of building social inclusion and capital in Norwich

and

***10. Update on the recommendations from the scrutiny review of building social inclusion and capital in Norwich Appendix C**

The executive head of service for strategy, people and neighbourhoods explained that a significant number of recommendations had been bought forward and as such - given a busy work schedule - there would be a reduced number which could be taken forward at this stage.

A member emphasised the importance of the community asset transfers taking place, adding that the report was an excellent document which required further examination in order to fully understand what shape the work would take and how much in the way of savings could be made.

The executive head of service for strategy, people and neighbourhoods explained that if all community centres were successfully taken over and owned themselves, approximately £5.9 million could be saved. He also said that work had been ongoing examining the potential role of street champions, an idea which had proven successful in Lambeth. This way, savings were possible through engaging communities to take greater responsibility for their own environment. He said that there was an appetite to develop and test such a project, emphasising that the voluntary sector can often access funding that the city council cannot. As such, greater potential for community centre funding may exist through centres being operated by the voluntary sector.

It was emphasised that the council would need to be flexible regarding service delivery to be able to adapt to required changes.

RESOLVED to note the update on the recommendations from the scrutiny review of building social inclusion and capital in Norwich.

CHAIR

ITEM 5

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE OFFICER, CABINET PORTFOLIO COUNCILLOR or ORGANISATION	SCOPE - REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT
6 July 2015	Quarter 4 performance monitoring (14/15)	Cllr Alan Waters, Russell O'Keefe and Phil Shreeve	Identification of any causes for concern and note successes arising from this 6 monthly review of performance monitoring data
6 July 2015	Establishing a local housing company	Cllr Bert Bremner and David Moorcroft	Pre-scrutiny of the report going to cabinet that outlines arrangements for the council towards establishing a local housing company to allow the council to take forward housing development in Norwich.
6 July 2015	Update from May meeting of the Norfolk county health overview and scrutiny committee	Steve Goddard	For the committee to note the work of NHOSC and comment on any implications for Norwich residents for the rep to take back to the next NHOSC meeting.
16 July 2015	Update of the rep for the Norfolk county health overview and scrutiny committee	Cllr Sandra Bogelein	A brief Oral update of the meeting of NHOSC that was held earlier in the day at county hall. (A written update will be available at the September meeting along with the September update)
16 July 2015	Overview of DWP sanctions	Phil Shreeve	To look at how the council can work with partners to help those who may be affected with a particular focus on young people and the homeless.

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE ORGANISATION OFFICER CABINET PORTFOLIO COUNCILLOR	SCOPE - REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT
16 July 2015	Benefits processing times	Anton Bull, LGSS and Cllr Alan Waters	To address the performance levels towards improving the average processing time for new housing benefit and council tax reduction scheme claims.
17 September 2015	Update of the rep for the Norfolk county health overview and scrutiny committee (July & Sept report)	Cllr rep and Steve Goddard	For the committee to note the work of NHOSC and comment on any implications for Norwich residents for the rep to take back to the next meeting of NHOSC
17 September 2015	Looking at the co-operative agenda in local government	Cllr Alan Waters, Russell O'Keefe and Phil Shreeve	Looking at co-operative innovations and solutions and suggestions for how Norwich might benefit. (Subject to final agreement over scope)
15 October 2015	Assessment of the corporate plan against the programme of the new government	Cllr Alan Waters, Russell O'Keefe and Phil Shreeve	To gain an overview of the new governments programme and any implications this may have for the council's corporate plan
15 October 2015	Transformation programme for the Council	Cllr Alan Waters and Russell O'Keefe	For the scrutiny committee to comment on and make suggestions towards the development of the council's programme for transformation

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE ORGANISATION OFFICER CABINET PORTFOLIO COUNCILLOR	SCOPE - REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT
12 November 2015	Quarter 2 performance monitoring (15/16)	Cllr Alan waters, Russell O'Keefe and Phil Shreeve	Identification of any causes for concern and note successes arising from this 6 monthly review of performance monitoring data
12 November 2015	Review of community space - update on progress	Cllr Keith Driver, Russell O'Keefe and Bob Cronk	A report back to the scrutiny committee on how work has progressed since the task and finish group.
12 November 2015	Update of the rep for the Norfolk county health overview and scrutiny committee (Oct report)	Councillor rep and Steve Goddard	For the committee to note the work of the HOSC and comment on any implications for Norwich residents for the residents for the rep to take back to NHOSC
12 November 2015	Update on the delivery of the work plan for the building social inclusion and capital in Norwich project	Cllr Keith Driver and Russell O'Keefe	For the committee to receive and note a briefing paper as an update on progress at this early stage in the work.
17 December 2015	Transformation programme for the Council	Cllr Alan Waters and Russell O'Keefe	Ongoing scrutiny to consider the development of the transformation programme.
17 December 2015	Annual equality information report	Cllr Vaughan Thomas and Phil Shreeve	Pre scrutiny of the report before it goes to cabinet

DATE OF MEETING	TOPIC FOR SCRUTINY	RESPONSIBLE ORGANISATION OFFICER CABINET PORTFOLIO COUNCILLOR	SCOPE - REASON FOR TOPIC REQUEST AND OUTCOME SOUGHT
17 December 2015	Update of the rep for the Norfolk county health overview and scrutiny committee (Dec report)	Councillor rep and Steve Goddard	For the committee to note the work of the NHOSC and comment on any implications for Norwich residents for the rep to take back to NHOSC
28 January 2016	Pre-scrutiny of the proposed policy and budget frame work	Cllr Alan Waters, Russell O'Keefe and Justine Hartley	To make suggestions to cabinet regarding the proposed budget's ability to deliver the council's overarching policy and look into how tenants can use communal areas
28 January 2016	(Environmental strategy) Yearly update on the progress statement	Cllr Bert Bremner, Richard Willson and David Moorcroft	Identification of any issues to consider and note successes and progress reported in the progress statement
25 February 2016	Verge and pavement issues	Cllr Bert Bremner, David Moorcroft and Andy Ellis	Pre- scrutiny of the cabinet report on a review of verge and pavement issues
25 February 2016	Update of the rep for the Norfolk county health overview and scrutiny committee	Councillor rep and Steve Goddard	For the committee to note the work of the NHOSC and comment on any implications for Norwich residents for the rep to take back to NHOSC

17 March 2016	Annual review of scrutiny	Cllr James Wright and Steve Goddard	To agree the annual review of the scrutiny committee's work 2015 to 2016 and recommend it for adoption of the council
17 March 2015	Academies		(Subject to final agreement over scope)

Scrutiny committee tracker

2015 – 2016

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
11 June 2015	Verge and pavement issues	Andy Watt	For the scrutiny committee members to receive an update on progress regarding verge and pavement issues raised at earlier meetings.	Members received an email update from the head of city development services on 12 June reporting on the current position. The scrutiny committee will also be pre scrutinising a report that will cover the review of verge and pavement issues at the 25 February 2016 meeting.
11 June 2015	Best practice in tackling transphobic hate crimes	Bob Cronk	For the head of neighbourhood services to provide an update and information as an email briefing to the scrutiny committee	Ongoing
11 June 2015	The council's consultation process	Nikki Rotsos	For a briefing paper to be circulated, for scrutiny members to gain an overview and understanding of the council's current work in this area.	Ongoing

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
11 June 2015	The communications approach of the scrutiny committee	Chair of scrutiny and Nikki Rotsos	To make this an ongoing piece of work with a view to make suggestions on how members advertise and publicise their work.	Ongoing
6 July 2015	Self-esteem and aspirations task and finish group; annual update	Russell O'Keefe	Future updates on the progress being made with the work programme, as a result of the self-esteem and aspirations task and finish group.	Expected to be in spring 2016.
6 July 2015	Quarter 4 performance monitoring (14/15)	Tracy John and Chris Haystead	HCH5 states that our target is to prevent 50% of people who contact us to become homeless: Could it be clarified why this target is so low?	We needed to factor in the challenging environment for homelessness and prevention. While current performance is good, we are working at our optimum within existing resources. As such, shifting external factors (further welfare reform, effect of cuts to services by partner organisations etc) will potentially limit our effectiveness and performance. Therefore, the 50% target is both realistic and challenging. In addition, this would be very good performance compared to most local authorities.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
6 July 2015	Quarter 4 performance monitoring (14/15)	Chris Haystead	HCH8 the target has reduced from 87% to 77% why is that? Has satisfaction with the housing service gone down?	Satisfaction with the housing service has actually improved considerably. It has increased by over 11% between our survey in 2013 and the one carried out this year, taking overall satisfaction to 81%. This puts us the 3rd best in the country in terms of large local authority landlords. However, the previous target of 87% was unrealistic and we need to ensure targets strike the right balance between being realistic and challenging. As you will be aware, targets are then reviewed each year.
		Russell O'Keefe	VFM3 – the target has reduced why is that?	As set out above we need, to ensure targets strike the right balance between being realistic and challenging and 85% had gone beyond challenging to unrealistic.
		Anton Bull	VFM6: how has this measure been revised?	This is a composite of the 4 main elements of council income collected - council tax, NNDR, housing rent and sundry income. Prior to 2012 we had “in-year” collection targets for council tax and NNDR of 96.5% and 98.2%. In measuring the “% of income owed to the council collected” for the 2012-15 corporate plan the amount of council tax

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
6 July 2015	Quarter 4 performance monitoring (14/15)		VFM6: how has this measure been revised? (continued)	and NNDR we had actually collected was taken as a percentage of the amount we expected to collect. In that regard it was actually a percentage of the target percentage not a percentage of the “total amount”. For the new corporate plan we have aimed to simplify this. So now, the % of council tax and NNDR collected are as a percentage of the total amount not the expected amount. (N.B. In year the monthly “amount due” still has to be estimated as there isn’t an actual monthly amount due. This is modelled based on typical collection rates from previous years. However, this builds towards a percentage of the total amount due for the year).The target for this has therefore been reduced from 96% to 95% as the change has resulted in the denominator (amount due) getting bigger.

Date	Topic	Responsible officer	Scrutiny request	Outcome(s) or current position
6 July 2015	Quarter 4 performance monitoring (14/15)	Adrian Akester	With regards to the effect of the waste officers door knocking: has there been a pre/post comparison with regards to uptake of recycling, general waste reduction and use of food waste, thus a comparison of numbers before the door knocking and afterwards?	Door knocking was one small part of a much wider and concerted strategy to increase recycling etc. However, pre – implementation of this overall strategy recycling rates were 18% and are obviously now 36%.

FORWARD AGENDA: CABINET, COUNCIL, SCRUTINY AND COMMITTEES and MEMBER BRIEFINGS 2015 – 2016

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
CABINET 9 DEC 2015	Revenue budget monitoring 2015-16 period 7	To provide an update on the current financial position, the forecast outturn for the year 2015-16, and the consequent forecast of the general fund and housing revenue account balances.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Neil Wright Service accountant EXT 2498		Justine Hartley	PH	NO
CABINET 9 DEC 2015	Treasury Management Mid-Year Review 2015-16	To advise of the treasury management performance for the first six months of the financial year to 30 September 2015.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Philippa Dransfield chief accountant EXT 2562		Justine Hartley	PH	NO
CABINET 9 DEC 2015	Quarter 2 2015-16 performance report	To report progress against the delivery of the corporate plan priorities and key performance measures for quarter 2 and full year outturns 2015-16	Cllr Waters Russell O'Keefe Executive head of strategy, people and neighbourhoods; Roger Denton,		Russell O'Keefe	PH	NO

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
			Performance and research officer EXT 2535				
CABINET 9 DEC 2015	Heritage interpretation supplementary planning document - Adoption	To consider adopting the Heritage interpretation supplementary planning document to support policies in the statutory development plan for Norwich	Cllr Bremner Graham Nelson Head of planning services		Dave Moorcroft		NO
CABINET 9 DEC 2015	Managing Assets (Housing) – KEY DECISION	To outline the options available for future of property within the housing stock.	Cllr Harris Gary Atkins Operations Director NPS Norwich Ltd Jay Warnes Property Investment Manager NPS Norwich Ltd.				YES
CABINET 9 DEC 2015	Award of contract for ICT network – KEY DECISION	To consider the award of a contract relating to the ICT Network	Cllr Stonard Anton Bull Ext 2326		Anton Bull	PH	YES – Para 3
CABINET 9 DEC 2015	Future provision of services including finance, ICT, revenues and benefits – KEY DECISION	To consider the future provision of services including finance, ICT, revenues and benefits.	Cllr Waters, Cllr Stonard, Councillor Vaughan Thomas Anton Bull Ext 2326		Anton Bull	PH	YES – Para 4
SCRUTINY 17 DEC	Transformation programme for the	Ongoing scrutiny to consider the development of the transformation	Cllr Alan Waters and Russell		Russell O'Keefe		

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
2015	Council	programme.	O'Keefe				
SCRUTINY 17 DEC 2015	Annual equality information report	Pre scrutiny of the report before it goes to cabinet	Cllr Vaughan Thomas and Phil Shreeve		Russell O'Keefe		
SCRUTINY 17 DEC 2015	Update of the rep for the Norfolk county health overview and scrutiny committee	For the committee to note the work of the NHOSC and comment on any implications for Norwich residents for the rep to take back to NHOSC	Councillor rep and Phil Shreeve				
CABINET 13 JAN 2016	Revenue budget monitoring 2015/16 period 8	To provide an update on the current financial position, the forecast outturn for the year 2015-16, and the consequent forecast of the general fund and housing revenue account balances.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Neil Wright Service accountant EXT 2498		Justine Hartley	PH	NO
CABINET 13 JAN 2016	Risk management report	To update members on the results of the review of: <ul style="list-style-type: none"> key risks facing the council and the associated mitigating actions the council's risk management policy 	Cllr Stonard, Justine Hartley, Steve Dowson		Justine Hartley		NO
CABINET 13 JAN 2016	Managing Assets - KEY DECISION	To consider the disposal of individual property assets currently held by the council.	Cllr Stonard Andy Watt Head of city		Dave Moorcroft	PH	YES

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
			development services EXT 2691 David Rogers Client property and parking manager EXT 2463				
CABINET 13 JAN 2016	Housing development company- business plan	To consider the business plan of Norwich Regeneration Ltd.	Cllr Stonard Gwyn Jones, city growth and development manager EXT: 2364 Philippa Dransfield, chief accountant EXT: 2562		Dave Moorcroft		NO
CABINET 13 JAN 2016	Housing development company- business plan – APPENDICES	To consider the exempt appendices regarding the business plan of Norwich Regeneration Ltd.	Cllr Stonard Gwyn Jones, city growth and development manager EXT: 2364 Philippa Dransfield, chief accountant EXT: 2562		Dave Moorcroft		YES – Para 3
CABINET 13 JAN	Community centre at the Hall Road Asda	To agree to the leasehold acquisition to provide a new community centre at	Cllr Driver Andy Watt		Dave Moorcroft	PH	NO

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
2016	site	the Hall Road Asda site	Bob Cronk				
CABINET 13 JAN 2016	Push the Pedalways – appropriation of council-owned land for adoption as highway – KEY DECISION	To consider the appropriation of several sections of pathway and associated infrastructure on City Council-owned land for adoption as public highway to form part of the pink pedalway	Cllr Bremner Cllr Stonard Andy Watt Head of city development services EXT: 2691 Ben Webster Design, Conservation and Landscape Manager EXT: 2518		Dave Moorcroft	PH	NO
CABINET 13 JAN 2016	Local Development Scheme	To agree the content of the revised Local Development Scheme (LDS).	Cllr Bert Bremner/Mike Burrell, Planning Policy Team Leader				NO
CABINET 13 JAN 2016	Procurement of works – Eastern Procurement Ltd renewal of property improvements framework – KEY DECISION	To inform Cabinet of the procurement process for housing property improvements and to ask for approval to award the contract(s).	Cllr Harris Russell O'Keefe Gary Atkins Carol Marney Head of Operational Property Services NPS Norwich Ltd TEL: 227904		Russell O'Keefe		NO
COUNCIL	Council tax reduction	To consider a council tax reduction	Cllr Vaughan		Anton Bull	PH	NO

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
26 JAN 2016	scheme for 2016-17	scheme for 2016-17 and to consider discounts and exemptions	Thomas and Anton Bull Executive head of business relationship management and democracy EXT 2326 Tracy Woods Business relationship and procurement manager EXT 2140				
SCRUTINY 28 JAN 2016	Pre-scrutiny of the proposed policy and budget frame work	To make suggestions to cabinet regarding the proposed budget's ability to deliver the council's overarching policy and look into how tenants can use communal areas	Cllr Alan Waters, Justine Hartley		Russell O'Keefe		
SCRUTINY 28 JAN 2016	(Environmental strategy) Yearly update on the progress statement	Identification of any issues to consider and note successes and progress reported in the progress statement	Cllr Bert Bremner, Richard Willson		David Moorcroft		
CABINET 3 FEB 2016	Revenue budget monitoring 2015/16 period 9	To provide an update on the current financial position, the forecast outturn for the year 2015-16, and the consequent forecast of the general fund and housing revenue account	Cllr Stonard Justine Hartley chief finance officer EXT 2440		Justine Hartley	PH	NO

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
		balances.	Neil Wright Service accountant EXT 2498				
CABINET 3 FEB 2016	Capital budget monitoring 2015/16 quarter 3	To update cabinet on the financial position of the capital programmes	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Shaun Flaxman group accountant EXT 2805		Justine Hartley	PH	NO
CABINET 3 FEB 2016	General Fund revenue budget 2016-17 and capital programme 2016-17 to 2020-21	To set a budgetary requirement, council tax requirement and level of council tax for the financial year 2015/16 and to approve the capital programme 2016-17 to 2020-21.	Cllr Stonard Justine Hartley chief finance officer EXT 2440		Justine Hartley	PH	NO
CABINET 3 FEB 2016	Housing rents and budgets 2016-17	To consider the housing revenue account budget for 2016-17, council housing rents for 2016-17, the prudent minimum level of HRA reserves 2016-17, the housing capital plan 2016-17 to 2020-21; and the housing capital programme 2016-17.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Shaun Flaxman group accountant EXT 2805		Justine Hartley	PH	NO
CABINET 3 FEB 2016	Treasury Management Strategy 2016-17	To consider the council's prudential indicators for 2016-17 through to 2018-19 and set out the expected treasury operations for this period.	Cllr Stonard Justine Hartley chief finance officer EXT 2440		Justine Hartley	PH	NO

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
			Philippa Dransfield chief accountant EXT 2562				
CABINET 3 FEB 2016	Mountergate West phase 2 – KEY DECISION	To approve the entering into collaboration agreement with the Great Hospital to take forwards the development of housing on the Mountergate West site.	Cllr Harris Andy Watt Head of city development services EXT 2691 Gwyn Jones City growth and development manager EXT 2364		Dave Moorcroft	PH	YES (Paragraph 3)
CABINET 3 FEB 2016	Managing Assets - KEY DECISION	To consider the disposal of individual property assets currently held by the council.	Cllr Stonard Andy Watt Head of city development services EXT 2691 David Rogers Client property and parking manager EXT 2463		Dave Moorcroft	PH	YES
CABINET 3 FEB 2016	CIL neighbourhood funding – KEY DECISION	To seek approval for the projects to be funded from CIL neighbourhood pot in 2016-7	Cllr Waters Andy Watt Head of city development		Dave Moorcroft		

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
			services EXT 2691 Gwyn Jones, City growth and development manager, EXT: 2364.				
COUNCIL 16 FEB 2016	General Fund revenue budget 2016/17 and capital programme 2016/17 to 2020/21	To propose for approval the budget and budgetary requirement, council tax requirement, level of council tax, and non-housing capital programme, for the financial year 2015-16 and the non-housing capital plan 2015-16 to 2019-20	Cllr Stonard Justine Hartley chief finance officer EXT 2440		Justine Hartley	PH	NO
COUNCIL 16 FEB 2016	Housing rents and budgets 2016-17	To propose for approval the Housing Revenue Account (HRA) budget for 2016-17, council housing rents for 2016-17, the prudent minimum level of HRA reserves 2016-17, the housing capital plan 2016-17 to 2020-21; and the capital programme 2016-17	Cllr Stonard Justine Hartley chief finance officer EXT 2440		Justine Hartley	PH	NO
COUNCIL 16 FEB 2016	Treasury Management Strategy 2016-17	To outline the council's prudential indicators for 2015-16 through to 2017-18 and set out the expected treasury operations for this period.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Philippa		Justine Hartley	PH	NO

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
			Dransfield chief accountant EXT 2562				
SCRUTINY 25 FEB 2016	Verge and pavement issues	Pre- scrutiny of the cabinet report on a review of verge and pavement issues	Cllr Bert Bremner, and Andy Ellis		David Moorcroft		
SCRUTINY 25 FEB 2016	Update of the rep for the Norfolk county health overview and scrutiny committee	For the committee to note the work of the NHOSC and comment on any implications for Norwich residents for the rep to take back to NHOSC	Councillor rep and Phil Shreeve				
CABINET 9 MAR 2016	Revenue budget monitoring 2015-16 period 10	To provide an update on the current financial position, the forecast outturn for the year 2015-16, and the consequent forecast of the general fund and housing revenue account balances.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Neil Wright Service accountant EXT 2498		Justine Hartley	PH	NO
CABINET 9 MAR 2016	Proposed write off of bad debt	To provide an update regarding the write off of non- recoverable debt.	Cllr Stonard Justine Hartley chief finance officer EXT 2440 Carole Jowett revenues and benefits operations		Justine Hartley	PH	NO

ALLOCATED ITEMS							
Meeting	Report	Purpose	Portfolio holder + Senior Officer + Report author	Date report signed off by	Management clearance	Cabinet or portfolio holder briefing?	Exempt?
			manager EXT 2684				
CABINET 9 MAR 2016	Managing Assets - KEY DECISION	To consider the disposal of individual property assets currently held by the council.	Cllr Stonard Andy Watt Head of city development services EXT 2691 David Rogers Client property and parking manager EXT 2463		Dave Moorcroft	PH	YES
SCRUTINY 17 MAR 2016	Annual review of scrutiny	To agree the annual review of the scrutiny committee's work 2015 to 2016 and recommend it for adoption by the council	Cllr James Wright and Phil Shreeve				
COUNCIL 22 MAR 2016							

Norwich City Council
SCRUTINY COMMITTEE
ITEM 7

REPORT for meeting to be held on 17 December 2015

Quarter 2 2015-16 performance report

Summary: The report sets out the council's performance against the Corporate Plan (2015-20) priorities for quarter 2 of 2015/16.

Conclusions: The report should enable the scrutiny committee to determine any areas of performance they would wish to review or monitor in the future.

Recommendation: To consider the quarter 2 performance report and in particular to identify:

- Successes and any areas of concern.
- Any specific areas that scrutiny would wish to review in more detail as part of their future work programme.
- Any trends that scrutiny may wish to be monitored and reported on when they receive the next performance report.

Contact Officer: Phil Shreeve, Strategy Manager
Phone: 01603 212356
Email: philshreeve@norwich.gov.uk

1. Introduction

- 1.1 This report sets out progress against the key performance measures that are designed to track delivery of the council's corporate plan priorities. This is the second quarterly performance report for the year (2015/16) of the Corporate Plan 2015-2020.
- 1.2 The Corporate Plan 2015 - 20 established five priorities. Progress with achieving these is tracked by a range of key performance measures. It is these performance measures which form the basis of this report. Most of the performance measures are available quarterly while some are reported six monthly or annually to show general outcomes for residents.
- 1.3 Performance status for each of the performance measures is then combined for each priority to show at a glance high level performance. This should enable members to see where performance is improving or falling.
- 1.4 Performance is based around a traffic light concept where green is on target, red is at a point where intervention may be necessary and amber a point in between these two.
- 1.5 A copy of the full performance report can be found at appendix A and was previously circulated.
- 1.6 Responses to more detailed questions will be made available either at the meeting or via the Scrutiny Tracker where this level of detail takes longer to collate.



Safe, clean and
low carbon city

Prosperous and
vibrant city

Fair city

Healthy city with
good housing

Value for money
services

Comments

Overall performance for this second quarterly report of 2015-1 against the priorities in the corporate plan 2015-2018 shows a good picture with four of our priorities showing as green and one amber.

Amongst those areas where the council is performing very highly and exceeding its targets are our performance in relation to: percentage of food premises which are broadly compliant with food hygiene law, numbers of private households helped to improve the energy efficiency of their homes, the number of days taken to re-let council homes is back on track, speed of processing of planning applications and a range of customer satisfaction measures.

However, there are a small number of measures where performance is further below target. We will continue to work towards improving performance in relation to these and the other performance measures that underpin the priorities in our Corporate Plan.

Green is on target, amber between target and cause for concern and red is cause for concern.

For more information please contact the Policy, Performance and Partnerships team on ext 2535 or email performance@norwich.gov.uk

Key to tables (following pages) :

RAG - Red, Amber, Green; **DoT** - Direction of Travel: a green upward arrow signifies an improvement in performance compared with the previous reporting period, a red downward arrow shows a drop in performance and a blue horizontal arrow shows no change. **YTD** - data shown is for the (financial) year to date

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
SCL8 % of adults living in the City Council's area who cycle at least once per week	16.3 %	23.0 %	▲	?	16.3 %	23.0 %	▲
Comments: The reported figure relates to the period mid Oct 2013 - mid Oct 14. It compares to 2012/13 = 16.6%, 2011/12 = 20.1%, 2010/11 = 17.7%. Over the four year period from 2010/11 to 13/14 it suggests that the level of cycling in Norwich has remained static or even declined slightly. The latest data was gathered before the completion of any Push the Pedalways projects. A Bicycle Account will be published in the spring by the County and City Council that contains lots of locally gathered data that will provide a much richer set of data to combine with the national information.							
SCL07 Number of accident casualties on Norwich roads	504	400	▲	➡	504	400	▲
Comments:							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
SCL01 % of streets found clean on inspection	91 %	94 %	●	➡	91 %	94 %	●
Comments: In all 306 transects across the city were surveyed in July 2015. With regard to littering one street Hunter Road (outside school) was graded D and eight transects were graded C. The survey revealed that the areas with the highest percentage of detritus were in areas with prevalence for parked cars and on our industrial estates. Of the transects surveyed, four were graded at D, these were Hunter Road (outside school), Portersfield Lane, Woodcock Road (outside school) and an alley on College Road. Fifteen transects were graded at C and one was graded at C-. These areas will continue to be monitored over the coming weeks and months.							
SCL04 Residual household waste per household (Kg)	110	105	●	➡	221	210	●
Comments: The inputted figure is for 2014-15 Q4. Due to a change in the Environment Agency reporting system we are currently unable to provide more up to date information.							
SCL06 % of residential homes on a 20mph street	25.2 %	26.0 %	●	➡	25.2 %	26.0 %	●
Comments:							
SCL11 % of people satisfied with parks and open spaces	73 %	75 %	●	➡	73 %	75 %	●
Comments: Satisfaction is slightly below target. There is a program of refurbishment planned to be carried out over the winter, which will hopefully improve this.							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
SCL02 % of people satisfied with waste collection	87 %	85 %	★	➡	81 %	85 %	●
Comments: Satisfaction is higher than last quarter, the number of responses however is still very low (23).							
SCL03 % of people feeling safe	81 %	76 %	★	➡	81 %	76 %	★
Comments: Performance remains above target and suggests that the work undertaken by the council, police and other agencies is making a positive difference to how safe communities feel.							
SCL05 % of food businesses achieving safety compliance	93.4 %	90.0 %	★	➡	93.4 %	90.0 %	★
Comments: The results this quarter are consistent with Quarter 1 showing the improvement this year is sustained. The figure includes the 18 (1.2%) premises that demonstrated improvements to compliance when they were re-rated.							
SCL09 CO2 emissions for the local area	2.5 %	2.4 %	★	?	2.5 %	2.4 %	★
Comments: 2013 saw carbon dioxide emissions drop across all three sectors - Industry (-3.3%), Domestic (-2.4%) and Transport (-0.62%), whereas in 2012 there had been an increase in both the Industry and Domestic sectors. The population of the city increased in 2013 to 135,900 residents from 134,300 in 2012. However, over the same period the per capita emissions decreased from 5.4 tonnes per capita to 5.2 tonnes per capita. Since recording began in 2005 emissions have dropped overall from 7 tonnes per capita.							
SCL10 CO2 emissions from local authority operations	4.2 %	2.2 %	★	➡	4.2 %	2.2 %	★
Comments: Over the period 1 April 2014 to 31 March 2015 the council reduced its carbon dioxide emissions by 4.2%, or 342 tonnes of CO2e (342,841 kg). This brings the total reduction, against a 2007 baseline, to 30.8% and brings us closer to achieving the ambitious 40% carbon emissions reduction target set in the council's recent environmental strategy.							
SCL12 Percentage of people satisfied with their local environment	87 %	75 %	★	➡	87 %	75 %	★
Comments: This is a new indicator which indicates that residents are satisfied with their local environment and currently shows excellent levels of satisfaction. As this is a new PI, at the end of quarter four performance will be reviewed and how it compares to similar authorities.							



Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
PVC7 Delivery of the heritage investment strategy action plan	1	2	●	➡	1	2	●
<p>Comments: The Strategy contains a commitment to implement eighteen policies and ten projects. Fifteen of the eighteen policies were due for implementation before March 2015. The majority of these have been either completely or partly implemented. Successes include the establishment of a group of officers to implement the strategy, including the identification of an excellent surveyor in NPS to be dedicated to working on historic buildings; the introduction of a new protocol to secure council buildings that become vacant (e.g. Carrow Hill House); an acceptance that the council will look at broader criteria than just price when considering the future of listed buildings especially in relation to stewardship properties (e.g. Britons Arms); the provision of more thorough information about the heritage significance of buildings to people buying properties (e.g. 41 All Saints Green); and the inclusion of public realm improvements with traffic management schemes (e.g. Tombland and Westlegate). Several policies around training and awareness among staff and reviewing asset registers are behind schedule due to staffing turnover in the conservation team. It is a concern that there are council owned buildings on the heritage at risk register. The group of officers that is working to implement the strategy is seeking ways to resolve the problems with these buildings.</p> <p>The Strategy committed the council to start working on ten projects by April 2015. A start has been made on all of them. Two have been completed (Chapelfield Gardens, Memorial Gardens undercroft) and funding has been allocated and preparatory work started on others (Maggie Printers site, Waterloo Park pavilion, Castle Gardens, Mile Cross Gardens). Considerable effort has been put into Ninham's Court but unfortunately the trust that might have implemented a refurbishment went into administration and other options are being explored.</p>							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
PVC1 Number of new jobs created/ supported by council funded activity	369	150	★	➡	369	150	★
Comments:							
PVC2 Delivery of the council's capital programme	31	20	★	?	31	20	★
Comments: Out of 40 projects/ groups of projects within the council's capital programme, 31 have a green RAG status. 7 projects are amber and 2 are red. One of the main issues which is affecting progress on development projects is the uncertainty created by recent government announcements which has impacted on the HRA business plan.							
PVC3 Amount of funding secured by the council for regeneration activity (£ thousands)	842,000	250,000	★	➡	842,000	250,000	★
Comments:							
PVC6 Planning service quality measure	86 %	83 %	★	➡	86 %	83 %	★
Comments: The system to monitor planning service quality that has been developed by PAS (Planning Advisory Service) has been tested and is now available for use. We will promote this at a Developers' Forum in October and begin to use the new method thereafter. The result reported here is a proxy using the previously planning performance measures i.e. speed of processing of Major, Minor and Other applications.							
PVC8 % of people satisfied with leisure and cultural facilities	94 %	85 %	★	➡	94 %	85 %	★
Comments:							
PVC9 Number of visitors to the City	11,47...	10,92...	★	?	11,47...	10,92...	★
Comments: This measure is reported annually. Data will be available at the end of quarter 2.							

Performance measures not contributing to the performance score for the Objective this quarter

Measure
PVC4 Number of new business start ups
Comments: This measure is to be reported annually at the end of quarter 4.
PVC5 Provision of free wi-fi in City Centre
Comments: This measure is to be reported annually.

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
FAC4 Timely processing of benefits	74.5 %	100.0 %	▲	★	74.5 %	100.0 %	▲
Comments:							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	Δ RAG YTD
FAC3 Delivery of the digital inclusion action plan	100 %	100 %	★	?	100 %	100 %	★
Comments: Performance against this plan is going well but our Digital Inclusion Co-ordinator is just in post so it is expected that delivery against the plan will now accelerate. Currently we are on target.							
FAC1 Delivery of the reducing inequalities action plan	50 %	50 %	★	?	50 %	50 %	★
Comments: The plan was agreed by Cabinet in November 2015 and at that stage actions planned for the second quarter were up to date.							
✚ FAC2 % of people saying debt issues had become manageable following face to face advice	100 %	84 %	★	▲	100 %	84 %	★
Comments: 100% of respondents reported that they had increased levels of well-being 6 months after first contacting MABS. All respondents reported that dealing with MABS increased their confidence in dealing with their debts (even if it was to know they could contact MABS). After 6 months 35% reported that this initially high level had improved on the rating system used.							
FAC5 No of private sector homes where council activity improved energy efficiency	133	70	★	▲	133	70	★
Comments: In quarter 2, 61 private households were helped with energy efficiency measures for their homes. This constituted of solid wall insulation, cavity wall insulation, loft insulation and/or EPC assessments. In addition to this, we have helped residents with fuel debt, given energy advice and help residents switch to a cheaper utility supplier.							

Performance measures not contributing to the performance score for the Objective this quarter

Measure
FAC6 % increase in contractors, providers and partner organisations paying a living wage
Comments: This measure is to be reported annually at the end of quarter 4.

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
HCH3 No of empty homes brought back into use	0	10	▲	➡	0	10	▲
Comments: Work started in Q2. Since the beginning of Q3 11 homes have been brought back into use and 3 are currently being marketed.							
HCH4 Number of new affordable homes developed on council land or purchased from developers	14	40	▲	➡	14	40	▲
Comments: The programme is currently at risk due to the housing and planning bill which is creating considerable uncertainty for the HRA business plan							
HCH9 No of private sector homes made safe	28	50	▲	➡	28	50	▲
Comments: Performance still ahead of target							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
HCH1 Delivery of the Healthy Norwich action plan	40 %	50 %	●	?	40 %	50 %	●
Comments: The plan was agreed by Cabinet in November 2015 and work continues with partners and ourselves to deliver these. However as this is a new area of work and requires a degree of changes in approach it does need to be watched closely in its early stages							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
HCH2 Relet times for council housing	13	16	★	➡	17	16	●
Comments: The void turnaround time had continue to reduce. Close monitoring continues.							
HCH5 Preventing homelessness	59 %	50 %	★	➡	62 %	50 %	★
Comments: Despite the continued high demand on services, our focus on early intervention, proactive measures and commitment to ensure accessibility to high quality specialist advice in order to prevent homelessness has resulted in another quarter of strong performance.							
HCH6 % of people who feel that the work of the HIA has enabled them to maintain independent living	50	50	★	➡	50	50	★
Comments: The customer satisfaction survey for Q2 hasn't been concluded yet so this figure is uncertain. As a proxy measure we report in year the number of improvements undertaken, which are currently ion target							
HCH7 % of council properties meeting Norwich standard	100.0 %	100.0 %	★	➡	100.0 %	100.0 %	★
Comments: The proxy measure continues to monitors the number of completions against projections for the following programmes: kitchens, bathrooms, heating, rewires, and composite doors. Contracts are output based, and contractors are responsible for delivering programmes by end of the financial year. Output is where we expect it to be at the end of Q2. On target for year to date.							
HCH8 % of tenants satisfied with the housing service	82 %	77 %	★	➡	82 %	77 %	★
Comments: Previous results to this indicator are those obtained from the STAR (survey of tenant and residents) which is conducted every two years. To compliment this and provide more regular updated data this one question is being asked of callers into the Customer contact centre to enable reports on a quarterly basis.							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
VFM4 Avoidable contact levels	36.1 %	15.0 %	▲	▲	30.0 %	15.0 %	▲
Comments: As levels remain high this target will be reviewed following further analysis of the reasons for the increased levels.							

Measure	Actual	Target	RAG Status	DoT	Actual YTD	Target YTD	RAG YTD
VFM1 % of residents satisfied with the service they received from the council	93.4 %	93.0 %	★	▲	95.4 %	93.0 %	★
Comments: Satisfaction remains within target following the ongoing improvements to service delivery. Access to streamlined services through an online option remain an area for development following customer feedback.							
VFM2 Council achieves savings targets (£ thousands)	2,300....	2,300....	★	▲	2,300....	2,300....	★
Comments: We successfully delivered a package of general fund savings of £2.3 million for 2015/16 achieving the target.							
VFM5 Channel shift measure	15.6 %	2.0 %	★	▲	15.6 %	2.0 %	★
Comments: This is the 2nd quarter where we have measured channel shift performance. When setting the targets we were cautious until we understood the outturn and sustainability of those figures. Outturn will change as we go throughout the year, however, based on the results so far, it looks like targets for future years should be reviewed and made more challenging.							
VFM6 % of income owed to the council collected	96.3 %	95.0 %	★	▲	96.3 %	95.0 %	★
Comments:							
VFM7 % of income generated by the council compared to expenditure	43.7 %	43.2 %	★	▲	43.7 %	43.2 %	★
Comments:							
VFM8 % of customers satisfied with the opportunities to engage with the council	58 %	50 %	★	▲	58 %	50 %	★
Comments:							

Performance measures not contributing to the performance score for the Objective this quarter							
Measure							
VFM3 % of council partners satisfied with the opportunities to engage with the council							
Comments: This measure is to be reported annually at the end of quarter 4.							
VFM9 Delivery of local democracy engagement plan							
Comments: Amber - Event dates for Local Democracy Week are Monday 12 October – Open City hall and Friday 16 October – Young Peoples question Time Event							
N/A until Nov 2015							

Norwich City Council
SCRUTINY COMMITTEE
ITEM 8

REPORT for meeting to be held on 17 December 2015

Draft Equality Information Report

Summary: The report sets out the council's current draft statutory Equality Information Report

Conclusions: The report is a statutory requirement and needs to be published by 31 January each year. It will be signed off by cabinet in January. This report should enable the scrutiny committee to determine any recommendations or comments they would wish to make.

Recommendation: To determine any recommendations scrutiny would wish to make to cabinet.

Contact Officer: Phil Shreeve, strategy manager
Phone: 01603 212356
Email: philshreeve@norwich.gov.uk

Report

The draft Equality Information Report

1. The annual equality information report is submitted for review and comment ahead of cabinet.
2. There are no real significant shifts since last year other than an increase in reported hate crimes and reduced reported hate incidents, and increases in local wage rates but with a widening gender gap. Local wages are still behind local and regional levels despite recent increases. This report follows last year's format and content.
3. Whilst most of the data and content are complete some sections need additional checking.
4. There is a statutory requirement for the document to be published before 31 January 2015.

Equality information report

January 2016

1. Introduction

This report provides information about the people who live in Norwich, who work at the council and who use its services. It allows all those who design services for the city's population to do so with the latest information to hand. Publishing information in this way is a specific public sector duty as laid out in the Equality Act (2010) which requires that public bodies publish annual data by 31 January each year.

This report demonstrates how we show due regard to the three general equality duties across our functions:

- Advancing equality of opportunity between people who share a protected characteristic and those who do not,
- Eliminating discrimination, harassment and victimisation and other conduct prohibited by the act
- Promoting good relations between people who share a protected characteristic and those who do not.

The council has four equality objectives, which are aligned with the revised 2015-2020 corporate priorities:

Equality objective	corporate priority
Tackling hate incidents and crimes	Safe, clean and low carbon city
Access to quality information, advice and advocacy including financial capability	Prosperous and vibrant city
Treating people with dignity and respect	Core values
Accessible and safe housing	A healthy city with good housing

The council's corporate priorities were updated in 2015 and the equality objectives were due to be reviewed in 2016. However given both the challenges in delivering services within reducing budgets, the new reducing financial inequalities plan and changes in welfare these objectives will roll forward during the next year.

Each service area has equality actions as part of its annual service plans. Reporting is undertaken through our performance management system, on a quarterly basis. In addition, Integrated Impact Assessments are undertaken for each report submitted to cabinet, and Equality Impact Assessments accompany major decisions made at the council. These are all published with committee reports or in the equality section of the website.

A councillor from cabinet is the portfolio holder for equalities, and receives regular updates from officers. This is currently Councillor Vaughan Thomas.

Glossary of terms

Protected characteristic	This is a phrase used in equalities legislation to identify groups at risk of discrimination. These are: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity.
BAME	Black and minority ethnic
Scrutiny Committee	This is a group of non-executive councillors who help to develop policy and improve performance, and holds the council's cabinet to account for their decisions.

The data in this report is taken largely from the 2011 Census, the council's own statistics and labour market statistics from the Office for National Statistics. The age of data from these sources vary but this report uses the most up-to-date statistics available at the time of publication. The report is a look back over the previous completed financial year so will again be dated in parts.

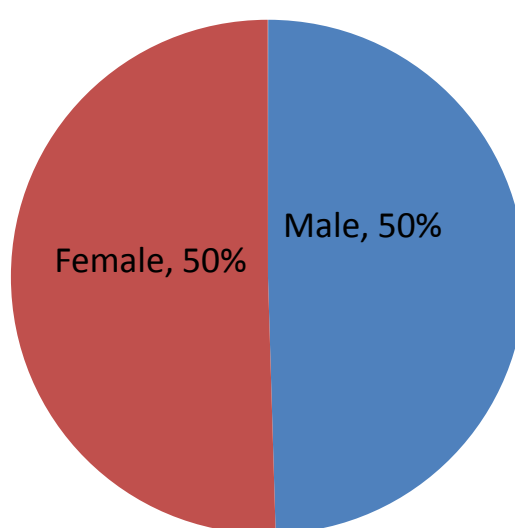
2. What do we know?

2.1 Demographics

Population

The mid-2014 population estimates indicate that **137,500** people live in Norwich, showing that Norwich continues to grow. All demographic figures are from the Office of National Statistics unless otherwise stated.

Norwich residents by gender – mid-2014 estimates



Ethnicity

Percentage of population – Ethnicity 2011 National census statistics		
	Norwich	England
Total White	90.8	86
White Non-British	6.1	5.5
Total Black, Asian or minority ethnic group	9.2	14
Asian/Asian British	4.4	7.5
Black/African/Caribbean/Black British	1.6	3.3
Mixed Heritage	2.3	2.2
Other ethnic group	0.8	1.0

The National Census of 2011 gives us the most accurate figures to date regarding the ethnicity of residents of Norwich which shows that the city is less diverse than the rest of country on average, although has a slightly higher proportion of White non-British residents than is the case nationally .

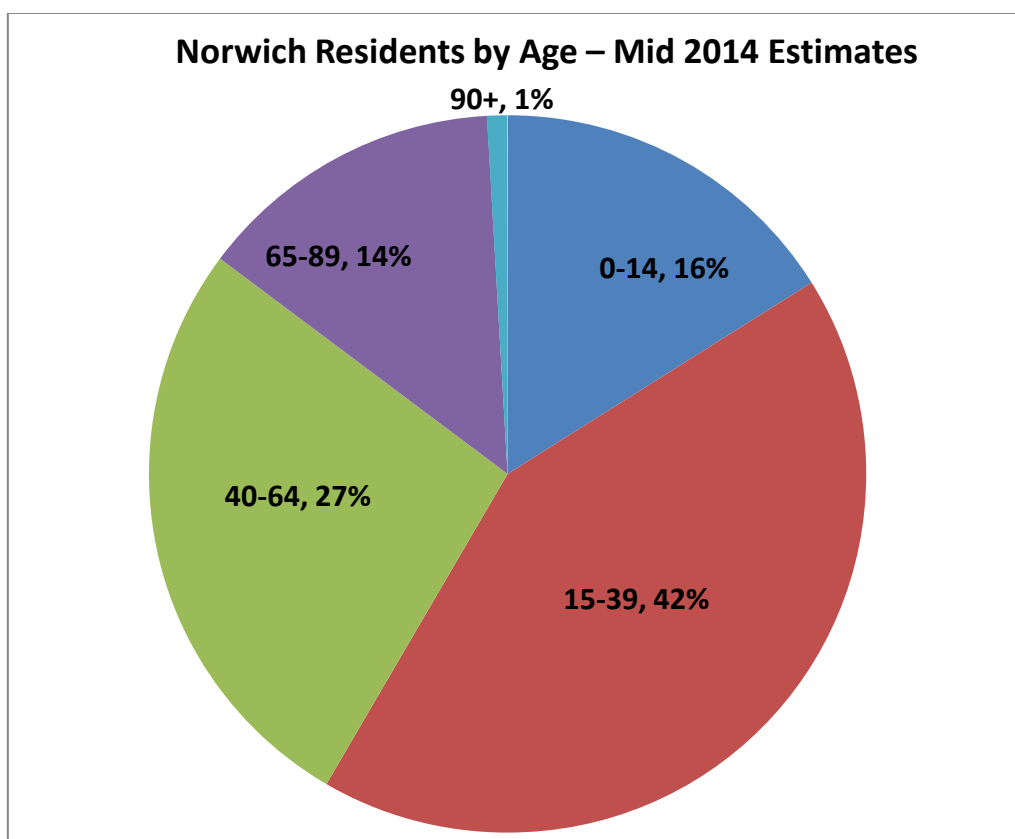
Disability

The table below provides responses 'limited a lot' and 'limited a little' to the question: 'Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?'

Disability 2011 National census statistics by percentage			
	A little	A lot	Total
Norwich	9.8	8.6	18.4
England	9.3	8.3	17.6

The number of disabled people in Norwich has remained relatively consistent with the figures from a decade ago. These are the only reliable statistics giving a comprehensive picture of disability in Norwich.

Age



Population by broad age group in 2014 in England and Wales

Age group	0-14	15-39	40-64	65-89	90+
Percentage	18	33	32	17	1

Mid-2014 estimates (rounded figures provided)

Norwich has a youthful demographic in comparison to Norfolk and the rest of the country, with 42% of residents in the 15 to 39 age group, as opposed to 33% nationally. This has an impact on a range of issues such as working age population on benefits, young people not in employment, education and training.

2.2 Employment in Norwich

Percentage of Norwich population in employment compared with that of the region and England as a whole June 2015			
Year to June 2015	Norwich	East of England	England
Economically inactive - aged 16-64	25.2	19.9	22.3
Economically inactive - aged 16-24	43.8	35.0	37.9
Economically inactive - aged 50+	55.4	56.3	57.8
Economically inactive - aged 65+	90.4	88.2	89.3
Economically inactive - aged 16-64 - Male	25.1	13.7	16.5
Economically inactive - aged 16-64 - Female	25.3	26.1	28.1
Economically inactive - aged 16-64 - White	24.2	19.3	20.7

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Levels of the population economically inactive across the city are higher than for both England as a whole and the East of England. This is particularly true in the younger 16-24 population. In the past 12 months there has generally been a reduction in the proportion of residents economically inactive, although it has risen slightly amongst men.

The table below also suggests that a greater than average number of residents need to claim some form of benefit to support their income. This is reflected across a whole range of different benefit types and personal circumstances. The past 12 months has seen these proportions reduce, with the exception of Employment and Support Allowance (ESA) rates, which have stayed broadly static.

Percentage of working age population claiming benefits (all) May 2015			
	Norwich	East of England	England
People of working age on benefits (working age client group)	13.6	9.8	11.8
All disabled/illness related benefits	7.7	4.9	6.0
All disabled/illness related benefits as percentage of working age client group	56.5	49.9	51.0

Claimant count rate (unemployed and seeking work)	1.8	1.2	1.8
ESA/Incapacity benefits (employee support allowance paid to people with disabilities)	7.7	4.9	6.0

£ Median hourly pay – residents 2015			
	Norwich	East of England	Great Britain
Full-time workers	11.50	13.81	13.33
Male full-time workers	11.97	14.50	13.93
Female full-time workers	10.73	12.79	12.57

Median full time hourly pay for residents (excluding overtime) has increased since the last equality information report. The rate of increase has been greater for men than women, meaning that the pay gap between men and women has gone up from £1-01 to £1-24. Pay for male residents has increased at a slightly higher rate than both regionally and nationally, meaning the pay gap for local men has narrowed. However if anything it has worsened very slightly for women in Norwich..

Data below needs to be updated

Another key gap is between the pay of Norwich residents and those working in the city. Figures from November 2013 show that median hourly earnings for people working full time in Norwich (£12.76 per hour) are higher than those for Norwich residents (£11.30 per hour). However, whilst there is a marked difference in median earnings for male full time workers: men working in Norwich (£13.68); men resident in Norwich (£11.67) - for women there is only a slight difference between average hourly median earnings based on the workplace (£10.64) and resident based hourly earnings (£10.74). This shows that higher paid men working in Norwich are more likely than average to live outside of the City Council area and commute in [NB by the time of publication we should have 2014 figures and analysis for this paragraph.]

3. Norwich city council as an employer

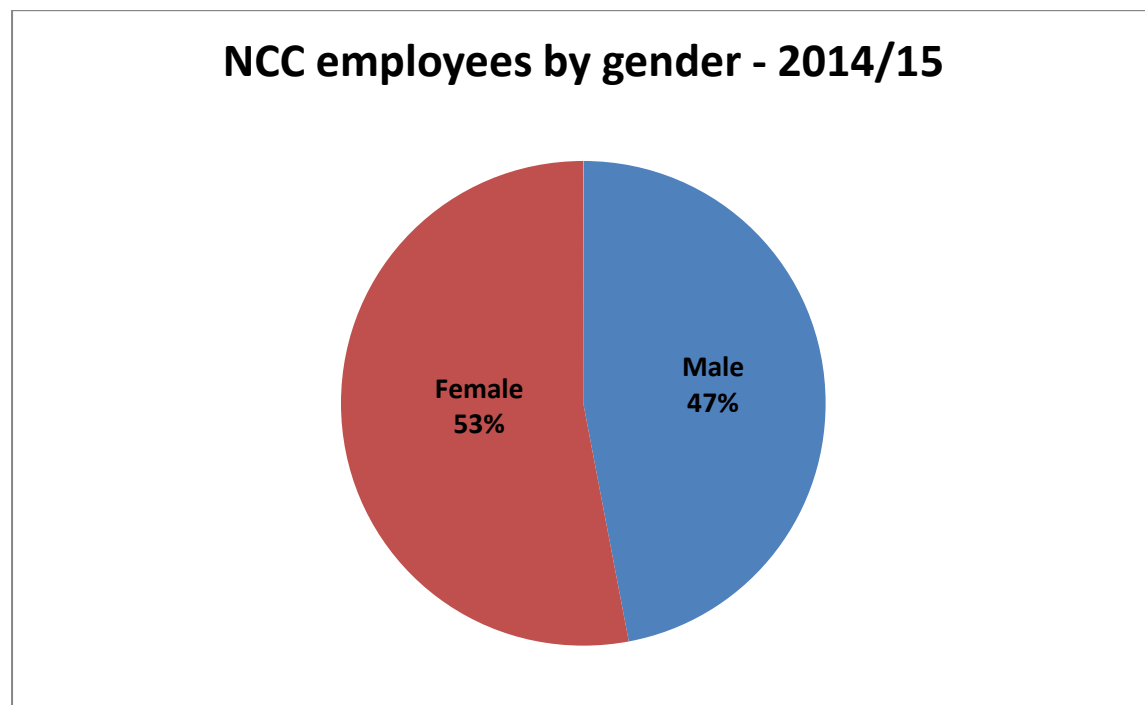
3.1 Who works here?

Statistics below are for the period from April 2014-April 2015 unless otherwise stated and are taken from internal records which employees update.

On 31 March 2014 there were **646** employees at the council, a slight increase from the previous year.

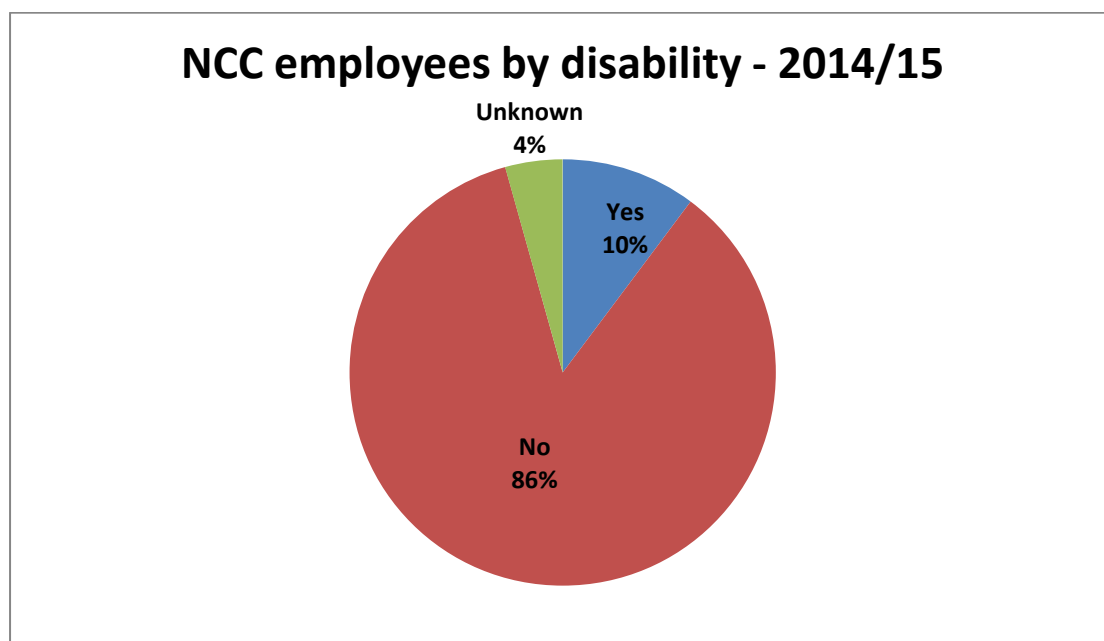
Norwich City Council's aim is for the workforce to reflect the % of the local community, who are economically active, from an ethnic minority, have a disability and match the gender balance.

Gender of employees



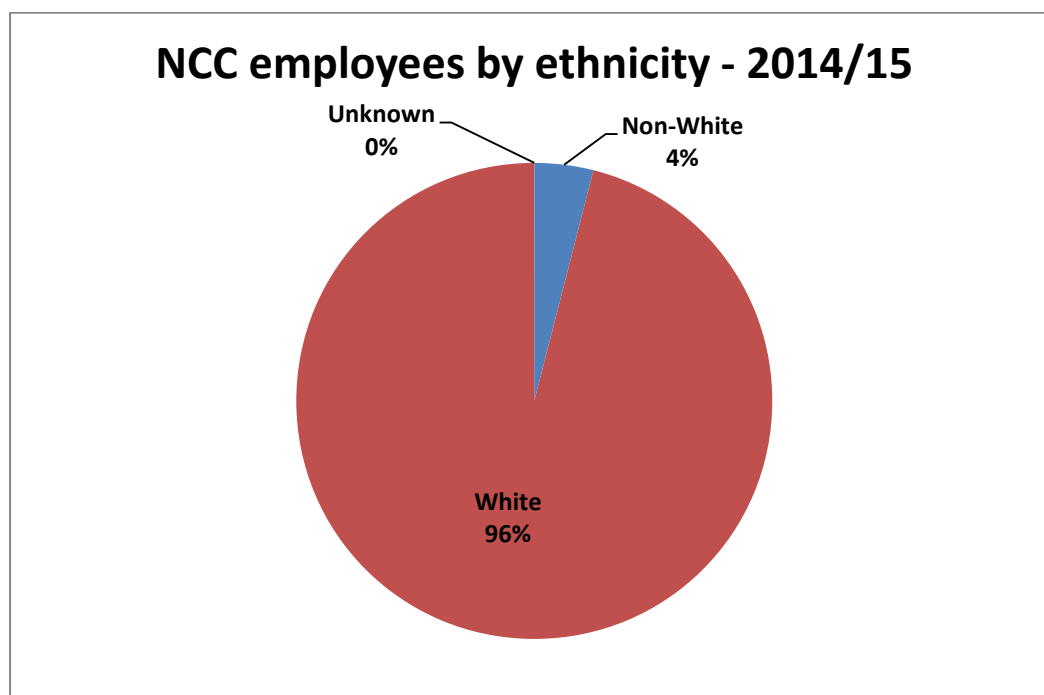
Women make up 72 per cent of part time employees and 40 per cent of full time employees. Therefore very broadly women are more likely than men to work in part time posts and overall the gender split of total people employed by the council is broadly representative of the city as a whole. Of those on maternity leave 84.62 per cent returned in the time stated and the other 15.38 per cent were either still on maternity leave or had not yet notified us of their intentions. No-one has resigned. The number of women taking maternity leave during the period was low (about half the number of the previous year but similar to the number in 2012/13)

Disability



The proportion of employees with a disability has stayed the same at 10 per cent. The current local profile indicates that 18.4% of the population classifies themselves as having some limitation in day to day activity. However the proportion of those who are economically activity with a disability is closer to this employment pattern. The employee survey results in 2013 were broadly similar with 11% of respondents declaring a disability and 6 % who didn't state whether or not they had a disability. The council operates a guaranteed interview scheme in recruitment and makes reasonable adjustments for new and existing employees to support them at work.

Ethnicity



There is still an under-representation of black and minority ethnic (BAME) employees, as the population stands at approximately nine per cent but only four per cent of employees are from a BAME background. This figure has increased by one percentage point since the previous year. 2.6% of the top 5% of earners are from an ethnic minority..

Percentage of employees by age

16-29	30-44	45-59	60-64	65+
6.8	38.5	45.9	7.3	1.6

The majority of employees are between 30 and 59 years old, which largely reflects the demographics of the city. There remains an under-representation of younger employees.

Other protected characteristics

Of the 424 respondents to the 2013 employee survey, we know that 44 per cent have no religion, whilst 38 per cent identify as Christian. Numbers for other religions are too small to report. This is somewhat consistent with National Census data of 2011 which states that 42.5 per cent of residents have no religion, and 44.9 per cent identify as Christian.

There is no national evidence of numbers regarding sexual orientation; we understand that about seven per cent of the population may be gay, lesbian or bisexual. Six percent of respondents to the employee survey identified as gay, lesbian or bisexual. This is an encouraging figure as it means that employees are confident in responding to a survey with such personal details.

Although we have collected data regarding the gender assignment of employees, numbers are too small to report. However we have successfully supported the transition of employees in the workplace, with positive feedback from transgender awareness advocates.

3.2 Training

Number of Training courses attended			Percentages
Gender	Male	1106	42.5
	Female	1499	57.5
Disability	Yes	293	11.3
	No	2214	85.0
	Unknown	98	3.8
Ethnicity	Non-white	117	4.1
	White	2486	95.9
	Unknown	2	0.1
Age	16-29	271	10.3
	30-44	1041	40.4
	45-59	1132	43.7
	60-64	146	5.2
	65+	15	0.4
Totals		2,605	100

Numbers may not add to 100 due to rounding

This chart captures corporate training only. It largely reflects the general make up of employees and as such does not identify any significant issues regarding the proportion of employees who receive training.

3.3 Equal Pay

Median basic salary (£) by full time/part time & gender March 2015			percentage difference
Full time / Part time	Male	Female	
FT hourly rate	13.63	13.63	0%
P/T hourly rate	11.89	13.19	10%

Average basic salary (£) by full time/part time & gender March 2015			percentage difference
Full time / Part time	Male	Female	
FT hourly rate	15.22	15.43	1%
P/T hourly rate	12.45	13.19	6%

The figures provided reflect basic pay and do not include enhancements paid for shift and weekend working. As we can see, for full-time workers, there is no gender difference in the median pay received by employees. As the median denotes the midpoint in the distribution this is due to the fact that for both genders there are a significant number of full-time workers on the same pay band. However, when we look at average hourly rate for full-time workers we can see that female employees earn around one per cent more on average than male.

The divide is more pronounced for part-time workers, with the median pay for female part-time employees ten per cent greater than for male, and on average six per cent more. There are a far greater number of part-time female employees than male.

Top 5% earners:

Around one in three of top earners are women, which is not representative of the gender split within the workforce.

3.4 Recruitment

Recruitment by age, disability, gender and ethnicity for 1 April 2014 to 31 March 2015

Applicants	Ethnicity			Disabled			Gender		
	White	Non-white	Unspecified	Yes	No	Unspecified	Female	Male	Unspecified
Applicants	949	78	27	96	800	158	517	514	23
Shortlisted	247	12	3	41	187	34	128	130	4
Offered	74	5	0	3	71	5	42	37	0

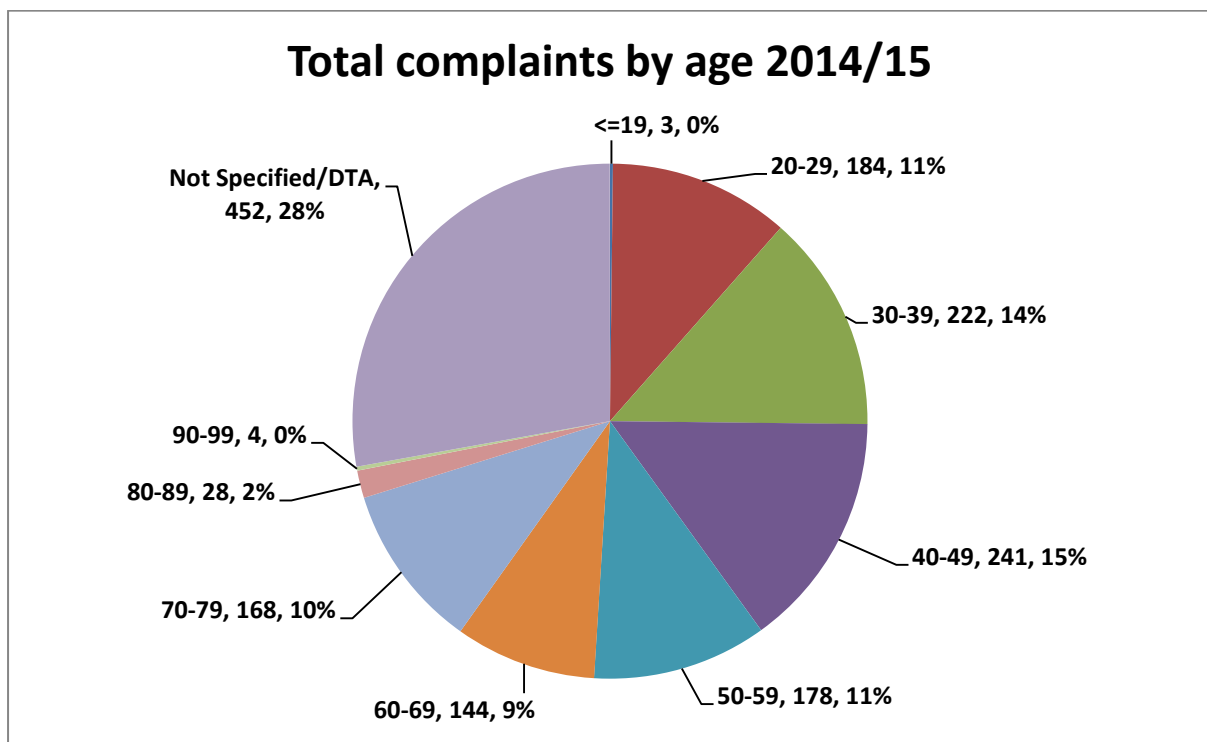
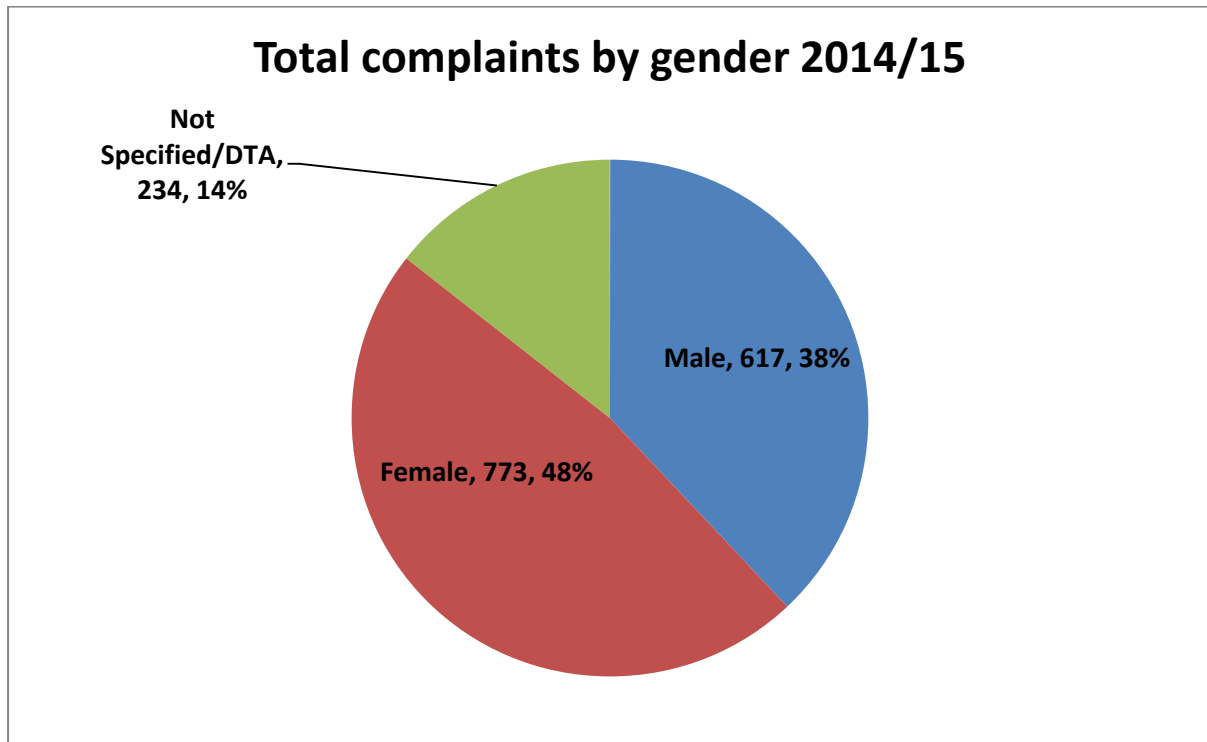
3.5 Disciplinary/Grievances

The data available regarding disciplinary, grievance, leavers and promotions for April 2014-15 is not appropriate to publish as some data sets are fewer than ten employees at a time which may suggest trends that do not exist. Low numbers also pose a threat to the confidentiality of employees.

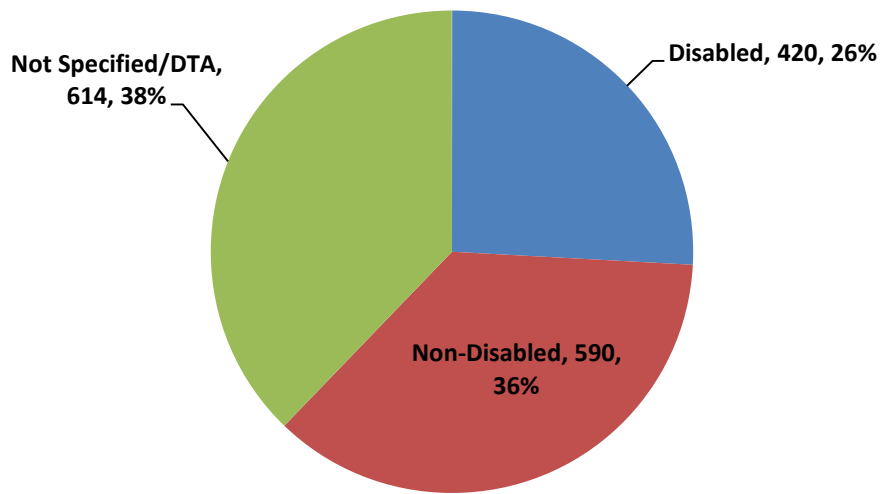
4. Customer complaints and satisfaction rates

4.1 Complaints

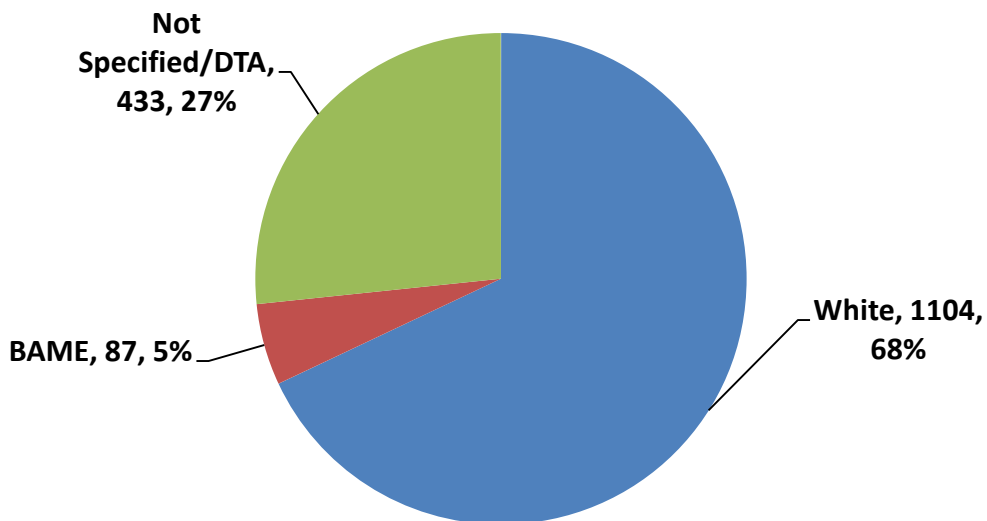
There were **1,624** complaints from April 2014 to March 2015.



Total complaints by disability 2014/15



Total complaints by ethnicity 2014/15



At first glance this suggests that residents with a disability are more likely to complain about our services. However with a large number of unknown / did not answer responses it may be that responses more generally reflect the population of the city. Furthermore satisfaction data (see 4.2 below) does not indicate a significant difference in satisfaction levels between residents with or without a disability.

4.2 Customer satisfaction

Once a quarter the customer contact team asked questions relating to customer satisfaction. This survey is an aggregate of the four quarterly surveys carried out in 2013-14.

Please note that in some cases, numbers of responses are dependent on a combination of questions being answered. Total responses to a given question will therefore not always add up to the total number of customers surveyed.

A total of 2,124 surveys were completed.

The table below indicates respondent's satisfaction levels by ethnicity:

Ethnic Group	Ethnic Composition - population of Norwich (%)	Ethnic composition of survey	Good %	Satisfactory %	Poor %
Black Asian Minority Ethnic group	9.2	6	77	15	8
White (including non British groups)	90.8	94	83	13	4

Numbers may not add to 100 due to rounding. Not all respondents stated their ethnic group – this is based only on those who did.

Gender: The table below indicates satisfaction levels by gender.

Gender	Number of survey responses	Good %	Satisfactory %	Poor %	Overall Satisfaction %
Female	1208	81	16	4	96.18
Male	916	83	11	5	94.70

Numbers may not add to 100 due to rounding. Not all respondents stated their gender – this is based only on those who did.

Age: The table below indicates satisfaction levels by age.

Age Group	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %
<=19	29	79	17	3	96.55
20-29	474	88	9	3	96.62
30-39	432	83	13	4	95.83
40-49	395	82	14	4	96.20
50-59	291	81	12	7	93.47
60-69	305	80	15	4	95.74
70-79	125	73	18	10	90.40
80-89	53	74	21	6	94.43

Numbers may not add to 100 due to rounding. Not all respondents stated their age – this is based only on those who did.

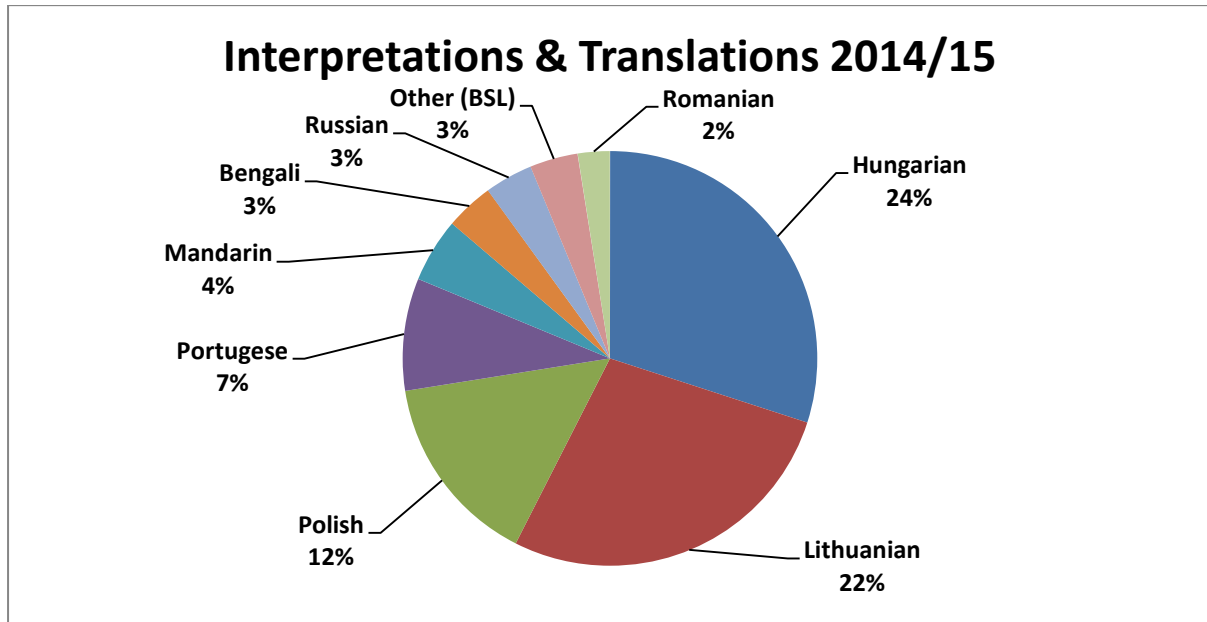
The table below indicates satisfaction levels by disability:

Disability	Number of survey responses	Good %	Satisfactory %	Poor %	Overall satisfaction %
Non-disabled	1722	83	12	4	95.53
Disabled	376	78	16	5	94.68

Numbers may not add to 100 due to rounding. Not all respondents stated whether or not they had a disability – this is based only on those who did.

4.3 Interpretation and translations

We are part of INTRAN which is a multi-agency partnership providing language services throughout the Eastern Region. INTRAN interpretation and translation requests, Norwich City Council 2014-2015:



This chart shows the numbers of interpreters and translators used by the council for the top most commonly requested languages during the period. The category 'other' includes BSL interpreters.

We do not have precise numbers for requests for interpretation and translation, so these figures give a general idea of trends. The numbers of requests are always quite low so any conclusions about patterns are tentative. The main languages represented are broadly the same as in the previous report.

We ensure that we promote the use of professional translation services and issue reminders for employees to use them as needed.

5 ■ How we demonstrate we carry out our equality duties

5.1 Tackling hate incidents and crimes

We are members of the Hate Free Norfolk network, a Norfolk wide response to hate crimes and incidents, where partner agencies work together to improve reporting and responses to incidents and crimes. This has developed in tandem with the Norfolk Community Relations and Equality Board. As part of this partnership, we have participated in and promoted the 'Hate Free Norfolk' campaign, attempting to ensure that people understand what a hate crime or incident is and how they can report it. We are organisational signatories to the Hate Free Norfolk pledge.

Hate incidents and hate crimes in Norwich and Norfolk

A hate incident is any incident which is perceived by the person, or any other person as being motivated by prejudice or hatred. It may or may not be a crime. A hate crime is a crime committed against someone because of their disability, gender-identity, race, religion or belief, or sexual orientation.

(Q2) July 2014 - (Q1) June 2015		
Hate incidents	Norwich	Norfolk
Race	161	342
Homophobic/Transphobic	59	134
Faith	20	36
Disabled	31	78
Hate Other	3	50
Total hate incident indicators	274	640
<i>Total number of hate incidents</i>	261	598
Hate crimes	Norwich	Norfolk
Race	161	401
Homophobic/Transphobic	51	107
Faith	20	36
Disabled	28	78
Hate Other	2	39
Total hate crime indicators	262	661
<i>Hate crime totals without indicators</i>	262	661

A crime or incident can be marked with a multiple number of relevant indicator flags (this means that it could be a race and faith crime and marked as both) which is why there are two figures for totals in the period reviewed.

As noted in previous equality information reports, it is likely that the majority of hate crimes or incidents are not reported, so what we seek are higher, not lower figures. In the last period the numbers of reported incidents actually went down but the number of reported crimes went up (in both Norwich from 160 to 262 and Norfolk from 493 to 661).

For the period April 2014-March 2015, the highest category of hate incidents reported to the Council related to ethnicity, with 60% of reports.

5.2 Domestic abuse

We currently have an officer acting as vice chair of Domestic Abuse Sexual Violence Board (DASVB); which has a remit to progress actions within the 'Violence against women and girls' policy, as well as lessons learned from domestic homicide reviews locally.

Employees have as a result of this partnership the opportunity to undertake free training on domestic abuse awareness; domestic abuse, stalking and harassment risk model, 'honour' based abuse, female genital mutilation (FGM); domestic abuse briefing sessions; basic, entry level, online abuse, 'sexting' and grooming) available to statutory and voluntary agencies across Norfolk.

This sub group also delivers an annual domestic abuse conference for practitioners and strategic managers. The DASVB also co-ordinate the annual week long 'Norfolk Says No' campaign; to raise awareness of domestic abuse and sexual violence, promoting healthy relationships and the support services available. This is a high profile campaign involving local dignitaries and ambassadors and involves activities and events delivered by, for and through voluntary, statutory and corporate sector partners. This year the campaign was launched at Norwich City council's City Hall with the message that anyone can suffer from domestic abuse. A wide range of activities took place in all four Norwich neighbourhoods, as well as the city centre, to help raise awareness of the issues and support services available. In addition this year, a strand of the campaign called 'Norfolk Men Say No' was launched, to increase involvement of men and boys in standing up to say no to domestic abuse and sexual violence.

DASVB has also developed a 'model' domestic abuse workplace policy, as guidance for organisations to use to support employees and volunteers that are subject to domestic abuse. It holds a web page on the county council website with links to resources for individuals and partner organisations.

Norwich City Council was awarded white ribbon status in August 2014, following the 'Norfolk Says No' campaign, highlighting the ongoing services it provides to support victims of domestic abuse and the non acceptance of abusive behaviours by perpetrators.

Norwich City Council has been involved this year in a project to improve the County's response to domestic abuse. Four work streams have been identified for implementation this year; to provide a more co-ordinated partnership approach to commissioning, improve workforce capabilities, improve service delivery and increase marketing and awareness. The aim of the domestic abuse change programme is to provide more cohesive, comprehensive services that are consistent across the county, to ensure all voluntary and public sector staff are trained to have a 'public welfare responsibility', to change how we talk about domestic abuse by reducing the stigma, making it easier to both ask about and tell about domestic abuse and then communicate this effectively across the county. Norwich City council leads on one of those work streams and inputs into the other three.

5.3 Training undergone by Norwich City Council employees

- Leading equality & diversity (mandatory for managers)
- Equality and diversity training (mandatory for all employees)
- Mental health awareness for managers (mandatory)
- Raising mental health awareness (for employees)
- Customer Service Excellence face to face training (including a human rights element - mandatory)
- Human Library event
- Child sexual exploitation awareness
- Recruitment and selection training for managers (mandatory)
- Hate crime e-learning package
- Equalities & diversity e-learning package (mandatory for all new employees)
- Bullying and harassment
- Community safety problem solving
- INTRAN training
- Management training programme – modular
- Safeguarding
- Tackling drug and alcohol abuse
- Tackling hate crime
- Welfare reform act
- Warm and welcome in Norfolk
- Workshop to raise awareness of Prevent

5.4 Working with communities – needs to be updated and re-checked

We support a range of voluntary and community sector activities either through funding, support, advice or signposting, as well as undertaking some activities ourselves:

- We have held the launch of annual Refugee week here at City Hall for the past five years (launch attended by Lord Mayor or Sheriff and Councillors).
- We have funded numerous community groups from minority communities, often applying for any funding for the first time, for activities in the city through small grants.
- We have provided grants for Norwich Mind Festival of Cultures to be held in the city centre celebrating cultural diversity in Norwich.
- Norwich Asylum Seekers and Refugees Forum (Nasref) hold regular meetings in our meeting rooms.
- We commissioned a Human Library event in The Forum to promote dialogue, reduce prejudices and encourage understanding.
- We are members of the Norfolk Community Relations and Equality Board (CREB), a new county wide network which replaces the former county cohesion network.
- We send out a regular community and neighbourhood bulletins which enables those that might not otherwise get a chance for a wider audience e.g.

media/councillors/other groups and to be aware of opportunities available to them.

- We run regular City Hall tours for communities to meet employees and Councillors, and gain an understanding of how the Council and how the democratic process works.
- LGBT History Month – we have hosted events at City Hall for three years running
- Norwich Access Group regularly receives a grant. They are a local pressure group of disabled people who are actively involved in trying to improve access for disabled people to all aspects of life in the city of Norwich and surrounding area
- Norwich Access Group liaises with Food safety team on the Business Merit scheme
- When updating our website we used the feedback from disabled volunteers with visual impairments and learning disabilities.
- We support the Women's Institute who run annual International women's day events.
- We provide financial and in-kind support to the Norwich Older People's Forum.
- We have held the launch of annual Black History Month here at City Hall for the last five years (launch attended by Lord Mayor or Sheriff and Councillors).
- Norwich Door-to-door receive a grant to fund core costs delivering subsidised on demand ('dial a ride' type) accessible bus transport, for disabled and mobility impaired residents.
- Age UK Norwich received a grant to provide an income maximisation service aimed at a vulnerable section of the Norwich community.
- We organise regular networking sessions for individuals, groups, organisations, agencies and Councillors from or serving communities of interest city wide and those active in neighbourhoods
- We organise workshops and 1:1 work focusing on capacity building of community groups from communities of interest to strengthen community leadership and to support community groups from communities of interest to take action themselves.
- We organise workshops on applying for funding and improving funding applications, in partnership with Voluntary Norfolk as well as workshops on specific funds and meeting those funders with the Big Lottery, Tudor Trust, NCC and Norfolk Community Foundation as examples.
- On-going community engagement at a neighbourhood level and specifically for communities of interest working across the city.

If you would like further information about the contents of this report please contact the Council by calling 01603 212368 or via email at performance@norwich.gov.uk

